



21 August 2019

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 000788

I refer to your email of 27 July requesting information in respect of 111 contract.

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 the information that you have requested. A response to each element of your request is detailed below:

Q1 Would the CCG please provide:

- The date which your CCG expects to re-procure your NHS 111 contract.
- Your plans (if any) to change how NHS 111 operates in your area?
- The name and contact details of your lead service development contact.

Response

The current contract expires 8 September 2020. The contract is currently being reviewed and no decision has been made at this time in respect of procurement. The appropriate contact would be Associate Director of Urgent and Emergency Care and can be contacted via the CCGs' contact us pages:

<https://www.northnorfolkccg.nhs.uk/contact>

<https://www.southnorfolkccg.nhs.uk/contact-us>

<https://www.westnorfolkccg.nhs.uk/contact-us>

<https://www.norwichccg.nhs.uk/contact-us>

<https://greatyarmouthandwaveneyccg.nhs.uk/contact-us/>

Q2 Would the CCG please outline the plans to procure an Integrated Urgent Care (IUC) service in your area to include:

- Whether it will include NHS 111
- Will the IUC procurement include:
 - An integral Clinical Assessment Service?
 - Urgent Treatment Centres?
 - A GP OOH / same day home visiting service?
- The name and contact details of your IUC service development lead in the CCG.
- The name and contact details of your service development lead in your STP.

Response

The current contract expires 8 September 2020. The contract is currently being reviewed and no decision has been made at this time in respect of procurement. Contact details as above.

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 agcsu.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

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

Corporate Senior Manager, Arden & GEM CSU

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