

Ref: CCG November 015 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 2SA

Email: foi@liverpoolccg.nhs.uk

23rd November 2016,

Dear Sir/Madam,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 15th November 2016, with regards to the Friends and Family test (FFT).

Request/**Response**

1. Initial cost to set up and implement the FFT
2. Ongoing or recurrent costs of operating the FFT
3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test
4. If you have used an external / 3rd party agency to implement the Friends and Family Test

As commissioners Liverpool Clinical Commissioning Group does not operate or implement the FFT. The FFT is aimed at providers of NHS Funded services that have direct patient contact and therefore it is implemented by the providers.

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,

**Customer Relations Lead
NHS Liverpool CCG**