



Ref: FOI1277

Newcourt House  
Newcourt Drive  
Old Rydon Lane  
EXETER  
Devon  
EX2 7JQ  
[d-ccg.foi@nhs.net](mailto:d-ccg.foi@nhs.net)

Tel: 01392 205205

20 March 2017

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 Friday 10 March 2017

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

I can confirm that NHS Northern, Eastern and Western Devon CCG hold the requested information.

**Following the "End of Life Care Strategy" published by the Department of Health in 2008**

**([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/136431/End\\_of\\_life\\_strategy.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/136431/End_of_life_strategy.pdf)) it was expected for all then PCT, now CCGs, to implement better ways of coordination of care for terminally ill patients so "a good death" could be achieved.**

**Many forms of Electronic Palliative Care Coordination (EPaCCS) resulted. The most extended one is perhaps "coordinate my care"**

**My questions are:**

**In your CCG cluster, is there an EPaCCS in place? For how long?**

We have EPaCCS in place and it has been available since 2010

### **Can you describe how does it work?**

GPs enter information via a secure online form. The out of hours and NHS 111 service can access the information directly and other health and care professionals that need access can do so via a secure online portal.

### **What is the coverage -among primary care, secondary care, hospices and community services-?**

Coverage is good among Primary care, secondary care, ambulance service, out of hours and community services with the potential to develop for non-NHS organisations such as hospices and care homes.

### **and in particular have interoperability issues (different organisations use distinct software) been addressed? and how?**

The platform is web based and not system specific therefore is used outside of existing systems. This is being reviewed as part of the Local Digital Roadmap to investigate the ability to integrate with our primary care systems.

### **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](mailto: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.

Chair: Dr Tim Burke  
Chief Officer: Janet Fitzgerald

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Tel. 01392 205205  
[www.newdevonccg.nhs.uk](http://www.newdevonccg.nhs.uk)

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**

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Chief Officer: Janet Fitzgerald

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