



Kernow

Clinical Commissioning Group

**NHS Kernow - Disclosure Log
Freedom of Information Requests
February 2020**

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All appendices for this disclosure log are available upon request by emailing KCCG.FOI@nhs.net with the appropriate FOI reference below.

Care Homes

FOI 79740 Telemedicine

Date request received:	17/02/2020	FOI ref:	79740
Requested information:			
<p>I have a few Questions about care homes and telemedicine.</p> <ol style="list-style-type: none"> 1. Health care in care homes <ol style="list-style-type: none"> a. Is your organisation responsible for the commissioning of health care for those residing in care homes? b. Is there another organisation in your area who is the main decision maker for health care for those residing in care homes (such as an STP/ ICS / PCN)? c. Who in your organisation is the lead/ main person responsible for health care for those residing in care homes? d. How many Care homes are in your area? 2. Telemedicine <ol style="list-style-type: none"> a. Does your organisation presently commission or endorse any form of telemedicine, video consultation or other technologically enabled care for care homes? or have an association with a pilot involving this? b. If Yes, please provide the details <ol style="list-style-type: none"> I. Type (description of solution) II. Supplier III. Number of care homes solution is in IV. Cost V. Contract dates (Start and expiration with any possible extensions) VI. Date for review VII. Has there been an analysis if so what where the results? (please attach any report) VIII. Have you continued this? If not why not? IX. Lead/ person responsible for this at your organisation c. Is telemedicine (Video with live diagnostic equipment giving the clinician the ability to diagnose at a distance) in care homes something 			

that your organisation would consider (either individually or at STP/ ICS/ PCN level)? (This can be used as a way of reducing hospital admissions, increasing the level of health care in care homes by recognising and acting upon critically ill patients sooner and the subsequent decreasing the overall cost of health.)

- d. If your CCG is not considering telemedicine is there a reason why this is not being considered?

3. Decision Making

- a. What criteria are most important when commissioning innovation such as telemedicine? (cost, in line with objectives, evidence of effectiveness...)?
- b. What evidence do you require when making a decision on innovation such as telemedicine?
- c. Who is, or who would be the lead/ person responsible for the decision to put telemedicine into care homes? Name, Role in organisation, Best way to contact.
- d. Who else may affect the decision-making process for telemedicine? What are these stakeholders' interests?

4. Innovation Engagement

- a. What did your CCG spend on innovation in the last year?
- b. How have businesses successfully engaged with your CCG in the past regarding innovation?
- c. What is the best way for a business to engage your CCG with a telemedicine innovation for care homes?

Response:

1. Care Homes

- a. Yes, if the individual has been assessed in accordance with the National Framework for NHS continuing healthcare and NHS Funded Nursing Care.?
- b. Other agencies that are able make decisions regarding health care for those residing in care home include Cornwall Council, Cornwall Partnership NHS Foundation Trust (CFT) (intermediate care) and local GPs.
- c. John Groom, Director of Integrated Care (Community)
- d. There are over 200 Care Homes in Cornwall, this number is subject to change due to Care Home Establishments opening or closing during the year.

2. Telemedicine

- a. Yes - Pilot
- b.
- I. Telemedicine
- II. Telemedicine – Immedicare/Involve, Telehealth is no longer commissioned by NHS Kernow however there is some service still available through Cornwall Partnership Foundation Trust, but not in care homes.
- iii. Telemedicine 19/20

<ul style="list-style-type: none"> iv. Cost to be confirmed pending final contract v. Contract under construction, no dates confirmed vi. Not applicable vii. Local analysis not available viii. Not applicable ix. John Groom, Director of Integrated Care (Community) <ul style="list-style-type: none"> c. Yes d. N/A <p>3. NHS Kernow</p> <ul style="list-style-type: none"> a. Procurement decisions are made based on a range of factors according to the NHS contract framework. b. This would be published when a contract is put to tender c. This information is not held by NHS Kernow d. This would be decided when a contract is put out to tender <p>4. Innovation Engagement</p> <ul style="list-style-type: none"> a. NHS Kernow does not hold this information as not all innovation is technology based. b. NHS Kernow does not hold this information. c. NHS Kernow does not hold this information.
Attachment(s):
None
Date response sent:
12/03/2020

Children's health

FOI 79810 Autism services

Date request received:	21/02/2020	FOI ref:	79810
Requested information:			
<p>It relates to the assessments of Cornish children who have their Autism assessment carried out at the Lorna Wing Centre commissioned by the CCG</p> <ul style="list-style-type: none"> 1. How many children have been assessed at Lorna Wing commissioned by the CCG since 2018 2. Of these children how many received a diagnosis of ASD 3. Of those not receiving a diagnosis of ASD what alternative explanations were offered 			
Response:			
<ul style="list-style-type: none"> 1. 61 2. 60 3. NHS Kernow withholds this information under section 40 of The Act as personal information. To provide the requested information may lead to the 			

identification of those individuals and is therefore confidential.
Attachment(s):
None
Date response sent:
17/03/2020

FOI 79630 Mental health services

Date request received:	10/02/2020	FOI ref:	79630
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Requested information:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me details of:

- Schools
 - I. The schools the Clinical Commissioning Group has met with in 2017, 2018, and 2019,
 - II. The number of meetings the Clinical Commissioning Group has had with schools in 2017, 2018 and 2019,
 - III. How many of the meetings between the Clinical Commissioning Group and the schools were used to discuss establishing and/or developing a Mental Health Support Team,
 - IV. How many of the meetings between the Clinical Commissioning Group and the schools were used to discuss working in partnership to address the needs of students, delivering interventions in or close to schools for those with mild to moderate mental health issues and/or to help students with more severe needs to access the right support, working with schools to provide a link to specialist NHS services.

