



Freedom of Information request & West Norfolk CCG response

WN-2016-00136 – Performance of Out of Hours Service

What is the performance of your Out-of-Hours service and how it compares against the timescales defined by the NHS 111 disposition those standards.

For the financial year ending April 2016 can you please tell me

- what per cent of cases the OOH provider achieved a face to face contact within 2 or 6 hours (Dx05, 85, 97 and Dx06, 80 are I understand the main dispositions from NHS Pathways respectively) and

Face to face contacts for 2 hours and 6 hours are recorded under National Quality Requirement 12 and are denoted as urgent and less urgent. The targets for the performance are on a monthly rather than a yearly basis and reporting is conducted on a monthly basis. The provider changed from 1 September 2015 and therefore, it has been necessary to look at two different data sets in order to obtain data for the financial year ending April 2016. In respect of the new provider for NHS South Norfolk CCG, NHS West Norfolk CCG and NHS Norwich CCG for the period from 1 September 2015 to 31 March 2016 (7 months) the provider achieved:

	Sept 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Urgent	72%	73.8%	66.2%	59.6%	69.3%	85%	83.8%
Less Urgent	90.2%	93.4%	91.6%	89%	90.9%	83%	94.9%

In respect of the previous provider, there were difficulties in reporting due to the change in contract and mobilisation of the new service; therefore, the CCG do not hold data for August 2015. In addition, the previous provider did not provide data broken down at CCG level. Therefore the figures below encompass the entirety of the contract which refers to NHS South Norfolk CCG, NHS West Norfolk CCG, NHS Norwich CCG and NHS North Norfolk CCG.

	April 15	May 15	June 15	July 15	Aug 15
Urgent	98.6%	99.1%	98.9%	98.22%	NO DATA

Less Urgent	99%	99.4%	99.76	99.60%	
--------------------	-----	-------	-------	--------	--

- what percent of 'speak to' dispositions are contacted by the service within 1 or 2 hours (Dx11, 117 and Dx12).

'Speak to' dispositions are recorded within 30 minutes, 1 hour and 2 hours. The performance is measured and reported on a monthly rather than a yearly basis and the data has been provided accordingly. The provider changed from 1 September 2015 and therefore, it has been necessary to look at two different data sets in order to obtain data for the financial year ending April 2016. This data is not recorded at CCG level and therefore, the data below encompasses NHS North Norfolk CCG, NHS Cambridge and Peterborough CCG, as well as NHS South Norfolk CCG, NHS West Norfolk CCG and NHS Norwich CCG. For the period from 1 September 2015 to 31 March 2016 (7 months) the provider achieved:

	Sept 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
30 min	68.58%	68.43%	70.95%	62.50%	84.04%	97.21%	83.84%
1 hour	74.47%	61.71%	70.27%	56.52%	79.11%	92.28%	83.18%
2 hour	83.84%	70.56%	79.20%	68.99%	90.15%	98.98%	87.09%

In respect of the previous provider, there were difficulties in reporting due to the change in contract and mobilisation of the new service therefore the CCG do not hold data for August 2015. The figures below, are also provided on a total contract basis and therefore encompass NHS North Norfolk CCG, NHS South Norfolk CCG, NHS West Norfolk CCG and NHS Norwich CCG (not NHS Cambridge and Peterborough CCG). In addition, the reporting was slightly different with the old provider which is reflected in the table below:

	April 15	May 15	June 15	July 15	Aug 15
20 minutes	96.40%	93.95%	92.95%	95.17%	NO DATA
1 hour	96.22%	91.14%	92.29%	96.30%	

I understand that some CCG's do not gather this information. If that is the case then

- please provide me with information compared to the old standards for those individual years of 20 minutes for urgent GP telephone consultation and
- 60 minutes for a less urgent telephone consultation as well as
- GP contact visit within 1 hour (emergency) and
- 2 hours (urgent) and
- 6 hours less urgent AND
- describe how the NHS Pathways dispositions are mapped against each standard.

n/a – please see the responses provided above.

Where you have agreed that the provider should carry out clinical management of 'contact' dispositions by phone please make this clear and provide information about the proportion where that begins

- within 20 minutes,
- 1 hour and
- 2 hours (and again provide information about how Dx codes are mapped against each).

n/a – please see the responses provided above.

Should your provider report performance on these indicators against different time periods and/or the information is incomplete please provide this information instead with a brief explanation of the rationale for the different approach.

n/a – please see the responses provided above.