



Liverpool

Clinical Commissioning Group

Corporate Services

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 67011

Email: foi@liverpoolccg.nhs.uk

6 July 2020

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information received on 11 June 2020, with regards to Community Dermatology.

Request/Response

1. Is your Community Dermatology Service provided as a separate contract or is it integrated into the secondary care service?

Separate service line within main Acute Services contract

2. Who is the current provider of the Community Dermatology service?

Liverpool University Hospitals NHS Trust.

3. Is the contract delivered in partnership with other providers? If so, who are the providers and from what sector (e.g. third sector, contractors)

No

4. What is the contract length and contract value of the current Community Dermatology contract?

Not a separate contract part of rolling NHS standard contract

5. Does the current service utilise Artificial Intelligence?

No

- If yes, which parts of the pathway is the AI used in? What are the success rates for AI compared to consultants in the service?

- If No, Would the CCG consider commissioning AI as part of a future service? **Yes.**

6. Would it be possible to get a copy of the current service specification?

There is no service specification.

7. When is the current Community Dermatology service due to be re-tendered?

N/A as within a rolling contract.

8. Is this date before contract extension (if so what is the extension period and likelihood of extension)?

N/A

9. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Community Dermatology service?

N/A

- If not, how do you expect this service to differ? Will you be undertaking market engagement ahead of any procurement process to inform this model?
- If yes, do you anticipate the contract length and financial envelope to remain the same or efficiency savings to be applied? What percentage reduction would this be?

10. Has the current Community Dermatology service met all of the contracted KPIs during the lifetime of the contract?

Wait times have been challenged due to demand but all other KPIs achieved

11. Has the current provider of the Community Dermatology Service been served with any performance notices? If yes, when were they served and what for?

The Provider has been served with performance notices but not for this specific service.

12. Are there any areas of particular concern within the CCGs population which the Community Dermatology service could be addressing more effectively?

The expansion of virtual consultation and tele-dermatology solutions

13. Are there any areas of exceptional practice and/or innovation in the current Community Dermatology Service which stand out to the CCG?

No

14. What is the current Patient Satisfaction Rate for the Community Dermatology Service? Has this remained consistent or has there been fluctuations (reduced or improved)?

Only captured via Family and Friends Test as a total Provider

15. Which virtual/remote platforms are used in the current Community Dermatology Service?

Telephone and Attend Anywhere

- Telephone
- Video General, e.g. WhatsApp, Skype, Zoom
- Video Bespoke, e.g. Q-Doc, Attend Anywhere

16. Has the Community Dermatology Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?

The focus has been on the 2 week wait but Provider has operated an Advice and Guidance Service.

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

Corporate Services Team
NHS Liverpool CCG