



Date: Tuesday, 15 December 2015

Time: 10.00 am

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire,  
SY2 6ND

Contact: Amanda Holyoak, Scrutiny Committee Officer  
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## JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE

### TO FOLLOW REPORT (S)

#### 10 111/Out of Hours Service (Pages 1 - 8)

To receive a briefing, **TO FOLLOW** marked: 10, from Shropshire and Telford and Wrekin CCGs regarding Procurement and Consultation plans for the 111 and Out of Hours Services.

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**JOINT SHROPSHIRE AND TELFORD  
& WREKIN HEALTH OVERVIEW  
AND SCRUTINY COMMITTEE**

**DATE 15<sup>th</sup> December 2015**

**REPORT TITLE** – Procurement and Engagement Plans for the NHS 111 and Out of Hours Service

**REPORT OF** – NHS Shropshire and NHS Telford and Wrekin CCGs

## **1.0 PURPOSE**

The recent regional procurement of NHS 111 which ended in June 2015 did not secure a provider and there is currently a step-in arrangement in place until October 2016 delivered by an organisation called Vocare.

New national guidance was published in September 2015 to support commissioners in delivering a fundamental redesign to ensure the functional integration of NHS 111 and GP Out of Hours and so that all future procurements are aligned to the requirements of the new standards. This model is consistent with the CCGs' Five Year Plans and Future Fit Clinical model.

The CCGs have agreed to be part of another Regional tender to procure NHS 111, being led by Sandwell and Birmingham CCG with the intention of the new arrangements to commence at the end of October 2016.

This paper seeks to outline for the Joint health Overview and Scrutiny Committee the engagement plan for ensuring the procurement of 111 and Primary Care Out of Hours across Shropshire and Telford and Wrekin CCGs, is informed by our patients and local communities.

## **2.0 RECOMMENDATIONS**

The Joint Shropshire and Telford and Wrekin Health Overview and Scrutiny Committee and requested to:-

- Support the engagement plan for the procurement of the NHS 111 and Primary Care Out of Hours Service across Shropshire and Telford and Wrekin CCGs

## **3.0 CURRENT POSITION**

Patients have consistently told the CCG that access to urgent care is complicated and that a simplified set of arrangements would help them navigate the urgent care system to ensure they are directed to the most appropriate service to address their health needs. It is also known that the majority of people when effectively signposted are content with the service provided, e.g. if directed to a pharmacist that can meet their needs effectively. Locally we currently have a plethora of different

services with different access points. These operate at different times of day and with little or no functional integration.

#### **4.0 FUTURE STATE**

The requirement to commission the functional integration of 111 with Out of Hours Services gives CCGs an opportunity to explore the potential to help address the complexity in the current system to provide a simplified clinical and cost effective way of ensuring people get the 'right service at the right time'. Transforming this care aims to achieve:

- Emergency services will be protected for those who really need them.
- Clearer and consistent messages for patients – call 111 and you will be given advice and/or directed to the right service/advice. The emerging national message associated with NHS111 is 'Call before you go'
- Streamlined services reducing duplication and increasing efficiency and effectiveness.

#### **5.0 NHS 111 PROJECT GROUP**

A joint Shropshire/Telford and Wrekin NHS 111 Project Group has been established to manage local input to the regional procurement process. Its membership consists of Executive Leads from both CCGs, Commissioning leads, CCG Quality lead, Procurement Lead, GP clinical lead and patient representatives. The Chair of the meeting is Fran Beck, Executive Lead for Commissioning. The group is steering a number of work-streams, one being Communication and Engagement.

#### **6.0 COMMUNICATION AND ENGAGEMENT**

It is important to ensure that the procurement process is informed by patients and local communities to ensure the service the CCGs procures is of the right quality and fit for purpose. Therefore the Project Team has developed an engagement plan which is attached at Appendix 1 for information. The engagement process will run from Monday 7<sup>th</sup> December 2015 for 7 weeks until Friday 22<sup>nd</sup> January 2016. Due to the timescales the project is working within, the plan remains a working document at the moment whilst the project team confirm specific dates and times for the activity outlined. The findings from the engagement process will inform the procurement process.

#### **7.0 LEGAL IMPLICATIONS**

Appropriate procurement law will be adhered to. Advice has been sought from the Consultation Institute to design the optimal engagement process to ensure we maximise stakeholder contributions given the challenging procurement timescale.

