

Ref: CCG 41737

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

Email: foi@liverpoolccg.nhs.uk

24th October 2017,

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 28th September, with regards to the Out of Hours Service.

Request/**Response**

1. This is a request under the FOI Act. Can NHS Liverpool CCG please tell me whether it is the lead commissioner for GP out of hours' services in its area? If it is not the lead commissioner, please state what CCG is the lead provider and then do not respond to any further.

Yes- NHS Liverpool CCG is the lead commissioner for the Out of Hours service which was produced on behalf of the Liverpool GPs. Whilst the out of hours' service was jointly procured, each CCG has their own separate contract with the Out of Hours provider.

2. If the NHS Liverpool CCG is the lead provider, please respond to the following:
 - a. What is the geographical patch you commission GP out of hours' services for and how many patients does this cover?

506,000

- b. What is the name of the current provider of GP out of hours' services for this patch?

Urgent Care 24

3. How many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours' services, in the following:

- 2015
- 2016
- 2017 to date (please state the date range)

	RISK LEVEL				TOTAL
	Very low	Low	Moderate	Not recorded	
Apr 15 - Mar 16				224 (1)	224
Apr 16 - Mar 17	25	82	34	22	163
Apr 17 - Oct 17(2)	3	51	9	16	79
Total No of Incidents					466

(1) This includes the transition period of NHS111.

(2) Includes 2 STEIS reportable incidents, yet to be concluded.

4. Please provide copies of any reports on the service's safety that have been produced in this period

Where a serious incident is identified by the Out of Hours provider, the CCG that the patient is registered to is sent a report setting out the incident and the actions taken. Serious incidents are also recorded by the Out of Hours Provider onto a national web based system called STEIS. CCGs are able to access the database, through a secure login and view any reportable incidents concerning patients in their CCG area. All incident reports contain patient identifiable information and therefore cannot be released into the public domain. No specific safety reports into the provider have been required. All moderate and if any high reported errors or incidents would be raised and if necessary discussed at the monthly contract managers meetings between the provider and commissioners.

5. If the CCG does not collect this information, please set out how it records and evaluates is the safety of the service, and provide any information collected that supports this:

N/A

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