

**PROVISION OF 111 OUT OF HOURS SERVICE FOR WISBECH**

*To:* **HEALTH COMMITTEE**

*Meeting Date:* **17 January 2019**

*From:* **CCG**

*Recommendation:* **To note the contents of the report**

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## 1. BACKGROUND

- 1.1 In 2015, as part of a national programme to pilot new objectives set out in the NHS 5-year Forward View (5YFV) Cambridge & Peterborough was awarded Urgent and Emergency Care (UEC) Vanguard status. At the same time the CCG undertook a regional procurement to find a new provider of Integrated Urgent Care (IUC), which saw the coming together of NHS 111 and Out of Hours (OOHs) services under a single provider contract. This contract was awarded to Herts Urgent Care (HUC) which went live in Oct 2016.

Prior to the procurement specification being released the Wisbech Local Commissioning Group (LCG) Clinical Leads opted **not to** include their practice populations within the procurement. Their preferred option was to stay with the current provider (IC24) commissioned by Norfolk CCG. The main reasons for this decision was associated with;

- Maintaining a local service for local patients
- Familiar with the current provider
- Local knowledge of services
- Local GPs working for IC24
- Potential move to join the West Norfolk CCG Catchment

This in practice meant that the new CCG Integrated Urgent Care service excluded the Wisbech populations as these patients were covered IC24 meaning that a Wisbech patient calling NHS 111 would be routed through to IC24 who were responsible for the provision of the local NHS 111 and Out of Hours services (OOHs), the Wisbech OOHs base is located at the North Cambs Hospital site.

One of the key priorities for the UEC Vanguard programme was to design and deliver a 24/7 First Response Service (FRS) for Cambridgeshire and Peterborough patients experiencing a mental health crisis. The primary access route for service users was via NHS 111 and then, following the Interactive Voice Recordings (IVRs) and selecting Option 2, whereby the caller would automatically be transferred to the award winning FRS.

It is vital to understand that FRS was commissioned for all patients within the Cambridgeshire & Peterborough catchment, which includes Wisbech. However, (in line with national guidance) by making NHS 111 the primary access point for FRS meant that by default Wisbech patients were automatically excluded as their NHS 111 routing telephony is linked to the IC24 service, which does not have an FRS Option 2 available as Norfolk CCG have not commissioned this type of service.

## 2. MAIN ISSUES

- 2.1 In light of the above background comments, the main issue for Wisbech patients is how do they directly access FRS when their telephony route to NHS111 automatically excludes them. Cambridgeshire and Peterborough CCG has been working closely with Norfolk commissioners and IC24 to resolve the issue by creating a simple and safe work around.

As a result, a patient living in Wisbech post code catchment experiencing a mental health crisis can access FRS by calling the Cambridge & Peterborough Foundation

Trust (CPFT) 24/7 crisis team on the number supplied, who will take their details name & contact number and pass this information onto FRS who phone the patient back. In addition, if a Wisbech patient experiencing a mental health crisis does inadvertently call NHS 111 they will then be triaged using the national 'NHS Pathways' Clinical Decision Support System (CDSS) if suitable the Health Advisor (HA, call handler) can select FRS from the Directory of Services (DoS) at which time the HA will;

- Keep patient on the line and call FRS to inform them that they have a patient on the line requiring FRS
- FRS will take this call **OR** inform the 111 Health/Clinical Advisor that FRS will phone the patient back within ONE HOUR. An email will automatically be sent to First Response Service.