

Information Governance

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7 January 2019
Reference no. 18190344

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 17th December making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

This is a request under the FOI Act. Please can you tell me whether your trust is the lead commissioner for GP out of hours services in its area?

If it is not the lead commissioner, please state what CCG/health board/trust is the lead commissioner and then do not respond to any further questions.

If your trust is the lead commissioner, please respond to the following:

- 1) What is the geographical patch the trust commissions GP out of hours services for and how many patients does this cover?
- 2) What is the name of the current provider of GP out of hours services for this patch?
- 3) How many errors and serious incidents (or equivalent) were reported to the trust relating to GP out of hours services, in the following:
 - a. 2017
 - b. 2018 (please provide the most up-to-date information possible and state up to which month this covers)

- 4) How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:
 - a. 2016
 - b. 2017
 - c. 2018 (please provide the most up-to-date information possible and state up to which month this covers)
- 5) Please provide copies of any reports on the service's safety that have been produced in this period.
- 6) If the trust does not collect this information, please set out how it records and evaluates the safety of the service, and provide any information collected that supports this.

Response:

Oxfordshire CCG commissions such services in Oxfordshire.

If you are concerned with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance