



## Freedom of Information request & West Norfolk CCG response

### WN-2016-00196 – Hospital Breaching

Since 1 April, new requirements in the standard hospital contract have been in force to reduce cases of hospitals inappropriately shifting work they're responsible for onto practices. Practices have been told to report all incidences where a hospital is flouting these new rules to their CCG.

For the CCGs you're responsible for, please can you tell me:

1. How many reports of hospitals breaching the new rules on workload dump have you received from practices? Please can these figures be broken down for each hospital the complaint was made against.

*8 reports (relating to individual patients) have been received by The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust.*

2. What action or sanctions has the CCG enforced so far?

*There has been no action enforced so far. For 2017/18/19 contract the CCG have agreed to develop a joint action plan (CCG and Trust) to address the requirements in contract to respond to "Making Time in General Practice". It forms part of the Service Development and Improvement section of contract.*

*A completed action plan will be embedded into contract before service commencement on 1st April 2017.*

3. Please can you share any documents the CCG has produced setting out its policy for managing inappropriate workload dump by hospitals

*Please see the response above.*