

Ref: CCG January 2016 003

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 1JX

Email: foi@liverpoolccg.nhs.uk

19 January 2016

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 5 January 2016, with regards to GP video appointments.

Request/**Response**

Under the Freedom of Information Act, I would like to request information on whether the NHS Liverpool CCG is considering implementing video appointments for the delivery of GP services to local patients.

1. I would like to request information on whether the NHS Liverpool CCG is considering implementing video appointments for the delivery of GP services to local patients.

NHS Liverpool CCG are currently exploring the use of video appointments (also referred to as tele-consultation) through different technologies for use by the general public for standard appointments at GP surgeries and also in care home settings. At this stage we are looking at both: (a) the service design elements as to how these technologies will be embedded and impact upon service delivery; (b) what technologies are best suited to fulfil the service requirements.

2. If video appointments are under consideration, what are the timescales for implementing this measure?

At this point we are running trials of technologies and potential service models and expect this process to last up to 12 months.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

A handwritten signature in cursive script that reads "Davies".

Joanne Davies
Corporate Services Manager – Governance