



**When it's less urgent
than 999**

Presentation to Shropshire Health Overview Scrutiny Committee

Procurement of Out of Hours Services in line with requirements to
commission 'Integrated Urgent Care Services; and Transfer of
number from Shropdoc to NHS 111

24th September 2018

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Director of Strategy and Service Redesign

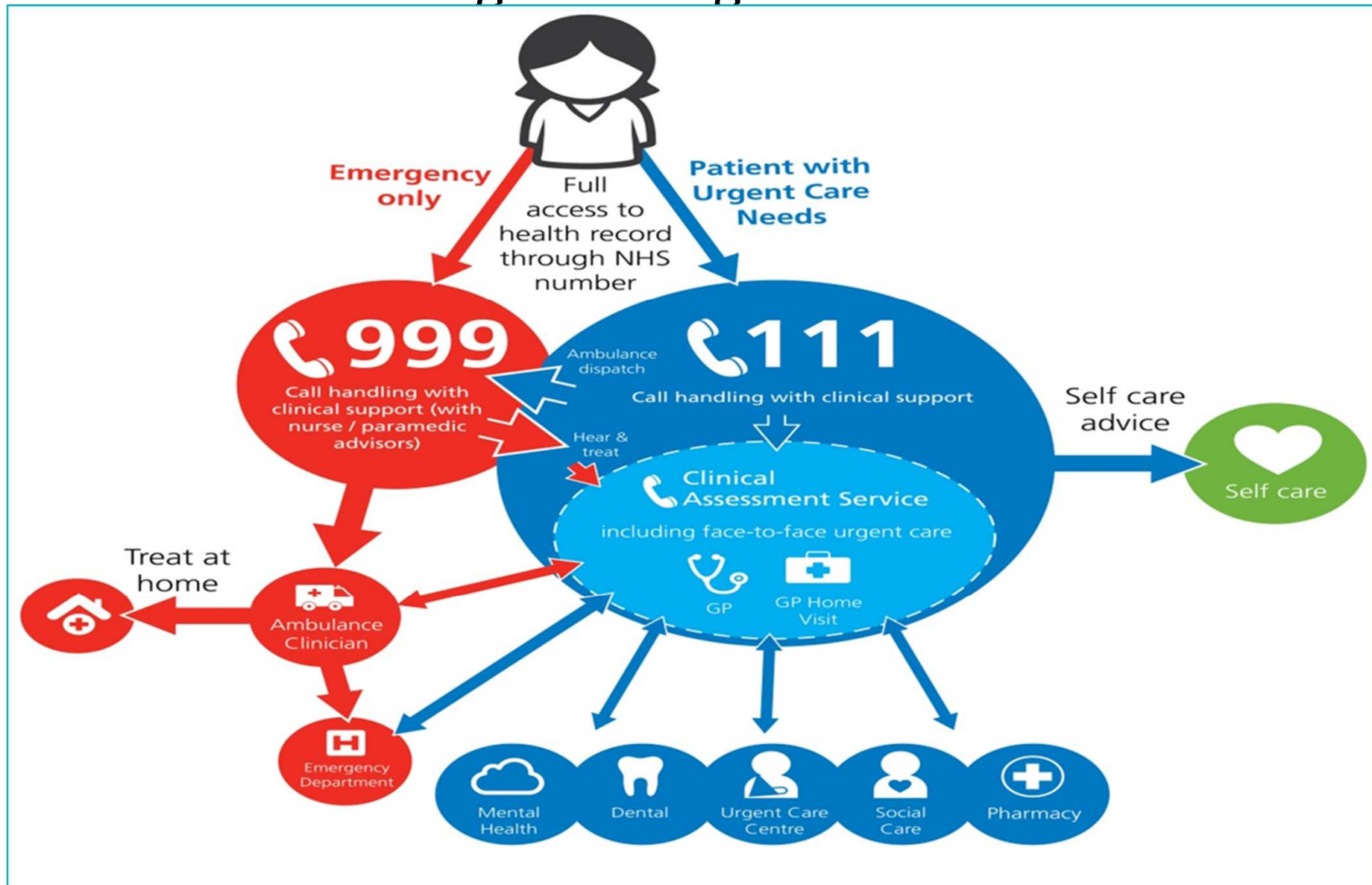
Fran Beck

Executive Lead for Commissioning Telford & Wrekin CCG

The new nationally mandated operating model for 'Integrated Urgent Care'



