

FREEDOM OF INFORMATION REQUESTS
November 2019

FOI NO: FOI 043
Date Received: 4 November 2019
Request :

- 1) Can you provide me with the name and contact details of the senior manager responsible for the overall estates infrastructure across all your facility sites. (i.e. the manager for the overseeing of all the physical building works).
- 2) Can you provide me with the name and contact details of the senior manager responsible for the overall Information Technology (IT) across all your facility sites.
- 3) Do you have approved subcontractors that you use for undertaking any necessary building work/i.t. infrastructure (cabling, telecoms) to the various sites?
- 4) Do you have a framework for undertaking cabling, telecoms, network cabling works etc or get quotes in project by project?

Response :

1. Can you provide me with the name and contact details of the senior manager responsible for the overall estates infrastructure across all your facility sites. (i.e. the manager for the overseeing of all the physical building works).
The CCG do not have a specific Estates and Facilities Department as NHS Property Services are responsible for providing this function on behalf of the CCG, email: customer.services@property.nhs.net.

The senior manager responsible for estates is Rachel Coaker, email: rachelcoaker@nhs.net.

The CCG office staff are located across a number of Local Authority sites. The Local Authority is responsible for the estates and facilities on these sites.
2. Can you provide me with the name and contact details of the senior manager responsible for the overall Information Technology (IT) across all your facility sites.
Mike Culshaw, IT Manager, email: mikeculshaw@nhs.net.
3. Do you have approved subcontractors that you use for undertaking any necessary building work/i.t. infrastructure (cabling, telecoms) to the various sites?
This would be managed by NHS Property Services / Local Authority / Greater Manchester Shared Services respectively dependant on the particular circumstances / requirements.
4. Do you have a framework for undertaking cabling, telecoms, network cabling works etc or get quotes in project by project?
Please see question 3 above.

FOI NO: FOI 044 **Date Received: 5 November 2019**

Request :

Please send me details of any care home enhanced services commissioned by the CCG, setting out the total amount spent in 2018/19 and total budgeted spend in 2019/20 and the amount per patient on all such services and including a copy of it.

I would like the above information to be provided to me as an electronic copy.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

Response :

A Healthy Care Home scheme was commissioned as part of the CCGs/Councils System Transformation Plans which were being delivered by the Local Care Organisation

18/19	FOT 19/20
£ 29,467.67	£100,983.33

The service was commissioned at £200 per bed per annum and is due to cease January 2020

A copy of the specification has been attached



Care Home Service
Specification 002 All S

FOI NO: FOI 046 **Date Received: 8 November 2019**

Request :

Please provide a current prescribing algorithm for advanced therapeutics/biologics for patients with rheumatoid arthritis treated within your clinical commissioning group.

Response :

Please see the Greater Manchester Medicines Management Group (GMMMG) website:
<http://gmmmg.nhs.uk/docs/guidance/GMMMG-RA-pathway-FINAL-v4-1.pdf#search=%22rheumatoid%22>

FOI NO: FOI 047	Date Received: 7 November 2019
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Request :



I'm following up on an FOI I submitted in April, below. Reference 13847 – 13852.

- A list of all the optional services and schemes commissioned by the CCG that your member GP practices could choose to participate in, in 2019/20 - such as Local Enhanced Services, Local Improvement Schemes (LISs) and Prescribing Incentive/Improvement schemes.
- The specification for each of these services/schemes
- The value of each, ie, the total amount that can be earned for participation in the service/scheme per patient.

Can you confirm whether the specifications provided apply to 2019/2020. If not, can you provide this information.

Response :

- A list of all the optional services and schemes commissioned by the CCG that your member GP practices could choose to participate in, in 2019/20 - such as Local Enhanced Services, Local Improvement Schemes (LISs) and Prescribing Incentive/Improvement schemes.
Please see response below
- The specification for each of these services/schemes
Please see response below
- The value of each, i.e. the total amount that can be earned for participation in the service/scheme per patient.
Please see response below

Contract	Start Date	End Date	Total Contract Value	£ per patient	Service specifications
QinPC Phase 4	1 April 2019	31 March 2020	£2, 716, 000	£13.25	 FINAL Quality in Primary Care Contra
Combined LCS	1 April 2019	31 March 2020	£516, 094	£2.52	 FINAL Combined LCS Enhanced Prima

FOI NO: FOI 048	Date Received: 13 November 2019
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Request :

Under the Freedom of Information Act, could you kindly please provide us with a current list of the email addresses within your CCG via email for all the following:

- Practice Managers the relevant GP surgeries they manage.
- Practice Managers the relevant Dental surgeries they manage.
- Practice Managers the relevant Opticians they manage.
- NHS Trust Senior Members of Staff, their position and trust.
- NHS Care Home Senior Members of Staff, their position and home.
- NHS Hospital Senior Members of Staff, their position and hospital.
- NHS Mental Health Facilities Senior Members of Staff, their position and facility.
- NHS Pharmacies Senior Members of Staff, their position and pharmacy.

