



Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

We are aware that different systems are being used across England to treat patients with COVID symptoms and those with non-COVID symptoms separately, where face to face consultations are required. Our aim is to rapidly update our review to include the use of hot hubs (and cold hubs where applicable) and request that you answer the following 4 questions in relation to NHS Nottingham & Nottinghamshire CCG:

1. (a) Are hot and cold hubs being used to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms respectively? If so, please could you indicate the numbers of each if possible.
(b) Are hot and cold sites (or red and green sites co-located within primary care settings) being used to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms respectively?
(c) Is a different model to 1(a) or (b) above (including home visits, or other models) being used? If so, please describe this.
2. Are each of the models used in 1(a) to (c) available to the entire population, or only in certain locations/ for certain populations (please specify any such distinctions e.g. those shielding; frail elderly populations, etc)?
3. (a) Immediately prior to any changes in service delivery related to COVID-19, was the hub model being used to deliver Primary Care?
(b) If so, how many hubs, where, and did these have specialist functions or were they accessible by all patients at practices which fed into them?
(c) If a hub model was not being used to deliver Primary Care immediately prior to any changes in service delivery with respect to COVID-19, had you previously used a hub model but stopped? If so, why was the decision made to stop using this model?
4. Are you planning to evaluate your COVID-19 model(s) for face to face Primary Care consultations? Please provide any interim data concerning this for potential inclusion in our review. Please also provide any other relevant documentation regarding face to face primary care service delivery during the COVID-19 pandemic which could be helpful to our study.

[Please see attached spreadsheet for response to your request.](#)

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via

lucy.branson@nhs.net or by writing to NHS Nottingham and Nottinghamshire CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Mansfield and Ashfield Clinical Commissioning Group, NHS Newark and Sherwood Clinical Commissioning Group, NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group and Nottingham North and East Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group, NHS Nottingham North and East Clinical Commissioning Group, NHS Mansfield and Ashfield Clinical Commissioning Group and NHS Newark and Sherwood Clinical Commissioning Group.*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of the Greater Nottingham Clinical Commissioning Partnership. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.

