



Ref: FOI603

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

05 June 2015

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on Thursday 28 May 2015.

You requested the following information.

On an annual basis how much does the Trust spend on sending text message or email reminders of appointments for treatment to patients over the years of 2013, 2014 & 2015 to date?

The CCG became a legal statutory body on the 1 April 2013 and since that date has no expenditure against sending text messages or email reminders of appointments for treatments to patients.

We do provide a text reminder service via our Devon Referral Support Service team for Devon Partnership NHS Trust which is done using NHS mail at no cost to the CCG.

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group