



Kernow

Clinical Commissioning Group

**NHS Kernow - Disclosure Log
Freedom of Information Requests
November 2019**

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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 77640 Access to services

Date request received:	05/11/2019 Clarification received 05/12/2019	FOI ref:	77640
Requested information:			
<p>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.</p> <p>Clarification requested of what is meant by 'enhanced services'.</p> <p>I have attached a copy of a care homes LES commissioned by Camden. I was looking for something similar produced by other CCGs.</p>			
Response:			
<p>NHS Kernow's Local Enhanced Service specification for Complex Care GP support to nursing and residential homes is attached. This service is currently only available to East Cornwall residents.</p>			

Spend for 2018/19 was £70,000

Forecast spend for 2019/20 is £74,000

NHS Kernow pay £120 per bed per year

Attachment(s):

Yes

Date response sent:

10/12/2019

Children's health

FOI 77990 Autism services

Date request received:	18/11/2019	FOI ref:	77990
Requested information:			
<p>I am making a request for information under the FOI act. The information I require relates to the national building the right support service models, published for transforming care service.</p> <p>For each of the below, please answer the question in relation to children/adults from [NHS Kernow CCG]'s area accessing services within the Transforming Care Partnership area.</p> <ol style="list-style-type: none">1. What proportion of children with a learning disability in your CCG area have access to an enhanced/intensive community support service within the TCP area (subject to meeting the access criteria for the service)? If no service exists please state2. What proportion of children with a diagnosis of autism in your CCG area have access to an enhanced/intensive community support service within the TCP area (subject to meeting the access criteria for the service)? If no service exists please state3. If yes to the above questions, please share the relevant service specifications (including access criteria)4. For all children in your CCG area please state whether there is alternative short-term accommodation within the TCP area for children with a learning disability and or autism who are in crisis or potential crisis? (if the accommodation is not commissioned for either LD or autism please make that clear)5. If there is no alternative short-term accommodation within the TCP area, is the service commissioned by you or others outside of the TCP area?6. If yes to the above on alternative short term accommodation, please share the relevant service specifications (including access criteria, and how many beds the accommodation is commissioned to have)			

7. If yes to the above, on how many occasions have children who met the criteria for short term accommodation not been able to access it in the financial year 2018-19.

Response:

1. NHS Kernow does not hold the information in the format requested as data does not distinguish between those on caseload for the Learning Disability CAMH Service and the cohort receiving intensive support. Further information may be available from Cornwall Partnership NHS Foundation Trust (CFT), who are the provider of the service, please contact cpn-tr.freedomofinformation@nhs.net
2. Currently there is no specific additional service for these children. NHS Kernow is unable to supply the information requested as the reporting system does not distinguish between these children and others supported through the CAMHS crisis team.
3. There are currently no relevant service specifications. NHS Kernow's service development plan includes providing additional services. Access to the Learning Disability CAMHS team is on the basis of "Children and young people with a moderate to severe learning disability who are experiencing difficulties managing their emotions, feelings and mental well-being (and their families)." Further details can be sought from Cornwall Partnership NHS Foundation Trust.
4. NHS Kernow Commissions an offer of short breaks to children with learning disabilities who have co-morbid nursing need (and/or challenging behaviour). Specification is under review; however access is allocated as part of Children's Continuing Healthcare Package. The Local Authority commissions other services, for further information please contact 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/>
5. No – commissioned by Local Authority.
6. n/a
7. n/a

Attachment(s):

None

Date response sent:

11/12/2019

Clinical management

FOI 77960 Organisation structure

Date request received:	18/11/2019	FOI ref:	77960		
Requested information:					
<p>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.</p> <p>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?</p> <p>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)?</p>					
Name of CCG		NHS Kernow 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:					
<p>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.</p> <p>If you do not have an IUC contract, please answer question 1 and 2 on OOH and NHS 111 provision.</p>					
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	Population	Current	When is	When you

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

Response:

Information provided on the attached document.

For question 3 the information is readily available on our website.

<http://policies.kernowccg.nhs.uk/DocumentsLibrary/KernowCCG/OurFinances/StrategicReportsAndPlans/ContractList.pdf>

Attachment(s):

Yes

Date response sent:

03/12/2019

Continuing healthcare

FOI 78000 Continuing healthcare information

Date request received:	19/11/2019	FOI ref:	78000
Requested information:			
When carrying out an assessment of eligibility for NHS Continuing Healthcare, a relevant body must ensure that a multi-disciplinary team undertakes an assessment of needs, or has undertaken an assessment of needs, that is an accurate reflection			

of that person's needs at the date of the assessment of eligibility for NHS Continuing Healthcare.

