

Our ref: FOI ID 38002

22 June 2017

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## **Re: Freedom of Information Request**

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

### Request/[Response](#):

1. I refer to the (Deptt of Health) DH's, "National Quality Requirements in the Delivery of Out-of-Hours Services" 2006 document (attached) in pages 5 to 7, in clause 3.5.1 on page 10 of "2014/15 APMS Contract – 18.06.14 v1.0."

1.1 "Providers must report regularly to PCTs on their compliance with the Quality Requirements."

FOI: Please tell when these Out-of-Hours (OOH) reports were sent between 2014 and March 2015 from Out-of-Hours (OOH) provider to you?

[The CCG receive these on a monthly basis.](#)

1.2 "Providers must regularly audit a random sample of patients' experiences of the service (for example 1% per quarter) and appropriate action must be taken on the results of those audits. Regular reports of these audits must be made available to the contracting PCT. Providers must cooperate fully with PCTs in ensuring that these audits include the experiences of patients whose episode of care involved more than one provider organisation."

FOI: Please tell when these Out-of-Hours (OOH) reports were sent between 2014 and March 2015 from Out-of-Hours (OOH) provider to you?

[The CCG receive these on a quarterly basis.](#)

2. In 2013 NHS Commissioning Board (CB) introduced a service called Risk Profiling and Case Management Scheme. It was an "enhanced service".

2.1 How many agreements of GP practice belonging to you did you have in place by 30 June 2013 for the risk profiling and care management enhanced service?

2.2 Which GP practices belonging to you did you notify NHS CB that were participating by 31 August 2013 in the Risk Profiling and Case Management enhanced service?

2.3 What risk profiling evaluation tool was procured by you for the GP practices belonging to you?



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2.4 Please supply a template of your audit form or quote data entry fields if its a database that GP practices belonging to you were meant to complete or be guided by quarterly.

2.5 What criteria did you specify to GP practices belonging to you for case management?

For questions 2 – 2.5, NHS Southport and Formby CCG does not hold this information. You may wish to redirect your query to NHS England

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)