



**Ministry  
of Defence**

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Ref: FOI2015/06762

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28 Aug 2015

Dear Sir/Madam

Thank you for your email of 29 July 2015 requesting the following information:

- 1. The overall annual cost to The Ministry of Defence for the contract with SSAFA-GSTT Healthcare for the provision of healthcare to Ministry of Defence personnel and their dependents based in Germany, The Netherlands and other relevant countries in Europe.*
- 2. Which body or department has primary responsibility for the clinical governance aspects of the contract between the Ministry of Defence and SSAFA-GSTT Healthcare: is it the Care Quality Commission (CQC) or another organization?*
- 3. What specific protocols are used by the SSAFA-GSTT Telephone Advice Service to deal with patients presenting with chest pain?*
- 4. What specific training is provided for receptionists in medical centres managed by SSAFA-GSTT Healthcare and Call Centre Operators in the TAS Medical Call Centre in how to deal with Patients reporting chest pain/discomfort, and how is this training validated and recorded?*

Your enquiry has been treated as a request for information under the Freedom of Information Act (FOIA) 2000, and the MOD can confirm that it holds information within the scope of your enquiry. I will address your questions in turn:

*Question 1. The overall annual cost to The Ministry of Defence for the contract with SSAFA-GSTT Healthcare for the provision of healthcare to Ministry of Defence personnel and their dependents based in Germany, The Netherlands and other relevant countries in Europe.*

The total value of the Contract, which commenced on 24 October 2012 and is expected to end on 31 March 2020, is already in the public domain and can be found at:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/319298/20140610-MOD\\_Contracts\\_over\\_100million\\_FY2010-11\\_to\\_FY2013-14.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/319298/20140610-MOD_Contracts_over_100million_FY2010-11_to_FY2013-14.pdf)

While the MOD holds information on the annual cost of the contract, this information might be exempt from disclosure under Section 43 (Commercial Interests) exemption of the FOI Act. This provides that information is exempt if it would prejudice the commercial interests of any person, including the authority holding. As this exemption is subject to the balance of the public interest more time is required to consider this. The MOD will write to you again with its decision within 20 working days.

*Question 2. Which body or department has primary responsibility for the clinical governance aspects of the contract between the Ministry of Defence and SSAFA-GSTT Healthcare: is it the Care Quality Commission (CQC) or another organization?*

Under "Governance and Assurance", the subject contract states:

Para 5.3.1 – Annex A1 SOR Primary Community Care. The Contractor shall undertake the first level of Healthcare Governance assurance and will utilise the MOD Healthcare Governance Framework (Common Assurance Framework (CAF)) for this purpose, JSP 950 Leaflet 5-1-4.

Para 5.3.5 – The Authority will undertake a second level of Healthcare Governance assurance which is based on an independent assessment through the Competent Army Authority & Inspectorate (CAAI).

For information, the relevant paragraph from JSP 950 Leaflet 5-1-4 mentioned above states:

11. Levels of Healthcare Assurance. Healthcare Assurance is to be conducted through the multiple levels of an organisation. They include:

- a. Unit self assessment.
- b. Healthcare delivery organisation Headquarters level and or Regions as appropriate.
- c. HQ SG Inspector General staff who will undertake reviews both of high risk and routine areas in conjunction with single Services Assurance staff.
- d. External assurance by:
  - (1) The Defence Internal Audit team (DIA), usually of business programmes.
  - (2) The Care Quality Commission (CQC) and other external healthcare regulatory bodies.

*Question 3. What specific protocols are used by the SSAFA-GSTT Telephone Advice Service to deal with patients presenting with chest pain?*

*Question 4. What specific training is provided for receptionists in medical centres managed by SSAFA-GSTT Healthcare and Call Centre Operators in the TAS Medical Call Centre in how to deal with Patients reporting chest pain/discomfort, and how is this training validated and recorded?*

In answer to questions 3 and 4, the Limited Liability Partnership has provided a response along with corresponding annexes: these are attached to the email covering this letter.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact the Headquarters of the Surgeon General in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Deputy Chief Information Officer, 2nd Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the FOIA. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours sincerely,

Headquarters of the Surgeon General