Please provide a copy of the FORM/S, used for the assessment of needs as described above, or point to where it can be found.

Response:

NHS Kernow uses the NHS continuing healthcare forms which are available from the GOV.UK website <https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care>

The links to the forms can be found on the right hand side.

Attachment(s):

None

Date response sent:

26/11/2019

Contracts

FOI 78090 Executive team

Date request received:	20/11/2019	FOI ref:	78090
Requested information:			
<p>1. How many interim appointments were made at your organisation in the (i) 2017-18 and (ii) 2018-19 financial years where the daily rate you paid to the supplier was £500-per-day or more?</p> <p>Please note that by 'interim appointment' I'm referring to an individual on a fixed-term contract, hired to work in management.</p>			
<p>2. For each such appointment, please provide me with (i) whether the appointment started in either the 2017-18 financial year or the 2018-19 financial year, (ii) the job title, (iii) whether the position was full or part-time, (iv) the name of the supplier, (v) the daily rate paid to the supplier, (vi) the total amount budgeted for and (vii) the length of the fixed-term contract on which they were hired.</p>			
Response:			
<p>1. (i) Nil (ii) Less than 5. NHS Kernow holds the information but where the numbers are less than 5, the information cannot be disclosed as it could potentially identify the individuals involved, especially if combined with other data, this would constitute a breach of the Data Protection Act 2018. Therefore, this</p>			

information is exempt from disclosure under section 40(2) of the Freedom of Information Act 2000 on the grounds that it is personal information.

2. NHS Kernow holds the information but where the numbers are less than 5, the information cannot be disclosed as it could potentially identify the individuals involved, especially if combined with other data, this would constitute a breach of the Data Protection Act 2018. Therefore, this information is exempt from disclosure under section 40(2) of the Freedom of Information Act 2000 on the grounds that it is personal information.

Disclosures on off payroll engagements are included in the annual report which is published on our website - <http://doclibrary-kccg.cornwall.nhs.uk/DocumentsLibrary/KernowCCG/OurOrganisation/StrategicReportsAndPlans/AnnualReport20182019.pdf>

Attachment(s):

None

Date response sent:

09/12/2019

FOI 77590 Costs

Date request received:	04/11/2019	FOI ref:	77590
Requested information:			
<p>I am conducting a nationwide investigation in to the adherence to Best Practice Tariffs (BPT) by hospitals performing prosthetic replacement of the hip or knee operations; namely procedures:</p> <p>OPCS Code: Procedure</p> <p>W371 W371 Primary total prosthetic replacement of hip joint using cement</p> <p>W381 W381 Primary total prosthetic replacement of hip joint not using cement</p> <p>W391 W391 Primary total prosthetic replacement of hip joint NEC</p> <p>W931 W931 Primary hybrid prosthetic replacement of hip joint using cemented acetabular component</p> <p>W941 W941 Primary hybrid prosthetic replacement of hip joint using cemented femoral component</p> <p>W951 W951 Primary hybrid prosthetic replacement of hip joint using cement NEC</p> <p>W401 W401 Primary total prosthetic replacement of knee joint using cement</p> <p>W411 W411 Primary total prosthetic replacement of knee joint not using cement</p> <p>W421 W421 Primary total prosthetic replacement of knee joint NEC</p> <p>I would therefore request the following information in a CSV or Excel file format for all ELECTIVE spells discharged from Jul 2018 to Jun 2019 (inclusive totalling 12 months)</p>			

Column Heading	EXAMPLE DATA (made up numbers)
Provider Org code	= RRK
Provider Org name	= UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST
Procedure Code	= W371
ADMISSION METHOD	= ELECTIVE ONLY
TOTAL Number of Spells discharged Jul18-Jun19	= 1,234
SUM TOTAL Number of Bed Days for spells discharged Jul18-Jun19	= 124,560
Number of spells submitted for BPT	= 1,100
SUM TOTAL Number of Bed Days for spells submitted for BPT	= 120,459
Number of spells paid on a BPT basis	= 537
SUM TOTAL Number of Bed Days for spells paid on a BPT basis	= 51,456
<p>If spells were to have multiple procedure codes, example W381 and W411, then these are to be presented via concatenation of the procedures of interest identified in the spell. For the example above this would be W381, W411.</p>	
Response:	
See attached spreadsheet	
Attachment(s):	
Yes	
Date response sent:	
14/11/2019	

