



Freedom of Information request & West Norfolk CCG response

WN-2016-00215 – Emergency Care Telephony

A full list of NHS services and locations supplying emergency care telephony call handling or any NHS service that handles such calls (such as 999 call centres for your area)

EEAST provide 999 call handling service from 3 Emergency Operations Centres in the East of England. The main one is located in Norwich as follows:

*Hospital Lane
Hellesdon
Norwich
NR6 5NA*

This address is the main call handling operation for all Norfolk CCGs; however, at times of high call volumes, calls may be routed to the Operation centre in Bedfordshire or Essex

A full list of non NHS or companies supplying (and their locations) non-emergency care call handling services, such as 111 or GP out of hours.

The 111 and GP out of hours services are run by Integrated Care 24 for the 4 Norfolk CCGs. The call handling services for them are provided from:

*Reed House
Unit 2B Peachman Way
Broadland Business Park
Norwich
NR7 0WF*

This is the main call handling operation for the Norfolk CCGs. IC24 do however, have other call centres located in other parts of the county and at times of high call volumes, calls may be routed to those locations.