

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 120 2015

**Request:**

Under the Freedom of Information Act (2000) I would be grateful if you would provide me with copies of the eligibility and selection criteria of your NHS foundation trust referred to in General Condition G8 (Monitor's 2013 publication, 'The new NHS provider licence'), and in accordance with Section 103 (1) and (2) of the HSC Act 2012 ).

I would also be grateful if you could provide me with any information as to how these criteria have been set and applied and where they are published.

Many thanks for your response. Please could you expand on how patient choice between providers is more limited in NSFT than for other NHS services? Specifically, what restrictions are there on patient choice of provider? e.g. area-based restrictions.

Apologies for not saying before, but I would like to alter my previous FOI by adding some supplementary questions.

Please could you expand on how patient choice between providers is more limited in NSFT than for other NHS services? Specifically, what restrictions are there on patient choice of provider? e.g. area-based restrictions. If there are area-based restrictions, I would like to inquire as to:

1. How the catchment area is defined?
2. How to determine who is eligible by CCG?
3. If someone is within the catchment area but is not under a CCG who has a contract with the trust, are they still eligible for care?

**Response:**

Thank you for your recent request under the Freedom of Information Act, I can confirm the following:

As the primary provider of mental health services in Norfolk and Suffolk, anyone with a mental health condition is eligible to access our services. Given the nature of mental health services, and the way they are currently commissioned, patient choice between provider is limited.

Eligibility for our individual services in each area can be found on our website:  
<http://www.nsft.nhs.uk/Our-services/Pages/Service-Search-Results.aspx>

Additional information may also be available from - <http://www.heron.nhs.uk/Default.aspx> and from the organisation NHS Choices.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).

Thank you for your recent additional requests following our response to FOI request 58 2015 (XXX) which have been referenced as 120 and 132 2015 (XXX).

The choices that patients have are commissioner led. The Trust is the main provider of mental health services for some commissioner requested services across the Norfolk and Suffolk Clinical Commissioning Groups (CCGs), these include primary and secondary care services, so for example a patient who needs an Early Intervention service in Norwich will be referred by a Norwich GP to this Trust.

The choices that this Trust can offer are limited to:-

- a) where, so we could deliver in Kings Lynn if the patient requested it even though they are from Norwich;
- b) when, such as early morning or evening appointments;
- and in some instances a choice in c) what/how care is received for example IAPT services offer 1 to 1 based therapies as well as groups, based on patient choice.

The Trust cannot offer a choice of an alternative provider this is something that would fall within the CCGs remit, therefore you would need to contact the CCGs to ask for this information.

In relation to the further questions you have asked (in your email of the 2<sup>nd</sup> May 2015) I can confirm that the Trust are bound by what the CCGs commission; we deliver services based on the CCG defined boundaries. Typically the contract definitions state that it's based on GP practice, which fits with national guidelines. We would treat someone from a different CCG if we had the correct services and this is usually for unplanned care e.g. holiday makers who become unwell in Great Yarmouth, but there would be many reasons why we would or wouldn't do this for planned care and that would be based on the patients CCGs decision not usually us and would be on an individual case basis.

I would suggest that you contact the CCGs for any further details as the services we provide are commissioned by them. Contact details can be found on the following website:

<http://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>

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