Long term conditions

FOI 77820 Access to services

Date request received:	13/11/2019	FOI ref:	77820
Requested information:			
<p>I am emailing for some assistance in locating any services/initiatives within your CCG, led by primary care that are specifically aimed at the care of patients with multiple long term conditions. I would be most grateful if you could provide this information or advise any particular member of the CCG that would be responsible or aware of these services.</p>			
Response:			
<p>NHS Kernow does not release the names of employees below director level. The director responsible for primary care is Andrew Abbott, Director of Integrated Care (Primary Care)</p> <p>As Primary Care Networks (PCNs) start to develop they are beginning to look at services that can support people better within their communities. These may include</p>			

people with multiple long term conditions. Some examples include:

- A frailty clinic at West Cornwall Hospital; and
- Social prescribing – for people with complex needs who would benefit from being more connected with their community and local activities/support

More information about services/initiatives led by primary care and PCN's can be found on our website

Link to PCN's <https://www.kernowccg.nhs.uk/get-info/primary-care-networks/> and Localities <https://www.kernowccg.nhs.uk/localities/>

Attachment(s):

None

Date response sent:

22/11/2019

Mental health and learning disabilities

FOI 78120 Psychological services

Date request received:	26/11/2019	FOI ref:	78120
Requested information:			
<ol style="list-style-type: none"> 1. Please state how much you have spent in (i) 2017-18 and (ii) 2018-19 on sessions of cognitive behavioural therapy for your patients. 2. In 2018-19 please state what different types of psychological problems were addressed by sessions of cognitive behavioural therapy. 3. In 2018-19 how many patients suffering from anxiety were treated for anxiety with sessions of cognitive behavioural therapy that were funded by your CCG? 			
Response:			
<ol style="list-style-type: none"> 1. NHS Kernow does not hold the information requested as the adult Mental Health Programme do not pay for individual sessions of cognitive behavioral therapy (CBT). The costs will be part of the block contract we hold with Outlook Southwest and (OSW) and Cornwall Partnership NHS Trust (CFT). Spend information is available on our website https://www.kernowccg.nhs.uk/about-us/what-we-spend-and-how-we-spend-it/procurements-and-tendering/ 2. NHS Kernow can confirm that OSW, our IAPT provider, have treated the following psychological problems using CBT in primary care: <ul style="list-style-type: none"> Adjustment disorders Agoraphobia Asperger's syndrome Bipolar affective disorder Depressive episode, unspecified 			

Disappearance and death of family member
 Eating disorder, unspecified
 Generalized anxiety disorder
 Hypochondriacal disorder
 Irritability and anger
 Mental and behavioural disorders due to use of alcohol
 Mental disorder, not otherwise specified
 Mild mental and behavioural disorders associated with the puerperium, not elsewhere classified
 Mixed anxiety and depressive disorder
 Obsessive-compulsive disorder, unspecified
 Panic disorder [episodic paroxysmal anxiety]
 Post-traumatic stress disorder
 Recurrent depressive disorder, unspecified
 Social phobias
 Somatoform disorder, unspecified
 Specific (isolated) phobias

NHS Kernow does not hold this information for CFT, our acute care Provider. Please contact them direct cpn-tr.freedomofinformation@nhs.net

3. NHS Kernow confirms its IAPT provider holds the information about the number of patients using the CBT service; however the system does not identify the number treated for anxiety only.
 NHS Kernow does not have the information for CFT, who provide acute NHS
 Please contact them direct cpn-tr.freedomofinformation@nhs.net

Attachment(s):

None

Date response sent:

19/12/2019

Miscellaneous

FOI 78160 Pilot schemes

Date request received:	28/11/2019	FOI ref:	78160
Requested information:			
<p>I would like details of all pilot schemes (also includes pilot study, pilot project, pilot test, or pilot experiment) where the ending date fell in the last two financial years, 2018-19 and 2019-20 so far.</p> <p>Please provide the following information for each pilot scheme:</p> <ol style="list-style-type: none"> 1. The start and end dates 2. The cost 			

3. A brief description of what the scheme entailed
4. The outcome – whether it has been abandoned or whether there are plans for it to continue/expand.

I appreciate that due to time restrictions and your systems, it might not be possible to provide details of every pilot scheme. If this is an issue, please can you just provide details of the schemes whereby details are easily accessible?

Response:

Information requested is on the attached spreadsheet. Due to FOI time constraints, we have provided that information which is readily accessible.

Attachment(s):

Yes

Date response sent:

30/12/2019

FOI 77830 Community health services

Date request received:	13/11/2019	FOI ref:	77830
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Requested information:

If possible, would you be able to provide me with the following data:

1. Number of GPs and primary care networks in your CCG
2. Number of community hospital and mental health deaths in 2018
3. Number of deaths outside of hospital (e.g. care homes and home addresses in 2018).

