

Our Ref: 64125

17 December 2019

southportandformbyccg.foi@nhs.net

NHS Southport & Formby CCG

5 Curzon Road

Southport

PR8 6PL

Tel : 0151 317 8456

Email: southportandformby.ccg@nhs.net

Re: Freedom of Information Request

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

Request/Response:

Please note the NHS 111 contract is commissioned at a North West regional level and therefore the responses given below are for the North West and not at an individual CCG level.

1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds?

73.7% (1,152,302 calls answered of 1,962,988 calls presented)

What was it in 2014/15?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What was it in this financial year to date? Please also provide the actual figures.

80.3% (769,178 calls answered of 957,863 calls offered)

3. In 2018/19, what percentage of callers were called back within ten minutes?

44.8% (91,890 calls of 205,198 calls)

What was it in 2014/15?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What was it in this financial year to date? Please also provide the actual figures.

37.9% (35,559 calls of 93,809 calls)

4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician?

11:57:13

What was it in 2014/15?

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What was it in this financial year to date?

13:45:00

5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What was it in 2014/15?

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What was it in this financial year to date?

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6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them,

Ambulance dispatches were 15.1% (210,853 of 1,564,219 calls triaged)

what percentage got a visit in their home from an out of hours doctor,

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what percentage were referred to an urgent treatment centre,

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what percentage were referred to their GP the next day,

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what percentage had their problem solved by a GP over the phone,

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what percentage had their problem solved by a call handler?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What were call outcomes, according to these categories, in 2014/15?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures.

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

7. In the 2018/19 financial year what was the ratio of call handlers to clinicians?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What was it in 2014/15? What was it in this financial year to date?

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8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them? What was it in 2014/15?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

What was it in this financial year to date? Please also provide the actual figures.

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9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms?

NHS Southport and Formby CCG does not hold this information. This data should be sought directly from North West Ambulance Service (NWAS) who are the providers for the NHS111 contract - foi.enquiries@nwas.nhs.uk

*Please also note that some of this information is readily available to all through <https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/>