

Ref: CCG September 011 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 2SA

Email: foi@liverpoolccg.nhs.uk

21st September 2016,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 13th September 2016, with regards to out of hours GP services.

Request/**Response**

1) Are you responsible for commissioning out of hours GP services in your area?

Yes

2) What organisation has the CCG contracted to provide out of hours GP services?

Urgent Care 24 (UC24)

3) What is the size of the patient population covered by the contracted out of hours provider?

460,000

4) How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:

a. 2014/15

None

b. 2015/16

None

c. April 2016 to date

None

5) Could you also provide a link to the OOH provider's National Quality Requirement (NQR) achievement reports (or however their contractual Key Performance Indicators are reported), or, if time permits provide these reports for the past 12 months.

The provider UC24 serves the combined populations of Liverpool, Knowsley and Halton CCGs, the attached provides a summary of the providers combined performance against the national and local quality requirements over the last twelve months.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead
NHS Liverpool CCG**