When it's less urgent than 999



Regional and local delivery model



When it's less urgent
than 999



- The West Midlands IUC region consists of 16 CCGs
- All 16 are covered by West Midlands 111/IUC services with a region wide Clinical Assessment Service
- 8 of the 16 CCGs have procured GP led IUC/OOH services
- All 22 CCG's are covered by W. Mids Ambulance Service (16 plus 6 Staffs)
- Integration through collaboration and Alliance working is required across the region e.g. OOH providers contribute staff to the Clinical Assessment Service.
- **Shropshire/Telford & Wrekin were an outlier in not having transferred their Out of hours number already to NHS 111.**

Local position - procurement

- The contract with Shropdoc for Out of Hours Service has never been put through a formal tendering process and both Shropshire and Telford & Wrekin risked provider challenges if we were not compliant with competition rules.
- The current contract ends on 30th September.
- The service specification for Out of Hours needed to be updated to make sure that the integration with NHS 111 met national requirements.
- A formal procurement exercise has been completed and the CCGs have awarded the contract to Shropshire Community Trust who are working in partnership with Shropdoc through a sub-contracting agreement.
- The new contract will start on 1st October 2018.

Local position – transfer of number from Shropdoc to NHS111

- Earlier this year both CCG Boards approved the recommendation to switch off the direct patient access telephone number to GP Out of Hours, to ensure alignment with the nationally mandated policy that all GP OOH calls go through NHS 111.
- There were a series of complications because Wales is still rolling out the Welsh 111 and we needed to ensure that telephone arrangements would work particularly on the Welsh border.
- The following slides summarise the technical arrangements to make sure that all patients, wherever they are can access an appropriate urgent care/Out of Hours response.
- Since 17th July we have been carefully monitoring the impact of the switch on our urgent care services and to date there has not been a significant rise in either ED attendances or 999 calls attributable to patients calling NHS 111 instead of Shropdoc.
- The interface arrangements between Shropdoc and Care UK are working well and will improve further after the 1st October when the new contract starts with Shropcom.

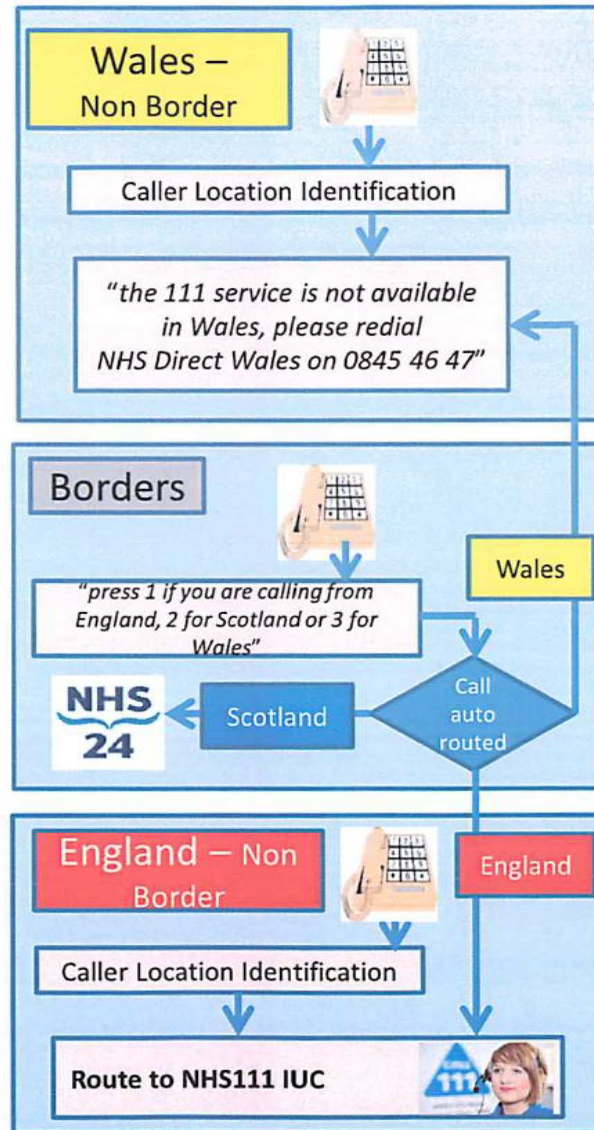
Transfer Plan

- All stakeholders contributed to a plan which addressed:-
- Communications
 - Patients
 - Primary Care Practices
 - Other stakeholders
- Telephony
- Staffing/Capacity
 - Care UK (provider of NHS 111)
 - Shropdoc

