



Freedom of Information request & West Norfolk CCG response

WN-2015-00113 – Staffing Levels for GP OOH

1. Is your GP OOH service required or recommended to meet a minimum staffing level?

Yes

2. If so, what is the requirement or recommendation?

Ensure total number of hours across specific bases covered on weekly basis

3. Is this staffing level a contractual requirement?

Yes

4. On how many occasions per month for the past 6 months has your GP OOH provider failed to meet that minimum staffing requirement/recommendation?

The Norfolk GP OOH contract is jointly commissioned service and covers the whole of the Norfolk CCGs population area (NHS North Norfolk CCG, NHS South Norfolk CCG, NHS West Norfolk CCG and NHS Norwich CCG) and the information reportable cannot be broken down by specific CCGs within the area covered.

Jan: 0

Feb: 1 occasions

Mar: 5 occasions

Apr: 0

May: 2 occasions

Jun: 7 occasions

5. Please detail for each occasion how far below the required/recommended staffing level the service was?

Occasions listed are when specific bases were listed as having less than contracted hours attributed to them directly. The provider mitigated any risk by increasing staffing hours centrally to compensate.

6. What sanctions have been applied to the GP OOH provider in the past 6 months due to failure to meet a minimum staffing level?

None