Response:

1. NHS Kernow has 13 Primary Care Networks (PCNs). This includes one which is a cross-border PCN with Devon. Details can be found on our website <https://www.kernowccg.nhs.uk/get-info/primary-care-networks/>

NHS Kernow does not hold a full list of GP's. NHS England may hold this information. Please email england.contactus@nhs.net

2. The number of community hospital deaths in 2018 was 366

- For questions 2 and 3 – NHS Kernow does not hold information about the number of mental health deaths or deaths outside of hospital. This information may be held by Public Health at Cornwall Council. Please email

<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/>

Attachment(s):

None

Date response sent:

29/11/2019

Organisation

FOI 78100 Primary Care Networks

Date request received:	25/11/2019	FOI ref:	78100
Requested information:			
<p>Under the provision of the Freedom of Information Act 2000 please can you answer the following questions:</p> <ol style="list-style-type: none">1. The name of the Head of Primary Care Network Development for your CCG.2. The name of the Head of Primary Care Network Development for the Sustainability and Transformation Partnership or Integrated Care system your CCG is part of.			
Response:			
<p>NHS Kernow does not release the names of employees below director level. The director with responsibility for Primary Care Networks is Andrew Abbott, Director of Integrated Care (Primary Care)</p>			
Attachment(s):			
None			
Date response sent:			
04/12/2019			

FOI 77940 Primary Care Networks

Date request received:	18/11/2019	FOI ref:	77940
Requested information:			
<p>Under the freedom of information act please could you provide me with the following information for Kernow CCG:</p> <ol style="list-style-type: none">1. Please provide the name of each Primary Care Network (PCN) that operates within your CCG's region's geographical boundaries2. Please provide the name of the appointed Clinical Director for each of these Primary Care Networks (PCNs) within your region.3. Please confirm which healthcare provider organisation, this Clinical Director works from, e.g. CCG name/Acute trust name/Mental Health trust name etc.4. Please provide the name of the appointed Digital/IT Lead for each of these			

<p>Primary Care Networks (PCNs) within your region</p> <p>5. Please confirm which healthcare provider organisation, this Digital/IT Lead works from, e.g. CCG name/Acute trust name/Mental Health trust name etc.</p>
Response:
<p>Questions 1 to 3.</p> <p>Information about Primary Care Networks in Cornwall and Isles of Scilly is available on our website: https://www.kernowccg.nhs.uk/get-info/primary-care-networks/</p> <p>4. NHS Kernow does not release the names of employees below director level. The director with responsibility for IT and PCN's is Andrew Abbott, director of Integrated Care (Primary Care)</p> <p>5. NHS Kernow</p>
Attachment(s):
None
Date response sent:
25/11/2019

FOI 77910 Primary Care Networks

Date request received:	15/11/2019	FOI ref:	77910
Requested information:			
I am writing to you under the Freedom of Information Act 2000 to request a list of all Primary Care Networks (PCNs) and their member GP Practices.			
Response:			
Information about Primary Care Networks in Cornwall and Isles of Scilly is available on our website: https://www.kernowccg.nhs.uk/get-info/primary-care-networks/			
Attachment(s):			
none			
Date response sent:			
20/11/2019			

FOI 77840 Organisation structure

Date request received:	13/11/2019	FOI ref:	77840
Requested information:			
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:			

1. Practice Managers the relevant GP surgeries they manage.
2. Practice Managers the relevant Dental surgeries they manage.
3. Practice Managers the relevant Opticians they manage.
4. NHS Trust Senior Members of Staff, their position and trust.
5. NHS Care Home Senior Members of Staff, their position and home.
6. NHS Hospital Senior Members of Staff, their position and hospital.
7. NHS Mental Health Facilities Senior Members of Staff, their position and facility.
8. NHS Pharmacies Senior Members of Staff, their position and pharmacy.

