

Freedom of Information Team  
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FOI Ref: 0443FOI1819BC

05 October 2018

Gillian Lansley  
Email: [request-518544-198c63ee@whatdotheyknow.com](mailto:request-518544-198c63ee@whatdotheyknow.com)

Dear Ms Lansley

### **Freedom of Information Act 2000 – Request for Information**

We are pleased to respond to your request for information and our response is set out below.

#### **Request**

What are the terms of your out of hours service provision?

Who provides this?

What is your service level agreement wrt response times for triage, clinic appointments and visits.

How do you validate the data you receive from your OOH provider?

Do you perform random sampling?

Do you oblige your ooh provider to ensure doctors and nurses working overnight do not work the following day in primary care, in the interests of patient and their own, safety? if not why not?

Who is your medical director?

What are your clinical governance arrangements?

How often do you meet with the ooh provider to review performance and complaints?

Have you amended the terms of the contract with the ooh provider following investigation and review of complaints they have received?

What is the contract budget value for the ooh provision?

What is the value of the contingency fund held by your OOH provider? What is its intended use?

## **Response**

The provision for out of hours – West Yorkshire Urgent Care is currently a subcontract of the NHS 111 service held by Yorkshire Ambulance Service (YAS) – the delivery of OOH is subcontracted to Local Care Direct. This contract is held by Greater Huddersfield and is a regional contract which NHS Greater Huddersfield contract manage.

As the CCG commission the services via our lead provider NHS Greater Huddersfield CCG, all the information would be held and available from our lead commissioner;  
NHS Greater Huddersfield Clinical Commissioning Group  
Email: [foi.ghccg@greaterhuddersfieldccg.nhs](mailto:foi.ghccg@greaterhuddersfieldccg.nhs)

The CCG Governing board, including the Medical Director can be found on the following link;  
<http://www.bradfordcityccg.nhs.uk/about-us/who-we-are/governing-body/>

Please remember to check our Publication Scheme before deciding to make a Freedom of Information request. Our publication scheme can be found on our website: [www.bradfordcityccg.nhs.uk/](http://www.bradfordcityccg.nhs.uk/)

## **Your right to a review**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision you should write to the Freedom of Information Manager, eMBED Health Consortium, Douglas Mill, Bowling Old Lane, Bradford, BD5 7JR, quoting the reference number above.

If you are not content with the outcome of the internal review, with regards to this Freedom of Information request, you have the right to appeal to the Information Commissioner under Section 50 of the Freedom of Information Act 2000. The Information Commissioner will not investigate your case unless you have exhausted our complaints procedure. The Information Commissioner can be contacted at: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

## **Copyright statement**

Any information we have provided in response to your request remains subject to copyright protection. The copyright may be owned by the above-named CCG, another CCG or Health Trust or a third party. You are free to use any information supplied for your own non-commercial research or private study purposes. However permission must be sought before any of the information provided can be used for commercial purposes. Permission will normally be granted providing that this CCG owns the Copyright.

## Re-Use of Public Sector Information

If you wish to re-use the information you have requested commercially, in whole or in part, please write to the Freedom of Information Team by email or post to: eMBED Health Consortium, Douglas Mill, Bowling Old Lane, Bradford, BD5 7JR, quoting the reference number above, stating the purpose(s) you wish to re-use the information for. You will receive a response within 20 working days of receiving your request with any conditions which may relate to the re-use of the information. These will be determined in line with the Re-use of Public Sector Information Regulations 2015 (SI 2015 No. 1415).

Yours sincerely



Ian Oultram.  
Senior Associate (FOI Manager)  
eMBED Health Consortium  
On behalf of NHS Bradford City CCG.