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4 February 2015

Ref: FOI 11186 GLO 11M

Dear

Request under the Freedom of Information Act 2000

Thank you for your request for information received on 29 January 2015, relating to Customer Satisfaction.

I am pleased to confirm that Gloucestershire CCG does hold the following information:

- **Please send me full details of any customer satisfaction ratings the CCG has given its main commissioning support supplier in the past 12 months.**

Please see attached document in response to your request.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to the Re-Use of Public Sector Information Regulations (1 July 2005) and authorisation from the CCG will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are not satisfied with the way in which we have dealt with your request for information, then in accordance with the Act you may ask us to conduct a review of our decision. In which case you should contact me at the above address.

If you remain unhappy with the decision after review you should contact:-

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

Yours sincerely



Alan Bonfield
Head of IG & Fol
Central Southern CSU
On behalf of Gloucestershire Clinical Commissioning Group