- Colleges
 - I. The colleges the Clinical Commissioning Group has met with in 2017, 2018, and 2019,
 - II. The number of meetings the Clinical Commissioning Group has had with colleges in 2017, 2018 and 2019,
 - III. How many of the meetings between the Clinical Commissioning Group and the colleges were used to discuss establishing and/or developing a Mental Health Support Team,
 - IV. How many of the meetings between the Clinical Commissioning Group and the colleges were used to discuss working in partnership to address the needs of students, delivering interventions in or close to colleges for those with mild to moderate mental health issues and/or to help students with more severe needs to access the right support, working with colleges to provide a link to specialist NHS services.

- Universities
 - I. The universities the Clinical Commissioning Group has met with in 2017, 2018, and 2019,

- II. (ii) The number of meetings the Clinical Commissioning Group has had with universities in 2017, 2018 and 2019,
- III. (iii) How many of the meetings between the Clinical Commissioning Group and the universities were used to discuss establishing and/or developing a Mental Health Support Team,
- IV. (iv) How many of the meetings between the Clinical Commissioning Group and the universities were used to discuss working in partnership to address the needs of students, delivering interventions in or close to universities for those with mild to moderate mental health issues and/or to help students with more severe needs to access the right support, working with universities to provide a link to specialist NHS services.

Response:

- Schools
 - I. NHS Kernow largely works with educational settings through a partnership approach with representative bodies, particularly in its programmes, though in this timeframe visits have been made to 35 schools. The Children and Young People’s Mental Health Local Transformation Plan is overseen by a Strategic Implementation Board [latest format] comprise of Partners, which includes as standing members:
 - Executive Officer for Cornwall Association of Secondary Heads [CASH]
 - Strategic Leadership from Cornwall Association of Primary Heads [CAPH]
 - II. The Strategic Implementation Board, in its format as the Thrive Leads Group, met in:
 - 2017 - March, April, October, November and December – five meetings.
 - 2018 – March, April, May, June, July, September, October, November and December – nine meetings.
 - 2019 – January, February, March, April, May, June, July, September, October, November and December – 11 meetings.

Mental Health Support Teams wave one, Bid Writing Group met or had teleconference in:

 - 2019 – April, May, June, July, August – five meetings

Comprehensive Model for 16 – 25 year olds [emotional wellbeing and mental health] – Task and Finish Group met for the first time in November 2019
 - III. Cornwall and Isles of Scilly has two Mental Health Support Teams from wave one of the national programme. The bid for those teams was collaboratively written by a task and finish group of the Strategic Implementation Board, including CASH and CAPH. On behalf of the programme, CAPH led the communication strand with education settings in the scope of the bid.

In total there were nine calls or meetings including CAPH and CASH, in addition to this topic being an agenda item at Strategic Implementation Board meetings.

- IV. From September 2019, the invited lead provider, Cornwall Partnership NHS Foundation Trust (CFT), has been facilitating meetings to mobilise Mental Health Support Teams and for further information on the involvement of education settings. Please contact CFT for more information: cpn-tr.freedomofinformation@nhs.net

- Colleges

- I. NHS Kernow largely works with college settings through a partnership approach with representatives on its programmes. The Children and Young People's Mental Health Local Transformation Plan is overseen by a Strategic Implementation Board comprise of Partners, which includes as a standing member the:
Emotional Wellbeing and Mental Health Lead for the Cornwall College Group
- II. The Cornwall College Group joined the Strategic Implementation Board in 2019 commencing in November and continuing.

Comprehensive Model for 16 – 25 year olds [emotional wellbeing and mental health] – Task and Finish Group met for the first time in November 2019

- III. Mental Health Support Teams from wave one of the national programme are targeted at Primary Education Settings [Year R to Year 6, including transition to Year 7]. Therefore no meetings have taken place.
- IV. Mental Health Support Teams from wave one of the national programme are targeted at Primary Education Settings [Year R to Year 6, including transition to Year 7]. Therefore no meetings have taken place.

- Universities

- I. NHS Kernow largely works with universities through a partnership approach with representatives on its programmes. The Children and Young People's Mental Health Local Transformation Plan is overseen by a Strategic Implementation Board comprise of Partners, which includes as standing member the:

- Director of Student and Library Services, Falmouth Exeter Plus

- II. The Strategic Implementation Board, in its format as the Thrive Leads Group, met in:

2018 – December – one meeting.

2019 – January, February, March, April, May, June, July, September, October, November and December – 11 meetings

Additional meeting held with Director of Student and Library Services,

Falmouth Exeter Plus in August 2019

Comprehensive Model for 16 – 25 year olds [emotional wellbeing and mental health] – Task and Finish Group met for the first time in November 2019

- III. Mental Health Support Teams from wave one of the national programme are targeted at Primary Education Settings [Year R to Year 6, including transition to Year 7]. Therefore no meeting have taken place.
- IV. Mental Health Support Teams from wave one of the national programme are targeted at Primary Education Settings [Year R to Year 6, including transition to Year 7]. Therefore no meetings have taken place.

