



1 November 2018

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 18735

I refer to your email of 5 October requesting information in respect of 111 service.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. A response to each element of your request is detailed below:

1.

A. How many NHS 111 call centres there are

There is one Call Centre in Norfolk and Waveney, however the provider utilise the virtual model and can use call centres located nationally to manage demand.

B. Each centres name and who/what company operates each centre.

IC24 - <https://www.ic24.org.uk/>

2.

A. For each centre as named in 1.b, please advise how many clinicians each centre employs to triage calls/clinically advise callers.

This information is not held by the CCGs however IC24 should be able to assist you further and can be contacted at <https://www.ic24.org.uk/get-in-touch/contact-us/>

B. If available, for each centre could you advise how many clinician vacancies for this role are left unfilled?

As 2a

Please see the following statement regarding information provided for questions 3 a and b below. This is taken from IC24 data where calls have been identified as relating to a CCG-registered patient- i.e. the service as a whole might report higher figures including out of area/non identified or registered patients. The third question relies on a patient-match to the

CCG's A&E SUS data where we have reported those patients who have attended A&E with an arrival mode of ambulance in the 24-hours following their 111 call. A caveat to this method is that only approximately 80% of 111 calls have a valid NHS Number reported so the figures below may be lower than the true volume.

3.

A. For each centre as named in 1.b, can you advise the total number of 111 calls received within the latest 12 month period available?

338,195 answered calls September 2017 to August 2018.

B. For the same time period, Could you advise what % of these calls resulted in a final ambulance disposition (any category)?

14.5% for the period September 2017 to August 2018

4.

A. If available, for those incidents detailed in 3.b. could you advise of how many of these patients were transported to a&e by the attending ambulance crew.

The CCGs do not hold validated data in relation to this question. However East of England Ambulance Service should be able to assist you further and can be contacted at <https://www.eastamb.nhs.uk/contact-us/FOI/freedom-of-information.htm>

5.

A. Can you advise if there is a financial implication for any dispositions for the 111 centre? For example - for each patient that is directed to a&e 'X' are paid 'x' amount by 'x'.

There is no financial implication.

And if so

B. What they are these?

N/A

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkwaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

The FOIA gives a right of access to information but no right to re-use it. Datasets provided may be subject to Intellectual Property Rights and the re-use of datasets requires permission. Please contact us if you intend to re-use information provided by us.

For the conditions of re-use please refer to the Open Government License for public sector information: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/>

Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**