We will not be publishing the information you provide to us and will only use it to send information about DENAA+ Healthcare microbial cleaning products that may be of interest. The range includes hand soaps, floor cleaners and sprays and all products are eco-friendly, sustainable, non-polluting and completely safe for operatives. They inhibit harmful bacteria, reduce pollen, fungal spores and dust mite faeces – which creates an increasingly healthier and safer microbial environment (called a healthy microbiome). They reduce the transmission of bacterial infections and also reduce antimicrobial resistance – and related costs.

Please see our website www.ingenious-probiotics.com for more information, research articles and case studies.

Please let us know if there is any administration fee before processing our request or if you require any further information.

Response :

The CCG does not hold this information. Please visit the NHS Choices website (<https://www.nhs.uk>) for the GP, Dental and Optician information. You would need to contact individual providers for the staff contact details you require.

FOI NO: FOI 049	Date Received: 18 November 2019
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Request :

I would be grateful if you could provide the following information for community based services commissioned by the CCG or on your behalf by another CCG or CSU.

Could you please complete the following table for as many providers of Out-of-hours (OOH) services as you have operating within the CCG area?

If you have recently awarded a contract and it is due to start within the next three months, could you please answer for the new contract(s)?

Name of CCG		
If you are lead commissioner: Names of other CCGs on whose behalf you commission these services		

If you are an associate commissioner:	
Name of the lead commissioning CCG	
If OOH services are not contracted for directly by the CCG but are part of a wider integrated urgent care contract, then name of the lead IUC contractor:	

If you are running a combined IUC contract, please answer questions 1, 2 and 3, for OOH provision as well as NHS 111 and other community services as part of the IUC.

If you do not have an IUC contract, please answer question 1 and 2 on OOH and NHS 111 provision.

1.	Name of OOH provider in your CCG area	Population served by OOH provider	Current Annual Contract Value for OOH contract	When is contract due for re-tender? (month and year)	When you re-tender, will OOH be part of a separate contract, or part of a wider IUC?
Provider 1					
Provider 2					

2.	Name of NHS 111 provider in your CCG area	Population served by 111 provider	Current Annual Contract Value for 111 contract	When is contract due for re-tender? (month and year)	When you re-tender, will 111 be part of a separate contract, or part of a wider IUC?
Provider 1					
Provider 2					

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3.	Name of Community Services (CS) provider in your CCG area	Population served by CS provider	Current Annual Contract Value for Other IUC services	When is contract due for re-tender? (month and year)	
Provider 1					
Provider 2					

Response :

Name of CCG	Bury CCG
If you are lead commissioner: Names of other CCGs on whose behalf you commission these services	N/A
If you are an associate commissioner: Name of the lead commissioning CCG	Blackpool CCG
If OOH services are not contracted for directly by the CCG but are part of a wider integrated urgent care contract, then name of the lead IUC contractor:	BARDOC, NWAS, Salford Royal

If you are running a combined IUC contract, please answer questions 1, 2 and 3, for OOH provision as well as NHS 111 and other community services as part of the IUC.

If you do not have an IUC contract, please answer question 1 and 2 on OOH and NHS 111 provision.

1.	Name of OOH provider in your CCG area	Population served by OOH provider	Current Annual Contract Value for OOH contract	When is contract due for re-tender? (month and year)	When you re-tender, will OOH be part of a separate contract, or part of a wider IUC?
Provider 1	BARDOC	206,000	1,540 m	Under Review	Under Review
Provider 2					

2.	Name of NHS 111 provider in your CCG area	Population served by 111 provider	Current Annual Contract Value for 111 contract	When is contract due for re-tender? (month and year)	When you re-tender, will 111 be part of a separate contract, or part of a wider IUC?
Provider 1	NWAS	Regional Contract held by Blackpool CCG	Regional Contract Blackpool CCG	Contact Blackpool CCG	Contact Blackpool CCG
Provider 2					

3.	Name of Community Services (CS) provider in your CCG area	Population served by CS provider	Current Annual Contract Value for Other IUC services	When is contract due for re-tender? (month and year)	
Provider 1	Salford Royal Foundation Trust	206,000	509 k	Under Review	
Provider 2					

FOI NO: FOI 050

Date Received: 25 November 2019

Request :

I am writing to you under the Freedom of Information Act 2000 to request the following information: The definition of 'prompting' is: 'the action of saying something to persuade, encourage or remind someone to do or say something'. Prompting of medication is reminding a person of the time and asking if they have or are going to take their medicines. (Google.com) Medication prompts are defined as:

1. Do you fund Medication Prompts?
2. If yes, under which funding budget line/service is it allocated? (i.e Pharmacy, IPP, CHC, DTOC etc)
3. Do you joint fund Medication Prompts with your local Adult Social Service Department?
4. How many clients do you currently fund?
5. What is your predicted annual spend for Medication Prompts?
6. How long / Since when have you funded Medication Prompting Service?

