



NEL,
1 Lower Marsh,
London,
SE1 7NT

Email: NELCSU.foi@nhs.net

13 February 2019

Dear Mr Ward

Re: Freedom of Information request – Internal Review

Reference: FOI.17.ASH176

I am writing in regards to your request for an internal review for FOI.17.ASH176 under the Freedom of Information Act 2000 (FOI(A)), by NHS Ashford Clinical Commissioning Group (CCG).

Firstly, I was sorry to read that you felt you needed to make a complaint and I hope to address all your concerns. I am the senior manager for the department and independent from the original request. I would like to offer my apologies for the delay in responding to your internal review request. It has been a significantly busy period this year and the CCG has received a record number of requests, this has led to delays in my ability to conduct internal reviews.

On requesting the review specifically in relation to question 11, you said:

"I can confirm NHS Ashford CCG does hold this information; however they do not hold the information at a level of detail where they would be able to retrieve it; therefore they are unable to answer this part of your request.

How can you simultaneously hold the information but not be able to retrieve it? The information is as simple, surely, as knowing the number of GPs there are in your commissioning area and the number of patients registered. Does your response to question 11 mean you do not hold these figures? It would seem unlikely that that is the case."

My investigation has determined that the response incorrectly confirmed it held the requested information. This is because the CCG did hold the number of GP Partners within any given practice but no further information on the total number of GPs employed. This means that the CCG would not be able to calculate the GP to patient ratio. Please find below a revised response to your request.

11. What was the GP to patient ratio in your commissioning area in 2017?

I can confirm NHS Ashford CCG does not hold the information. The CCG only holds details on the number of GP Partners within any given practice and not the total number of GPs who may work there; Therefore, the CCG does not hold the necessary building blocks to calculate a GP to patient ratio.

Conclusion

Having regard to the points detailed above I find that the original response was not correct in that the CCG does not hold the requested information.

The outcome of my internal review is that I do not uphold the CCG's original decision, and as such have provided a revised response.

I hope that I have addressed all of your concerns, but please do not hesitate to contact me if you have any questions about this response.

The CCG uses feedback it receives from applicants and learning identified through the internal review process to improve its services.

If you are still dissatisfied following this internal review, you have the right under Section 50 of the Freedom of Information Act 2000 to appeal against this 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



Yours sincerely,

A handwritten signature in black ink that reads 'Kevin Winter'. The signature is fluid and cursive, with the first name 'Kevin' and the last name 'Winter' clearly distinguishable.

Kevin Winter

Head of FOI & IG Compliance



