

Our Ref: ID 1579

NHS Wirral Clinical Commissioning Group  
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## Re: Freedom of Information Request – 111 Service

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 28<sup>th</sup> November 2019.

### You Asked for:

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.
2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
3. In 2018/19, what percentage of callers were called back within ten minutes?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
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?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them:
  - a. What percentage got a visit in their home from an out of hours doctor?
  - b. What percentage were referred to an urgent treatment centre?
  - c. What percentage were referred to their GP the next day?
  - d. What percentage had their problem solved by a GP over the phone?
  - e. What percentage had their problem solved by a call handler?
  - f. What were call outcomes, according to these categories, in 2014/15?
  - g. What were call outcomes according to these categories, in this financial year to date?

7. In the 2018/19 financial year what was the ratio of call handlers to clinicians?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them?
  - a. What was it in 2014/15?
  - b. What was it in this financial year to date?
9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift?
10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms?

### **Our Response:**

1. NHS Wirral Clinical Commissioning Group (CCG) does not hold this information. North West Ambulance Service NHS Trust (NWS) are the providers of the NHS 111 Contract. May I suggest that you contact them directly? I have included their contact details for your information:  
NWS: [foi.enquiries@nws.nhs.uk](mailto:foi.enquiries@nws.nhs.uk)
2. 73.7% (1,152,302 calls answered of 1,962,988 calls presented).
  - a. Please see the answer for question number 1.
  - b. 80.3% (769,178 calls answered of 957,863 calls offered)
3. 44.8% (91,890 calls of 205,198 calls)
  - a. Please see the answer to question number 1.
  - b. 37.9% (35,559 calls of 93,809 calls)
4. 11:57:13.
  - a. Please see the answer to question number 1.
  - b. 13:45:00
5. Please see the answer for question number 1.
  - a. Please see the answer for question number 1.
  - b. Please see the answer for question number 1.
6. Ambulance dispatches were 15.1% (210,853 of 1,564,219 calls triaged)
  - a. Please see the answer to question number 1.
  - b. Please see the answer to question number 1.
  - c. Please see the answer to question number 1.
  - d. Please see the answer to question number 1.
  - e. Please see the answer to question number 1.
  - f. Please see the answer to question number 1.
  - g. Please see the answer to question number 1.
7. Please see the answer to question number 1.
8. Please see the answer to question number 1.
9. Please see the answer to question number 1.
10. Please see the answer to question number 1.

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)

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