Response:

1. This information is publicly available on all GP websites, NHS Kernow therefore withholds this information under section 21 of the Freedom of Information Act, information available by other means.
2. NHS Kernow does not hold this information as it does not commission Dentistry.
3. This information is publicly available on opticians websites. NHS Kernow therefore withholds this information under section 21 of the Freedom of Information Act, information available by other means.
4. NHS Kernow is not a Trust it is a clinical commissioning group. It therefore does not hold the information requested. Information regarding our senior staff team can be found on our website: <https://www.kernowccg.nhs.uk/about-us/who-we-are-and-what-we-do/the-governing-body/>
5. There are no NHS Kernow Care homes, therefore the information requested is not held.
6. Please contact the FOI teams at Royal Cornwall Hospital or University Hospital Plymouth direct, email; rch-tr.foi@nhs.net and plh-tr.foi-requests@nhs.net respectively they may be able to provide the up-to-date information you are seeking.
7. Please contact Cornwall Partnership Foundation Trust as the mental health provider they may be able to provide you with the up-to-date information you are seeking. cpn-tr.freedomofinformation@nhs.net
8. Information on pharmacies and how to contact them can be found online <https://www.nhs.uk/Services/Trusts/Pharmacies/DefaultView.aspx?id=89769> NHS Kernow therefore exempt the release of this information under section 21 of the FOI act, information accessible by other means.

Please note that in addition to the above exemptions under section 40 'Personal Information' of the FOI act NHS Kernow does not release names of staff below director level or where they are not already publicly identified.

Attachment(s):

None

Date response sent:

25/11/2019

Patient safety and experience

FOI 78180 Integrated urgent care services

Date request received:	28/11/2019	FOI ref:	78180
Requested information:			
<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">In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered?<ol style="list-style-type: none">What was it in 2014/15?What was it in this financial year to date?Please also provide the actual figures.In the 2018/19 financial year, what percentage of calls were answered within 60 seconds?<ol style="list-style-type: none">What was it in 2014/15?What was it in this financial year to date?Please also provide the actual figures.In 2018/19, what percentage of callers were called back within ten minutes?<ol style="list-style-type: none">What was it in 2014/15?What was it in this financial year to date?Please also provide the actual figures.In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician?<ol style="list-style-type: none">What was it in 2014/15?What was it in this financial year to date?In the 2018/19 financial year, what was the average wait time for a call back from a doctor?<ol style="list-style-type: none">What was it in 2014/15?What was it in this financial year to date?In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them,<ol style="list-style-type: none">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?
 - a. What was it in 2014/15?
 - b. 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?
 - a. What was it in 2014/15?
 - b. What was it in this financial year to date?
 - c. 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?

Response:

1. Average 4.28% 6951
 - a. Average 6.09% 7,914
 - b. Average 4.79%, 5,900 (1 April 2019 until end November 2019)
 - c. See above

2. 81.68%, 124,376
 - a. 77.04%, 83,628
 - b. 80.99%, 92,621 (1 April 2019 until end November 2019)
 - c. See above

3. NHS Kernow does not hold this information requested as this was not a reported key performance indicator (KPI) during 18/19, due to the service transitioning to the new national KPIs.
 - a. 23.99%, 3,841.
 - b. 68.93% (August to November only) 10,966
 - c. See above

4. 20 hours 19 minutes 00 seconds
 - a. 26 hours 26 minutes 27 seconds
 - b. 15 hours 07 minutes 07 seconds (year to date). In all these cases this metric is measuring 'call to connect' i.e. the time taken for the patient to answer a call back. Therefore, numerous attempts will have been made to call the patient back but the patient did not answer the phone. This metric is not measuring the first time the clinician attempted to call a patient back, but measures the point when the call back call was answered.

5. 18 minutes and 41 seconds
 - a. Not collected
 - b. 24 minutes and 56 seconds

6. For year 2018/19

<u>Category</u>	<u>Percentage</u>	<u>Numbers</u>
Calls directed to ambulance despatch	13.8%.	20,942
Home visits	NHS Kernow does not hold this information	Not held
Urgent Treatment Centre	NHS Kernow does not hold this information (Urgent Treatment centres were not designated during 2018/19)	Not held
GP consultant	NHS Kernow does not hold this information	Not held
GP over the phone	NHS Kernow does not hold this information*	Not held
Call handler	NHS Kernow does not hold this information*	Not held

*please note we have this as a combined percentage 38.9% in numbers 59,293

For year 2014/15

<u>Category</u>	<u>Percentage</u>	<u>Numbers</u>
Calls directed to ambulance despatch	17.5%	11,657
Home visits	7.9%	9,334
Urgent Treatment Centre	NHS Kernow does not hold this information (Urgent Treatment centres were not designated during 2014/15)	Not held
GP consultant	16.5%	18,484
GP over the phone	NHS Kernow does not hold this information*	Not held
Call handler	NHS Kernow does not hold this information*	Not held

*please note we have this as a combined percentage 18.8% in numbers 20,249

For year 2019/2020 April to end November 2019

<u>Category</u>	<u>Percentage</u>	<u>Numbers</u>
Calls directed to ambulance despatch	10.65%	12,004
Home visits (only recorded from Aug –Nov)	7.76%	4,277
Urgent Treatment Centre	NHS Kernow does not hold this information	Not held

