

Ref: CCG October 001 2016

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

Email: foi@liverpoolccg.nhs.uk

26th October 2016,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 4th October 2016, with regards to Out of Hours services.

Request/**Response**

1) For the financial year ending April 2016 can you please tell me:

- i. What percent of cases the out of hours provider achieved a face to face contact within 2 or 6 hours?
- ii. What percent of 'speak to' dispositions are contacted by the service within 1 or 2 hours ?

Pease find attached a summary of the National Quality Requirements (NQR) performance of the GP OOHs provider that serves the populations of Liverpool, Knowsley and Halton CCGs.

All cases received from NHS 111 receive a triage consultation Definitive Clinical Assessment (DCA) from an Out-of-Hours GP - except Home visits to confirm the death of a patient which are passed direct to Home visit (no DCA consultation) (Dx codes 83 and 116)

Dx codes from NHS 111 are mapped to OOH time expectations as follows:

•Any Dx code requesting contact/speak to within 30 minutes = OOH DCA within 20 minutes

- Any Dx code requesting contact/speak to within 60 minutes = OOH DCA within 60 minutes
- Any Dx code requesting contact/speak to within 2 hours = OOH DCA within 60 minutes
- Any Dx code requesting contact/speak to within 6 hours = OOH DCA within 6 hours (Local Quality Requirement)
- Any Dx code requesting contact/speak to within 12 hours = OOH DCA within 6 hours (Local Quality Requirement)
- Any Dx code requesting contact/speak to within 24 hours = OOH DCA within 6 hours (Local Quality Requirement)
- Any further face-to-face contact required by the patient is decided by the OOH GP, and is then forwarded for this contact within 1, 2 or 6 hours as assessed by the OOH GP

In the North West the NHS 111 service commenced the initial call handling of GP OOHs calls from the 1st October 2015 , prior to this date, patients would have contacted the OOH service direct (Direct Patient Access phone-line) or via calling their own GP Practice and either receiving a voice mail message to re-dial or an automatic divert to the OOHs service.

A dedicated Healthcare Professional telephone line within the OOHs service also commenced on the 1st October 2015, to enable Healthcare Professionals that had already triaged/assessed a patient to bypass NHS 111 and hand over direct to OOH GP service. Since the NHS 111 service commenced all initial call handling approximately 85% of cases are passed to the OOHs service from NHS 111; prior to this, only approximately 20% of cases were received from NHS 111.

The attached figures report on all OOH activity therefore include Healthcare Professional-referred activity as well as NHS 111-referred activity; and prior to 1st October 2015, all direct-contact activity via the Direct Patient Access Phone-line.

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**