



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 18 December 2018

Re: Freedom of Information Request
Ref: 264-2018

Thank you for your email dated 17th December 2018, providing clarification with regards to out of hours GP services.

The information that you require is as follows:

Please can you tell me whether your trust is the lead commissioner for GP out of hours services in its area?

The Clatterbridge Cancer Centre NHS Foundation Trust is not the lead commissioner for GP out of hours services.

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

Wirral CCG

If your trust is the lead commissioner, please respond to the following:

- 1) What is the geographical patch the trust commissions GP out of hours services for and how many patients does this cover?**
- 2) What is the name of the current provider of GP out of hours services for this patch?**
- 3) How many errors and serious incidents (or equivalent) were reported to the trust relating to GP out of hours services, in the following:**
 - a. 2017**
 - b. 2018 (please provide the most up-to-date information possible and state up to which month this covers)**
- 4) How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:**
 - a. 2016**
 - b. 2017**

c. 2018 (please provide the most up-to-date information possible and state up to which month this covers)

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

6) If you do not collect this information, please set out how it records and evaluates the safety of the service, and provide any information collected that supports this.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>