GP consultant	NHS Kernow does not hold this information	Not held
GP over the phone	NHS Kernow does not hold this information*	Not held
Call handler	NHS Kernow does not hold this information*	Not held

*please note we have this as a combined percentage 27.8% in numbers 31,595

7. NHS Kernow does not hold this information

8. NHS Kernow does not hold this information

9. Yes

10. Yes

Attachment(s):

None

Date response sent:

20/12/2019

FOI 77790 Community health services

Date request received:	12/11/2019	FOI ref:	77790
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Requested information:

INTRODUCTION - With future emphasis being towards INTEGRATED CARE, this FOI is investigating how advanced all types of healthcare organisations are, in being able to access information about patients in their own home /other non-hospital settings and supporting the local population with long term conditions.

This part of the FOI survey is directed at **CCG Trusts**, and relates to the use, endorsement or sub-contracting of a **manned response and monitoring centre**, to provide 24x7 monitoring and communication which may;

- address patients' concerns and questions
- act upon safety-related alarms and alerts
- include out of hours provision for NHS patients and private customers alike.

Some CCG's have already implemented monitoring centres and even promoted these to other NHS organisations as an income generating opportunity. We understand that the greater impetus has been to promote dignity, independence and safety in a patient's own home and as a way of expediting hospital discharge plus pro-actively reducing hospital re-admissions and A&E attendances as well as taking the pressure from over stretched GP services. Not to be confused with 111, *(although a monitoring centre shares some similarities)* a monitoring centre can pro-actively contact the patients, relatives and carers, as well as take data feeds from a number of devices and alarms, around the home and also attached to the patient at home.

In order to assist with this survey, could you please answer the following:-

1. Does your organization presently provide a Telecare operations centre to monitor your local population or monitor specific conditions? – NO / YES

IF the answer is YES please reply to the questions below – 1 to 8

ONLY

IF the answer is NO please skip to questions 9 to 10 ONLY

YES – we do have/use a monitoring centre

- a. Is this service staffed by clinical or non-clinical staff?
 - b. Is this an internal support system using your own staff to monitor the calls?
 - c. Is this an external support system run by a GP consortium, other CCG or acute Trust/ NHS provider and does this team have a name/department title/ contact?
 - d. Is this an external commercially available centre or Local Authority centre and if so, could you disclose the name of the 3rd party provider?
 - e. Do you know your cost per patient commitment for using the monitoring service?
 - f. Do you know what Software is used to hold patient contact data and log calls – if any CRM system used at all? Also if known, do you know the annual cost for use of the software?
 - g. How could the service/ software- be improved?
2. If CRM/ Call logging system is NOT used, would such a software system prove useful for audit, reporting , management information, communication – or any other reason?
3. Do you know if calls logged are written into your PAS or the patients' GP system?
4. Do you collect any data from the likes of? -
- a. Glucometers/ Spirometers/ weighing scales/ECG
 - b. Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement
 - c. Manually taken vital signs at home sent into the cloud and then onto some other electronic record
 - d. Wellbeing questionnaires completed by the patient
 - e. Domiciliary visits notes
 - f. GP or Community Nurse or Social care notes
 - g. Smart Home devices such as alerts re Carbon Monoxide levels, Intruder alarms, Non-Movement etc.
 - h. Fall detection systems
 - i. Activities of Daily Living monitoring

Other devices – not named above (please comment)

5. If you do not collect data from remote devices, would you see any advantages to incorporating data collected from any of the items listed above, by way of ongoing monitoring, establishing baseline health measurements or general patient & social safety/wellbeing? (please comment)
6. Do you use a Video link to get visual contact with your patients? YES/NO
 - a. If YES – why do you see this as important
 - b. If NO – why is this not seen as important
 - c. If NO - is this an aspiration?
7. Have you done any ROI analytics/ produced any research, to rationalize why telecare monitoring does have a place in an ACUTE setting? If YES – are you able to share these?
8. Who is the main person(s)/ decision maker (s) / team – who are responsible for the Telecare monitoring centre?

Any other comments

.....
.....

9. If the answer is **NO** – you **do NOT have a monitoring system**
 - a. Within the next 2 years, would a Telecare Monitoring Service be something that the Trust would consider as a way of either reducing hospital admissions, supporting an earlier hospital discharge, promoting population health and wellbeing and/or recognizing and acting upon patient deterioration sooner or maybe managing employee workload ...(.or any other possible advantage not listed)?
YES or NO or UNSURE
 - b. Could you explain your reasoning for any of the 3 possible answers given above please?
10. Who is the main person(s)/ decision maker (s) / team – who would be responsible for the decision to use a Telecare monitoring centre?

