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Our Ref: FOI 7592

Date: 17th April 2018

**St Helens CCG
St Helens Chamber
Chalon Way
Off Salisbury Street
St Helens WA10 1FY**

Re: Freedom of Information Request

Further to your recent Freedom of Information request regarding 'Workload Dump', please see below our response to your request.

Request:

Since 1 April 2016, new requirements in the standard hospital contract have been in force to reduce cases of hospitals inappropriately shifting work they're responsible for onto practices. Practices have been told to report all incidences where a hospital is flouting these new rules to their CCG.

Under the Freedom of Information Act 2000, I'm requesting the following information for all the CCGs you're responsible for, for the time period of 1 April 2016 to 23 March 2017:

1. How many reports of hospitals breaching the new rules on workload dump have you received from practices? Please can these figures be broken down for each hospital the complaint was made against.
2. What action or sanctions has the CCG enforced so far?
3. Please can you share any documents the CCG has produced setting out its policy for managing inappropriate workload dump by hospitals

Response:

Local Access Policies Threshold – 2 incidents reported by GP practices in relation to St Helens and Knowsley Hospital Trust. Interface Incident process followed and response received from Acute Trust stating they will ensure that the correct pathway will be followed – incident closed

Medication on Discharge Threshold – 4 incidents reported by GP Practice, 3 were in relation to St Helens and Knowsley Hospital Trust and 1 in relation to Fairfield Independent Hospital. Interface incident process followed and responses sent to GP Practice by Acute Trust – Incidents closed.

Results and Treatments Threshold – 5 incidents reported by GP Practice regarding St Helens and Knowsley Hospital Trust. Responses returned to GP Practice – incident closed

The process is monitored by NHS St Helens CCG. All interface incidents are received into a dedicated mailbox. They are logged onto a database and then sent to a designated contact at the Acute Trust, who will review and report back as per the “Process for managing and responding to non-urgent issues raised by primary care” (attached).

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, sthelensccg.foi@nhs.net within 40 days of receipt of the response.


If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,



Angela Delea
Associate Director – Corporate Governance
NHS St Helens Clinical Commissioning Group

Process for managing and responding to non-urgent issues raised by primary care

Introduction

The following process is being introduced in order to ensure that non-urgent corporate issues raised by primary care that relate to St Helens CCG or St Helens and Knowsley Teaching Hospitals NHS Trust are managed in a co-ordinated and consistent way.

The process will ensure that concerns are reported and responded to in a timely manner via a central point, using a standard template that will capture the relevant details of the concern and the Trust's response.

Scope

The process below relates to interface issues and does not include patient complaints that should be managed in line with NHS complaints procedures or current clinical patient concerns that will need to be managed at a local level, clinician to clinician.

Process

The process aims to provide an effective flow of communication between STHK, CCG and Primary Care, as well as facilitating an audit trail of concerns raised and responses. Examples of concerns to be raised maybe in relation to breaches of the standard NHS contract that supports making time for GPs or other concerns they feel are unnecessary and need addressing.

Once received by the CCG the concerns will be logged on to a database and, if relating to St Helens and Knowsley Hospitals, will be forward to them via an agreed process. The CCG will expect a reply within 30 working days or by a pre-approved agreed date. Responses and actions from STHK and the CCG will be shared via the commissioning bulletin/intranet to ensure all GP practices are made aware and to minimise the number of duplicate concerns raised.

Concerns raised with the CCG should be done so using the pre-defined template shown in appendix 1. This is to ensure the details required are captured in succinct and clear way.

Once completed the form should be submitted to: CCGInterface.Issues@sthelensccg.nhs.uk

Appendix 1

Non- Urgent Issue Reporting Form

GP Practice		Date of notification	
Ref No <i>(CCG to complete)</i>		Date response required by provider <i>(CCG to complete)</i>	
Service issue relates to		Patient NHS Number <i>(if applicable)</i>	
Details Of Issue			
Issue relates to	CCG <input type="checkbox"/>	STHK <input type="checkbox"/>	
Are there any attachments with this form	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Details of Response and/ or actions from responsible service and/ or organisation <i>(to be completed service in above issue)</i>			
Name of person providing response		Designation	
Contact Number		Date Completed	