

Eli Booth  
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FOI  
NEL CSU  
Kent House  
4th Floor  
81 Station Road  
Ashford  
TN23 1PP

23<sup>rd</sup> May 2018

**Our Ref: FOI.18.ASH025**

E-mail: [NELCSU.foi@nhs.net](mailto:NELCSU.foi@nhs.net)  
[www.ashfordccg.nhs.uk](http://www.ashfordccg.nhs.uk)

Dear Mr Booth

**RE: FREEDOM OF INFORMATION REQUEST**

Thank you for your request for information under the Freedom of Information Act 2000 received on 24<sup>th</sup> April 2018 by NHS Ashford Clinical Commissioning Group (CCG). The information you have requested is listed below together with the response:

**1) How many doctors surgeries are covered under the CCG?**

I can confirm NHS Ashford CCG has 13 practices within its geographical boundary.

**2) What percentage of those surgeries are fully covered under your managed service, i.e you provide a replacement printer if broken/faulty?**

I can confirm 100% of these practices are fully covered.

**3) What clinical software is used within those surgeries for printing prescriptions, by percentage?**

I can confirm NHS Ashford CCG does not hold this information. NHS Ashford CCG has a Service Level Agreement with NEL which covers GP IT. Therefore you may wish to redirect this part of your request to NHS England, as they handle information held by NEL on their behalf. Their details are as follows: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (please write "Freedom of Information" in the subject line)

**4) Which printer manufacture is your current chosen option for those consultation rooms?**

I can confirm NHS Ashford CCG does not hold this information. NHS Ashford CCG has a Service Level Agreement with NEL which covers GP IT. Therefore you may wish to redirect this part of your request to NHS England, as they handle information held by NEL on their behalf. Their details are as follows: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (please write "Freedom of Information" in the subject line)

**5) What is the name of the person responsible for providing the Printers to those surgeries?**



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We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of the way we have handled your request. If you would like us to conduct such a review please contact us within two months of this letter:

Email [NELCSU.foi@nhs.net](mailto:NELCSU.foi@nhs.net) or

**FOI-Internal Review Request**  
**NEL CSU**  
**Kent House**  
**4th Floor**  
**81 Station Road**  
**Ashford. TN23 1PP**

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy.

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

<https://ico.org.uk/for-the-public/official-information/>

Helpline number: 0303 123 1113 or 01625 545745

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the NHS Ashford Clinical Commissioning Group website.

Yours sincerely

**Freedom of Information Team**  
**NEL CSU**

This Freedom of Information request has been processed by NEL CSU on behalf of  
**NHS Ashford Clinical Commissioning Group**



**Inca House  
Trinity Road  
Eureka Science Business Park  
Ashford  
Kent. TN25 4AB**

NEL CSU is NEL Commissioning Support Unit and is hosted by NHS England. NEL CSU provides a number of administrative functions including managing Freedom of Information Requests.