Information about children and young people services including for mental health is available on our website: <https://www.kernowccg.nhs.uk/your-health/children-and-young-people/>

This includes links to the Children and Young People's Mental Health Local Transformation Plan and projects.

NHS Kernow's Adult Mental Health Strategy document can be found:

<https://www.kernowccg.nhs.uk/get-involved/engagement/adult-mental-health-strategy/>

Attachment(s):

None

Date response sent:

04/03/2020

Clinical management

FOI 79580 Gamete storage facilities

Date request received:	10/02/2020	FOI ref:	79580
Requested information:			
<ol style="list-style-type: none">1. Whether NHS Kernow CCG has drawn up its own guidance on these issues; and if so, to provide a copy and to confirm whether it has been published.2. In any event, what criteria are applied by NHS Kernow CCG in deciding whether to fund gamete storage facilities for transgender patients generally?3. How many requests for gamete storage were made by transgender patients shortly before gender conversion treatment in:<ol style="list-style-type: none">a. 2018, per calendar month; andb. 2019, per calendar month?4. For each month for which data is provided in response to question 3,<ol style="list-style-type: none">a. How many requests were granted?			

<p>b. How many were refused? c. How many remain pending?</p>
Response:
<p>1. NHS Kernow CCG has a policy on Cryopreservation to preserve fertility (see section 4 of the Assisted conception (includes IVF) policy). This is available on our website: http://doclibrary-kccg.cornwall.nhs.uk/DocumentsLibrary/KernowCCG/IndividualFundingRequests/Policies/CommissioningPolicies.pdf</p> <p>2. Policy document is available on our website: (http://doclibrary-kccg.cornwall.nhs.uk/DocumentsLibrary/KernowCCG/IndividualFundingRequests/Policies/CommissioningPolicies.pdf)</p> <p>3. None</p> <p>4. None</p>
Attachment(s):
None
Date response sent:
24/02/2020

Continuing healthcare

FOI 79830 Advocacy

Date request received:	23/02/2020	FOI ref:	79830
Requested information:			
<p>We would like to request information about services you may commission to provide Independent Advocacy for people accessing support in the following processes in your area:</p> <ul style="list-style-type: none"> • Continuing Health Care (CHC) • Continuing Care • personal wheelchair budgets • personal health budgets <p>1. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people going through Continuing Health Care processes (adult) or Continuing Care (children)?</p> <p>2. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people accessing personal wheelchair budgets?</p> <p>3. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people accessing or using personal health budgets processes (both adult and children)?</p>			

Response:

NHS Kernow does not commission Advocacy services. Further information may be available from Cornwall Council: <https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/freedom-of-information-advice/freedom-of-information-foi-online-request-form/>

seAp is an independent charity that provides free independent and confidential advocacy services. More information can be found on their website: <https://www.seap.org.uk/local-authority/cornwall.html>

Attachment(s):

None

Date response sent:

17/03/2020

Long term conditions

FOI 79820 Wheelchair service

Date request received:	22/02/2020	FOI ref:	79820
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Requested information:

I would like some information on Wheelchair Services.

1. Do you know how many complaints there were last year about the wheelchair service?
2. What is the target time from prescription to delivery?
3. How often is this target met?
4. How many new powerchairs does NHS Kernow issue per year?
5. Does NHS Kernow ask for the new chargers to be Portable Appliance Tested before delivery?

Response:

1. Two for 2019/2020 (both in October 2019)
2. Target time from prescription to delivery is:-
 - I. The provider will supply standard manual wheelchairs to service users in the community within 5 working days on receipt of a prescription from an accredited therapist. A standard manual wheelchair is a 2NG or 2NGJnr, (or equivalent where the service user chooses an alternative that meets their clinical needs for the same price)
 - II. The provider will provide an action 3, (or equivalent where the service user chooses an alternative that meets their clinical needs for the same price) as a standard modular manual wheelchair within 10 working days of receipt of a prescription for such from an accredited therapist.
 - III. The provider will aim to supply non-standard manual and all powered wheelchairs within 30 working days from receipt of prescription.
3. Targets met:-

I. Delivery times within 5 working day (2ng) (there were none issued in April, May and August)

Row Labels	On Time	Late	Grand Total
Jun-19	100.00%	0.00%	100.00%
Jul-19	0.00%	100.00%	100.00%
Sep-19	100.00%	0.00%	100.00%
Oct-19	100.00%	0.00%	100.00%
Nov-19	100.00%	0.00%	100.00%
Dec-19	100.00%	0.00%	100.00%
Grand Total	85.71%	14.29%	100.00%

II. Action 3, action 3 junior and standard buggies delivered within 10 working days of receipt of order/prescription.

Row Labels	On Time	Late	Grand Total
Apr-19	92.31%	7.69%	100.00%
May-19	92.31%	7.69%	100.00%
Aug-19	92.86%	7.14%	100.00%
Sep-19	100.00%	0.00%	100.00%
Oct-19	78.57%	21.43%	100.00%
Nov-19	92.86%	7.14%	100.00%
Jun-19	94.74%	5.26%	100.00%
Jul-19	92.31%	7.69%	100.00%
Dec-19	100.00%	0.00%	100.00%
Jan-20	85.71%	14.29%	100.00%
Grand Total	92.45%	7.55%	100.00%

III. Standard power chairs delivered within 30 working days of receipt of order/prescription

Row Labels	On Time	Grand Total
Apr-19	100.00%	100.00%
May-19	100.00%	100.00%
Aug-19	100.00%	100.00%
Sep-19	100.00%	100.00%
Oct-19	100.00%	100.00%
Nov-19	100.00%	100.00%
Jun-19	100.00%	100.00%
Jul-19	100.00%	100.00%
Dec-19	100.00%	100.00%
Jan-20	100.00%	100.00%
Grand Total	100.00%	100.00%

III. Non Standard manual and all power chairs delivered within 30

workings days of receipt of order/prescription.

