

25 October 2018

Dear

Re: Request for information under the Freedom of Information Act 2000

Ref no: CAS-03876-K1Y8Z5-C
CAS-03876-K1Y8Z5-ES
CAS-03876-K1Y8Z5-NS
CAS-03876-K1Y8Z5-SESSP
CAS-03876-K1Y8Z5-SAS
CAS-03876-K1Y8Z5-SOT

Thank you for your correspondence dated 10th October 2018 making a request under the Freedom of Information Act 2000 for information which may be held by NHS Cannock Chase Clinical Commissioning Group (CCG), NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke-on-Trent CCG and NHS South East Staffordshire and Seisdon Peninsula CCG.

You requested the following information and our response is detailed below:

1. A. How many NHS 111 call centres there are
B. Each centres name and who/what company operates each centre.

There are two call centres in the area based in Stafford and Stoke on Trent, operated by Vocare/Totally PLC

The addresses are;

Elizabeth House
Unit 6
Riverside 2
Stoke-on-Trent
ST4 4JR

Arun House
Unit J
Dyson Court,
Dyson Way
Staffordshire Technology & Business Park
Stafford
ST18 0LQ

2. A. For each centre as named in 1.b, please advise how many clinicians each centre employs to triage calls/clinically advise callers

There are 12 clinicians based at Arun House and 25 at Elizabeth House

B. If available, for each centre could you advise how many clinician vacancies for this role are left unfilled.

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Cannock Chase CCG Chair: Dr Mo Huda **East Staffordshire CCG Chair:** Dr Charles Pidsley **North Staffordshire CCG Chair:** Dr Alison Bradley **Stoke on Trent CCG Chair:** Dr Ruth Chambers **Stafford and Surrounds CCG Chair:** Dr Paddy Hannigan **South East Staffordshire and Seisdon Peninsula CCG Chair:** Dr Shammy Noor **Accountable Officer:** Marcus Warnes

There are currently no vacancies (and no live adverts)

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.

For 12-month period 1/12/17 to 30/09/18

Offered	Answered	Ambulance Dispatches	% Amb vs Off	% Amb vs Ans
330625	307485	34374	10.4%	11.2%

- B. For the same time period, could you advise what % of these calls resulted in a final ambulance disposition (any category).

For 12-month period 1/12/17 to 30/09/18

Offered	Answered	Ambulance Dispatches	% Amb vs Off	% Amb vs Ans
330625	307485	34374	10.4%	11.2%

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.

This information would need to be via WMAS as they do not share individual conveyance rates with the 111 service

5. A. Can you advise if there is a financial implication for any dispositions for the 111 centres. 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?

Lead commissioner has advised that there is not.

Right of appeal

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

Initially you should write to the freedom of information officer, either by email on MLCSU.FOITeam@nhs.net or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

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If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioners Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Cannock Chase CCG, NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke on Trent CCG and NHS South East Staffordshire and Seisdon Peninsula. The ICO can be contacted at:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

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<https://ico.org.uk/media/for-organisations/documents/1151/datasets-foi-guidance.pdf>

Yours sincerely



Alistair Mulvey
Chief Financial Officer

NHS Cannock Chase CCG
NHS East Staffordshire CCG
NHS North Staffordshire CCG
NHS South East Staffordshire and Seisdon Peninsula CCG
NHS Stafford and Surrounds CCG
NHS Stoke-on-Trent CCG

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