

Our Ref: 52329

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding NHS 111 call centres within NHS Southport and Formby CCG.

Request/Response:

1. A. How many NHS 111 call centres there are
B. Each centres name and who/what company operates each centre.
2. A. For each centre as named in 1.b, please advise how many clinicians each centre employs to triage calls/clinically advise callers.
B. If available, for each centre could you advise how many clinician vacancies for this role are left unfilled.
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.
B. For the same time period, Could you advise what % of these calls resulted in a final ambulance disposition (any category).
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.
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'.
And if so
B. What they are these ?

For questions 1-5 - NHS Southport and Formby CCG does not hold this information, you may wish to refer your query to –

[NHS Blackpool CCG who are the commissioner for NHS 111 services - MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)