Row Labels	On Time	Late	Grand Total
Apr-19	100.00%	0.00%	100.00%
May-19	100.00%	0.00%	100.00%
Aug-19	100.00%	0.00%	100.00%
Sep-19	98.72%	1.28%	100.00%
Oct-19	100.00%	0.00%	100.00%
Nov-19	100.00%	0.00%	100.00%
Jun-19	98.00%	2.00%	100.00%
Jul-19	100.00%	0.00%	100.00%
Dec-19	87.50%	12.50%	100.00%
Jan-20	81.58%	18.42%	100.00%
Grand Total	95.85%	4.15%	100.00%

4. For the year to January 2020 the number of new powerchairs issued was 213. Breakdown per month:-

Row Labels	Count of order no
Apr-19	21
May-19	22
Jun-19	30
Jul-19	21
Aug-19	14
Sep-19	31
Oct-19	21
Nov-19	22
Dec-19	12
Jan-20	19
Grand Total	213

5. The contract does not explicitly but as part of the yearly maintenance carried out by Millbrook, they PAT test.

Attachment(s):

None

Date response sent:

02/03/2020

FOI 79650 blood glucose meters

Date request received:	13/02/2020	FOI ref:	79650
Requested information:			
<p>Could you please inform me of the next review of the choice of blood glucose meters for Type 2 diabetes patients on your Formulary Guideline for Blood Glucose Monitoring</p> <p>Could you also provide me with the contact details of the relevant reviewing person or department</p> <p>Could you also please provide me with a copy of the current Formulary Guideline for Blood Glucose Monitoring in Adult Patients</p>			
Response:			
<p>The next review is due at the earliest April 2021.</p> <p>NHS Kernow does not release the names of staff below director level. The contact email address for NHS Kernow's prescribing team is kccg.prescribing@nhs.net</p> <p>The current meter recommendation is available on NHS Kernow's formulary link https://www.eclipsesolutions.org/UploadedFiles/358_Meter%20Reccomendation%20November%202018%20FINAL.pdf</p> <p>The date shown is November 2018, however this was reviewed in November 2019 and no change was required.</p>			
Attachment(s):			
None			
Date response sent:			
26/02/2020			

Mental health & learning disabilities

FOI 79800 Autism services

Date request received:	21/02/2020	FOI ref:	79800
Requested information:			
<p>For each annual quarter starting January 2017 (or the earliest that you hold the relevant data for), I would like to know the following:</p> <ol style="list-style-type: none">1. The number of people, broken down by age category, who you refer for diagnosis with suspected autism spectrum disorder (ASD).2. The number of people, broken down by age category, who you diagnose with an additional mental health condition at the same time as referring them for diagnosis with suspected autism spectrum disorder (ASD).3. A breakdown of those patients covered by part (2) by the additional mental			

- health condition that they are diagnosed with.
4. The number of people, broken down by age category, who are diagnosed with an additional mental health condition when they are already on the waiting for diagnosis of suspected autism spectrum disorder (ASD) as the result of a referral at a previous appointment.
 5. A breakdown of those patients covered by part (4) by the mental health condition that they are diagnosed with.

Age categories can be whatever is most easily accessible - or as U18 / 18-24 / 25-34 / 35-44 / 45-54 / 55-64 / 65+.

Response:

1. NHS Kernow does not hold this information as it does not refer anyone for an autism assessment. Referrals are made by GP's and other health professionals.
2. NHS Kernow does not hold this information as it does not undertake diagnosis. Diagnoses are made by the appropriate provider. More information may be available from the provider for mental health services in Cornwall, Cornwall Partnership Foundation Trust (CFT) - cpn-tr.freedomofinformation@nhs.net and the provider of autism assessment services, Outlook Southwest.
3. See answer two – NHS Kernow does not hold this information.
4. See answer two – NHS Kernow does not hold this information.
5. See answer two – NHS Kernow does not hold this information.

Attachment(s):

None

Date response sent:

19/03/2020

FOI 79790 Safeguarding

Date request received:	20/02/2020	FOI ref:	79790
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Requested information:

1. In your CCG is there any formal register kept of deaths occurring as a result of withdrawal of Clinically Artificial Nutrition and Hydration (CANH) that occur under the provisions of the Mental Capacity Act 2005 and BMA/RCP/GMC Guidelines 2018?
2. If such a register is kept can you advise if there is any independent internal or external audit made of such deaths and the degree to which there is compliance with the BMA/RCP/GMC Guidelines, 2018 when such deaths occur?
3. Where deaths due to withdrawal of CANH are recorded and an audit is made of these, can you give an indication of the number such deaths in 2018 and in 2019 and the percentage of cases where the BMA/RCP/GMC Guideline Checklist has been used and fully completed?

