

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 partially hold the information that you have requested. A response to each part of your request is below.

Please note, as of 1 April 2020 the following Clinical Commissioning Groups (CCGs), NHS Mansfield & Ashfield CCG, NHS Newark & Sherwood CCG, NHS Nottingham City CCG, NHS Nottingham North & East CCG, NHS Nottingham West CCG and NHS Rushcliffe CCG, merged to become NHS Nottingham and Nottinghamshire CCG. More information around the new NHS Nottingham and Nottinghamshire CCG can be found on our website - <https://nottscgg.nhs.uk/about-us/our-cgg/>

In the request you asked:

1. Are you aware of how many Deaf BSL using patients your CCG serves?

The CCG does not hold this information. You may wish to contact the Local Authority to request this information via key documents such as the Joint Strategic Needs Assessment (JSNA). Please see the below link to the Freedom of Information contact details for Nottingham City Council and Nottinghamshire County Council on their websites.

Nottingham City Council - <https://www.nottinghamcity.gov.uk/your-council/about-the-council/access-to-information/access-to-information/>

Nottinghamshire County Council - <https://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/submit>

2. Are you aware of how many hard of hearing patients your CCG serves?

The CCG does not hold this information. You may wish to contact the Local Authority to request this information via key documents such as the Joint Strategic Needs Assessment (JSNA). Please see the below link to the Freedom of Information contact details for Nottingham City Council and Nottinghamshire County Council on their websites.

Nottingham City Council - <https://www.nottinghamcity.gov.uk/your-council/about-the-council/access-to-information/access-to-information/>

Nottinghamshire County Council - <https://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/submit>

3. What is the cost of re-arranging an appointment that is not attended by the patient?

The CCG does not hold this information. The average cost of a GP appointment can be found on NHS England's website - <https://www.england.nhs.uk/2019/01/missed-gp-appointments-costing-nhs-millions/>

4. Of the practices across your group, how many offer BSL Interpreters for their Deaf patients?

125 GP practices within NHS Nottingham and Nottinghamshire CCG offer access to BSL Interpreters for deaf patients.

5. Of the practices across your group, how many are accessible to Deaf patients?

125 GP practices within NHS Nottingham and Nottinghamshire CCG are accessible to deaf patients.

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 NHS Nottingham and Nottinghamshire Clinical Commissioning Group. 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.

