

Ref: FOI1456

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

20 October 2017

Dear

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on Wednesday 27 September 2017.

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

You requested the following information.

This is a request under the FOI Act. Can NHS North, East, West Devon CCG please tell me whether it is the lead commissioner for GP out of hours services in its area?

The GP out-of-hours service is co-commissioned between NEW Devon CCG and for South Devon and Torbay CCG with NEW Devon CCG as the lead commissioner. We commission Devon Doctors to provide the new integrated urgent care service, which covers NHS 111, clinical assessment services and the out of hours services.

Further detail is published on our website;
<https://www.newdevonccg.nhs.uk/information-for-patients/nhs-111-and-out-of-hours-gp-service-102058>

If it is not the lead commissioner, please state what CCG is the lead provider and then do not respond to any further questions.

If the NHS North, East, West Devon CCG is the lead provider, please respond to the following:

NHS Northern, Eastern and Western Devon Clinical Commissioning Group
NHS South Devon and Torbay Clinical Commissioning Group

Newcourt House, Newcourt Drive, Old Rydon Lane, Exeter, EX2 7JQ
Tel. 01392 205 205
www.newdevonccg.nhs.uk

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

The geographical area covers Devon, Plymouth and Torbay. The combined population is 1,213,839

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

Please refer to the response provided above

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** – 3 Serious Incidents reported on Strategic Executive Information System (STEIS)
- b. **2016** – 2 Serious Incidents reported on STEIS
- c. **2017 to date (please state the date range)** – 4 Serious Incidents reported on STEIS

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

The safety summaries form part of our governing body papers, those are available to download from our website here;
<https://www.newdevonccg.nhs.uk/governing-body-meetings/public-papers-and-archive-102426>

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.

Not applicable

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

Chair: Dr Tim Burke
Chief Officer: Dr Nick Roberts

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**

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