Response:

1. No. This information may be available from Cornwall Council (CC) and/or Royal Cornwall Hospitals NHS Trust (RCHT). Their contact details are:
 - CC: <https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/freedom-of-information-advice/freedom-of-information-foi-online-request-form/>
 - RCHT: : rcht-tr.foi@nhs.net
2. n/a
3. n/a

Attachment(s):

None

Date response sent:

12/03/2020

FOI 79530 Safeguarding

Date request received:	06/02/2020	FOI ref:	79530
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Requested information:

Please consider this an application under the FOI for a copy of the legal notifications given by the Cornwall / Kernow CCG to local social services authorities under s140 MHA in relation to hospitals which can admit patients in circumstances of special urgency; and for a copy of any policy or local agreement the CCG has with provider trusts who operate and provider inpatient hospital services for mental health patients detained under the Mental Health Act 1983.

Response:

In respect of the CCG's statutory responsibilities to inform Local Authority (LA) of the provision of emergency inpatient facilities to receive adult and older patients detained under Mental Health Act 1983 (MHA), including to a designated 'approved place of safety', we can confirm that there are processes in place to facilitate the operational response, 24/7 to ensure that approved mental health practitioner staff, are aware of the availability of local facilities as well as specific specialist beds in order to enact The Act in a timely, safe and efficient manner. Service specifications and relevant formal contractual agreements are in place to ensure equitable and seamless operational responses and these are subject to ongoing review and revision.

Kernow CCG continues to work in close partnership with LA and is currently in the process of reviewing existing arrangements to establish a revised and formal protocol incorporating a nationally recognised template in response to the MHA (para 14.78) recommendations.

NHS Kernow's Mental Health Strategy can be found on our website:
<https://www.kernowccg.nhs.uk/6477>

Attachment(s):
None
Date response sent:
05/03/2020

Miscellaneous

FOI 79870 Telephony and message service

Date request received:	24/02/2020	FOI ref:	79870
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Requested information:

My request is in 4 parts. Please tell me:

Part 1

1. What appointment booking and reminder system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
2. How much is spent per annum on sending appointment letters?
3. How much is spent on SMS text messages per annum for appointment reminders?
4. How many DNAs were there for 2018/2019 and what did this cost the Trust?
5. Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

Part 2

6. What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
7. How much is spent on SMS text messages per annum for bank staffing?
8. Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

Part 3

9. What paging system does the Trust use, providing:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
10. Is the Trust actively considering reducing paging costs by the use of mobile apps?
11. Who in the Trust is responsible for the paging system, by Name, Job Title and email address?

Part 4

<p>12. What systems does the Trust use for:</p> <ul style="list-style-type: none"> a. PBX <ul style="list-style-type: none"> I. How many extensions do you have? b. Switchboard / Operator Console <ul style="list-style-type: none"> I. How many positions do you use? II. What is the Annual Contract/Maintenance value? <p>13. Contact Centre</p> <ul style="list-style-type: none"> a. How many seats are in use? b. What is the Annual Contract/Maintenance value? <p>14. Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?</p> <p>15. Staff Directory</p> <p>16. Call Logging</p> <p>17. Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?</p>
Response:
<p>NHS Kernow is a clinical commissioning group and not a Trust and does not hold the information requested. NHS Kernow does not operate appointment systems, rostering, paging, or call centre.</p> <p>Please contact Royal Cornwall Hospital by email rch-tr.foi@nhs.net or Cornwall Partnership Foundation Trust cpn-tr.freedomofinformation@nhs.net who operate appointment systems and may hold the information you are seeking.</p>
Attachment(s):
None
Date response sent:
19/03/2020

FOI 79560 GP Practice Managers

Date request received:	10/02/2020	FOI ref:	79560
Requested information:			
<p>Could you please provide me with email addresses of all Practice Managers within your clinical commissioning group and the relevant GP surgeries they manage?</p>			
Response:			
<p>NHS Kernow can confirm in line with section 1 of the act that the information is held by the organisation; however NHS Kernow exempts the release of the information requested under section 21 of the act as this information is reasonably accessible by other means.</p> <p>Information about GP surgeries that fall within NHS Kernow's Primary Care Network (PCN's) are available on our website: https://www.kernowccg.nhs.uk/get-info/primary-care-networks/</p>			

Details of GP practices within NHS Kernow's area are available from NHS England website:

<https://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=89631>

Contact details for individual practices are available on each GP website.

Attachment(s):

None

Date response sent:

21/02/2020

FOI 79480 Cyber security

Date request received:	05/02/2020	FOI ref:	79480
Requested information:			
<p>Request under the Freedom of Information Act 2000 and relates to how your organisation undertakes information and cyber security risk assessments. Please could you tell me:</p> <ol style="list-style-type: none">1. Does your organisation have a formal policy regarding the production of information and or cyber security risk assessments?<ol style="list-style-type: none">a. If yes, please can you provide a copy of the above policy?2. Does your organisation hold a register of Information and/or cyber security risk (outside that of the corporate risk register), and if yes:<ol style="list-style-type: none">a. Please can you list the top ten Information and/or Cyber Security Risks?b. How many risks are there in total on the register?c. Please state how many risks would be categorised as the highest risk level (i.e. Critical)?d. Please state how many risks would be categorised as the second highest risk level (i.e. Critical)?e. Please state how many risks would be categorised as the third highest risk level (i.e. Critical)?f. How many risk levels do you have in total (i.e. 5)?3. Do any of the identified information and or cyber security risks also exist on the corporate risk register?<ol style="list-style-type: none">a. If yes, what are those risks?4. When undertaking an information / cyber security risk assessment, does the authority follow a structured risk assessment process?<ol style="list-style-type: none">a. If so, what is that process?5. Does your organisation follow ISO31000 when undertaking an information / cyber security risk assessment?6. Does your organisation hold ISO27000 accreditation ?7. Does your organisation have a policy of adhering to any information security standard or framework (i.e. ISO27000, NIST etc)?<ol style="list-style-type: none">a. If yes, please provide a copy of the above policy?8. Does the authority have the following roles within the origination:<ol style="list-style-type: none">a. Chief Security Officer (CSO),<ol style="list-style-type: none">l. If yes, which role does the CSO report into?b. Chief Information Security Officer (CISO)			

