

Our Ref: FOI ID 41769

25 October 2017

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## Re: Freedom of Information Request

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

Request/[Response](#):

1. What is the geographical patch you commission GP out of hours services for and how many patients does this cover?

[124,846](#)

2. What is the name of the current provider of GP out of hours services for this patch?

[Go To Doc Healthcare](#)

3. How many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours services, in the following:

- a. 2015

[0](#)

- b. 2016

[0](#)

- c. 2017 to date (please state the date range)

[0](#)

4. Please provide copies of any reports on the service's safety that have been produced in this period.

[CQC report is available via CQC website. Please see the following link:-](#)

<http://www.cqc.org.uk/search/site/Go%20to%20Doc?location=&latitude=&longitude=&sort=default&la=&distance=15&mode=html>

The provider produce a quarterly “quality Report” and identifies any SI across the breadth of their services (not solely Sefton and inclusive of Manchester). Monthly contract review meetings include a verbal update on the number of complaints/concerns received for Sefton Residents. Serious incidents are reported by the provider on to the Strategic Executive Information System (StEIS).

Quarterly Quality Reports can be requested directly from the OOH provider Go to Doc.

<http://www.gtdhealthcare.co.uk/get-in-touch>

5. If the CCG does not collect this information, please set out how it records and evaluates is the safety of the service, and provide any information collected that supports this.

The CCG monitors a number of agreed Key Performance Indicators (KPIs) on a monthly basis and discusses any concerns with the provider. KPIs include; NHS111, response times by clinical need (Emergency/urgent/routine), disposition (Telephone Assessment/Treatment Centre Appointments/Home visit) and outcome (Dr Advice, Visit, 999, AED attendance, Walk in Centre attendance, GP appointment, medication enquiry). Data is also monitored on a monthly basis to assess care home calls by site and volume which is then further broken down by outcome (speak to clinician, visit, 999, nurse advice, treatment centre, medication enquiry). All data is analysed by case mix in terms of the top 10 diagnosis by CCG and volume by GP practice per 1000 practice population).

In addition recent quality visit to local services undertaken by CCG Lay Member and fedback to Quality Committee for purposes of assurance.