

**FOI Request: Out Of Hours Service**  
**Our Reference Number: 1314363**

**1. Who runs your out of hours service?**

IC24 provide OOH service for NHS Southend CC.

**2. Which CCGs, if any, do you jointly commission out of hours services with?**

As above. The contract is managed by Castle Point & Rochford CCG.

**3. How many patients does your CCG cover in total?**

NHS Southend CCG – 188,000 patients.

**4. How many SULs have there been in connection with your out of hours service since April?**

One

**5. Have you had to issue any warnings to your out of hour's provider around their performance since April? If so, please provide details.**

Yes, one contract query issued regarding amount of shifts filled by agency/locum staff.