



7 January 2019

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 000044

I refer to your email of 13 December 2018 requesting information in respect of out of hours.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below:

1 - Please tell me if the CCG is responsible for commissioning out-of-hours services within the area? [Yes](#)

2 - If yes, approximately what is the size of the population covered? [The population of Norfolk and Waveney is in excess of 1.1m](#)

3 - Please tell me how many GPs are on duty on a typical weekday night shift (eg Wednesday 5th/Thurs 6th December) between the hours of 6.30pm and 8am?

[Please note that the service model is predicated on clinical cover as opposed to specific GP cover, and therefore the following reference to clinicians is interchangeable with GPs / non-GP cover.](#)

[For the purposes of clarity the weekday shifts are 1830 - midnight and midnight - 0800 hrs. For Norfolk and Waveney in the evening there are 11 clinicians to attend the bases and conduct visits, with at least 6 GPs either on site and an additional 2 GPs within the "Clinical Assessment Service" resource.](#)

[From midnight to 0800 hrs there are typically 9 clinicians in the base supported by 1 remote 'Clinical Assessment Service' GP. Additional mitigations are also in place dependent on demand and unforeseen circumstances such as clinician sickness.](#)

4 - Please tell me how many GPs are on duty on a typical weekend day shift (eg Saturday 8th December) between the hours of 8am and 6.30pm?

The typical model for Norfolk and Waveney specifically would be 39 clinicians allocated to seeing patients in base or home visiting and 21 "Clinical Assessment Service" clinicians.

5 - Please tell me how many GPs are on duty on a typical weekend night shift (eg Saturday 8th/Sunday 9th December) between the hours of 6.30pm and 8am?

Using the example of Saturday/Sunday 8th/9th December, for Norfolk and Waveney there were 36 clinicians up to 20:00 allocated to the bases and visiting patients and 9 Clinical Assessment Service Clinicians; 18 clinicians between 20:00 and midnight in bases and visiting with 6 in the Clinical Assessment Service; and 11 clinicians in bases and visiting between midnight and 0800hrs with 2 in the Clinical Assessment Service.

6 - Please tell me how many nurses or nurse practitioners are on duty on a typical weekday night shift (eg Wednesday 5th/Thurs 6th December) between the hours of 6.30pm and 8am?

The service model is not driven by specific clinical roles. The OOH model dictates that for every shift filled by a non-GP there has to be a GP resource in the service to support the non-GP clinicians. This is underpinned by the provider's process and standard operating procedure.

7 - Please tell me how many nurses or nurse practitioners are on duty on a typical weekend day shift (eg Saturday 8th December) between the hours of 8am and 6.30pm? [As above](#)

8 - Please tell me how many nurses or nurse practitioners are on duty on a typical weekend night shift (eg Saturday 8th/Sunday 9th December) between the hours of 6.30pm and 8am? [As above](#)

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkwaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**