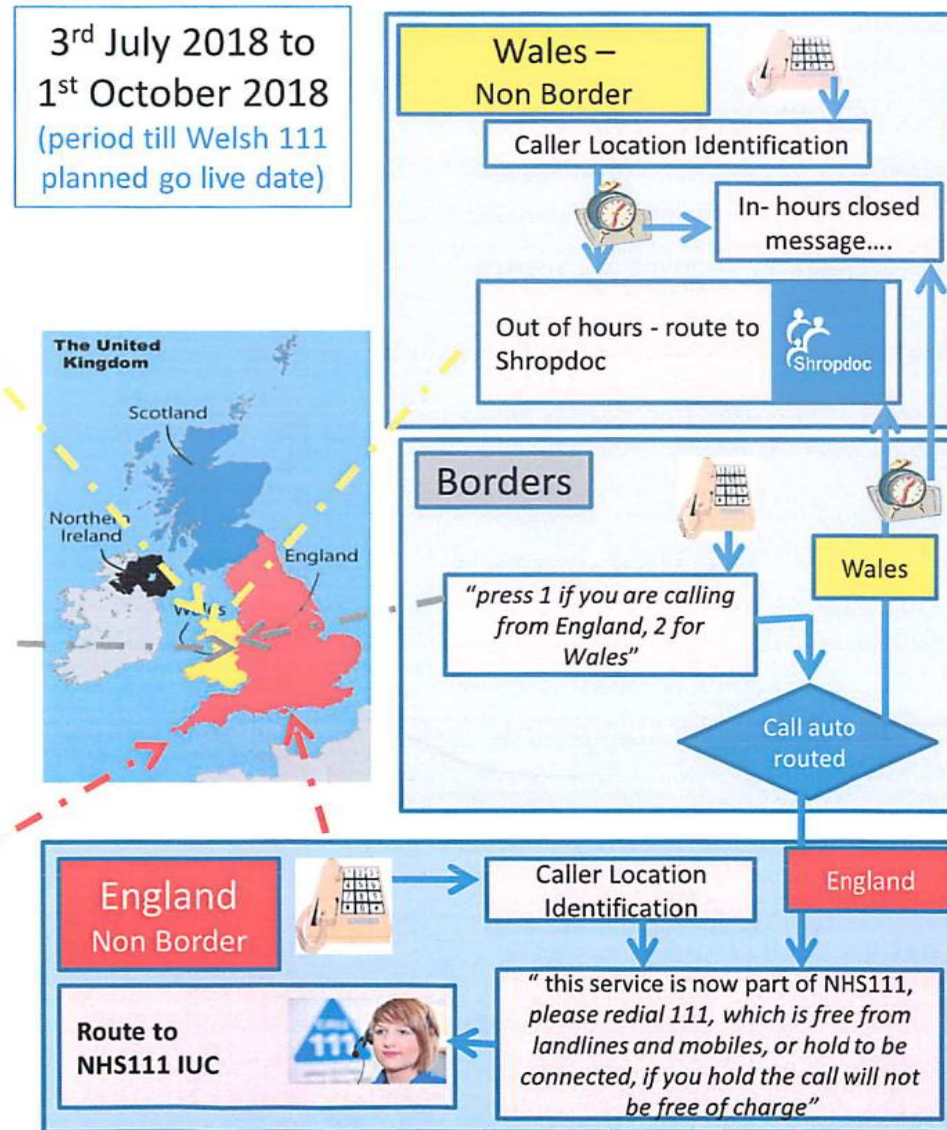
Telephony

- The delayed Powys launch date meant the CCGs had to consider the operational logistics for patients of having different arrangements for accessing GP OOH.
- In particular for those patients who are registered with Shropshire practices but live over the border in Wales.
- It is important to note that callers to NHS 111 are routed via the national NHS 111 telephony system to the organisation commissioned to receive NHS 111 calls in the geographic area from which the call originated not the geographical location of the practice the patient is registered with. This is the same for NHS111 Wales.
- A series of messages have been developed so that whether patients call 111 or the old Shropdoc number they are directed to the right place whether they are calling from Shropshire or Wales.

Patients calling 111



Patients calling Shropdoc 0333 2226655



How it will work until Powys has a 111 service

Patients from England and Wales who ring the Shropdoc 0333 number will hear a voice message asking them to indicate where they are calling from and then, based on this choice, will be auto routed according to where they are calling from

- England direct to 111,
- Wales direct to Shropdoc

And...

Patients from England and Wales ringing the 111 number to access the GP OOH service will hear a voice message asking them to indicate where they are calling from

- for patients calling from England they will be auto-routed to 111
- for patients calling from Wales another voice mail message will indicate that 111 is not available in Wales and for them to redial the NHS Direct Wales telephone number.