



Liverpool

Clinical Commissioning Group

Corporate Services

Level 4

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 64112

Email: foi@liverpoolccg.nhs.uk

9 December 2019

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request received on 28 November 2019, with regards to the NHS 111 service.

Request/Response

1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.

As the CCG does not hold all of the data you have requested, we have supplied what information we do hold and have identified questions where data should be sought directly from North West Ambulance Service (NWAS) who is the provider for the NHS111 contract. foi.enquiries@nwas.nhs.uk

2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds? **73% (1,152,302 calls answered of 1,962,988 calls presented)**

What was it in 2014/15? **Please refer to response to Q1.**

What was it in this financial year to date? Please also provide the actual figures
80.3% (769,178 calls answered of 957,863 calls offered)

3. In 2018/19, what percentage of callers were called back within ten minutes?
44.8% (91,890 calls of 205,198 calls)

What was it in 2014/15? **Please refer to response to Q1.**

What was it in this financial year to date? Please also provide the actual figures.

37.9% (35,559 calls of 93,809 calls)

4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician? **11:57:13**

What was it in 2014/15? **Please refer to response to Q1.**

What was it in this financial year to date? **13.45:00**

5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor? What was it in 2014/15? What was it in this financial year to date?

Please refer to response to Q1.

6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them? **Ambulance despatches were 15.1% (210,853 out of 1,545,219 calls triaged)**

What percentage got a visit in their home from an out of hours doctor, what percentage were referred to an urgent treatment centre, what percentage were referred to their GP the next day, what percentage had their problem solved by a GP over the phone, what percentage had their problem solved by a call handler? What were call outcomes, according to these categories, in 2014/15? What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures.

Please refer to response to Q1.

7. In the 2018/19 financial year what was the ratio of call handlers to clinicians? What was it in 2014/15? What was it in this financial year to date? **Please refer to response to Q1.**
8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures. ? **Please refer to response to Q1.**
9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift? **Please refer to response to Q1.**
10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms? **Please refer to response to Q1.**

Please also note that some of this information is readily available to all through <https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/>

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

Corporate Services Team
NHS Liverpool CCG