



**Liverpool**

**Clinical Commissioning Group**

Corporate Services

The Department

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Ref: 67004

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

26 June 2020

Dear

**Re: Freedom of Information Request**

Thank you for your Freedom of Information received on 9 June 2020, with regards to hot and cold hubs.

**Request/Response**

1

- a) Are hot and cold hubs being used to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms respectively? If so, please could you indicate the numbers of each if possible?

**2 hot hub sites were developed in response to the pandemic. Both sites see suspected / actual COVID-19 patients only, which 28 practices utilise for face to face reviews of their suspected / COVID-19 patients, allowing them to see their non-Covid related patients in their own practice setting. 57 practices are delivering face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms within their own practice setting.**

- b) Are hot and cold sites (or red and green sites co-located within primary care settings) being used to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms respectively?

**2 hot hub sites were developed in response to the pandemic. Both sites see suspected / actual COVID-19 patients only, which 28 practices utilise for face to face reviews of their suspected / COVID-19 patients, allowing them to see their non-covid related patients in their own practice setting. 51 practices have zoned their own practice premises in order to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms and non COVID-19 symptoms on site.**

- c) Is a different model to 1a) or b) above (including home visits, or other models) being used? If so, please describe this.

**6 practices have implemented a home visiting model to deliver face to face primary care to patients with suspected/ actual COVID-19 symptoms**

2. Are each of the models used in 1a) to c) available to the entire population, or only in certain locations/ for certain populations (please specify any such distinctions e.g. those shielding; frail elderly populations, etc)?

**Yes, there is entire coverage of each practice population.**

3.

- a) Immediately prior to any changes in service delivery related to COVID-19, was the hub model being used to deliver Primary Care?

**No**

- b) If so, how many hubs, where, and did these have specialist functions or were they accessible by all patients at practices which fed into them?

**N/A**

- c) If a hub model was not being used to deliver Primary Care immediately prior to any changes in service delivery with respect to COVID-19, had you previously used a hub model but stopped?

**No**

If so, why was the decision made to stop using this model?

4. Are you planning to evaluate your COVID-19 model(s) for face to face Primary Care consultations? Please provide any interim data concerning this for potential inclusion in our review. Please also provide any other relevant documentation regarding face to face primary care service delivery during the COVID-19 pandemic which could be helpful to our study.

**No formal evaluation is planned**

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

Corporate Services Team  
NHS Liverpool CCG