

Dear Requestor

RE: Freedom of Information Request NN/20/3050 / Subject Access Request ID DP30

With reference to your original Subject Access Request ID DP30, three of your questions submitted were confirmed as a Freedom of Information Request and I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested.

A response to each part of your request is below.

4. When a referral is forwarded to a “provider service”; as in the case of primary care seeking Advice Conversation/Advice and Guidance is this referral processed via the e-RS?

The Advice and Guidance Service forms part of national NHS Standard Contract for acute providers; when Primary Care seek advice, this is done via a direct referral by the GP Practice to the secondary care provider using using e-RS.

5. If in reference to No4 above, if it is not processed by this department (e-RS Derby Road) then who does process it.

As advised in question 4, for Advice and Guidance Services, GP Practices refer directly via e-RS.

9. When primary care make a referral for secondary care services does the referral arrive elsewhere (other than Derby Road e-RS) to process when the end outcome is the patient is seen by Allied Health Care at the Treatment Centre?

Referral decisions will be considered in line with individual patients’ conditions and patient choice. Information regarding decision making processes within Primary Care would be held by individual GP Practices.

The general referral pathway on e-RS within Greater Nottingham would be for GP Practices to refer to the Greater Nottingham Referral Support Service (GNRSS) and then GNRSS to secondary care.

Further information can be found here https://www.nottinghamcity.nhs.uk/media/3736/3-gnrss_patient_leaflet_city.pdf

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

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