- l. If yes, which role does the CISO report into?
- c. Head of Information Security (Hd InfoSec)
- l. If yes, which role does the Hd InfoSec report into?
- 9. Who within your organisation who is accountable for undertaking information / cyber security risk assessments (i.e. Chief Information Security Officer, Head of Information Security, Head of Information Technology) ?
- 10. Who within the authority is responsible for undertaking information / cyber security risk assessments (i.e. Chief Information Security Officer, Head of Information Security, Head of Information Technology) ?
- 11. How many people within the organisation are responsible for undertaking information / cyber security risk assessments?
- 12. Does the person(s) responsible for undertaking information / cyber security risk assessment:
 - a. Have any formal training in this regard?
 - l. If so, what was it?
 - b. Have any industry qualifications/certification in this regard?
 - l. If so, what are they?
- 13. How many people (permanent and contractors) currently work for the authority?
- 14. How many people (permanent and contractors) currently work for the authority in information technology roles?
- 15. How many people (permanent and contractors) currently work for the authority in information / cyber security roles?

Response:

- 1. Yes. NHS Kernow's IT systems are provided by Cornwall IT Services (CITS) who are part of the Royal Cornwall Hospitals NHS Trust (RCHT) and provide shared managed IT services to the NHS organisations in Cornwall and Isles of Scilly.
 - a. This is available on Royal Cornwall Hospitals NHS Trust (RCHT) website <https://doclibrary-rcht.cornwall.nhs.uk/DocumentsLibrary/RoyalCornwallHospitalsTrust/HealthInformatics/InfrastructureTechnicalSecurity/InformationTechnologySecurityPolicy.pdf>

Questions 2-6 inclusive:

NHS Kernow can neither confirm nor deny whether information is held under section 31(3) of the FOIA. The full wording of section 31 can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/31?view=plain>

This part of the Act allows a public authority to neither confirm nor deny whether it holds information where such confirmation would be likely to prejudice any of the matters outlined in section 31(1). This includes information the disclosure of which would or would be likely to prejudice the prevention or detection of crime. As section 31(3) is a qualified exemption, it is subject to a public interest test for determining whether the public interest lies in confirming whether the information is held or not.

Factors in favour of confirming or denying the information is held

NHS Kernow considers that to confirm or deny whether the requested information is held would indicate the prevalence of cyber- attacks against NHS Kernow's ICT infrastructure and would reveal details about NHS Kernow's information security systems. NHS Kernow recognises that answering the request would promote openness and transparency with regards to NHS Kernow's ICT security.

Factors in favour of neither confirming nor denying the information is held

Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 2018, are rated as a Tier 1 threat by the UK Government. NHS Kernow like any organisation may be subject to cyber-attacks and, since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important.

In this context, NHS Kernow considers that confirming or denying whether the requested information is held would provide information about NHS Kernow's information security systems and its resilience to cyber-attacks. There is a very strong public interest in preventing NHS Kernow's information systems from being subject to cyber-attacks. Confirming or denying the type of information requested would be likely to prejudice the prevention of cybercrime, and this is not in the public interest.

Balancing the public interest factors

NHS Kernow has considered that if it were to confirm or deny whether it holds the requested information, it would enable potential cyber attackers to ascertain how and to what extent NHS Kernow is able to detect and deal with ICT security attacks. NHS Kernow's position is that complying with the duty to confirm or deny whether the information is held would be likely to prejudice the prevention or detection of crime, as the information would assist those who want to attack NHS Kernow's ICT systems. Disclosure of the information would assist a hacker in gaining valuable information as to the nature of NHS Kernow's systems, defences and possible vulnerabilities. This information would enter the public domain and set a precedent for other similar requests which would, in principle, result in NHS Kernow being a position where it would be more difficult to refuse information in similar requests. To confirm or deny whether the information is held is likely to enable hackers to obtain information in mosaic form combined with other information to enable hackers to gain greater insight than they would ordinarily have, which would facilitate the commissioning of crime such as hacking itself and also fraud. This would impact on the NHS Kernow's operations including its front line services. The prejudice in complying with section 1(1)(a) FOIA is real and significant as to confirm or deny would allow valuable insight into the perceived strengths and weaknesses of NHS Kernow's ICT systems.

