

29 April 2022

Our Ref: RFI 42817

Dear

**Freedom of Information Act 2000
In relation to Details for officers responsible for Commissioning &
Transformation, Urgent Crisis Response and Head of Virtual Ward**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 24 January 2022.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics and Primary Care & Older People Directorates and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Caroline Degans
Information Governance Officer

Q1 The officer/s responsible for:

- a) Commissioning & Transformation Manager (health and care)**
- b) Urgent crisis response - (health and care)**
- c) Head of virtual ward - (health and care)**

Please supply their name, designation, email address, and telephone number

A1 (a) The member of staff responsible for Commissioning & Transformation Manager (health and care) is as follows:

Naomi Dunbar
Interim Director of Planning, Performance and Informatics
Naomi.dunbar@setrust.hscni.net
Telephone (028) 9148 4511

A1 (b) We have requested that you clarify the term 'urgent crisis response', once we receive your clarification we will respond.

A1(c) In terms of Head of Virtual Ward, we have provided you with the name, designation, email address and telephone number of the Trust Lead responsible for Enhanced Care at Home as this would be the closest interpretation of 'Virtual Ward'.

Clare-Marie Dickson
Assistant Director Nursing, Primary Care & Elderly Primary Care
Clare-Marie.dickson@setrust.hscni.net
Telephone (028) 9148 4511