

NHS Wirral Clinical Commissioning Group  
Marriss House  
Hamilton Street  
Birkenhead  
Wirral  
CH41 5AL  
Tel: 0151 651 0011

## Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 4<sup>th</sup> October 2018.

### You Asked for:

For your CCG area please can you advise?

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?

### Our Response:



The NHS111 Service is commissioned by Blackpool Clinical Commissioning Group on behalf of NHS Wirral Clinical Commissioning Group; their contact information is as follows:

Freedom of Information  
Jubilee House  
Lancashire Business Park  
Leyland  
PR26 6TR

[MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)