Response:

NHS Kernow does not commission or provide a telecare monitoring service. Further information may be available from Cornwall Council, who commission and provide this service <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/>

NHS Kernow does commission a digital health monitoring service; further information

may be available from the providers of the service, Cornwall NHS Foundation Trust (CFT) cpn-tr.freedomofinformation@nhs.net

Attachment(s):

None

Date response sent:

25/11/2019

Prescribing and pharmacies

FOI 78210 Prescribing schemes

Date request received:	29/11/2019	FOI ref:	78210
Requested information:			
<ol style="list-style-type: none">1. Does your organisation have a formulary for urology products, and, if so, please can you provide a link to it?2. Does your formulary contain a statement making it clear that notwithstanding the contents of that formulary it is a clinician's right, and indeed their duty, to prescribe whichever product on Part IX of the Drug Tariff they consider best meets the needs of their patient?3. Does your formulary contain a clear and functioning link to Part IX of the Drug Tariff?4. If your formulary does not contain a statement as in 2. above, or a link as in 3. above, do you intend to update it to include that information?5. Please supply the name, position and email address of whoever in your organisation is responsible for any formulary that has been developed or which may be developed in future.6. Is it your intention that if a new formulary is to be developed or an existing one is to be reviewed you will:<ol style="list-style-type: none">a. Include a clear reference to the Drug Tariff as in point 2. above; andb. Notify the Urology Trade Association at uta@whitehouseconsulting.co.uk that such a project is being taken forward so that our members can be informed7. What steps do you take to ensure that clinicians and nurses are familiar with and trained in the assessment and appropriate use of urology products on Part IX on the Drug Tariff?			
Response:			

1. https://www.eclipsesolutions.org/Cornwall/info.aspx?chapterid=17 (Under important documents)
2. Yes
3. No
4. Yes
5. NHS Kernow does not release the names of employees below director level. The director with responsibility for prescribing is Andrew Abbott, Director of Integrated Care (Primary Care)
6. a. Yes b. Our formulary is displayed publicly on our website with the date of its production (and sometimes with the date of its review.)
7. Regular access to education and training
Attachment(s):
None
Date response sent:
09/12/2019

FOI 77950 Prescribing recommendations

Date request received:	18/11/2019	FOI ref:	77950
Requested information:			
<p>When carrying out an assessment of eligibility for NHS Continuing Healthcare, a relevant body must ensure that a multi-disciplinary team undertakes an assessment of needs, or has undertaken an assessment of needs, that is an accurate reflection of that person's needs at the date of the assessment of eligibility for NHS Continuing Healthcare.</p> <p>Please provide a copy of the FORM/S, used for the assessment of needs as described above, or point to where it can be found.</p>			
Response:			
<p>NHS Kernow uses the NHS continuing healthcare forms which are available from the GOV.UK website https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care</p> <p>The links to the forms can be found on the right hand side.</p>			
Attachment(s):			
None			
Date response sent:			

26/11/2019

FOI 77880 Prescribing schemes

Date request received:	14/11/2019	FOI ref:	77880
Requested information:			
<p>I would like to make a Freedom of Information request please. The request I would like to make is for how much money the CCG (or similar) spent in the last 2 available years of data on Helicobacter pylori testing using Diabact, INFAl or pylobactell test kits.</p>			
Response:			
<p>GP prescribing data is publicly available:</p> <p>https://openprescribing.net/analyse/#org=CCG&orgIds=11N&numIds=010300000&denom=nothing&selectedTab=summary</p> <p>Therefore NHS Kernow exempts the release of this information under section 21 of the Freedom of Information Act 2000, information accessible by other means.</p>			
Attachment(s):			
None			
Date response sent:			
27/11/2019			

FOI 77740 Prescribing schemes

Date request received:	07/11/2019	FOI ref:	77740
Requested information:			
<p>I'm following up on an FOI I submitted in April, below. Reference FOI 74170</p> <ul style="list-style-type: none">• 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. <p>Can you please provide the 2019/2020 specifications requested, the ones given are out of date.</p>			
Response:			
Information provided for the April FOI 74170 was correct at the time of issue. Copy of			

that response is attached for reference.

The updated 2019/2020 specifications and additional new service specification documents are attached.

