

15 November 2017

**Our Ref:** RFI 21574

Dear

**Freedom of Information Act 2000  
Information in Relation to Errors and Incidents in GP Out of Hours**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 5 October 2017.

A response to each of the questions raised has been provided by the Nursing, Primary Care and Older People Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**L McAree (Miss)  
Head of Information Governance &  
Directorate Support**

*This is a request under the Freedom of Information Act. I am interested in the reporting of serious incidents and errors relating to GP out of hours services in your patch.*

*Could you please respond to the following for your area:*

Q1) *What is the geographical patch you commission GP out of hours services for and how many patients does this cover?*

A1. The GP Out Of Hours service (GPOOHs) is commissioned through the Health & Social Care Board (HSCB).

The Trust provide integrated Health and Social Care Services to a resident population of approximately 354,600, covering all or part of District Council areas in

- Ards and North Down
- Lisburn and Castlereagh
- Newry, Mourne and Down

The Trust has Out of Hours centres located in Ards Community Hospital, Lagan Valley Hospital and Downe Hospital.

Q2) *What is the name of the current provider of GP out of hours services for this patch?*

A2. South Eastern Health and Social Care Trust GP Out of Hours Service

Q3) *How many errors and serious incidents (or equivalent) were reported to relating to the GP out of hours service, in the following years:*

*a. 2015*

*b. 2016*

*c. 2017 to date (please state the date range)*

A3. A. 2015 = 0 Serious Adverse Incidents (SAIs)

B. 2016 = 0 SAIs

C. 2017 = 0 SAIs to date Sept 2017

Q4) *Please provide copies of any summaries of these issues or reports on the service's safety that have been produced in this period.*

A4. Not applicable.

Q5) *If you do not collect this information, please set out how it is recorded and how safety of the service is evaluated and assured.*

A5. Not applicable.