7. NHS organisations adhere to the NIST and ISO 27001 standards via the Data Security and Protection Toolkit. Details regarding compliance can be found here: <https://www.dsptoolkit.nhs.uk/organisationsearch>
8. NHS Kernow does not have people in these named roles
9. This is undertaken by Cornwall IT Services (CITS)
10. As question 9
11. As question 9

12. a. Yes <ul style="list-style-type: none"> I. Part of the Healthcare Information Security and Privacy Practitioner course undertaken by the IT Security Manager b. Yes <ul style="list-style-type: none"> I. HCISPP certified 13. This data is published in the annual accounts: https://www.kernowccg.nhs.uk/about-us/annual-report/
14. Four
15. None
Attachment(s):
None
Date response sent:
27/02/2020

Organisation

FOI 79770 Agency spend

Date request received:	18/02/2020	FOI ref:	79770
Requested information:			
<p>Under the freedom of information act 2000, I am writing to formally request the following information:</p> <ul style="list-style-type: none"> • Agency Spend – Total amount spent on agency staff in the 2018/19 financial year split into the CCG's staff groups (E.g. Medical, Nursing, Admin, AHP etc.) and speciality/grade (E.g. Consultants, GP, ICU Nurse, Acute Nurse, Occupational therapists, Pharmacists, Health Care Assistants, etc.) depending on how this is reported within the Group. Could you please provide the information for all the CCG's under your group separately? <p>I would greatly appreciate it if you could supply all this information for the year 2018/19 (April '18 to March '19).</p>			
Response:			
<p>Information relating to agency spend was previously released in December 2019 and the response published on our website: https://www.kernowccg.nhs.uk/get-info/information-governance/freedom-of-information-(foi)-requests/foi-disclosure-log/</p>			
Attachment(s):			
None			
Date response sent:			
05/03/2020			

Prescribing & pharmacies

FOI 79780 Access to treatment

Date request received:	19/02/2020	FOI ref:	79780
Requested information:			
<p>Could you please provide me with the following information:</p> <ol style="list-style-type: none">1. The state of readiness and 'specialist prescribers' available to the CCG to prescribe medical cannabis.2. How many requests for medical cannabis have been received and how many granted since it was legalised by the Home Secretary.3. What the approved procedure in the CCG's area has been established to deal with applications for medical cannabis.			
Response:			
<ol style="list-style-type: none">1. NHS Kernow does not hold this information. Specialist prescribers are doctor's included in the register of specialist medical practitioners (the Specialist Register) under section 32D of the Medicines Act 1983 and would normally be based within a hospital. Information may be available from:-<ul style="list-style-type: none">• Royal Cornwall Hospitals NHS Trust (RCHT): rch-tr.foi@nhs.net• Cornwall Partnership NHS Foundation Trust (CFT), cpn-tr.freedomofinformation@nhs.net• University Hospitals Plymouth NHS Trust (UHP): plh-tr.foi-requests@nhs.net2. NHS Kernow does not hold this information. It may be available from RCHT, CFT and UHP. Contact details as per answer one.3. Requests which fall outside the specialist prescribers' remit would be made under the Individual Funding Requests. Information is available on NHS Kernow's website: https://www.kernowccg.nhs.uk/get-info/individual-funding-requests/ <p>Further information about medicinal cannabis is available from NHSS England: https://www.england.nhs.uk/medicines/support-for-prescribers/cannabis-based-products-for-medicinal-use/cannabis-based-products-for-medicinal-use-frequently-asked-questions/#who-can-prescribe-a-cannabis-based-product-for-medicinal-</p>			
Attachment(s):			
None			
Date response sent:			
03/03/2020			

FOI 79670 Prescribing schemes

Date request received:	13/02/2020	FOI ref:	79670	
Requested information:				
<p>Please find an FOI request below. I would be grateful if you could respond to me at my email address within the statutory time period.</p> <p><u>Would you please provide me with the details of any Prescribing Rebate Schemes active within your CCG for the current financial year 2019-20 ?</u></p> <p>1 Primary Care Prescribing Rebate Schemes (19/20)</p> <p>(Please distinguish which rebates are aligned to Prescqiipp and which are Independent)</p>				
Name of Scheme	Drug(s) Covered	Companies Involved in the Scheme	Aligned to Prescqiipp	Independent of Prescqiipp
Response:				
<p>Details of NHS Kernow's Primary Care Prescribing Rebate Schemes for 2019/2020 are available on our website: https://www.kernowccg.nhs.uk/get-info/information-governance/freedom-of-information-(foi)-requests/publication-scheme/</p>				
Attachment(s):				
None				
Date response sent:				
26/02/2020				

FOI 79490 Prescribing recommendations

Date request received:	04/02/2020	FOI ref:	79490
Requested information:			
<p>We write with an FOI request relating to mapping:</p> <ol style="list-style-type: none"> I. Drugs to Diagnoses; and II. Diagnoses to Drugs. <p>Our request is for two sets of data, as follows:</p> <p><u>Drug to Diagnosis Mapping</u></p> <p>From your formulary:</p> <ol style="list-style-type: none"> I. A list of all drugs dispensed; 			

- II. In the past 12 months;
- III. Within the ONCOLOGY Department;
- IV. Together with the associated diagnosis.

For Example:

DRUG NAME	ASSOCIATED DIAGNOSIS	NUMBER OF	GENDER	AGE (In Deciles)
Tamoxifen	Hormone Receptive Breast Cancer		F:	
			M:	
Tamoxifen				

Diagnoses to Drug Mapping

Likewise:

- I. A list of all conditions treated (ICD/0 or otherwise);
- II. In the last 12 months;
- III. Within the Oncology Department;
- IV. Together with drugs dispensed for said condition.