Attachment(s):

Yes

Date response sent:

25/11/2019

FOI 77650 Prescribing recommendations

Date request received:	06/11/2019	FOI ref:	77650
Requested information:			
Please provide a current prescribing algorithm for advanced therapeutics/biologics for patients with rheumatoid arthritis treated within your clinical commissioning group			
Response:			
Details of the biologics pathway for rheumatoid arthritis is attached			
Attachment(s):			
Yes			
Date response sent:			
11/11/2019			

FOI 77620 Prescribing schemes

Date request received:	04/11/2019	FOI ref:	77620
Requested information:			
I would like to request the below information: <ol style="list-style-type: none">1. A list of pharmaceutical products/drugs that your CCG currently holds rebate agreements for.2. I would like to request the product names (brand and generic when applicable) with start finish dates and fully understand that the financial details of the rebates would be considered commercially confidential.			
Response:			
Information supplied on the attached spreadsheet			
Attachment(s):			
Yes			
Date response sent:			

08/11/2019

FOI 77560 Prescribing recommendations

Date request received:	01/11/2019	FOI ref:	77560
Requested information:			
<p>Under the Freedom of Information Act 2000, could you please provide me with information on the following:</p> <ol style="list-style-type: none">1. The number of 'wellbeing prescribers' or 'social prescribers' employed in your CCG area in this financial year (2019/20) and in the previous two years.2. The amount of money spent on employing either of the above in this financial year (2019/20) and the previous two years.			
Response:			
<ol style="list-style-type: none">1. 2017/18 – 1 social prescriber 2018/19 – 9 social prescribers 2019/20 - 9 social prescribers2. NHS Kernow does not hold this information as the posts were not funded by the CCG.			
Attachment(s):			
None			
Date response sent:			
25/11/2019			

Properties and estates

FOI 78150 Equipment

Date request received:	28/11/2019	FOI ref:	78150
Requested information:			
<p>This is a request for information under the Freedom of Information Act 2000. Having spoken to many GP practices regarding the cartridges they use in their printers, I'm concerned there is misinformation relating to the use of third party (non-OEM) consumables.</p> <p>As a result of this, I would like to request the following information:</p> <ol style="list-style-type: none">1. As far as CCG are concerned, is there any prohibition currently in place on a GP practice with regard to using any third-party printer cartridges in a printer?2. Is it a directive of CCG that only new OEM cartridges may be used in GP			

practices? 3. What is the view of CCG relating to the use of sustainable remanufactured original toners?
Response:
<ol style="list-style-type: none"> 1. Yes 2. Yes 3. With the average life expectancy of a printer calculated to be approximately five years. There are concerns that using compatible toner cartridges reduces this to below one year and invalidate printer warranties. Replacing printers yearly creates a massive financial commitment, not to mention increasing electronic waste.
Attachment(s):
None
Date response sent:
03/12/2019

FOI 78070 Equipment

Date request received:	24/11/2019	FOI ref:	78070
Requested information:			
<p>I am writing to you under the Freedom of Information Act 2000 to request the following information from NHS Kernow CCG:</p> <ol style="list-style-type: none"> 1. Does NHS Kernow CCG allow staff to use their own devices to access work email? Please answer Yes or No. 2. Does NHS Kernow CCG allow staff to use their own devices for any other work-related activities? Please answer Yes or No. 3. If you answered yes to question 2 please provide a list of the types of systems that staff can access from personally owned devices? 4. Does NHS Kernow CCG have a policy that covers BYOD or the use of personal devices at work? Please answer Yes or No. 5. If you answered yes to question 4 please could you provide a copy of your policy that covers BYOD or personal device usage at work? 			
Response:			
<ol style="list-style-type: none"> 1. It is not disallowed but it is not publicised, encouraged or supported. 2. No 3. N/A 4. No 5. N/A 			
Attachment(s):			
none			

Date response sent:

29/11/2019

FOI 77600 Equipment**Date request received:**

04/11/2019

FOI ref:

77600

Requested information:

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
2. Who is your current vendor?
3. When does the contract with your current service desk provider end?
4. How much does your current ITSM service desk tool cost annually?
5. When will you be looking to review your current service desk tool?
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
7. Who is your current vendor?
8. When does the contract with your current desktop provider end?
9. How much does your current ITAM desktop tool cost annually?
10. When will you be looking to review your current desktop tool?
11. Who is your primary IT company contact?

Response:

NHS Kernow does not hold this information. IT Service Management is provided by Cornwall IT Services (CITS) who are part of the Royal Cornwall Hospitals Trust (RCHT) and provide shared managed IT services to the NHS organisations in Cornwall and Isles of Scilly. Further information may be available from RCT, please contact: rcht-tr.foi@nhs.net

Attachment(s):

none

Date response sent:

08/11/2019