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Date: 11th December 2014

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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on the 28th November 2014.

You Asked for:

- 1) The total number of complaints, to both the CCG and the providers commissioned by your CCG, relating to Urgent Care Centres, GP Out of Hours services, minor injuries units and walk in centres. This request is for all complaints that meet these criteria **and** were submitted between 1st June 2014 - 28th November 2014.

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- 1a) If the CCG has an arrangement with any service providers whereby all complaints that meet the above criteria are not forwarded to the CCG then we request the clause/s of the contract between your CCG and the providers commissioned by it to provide urgent care, GP Out of Hours services and minor injuries units relating to this aspect of the relationship between your CCG and these providers, as well as all information about what other public body/bodies this complaint information is forwarded to, if any.

All NHS organisations adhere to the NHS Complaints Regulations 2009 when investigating a complaint, which give the complainant the option of making a complaint direct to the provider or the commissioner (CCG).

- 2) The total number of Serious Incidents Requiring Investigation reported to you by any and all members of staff (or any other person) relating to Urgent Care Centre's, GP Out of Hours Services and minor injuries units. This request is for all Serious Incident Reports that meet these criteria **and** were submitted between 1st June 2014 - 28th November 2014.

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I hope this sufficiently answers your FOI enquiry however if you require any further information please do not hesitate to contact a member of the FOI team (contact details at the top of this letter).

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