

FOI Request: 111 Service  
Our Reference Number: 1314039

**1, What is the name of your Clinical Commissioning Group? Please provide an FOI email contact for it.**

[southendccg.foi@nhs.net](mailto:southendccg.foi@nhs.net)

**2, Which is the geographical area covered by your 111 telephone number system?**

South Essex

**3, What is the name of the provider who has the contract?**

South East Health

**4, When was the system first introduced (soft launch)?**

19<sup>th</sup> March 2013

**5, How many serious untoward incidents are you investigating relating to 111. Where possible provide details of each case.**

None

**6, How many of these involved a death. Where possible provide details?**

None

**7, What is the ratio of call handlers (excluding nurses) to a) nurses and b) doctors at the call centre?**

Response provided by Head of Contact Centres: Employed staff: 28 clinicians for 64 call handlers, Ratio 1:2.2, example ratio budgeted for Saturday am: 6 clinicians for every 20 call handlers, Ratio 1:3.3

**8, How many hours of training do call centre handlers (not nurses) undergo before they are allowed to answer phones?**

Response provided by Head of Contact Centres: 60 Hours within the classroom and 37 hours sign off within the live environment supported by a trained coach or trainer