## **8.0 OPPORTUNITIES AND RISKS**

The opportunities are briefly detailed in section 4.0 above and the Project Board holds a Project Risk Register. The specific risks associated with the communication and engagement includes:-

- The risk that there are insufficient resources to complete phases one and two within the required timescales
- The potential for overlapping other key pieces of engagement work,
- The risk that we may not communicate with all stakeholders, for example the patients registered with GP practices in England but who live in Wales

The Project team is identifying mitigating action to manage these risks.

## **9.0 FINANCIAL IMPLICATIONS**

Financial and activity modelling is underway and will be included in the formal business plan which will be presented to CCG Boards in February along with the recommendations from the communication and engagement exercise.

It is critical that the new model of care does not exceed the total current cost envelope of existing services – in theory the reduction of duplication and ability to direct patients to the appropriate place should enable this. There are also risks associated with the change in clinical model and the Business Case will include best worst and likely scenarios for CCGs to consider.

### **Report prepared by:**

**Nicky Wilde  
Deputy Executive  
Primary Care Commissioning and Planning  
NHS Telford and Wrekin**

**NHS111 and Out-Of-Hours Tactical Communications and Engagement Plan v 2  
10 December 2015**

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STAKEHOLDER	WHO	HOW	WHEN	ADDITIONAL INFORMATION	STATUS
<b>HOSC</b> <b>Shropshire</b> : Amanda Holyoak/Gerald Dakin <b>Telford and Wrekin:</b> Fiona Bottrill/Andy Burford	Fran Beck/Paul Tulley	<b>For both:</b> Verbal update/Paper	15 Dec 2015	Update on communications and engagement plan	
<b>Healthwatch</b> <b>Shropshire:</b> Carole Hall/Jane Randell-Smith  <b>Telford and Wrekin:</b> David Bell/ Jane Chaplin/Kate Ballinger	Mathew James  Tracey Jones	<b>For both:</b> Invitation to attend engagement meeting on 17 Dec 2015 Verbal update/Info for newsletter	Dec 2015  11 Dec-22 Jan	Distribution of information through networks/at events/in newsletters etc.	
<b>Key Patient Groups :</b> PPEC/SPG (Shropshire) Health Roundtable (T&W) Patients with LTCs Carers Patients who have used the services recently Welsh patients Equalities groups: <ul style="list-style-type: none"> <li>• BME</li> <li>• Disability (incl. mental health and learning)</li> </ul>	Bharti Patel Smith Tracey Jones Bharti Patel Smith Karen Higgins Nicky Wilde  Sian Sansum  Sharon Smith Sharon Smith/ Tracey Jones	<b>For all groups:</b> Invitation to attend engagement meeting on 17 Dec 2015 Attendance at meetings Press releases in local media Info for newsletters	9 Dec – 22 Jan	Seek views via sample testing via providers/Practices/RAS and TRAQs	

<ul style="list-style-type: none"> <li>• Age (young people and older people)</li> <li>• Parents of children 0-3 years</li> <li>• Homeless</li> <li>• Hearing impairment</li> <li>• Rural isolation</li> <li>• Transgender</li> <li>• LGBT</li> <li>• Travellers</li> </ul>	<p>Karen Higgins/ Sharon Smith Sharon Smith</p> <p>Karen Higgins Bharti Patel Smith Bharti Patel Smith Bharti Patel Smith Mathew James Bharti Patel Smith</p>				
<p><b>CCG staff</b></p> <ul style="list-style-type: none"> <li>• <b>Shropshire</b></li> <li>• <b>Telford and Wrekin</b></li> </ul>	<p>J Stevenson</p> <p>T&amp;WCCG comms</p>	<p>Newsflash/Website/Shropshare/Staff Briefing</p> <p>Telnet/Newsflash/Website</p>	<p>11 Dec – 22 Jan</p> <p>11 Dec – 22 Jan</p>		
<p><b>GP membership/practice managers</b></p> <ul style="list-style-type: none"> <li>• <b>Shropshire</b></li> <li>• <b>Locality chairs (Shropshire)</b></li> <li>• <b>Telford and Wrekin</b></li> </ul>	<p>Mathew James via J Stevenson</p> <p>Bharti Patel Smith</p> <p>T&amp;WCCG comms/ Tracey Jones</p>	<p>Newsflash/AO briefing/GP newsletter/ via governing body meetings</p> <p>Verbal/Attendance at meetings</p> <p>Practice managers' meetings/GP forum/PLT sessions/ Via governing body meetings</p>	<p>11 Dec – 22 Jan</p> <p>11 Dec – 22 Jan</p> <p>11 Dec – 22 Jan (T&amp;W CCG Practice Forum meeting - 19 Jan)</p>		