For example:

DIANOSIS	DRUGS PRESCRIBED	NUMBER	GENDER	AGE (In Deciles)
Hormone Receptive Breast Cancer	Tamoxifen		F:	
			M:	
Hormone Receptive Breast Cancer	Anastrozole		F:	

We are aware this appears to be a significant request. However, this information should be on a database and readily extractable.

Response:

NHS Kernow does not hold this information. Further information may be available from Royal Cornwall Hospitals NHS Trust (RCH): rch-tr.foi@nhs.net and University Hospitals Plymouth NHS Trust (UHP): plh-tr.foi-requests@nhs.net

Attachment(s):

None

Date response sent:

11/02/2020

Referral management

FOI 79640 Organisation structure

Date request received:	10/02/2020	FOI ref:	79640
Requested information:			
<p>For context, I am looking to gain an understanding of the referral management arrangements across the CCG:</p> <ol style="list-style-type: none">1. Does the CCG have a referral management/ facilitation service? <p>If yes</p> <ol style="list-style-type: none">a. Which organisation/company provides this to the CCG?<ol style="list-style-type: none">i. Please provide, name, job title and contact details for responsible person at referral management/ facilitation service?b. What commercial arrangement is in place between the CCG and this organisation/company?<ol style="list-style-type: none">i. Please provide details of how this was awarded/procured, what was the procurement vehicle used?ii. Was it procured on an open framework?iii. Which framework?c. What is the total contract value?d. When does the current contract expire?e. How much does the CCG pay for referral management?f. How is the cost calculated?<ol style="list-style-type: none">i. Do the CCG an amount per referral or on block for all referrals?ii. How much does each referral cost to administer?iii. Does this differ depending on the type of referral?g. What workflow management systems is used to manage referrals? Docman RMS, Emis etch. How does the CCG ensure that GP's follow local pathways (EBICS/POLCE) or protocols when referring patients to provider organisations? <p>If no</p> <ol style="list-style-type: none">i. Please confirm how GP referrals are managed between GP and Provider organisations across the CCG?<ol style="list-style-type: none">i. <i>Does each GP practice in the CCG administer all of its referrals, directly with the provider or ERS?</i>ii. <i>If not how are they managed?</i>iii. <i>Peer reviewed?</i>iv. <i>Checked for accuracy?</i>j. How does the CCG ensure that GP's follow EBICS (<i>Evidence Based Interventions and Clinical Standards, formerly PoLCE this is the referral process for patients needing a procedure where certain criteria or a threshold must be met before funding is approved</i>) or the equivalent			

standards/guidance in your locality when referring patients to provider organisations?

2. Please confirm the total number of patient referrals from GP/CCG to provider organisations in 2019?
3. Who is responsible from a CCG perspective for the management of patient referrals? *Please provide name, job title and contact details of individual?*
4. Which CCG board member is responsible for referral management? *Please provide name, job title and contact details of individual?*

Response:

1. Yes
 - a. NHS Kernow uses two referral management services, one run by NHS Kernow itself for the North, Mid and West of the county (RMS), and one run by NHS Devon for the East of the county (DRSS). Neither of these are private referral management services. Further information can be found on our website: <https://www.kernowccg.nhs.uk/get-info/referral-management-service/>
 - I. NHS Kernow does not release the names of staff below director level. The director with responsibility for referral management is Ethna McCarthy, Director of Planned Care.
 - b. n/a
 - I. n/a
 - II. n/a
 - III. n/a
 - c. n/a
 - d. n/a
 - e. In 2018/2019 total spend was £921,572
 - f. This includes all non-pay costs and pay costs incurred for the period of 2018/2019 financial year.
 - I. n/a
 - II. n/a
 - III. n/a
 - g. The National e-Referral Service
 - h. Through the referral guidelines available on the RMS and DRSS websites, accessible through the following link: <https://www.kernowccg.nhs.uk/get-info/referral-management-service/> Also through GP education and support and through both administrative and clinical sifting
2. Referrals made 2019/20 April to December - 106,571
3. NHS Kernow does not release the names of staff below director level. The director with responsibility for referral management is Ethna McCarthy, Director of Planned Care.
4. Dr Rob White. All contact to made through email to kccg.contactus@nhs.net

Attachment(s):

None

Date response sent:

26/02/2020

Women's health

FOI 79550 Termination of pregnancy

Date request received:	09/02/2020	FOI ref:	79550
Requested information:			
<p>For the last three contract renewals of the Termination of Pregnancy Services (TOPs) please could I have the following information:</p> <ol style="list-style-type: none">1. Estimated length of contact2. Date it was awarded on3. Awarded Value: (In £)4. Awarded Supplier Name(s)5. If it was a collaborative procurement please give the relevant details of the other CCG's and your own CCG's contribution to the contract value.			
Response:			
<ol style="list-style-type: none">1. Annual2. 1 April3. and 4			
4 - Supplier name		3 - Awarded value for 2019/2020 in £	
British Pregnancy Advisory Service (BPAS)		£119,636 indicative activity/spend	
Royal Cornwall Hospital NHS Trust (RCHT)		£298,775,000 fixed priced contract	
Universities Hospitals Plymouth NHS Trust (UHPT)		£66,682,000 indicative activity/spend agreed	
<ol style="list-style-type: none">5. Not applicable			
Attachment(s):			
None			
Date response sent:			
24/02/2020			