Please provide the information in electronic format at this email address. However, I am happy to receive them by post if that is more convenient.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request. If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.

If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary?

If you have any queries please don't hesitate to contact me via email and I will be very happy to clarify what I am asking for and discuss the request, my details are outlined below. If you are not the appropriate authority for this request, or for part of it, please let me know as soon as is convenient. If the information requested contains sections of confidential information, please blank out or remove these sections, and mark clearly that they have been removed.

Response :

Do you fund Medication Prompts?

No

2. If yes, under which funding budget line/service is it allocated? (i.e Pharmacy, IPP, CHC, DTOC etc)

N/A

3. Do you joint fund Medication Prompts with your local Adult Social Service Department?

N/A

4. How many clients do you currently fund?


N/A

5. What is your predicted annual spend for Medication Prompts?

N/A

6. How long / Since when have you funded Medication Prompting Service?

We are not aware that NHS Bury CCG has previously funded a medication prompting service.

FOI NO: FOI 051	Date Received: 29 November 2019
<p>Request :</p> <p>Please could you provide information on Primary care networks for the CCG including:</p> <ul style="list-style-type: none"> • Practices belonging to each primary care network • Patient numbers • Clinical director lead • Health focus/priorities (if any currently) 	
<p>Response :</p> <p style="text-align: center;">  FOI 051.xlsx </p>	

FOI NO: FOI 052	Date Received: 30 November 2019
<p>Request :</p> <p>I am writing to you under the Freedom of Information Act to request the following information. Please provide it for the CCG or CCGs you have responsibility for.</p> <ol style="list-style-type: none"> 1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures. 2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures. 3. In 2018/19, what percentage of callers were called back within ten minutes? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures. 4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician? What was it in 2014/15? What was it in this financial year to date? 5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor? What was it in 2014/15? What was it in this financial year to date? 6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them, what percentage got a visit in their home from an out of hours doctor, what percentage were referred to an urgent treatment centre, what percentage were referred to their GP the next day, what percentage had their problem solved by a GP over the phone, what percentage had their problem solved by a call handler? What were call outcomes, according to these categories, in 2014/15? What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures. 7. In the 2018/19 financial year what was the ratio of call handlers to clinicians? What was it in 2014/15? What was it in this financial year to date? 8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures. 9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift? 10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms? 	

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this. It'd be great if you could do this as soon as possible so I can revise the request quickly.

If you have any queries please don't hesitate to contact me via email and I will be happy to clarify what I am asking for.

Response :

The NHS 111 contract is commissioned at a North West regional level and therefore the responses given below are for the North West and not at an individual CCG level.

1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds?

- 73.7% (1,152,302 calls answered of 1,962,988 calls presented)

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date? Please also provide the actual figures.

- 80.3% (769,178 calls answered of 957,863 calls offered)

3. In 2018/19, what percentage of callers were called back within ten minutes?

- 44.8% (91,890 calls of 205,198 calls)

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date? Please also provide the actual figures

- 37.9% (35,559 calls of 93,809 calls)

4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician?

- 11:57:13

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date?

- 13:45:00

5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them,

- Ambulance dispatches were 15.1% (210,853 of 1,564,219 calls triaged)

What percentage got a visit in their home from an out of hours' doctor,

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What percentage were referred to an urgent treatment centre,

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What percentage were referred to their GP the next day,

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What percentage had their problem solved by a GP over the phone,

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What percentage had their problem solved by a call handler?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What were call outcomes, according to these categories, in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures.

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

7. In the 2018/19 financial year what was the ratio of call handlers to clinicians?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in 2014/15?

- The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

What was it in this financial year to date? Please also provide the actual figures.

- The CCG does not hold this information. This data should be sought directly from NWAS

who are the providers for the NHS111 contract.

9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift?
 - The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.
10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms?
 - The CCG does not hold this information. This data should be sought directly from NWAS who are the providers for the NHS111 contract.

Please also note that some of this information is readily available to all through

<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/>