

Reference: FOI 33827 BUCKS

Subject: 111 Service

I can confirm that the CCG does not hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.</p>	<p>The CCG can confirm that it does hold this information, but are exempting it under Section 21 Freedom of Information Act 2000 as it is reasonably accessible by other means. This is an absolute exemption.</p>
<p>2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.</p>	<p>I have provided you with a link to our website which will provide you with this information:</p> <p>NHS 111 MDS Time Series to October 2019 (XLSX, 4,053KB)</p>
<p>3. In 2018/19, what percentage of callers were called back within ten minutes? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.</p>	
<p>4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician? What was it in 2014/15? What was it in this financial year to date?</p>	<p>The CCG does not hold this information or level of detail requested.</p>
<p>5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor? What was it in 2014/15? What was it in this financial year to date?</p>	<p>The CCG does not hold this information or level of detail requested.</p>

<p>6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them,</p>	<p>Available online NHS 111 MDS Time Series to October 2019 (XLSX, 4,053KB)</p>
<p>7. what percentage got a visit in their home from an out of hours doctor,</p>	<p>111 data is not set up to access this information</p>
<p>8. what percentage were referred to an urgent treatment centre,</p>	<p>0.9% (Only started reporting against this in August 2018)</p>
<p>9. what percentage were referred to their GP the next day,</p>	<p>Available online NHS 111 MDS Time Series to October 2019 (XLSX, 4,053KB)</p>
<p>10. what percentage had their problem solved by a GP over the phone,</p>	<p>111 data held by CCG is not set up to access this information</p>
<p>11. what percentage had their problem solved by a call handler?</p>	<p>Available online NHS 111 MDS Time Series to October 2019 (XLSX, 4,053KB)</p>
<p>12. What were call outcomes, according to these categories, in 2014/15? What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures.</p>	<p>As above. The only relevant question regards UTC for which the answer is 1.64% 1920 YTD</p>
<p>13. In the 2018/19 financial year what was the ratio of call handlers to clinicians? What was it in 2014/15? What was it in this financial year to date?</p>	<p>The CCG does not hold the information requested</p>

<p>14. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.</p>	<p>In 2018/19 across Thames Valley of the 541105 records in the dataset 129156 had an age 0-15. Of these 6313 (4.88%) had a final disposition 'Ambulance Dispatch'. A further 2648 (2.05%) had a final disposition Emergency Ambulance, Emergency Ambulance cat 1 or 2, or Emergency Ambulance cat 3 or 4.</p> <p>YTD 19/20 across Thames Valley of the 323713 records in the dataset 95655 had an age 0-15. Of these 7774 (2.4%) had a final disposition Emergency Ambulance cat 1 or 2, or Emergency Ambulance cat 3 or 4.</p> <p>In 14/15 across BUCKINGHAMSHIRE of 118492 records in the dataset 30777 had an age 0-15. Of these 586 (1.9%) had some kind of ambulance disposition</p>
<p>15. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift?</p>	<p>This is not a requirement of the 111 service</p>
<p>16. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms?</p>	<p>Calls handlers are trained in the use of NHS Pathways. Mandatory training programmes are in place as necessary.</p>

The information provided in this response is accurate as of 02 December 2019, and has been authorised for release by Robert Majilton, Deputy Chief Officer and Director of Sustainability & Transformation for NHS Buckinghamshire CCG.