

**Ref: CCG December 018 2016**

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

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

22st December 2016,

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 2016, with regards to annual spend on

Request/**Response**

- 1) Could you please tell me the target rota fill rate specified in your out of hours contract?

***Liverpool clinical commissioning group do not commission the service on this basis.***

- 2) Provide the average quarterly rota fill rates for out of hour services (or link to the relevant document where appropriate):

- a. 2014/15
- b. 2015/16
- c. April 2016 to date

***Liverpool Clinical commissioning group do not hold this information, your request would need to be directed to our provider Urgent Care 24.***

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](http://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**