

Our ref: CB/SF/ajb/20091102 FOI519 Sittampalam  
Your ref:  
Date: 2 November 2009

Please reply to:  
**Lockton House**  
**Clarendon Road**  
**Cambridge**  
**CB2 8FH**

Ganesh Sittampalam

By email to:  
[Request-18383-5844c730@whatdotheyknow.com](mailto:Request-18383-5844c730@whatdotheyknow.com)

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Dear Ganesh

### **Freedom of Information Act 2000 Request**

I am writing further to your email request under the Freedom of Information Act 2000 dated 21 September 2009, in respect of the 48 hour target. Please accept our apologies for the delay in this response. NHS Cambridgeshire's responses are set out below:

"I'd like a copy of whatever statistics you have, for each practice in the St Neots area (defined however is convenient, for example the PE19 postcode area would be fine), on success in meeting the target."

You will find summary reports for each practice on performance against this indicator and others measured in the 2008/09 patient survey from the following website: [www.gp-patient.co.uk](http://www.gp-patient.co.uk) You will need to navigate to results for Cambridgeshire PCT, and select St Neots practices: Cedar House; Eaton Socon; Almond Rd.

"I'd like a copy of any procedures or guidance you use for monitoring the target. I'm particularly interested in how the 48 hours is measured in relation to the time of the first attempt to book an appointment rather than the time the appointment is actually booked."

This is a national garget set by the Department of Health. Further detail can be found on the Department of Health website at [www.doh.gov.uk](http://www.doh.gov.uk)

Yours sincerely



**CHRIS BANKS**  
**Chief Executive**