<b>MPs</b>  <b>Shropshire MPs</b> <ul style="list-style-type: none"> <li>• Philip Dunne, Ludlow</li> <li>• Owen Paterson, North Shropshire</li> <li>• Daniel Kawczynski, Shrewsbury &amp; Atcham</li> </ul> <b>Telford and Wrekin MPs</b> <ul style="list-style-type: none"> <li>• Mark Pritchard</li> <li>• Lucy Allen</li> </ul>	  Brigid Stacey       David Evans	<b>For all:</b>  Verbal update as part of regular AO briefings with MPs      Verbal update as part of regular AO briefings with MPs	  January TBC      January TBC		
<b>Shropdoc</b>		Written briefing/Meeting 14 January – to be confirmed	11 Dec – 22 Jan		
<b>Malling Health</b>		Written briefing	11 Dec – 22 Jan		
<b>Powys Commissioners</b>	Fran Beck / Paul Tulley	Verbal update / written briefing	11 Dec – 22 Jan		
<b>Shropcom</b> <ul style="list-style-type: none"> <li>• Jan Ditheridge (CEO)</li> <li>• Clinicians</li> <li>• Staff</li> </ul>		Written briefing	11 Dec – 22 Jan		
<b>SaTH</b> <ul style="list-style-type: none"> <li>• Simon Wright (CEO)</li> <li>• Clinicians</li> <li>• Staff</li> </ul>		Written briefing	11 Dec – 22 Jan		
<b>SSSFT</b> <ul style="list-style-type: none"> <li>• Neil Carr (CEO)</li> <li>• Clinicians</li> <li>• Staff</li> </ul>		Written briefing	11 Dec – 22 Jan		

<b>RJAH</b> <ul style="list-style-type: none"> <li>• John Grinnell (acting CEO)</li> <li>• Clinicians</li> <li>• Staff</li> </ul>		Written briefing	11 Dec – 22 Jan		
<b>Care co-ordination Centre</b>	Lynne Breakell	Written briefing	11 Dec – 22 Jan		
<b>MSL</b>		Written briefing	11 Dec – 22 Jan		
<b>WMAS</b>		Written briefing	11 Dec – 22 Jan		
<b>Vocare</b>		Written briefing	11 Dec – 22 Jan		
<b>SPIC/Residential/nursing home staff</b> <ul style="list-style-type: none"> <li>• Shropshire</li> <li>• Telford and Wrekin</li> </ul>	Via Nicky Jacques at SPIC	Written briefing	11 Dec – 22 Jan	Nicky Jacques <njacques@spic.co.uk>	
<b>PAC</b>		Written briefing	11 Dec – 22 Jan		
<b>Health and Wellbeing Board</b>  Karen Calder (Chair Shropshire)  Richard Overton (Chair Telford and Wrekin)	Brigid Stacey  David Evans	Verbal briefing – same as MPs.  Verbal briefing – same as MPs.	As required.  As required.	Next meeting is 9 <sup>th</sup> March.  Next meeting is 22 <sup>nd</sup> January.	
<b>Councillors</b> <b>Social Care Commissioners</b> <b>Social Care Providers</b>  <ul style="list-style-type: none"> <li>• Telford and Wrekin Council</li> <li>• Shropshire Council</li> <li>• SALC</li> </ul>	David Evans  Via Rod Thomson	<b>For all:</b>  Written briefing/info for newsletters	<b>For all:</b>  11 Dec – 22 Jan		

<b>LMC</b>		Written briefing	11 Dec – 22 Jan		
<b>LPC</b>		Written briefing	11 Dec – 22 Jan		
<b>LOC</b>		Written briefing	11 Dec – 22 Jan		
<b>LDC</b>		Written briefing	11 Dec – 22 Jan		
<b>Voluntary sector:</b>  <ul style="list-style-type: none"> <li>• <b>VCSA</b></li> <li>• <b>CVS</b></li> <li>• <b>Age UK</b></li> <li>• <b>Shropshire Disability Forum</b></li> </ul>	Via Rachel Wintle	<b>For all:</b>  Invitation to attend engagement meeting on 17 Dec 2015 Written briefing/info for newsletters	<b>For all:</b>  11 Dec – 22 Jan		
<b>Comms and Engagement leads</b> for Shropshire Telford and Wrekin (AO/AR/TP/ME/Siobhan Price/Jon King)	Mathew James/Sarah Makin/Tamsin Parker	Email/Weekly comms conference calls and monthly face-to-face meetings Written briefing/info for staff newsletters	Face-to-face meeting In January tbc Weekly telephone calls		
<b>Media</b> – all local media across Shropshire, Telford and Wrekin	Richard Caddy	Press releases	11 Dec – 22 Jan		