



North West NHS 111 Mobilisation Bulletin

All the latest news from the Lead Commissioners and Delivery Partners

July 2015

This monthly briefing is designed to update you on key service developments and changes as we mobilise the NHS 111 service across the North West. We hope you find this bulletin helpful. If you have any comments or queries, please contact the North West NHS 111 Communications Team at: 111@nwas.nhs.uk.

Commissioner Update - Mobilisation Governance

NHS Blackpool is the Lead Commissioner for the NHS 111 service contract in the North West. Since the preferred providers of the North West NHS 111 service were announced as the North West Ambulance Service NHS Trust (NWAS) and its delivery partners, Out of Hours providers FCMS and Urgent Care 24 (UC24), we have been working in conjunction with the North West NHS 111 Programme Board to effectively mobilise the new service, which is planned to go live on a phased basis across the region during October and November 2015.

Over the course of the past few months, the North West NHS 111 Programme Board and NHS 111 Lead Commissioner Team have been working closely with NWAS and their delivery partners to finalise the mobilisation governance structures and mobilisation plan which will shape and support the implementation period through to autumn this year.

Agreed governance arrangements are now firmly in place to support mobilisation via the NHS 111 Programme Board and the Mobilisation Oversight Sub Group. All 33 Clinical Commissioning Groups (CCGs) in the North West are represented at the Programme Board by nominated county NHS 111 leads who are members of both the Programme Board and the Mobilisation Oversight Group (see 'Key Contacts' on page 4 for details), along with senior representatives from the Delivery Partners (NWAS, FCMS and UC24). Key to success is the engagement of the North West Out-of-Hours providers and they have been formally incorporated into the governance process, by establishing a Provider Engagement Forum which will continue to meet regularly throughout mobilisation. The importance of patient and public engagement is another key part of the mobilisation process and we are also meeting regularly with the already established North West NHS 111 Patient Engagement Group.

The Mobilisation Oversight Group meets fortnightly to take forward any key actions agreed between the Delivery Partners and Commissioners, whilst the North West Programme Board continues to meet on a monthly basis to monitor the overall progress of the mobilisation process. In addition, the provider partnership meet weekly with the Lead Commissioning Team to ensure momentum is maintained across all of the key work streams including recruitment, staffing, IT, telephony interoperability, governance, system resilience, estates and stakeholder involvement. Detailed mobilisation plans are robustly managed and progress against agreed milestones are monitored through the governance arrangements outlined above.

Communications and Stakeholder Engagement

An important part of the planning is to ensure we are effectively communicating and engaging with CCGs and key stakeholders. A Mobilisation Communications and Stakeholder Engagement Strategy and a detailed engagement plan have been approved by the NHS 111 Programme Board and are now being implemented. The purpose of the strategy is to provide a communications framework for the NHS 111 service Delivery Partners and Commissioners to engage with, and inform, a wide range of stakeholders - including patients and the public - of the benefits of the NHS

111 service and, where appropriate, the fundamental details of the new NHS 111 service contract across the North West.

For the purpose of clarity, the current service is available 24/7 to any caller who dials '1-1-1' in the North West. This service is currently provided on an interim stability arrangement by NWS and FCMS under two separate contracts. The new service will commence on a phased basis from October to November 2015. Following service commencement, all calls to GP Out of Hours services will go through to NHS 111, where the caller's health care needs will be assessed and they will be sign-posted to the most suitable service to best meet those needs - this may include GP in or out of hours services, Walk in Centres, pharmacy, self-care and, if appropriate, referral to A&E or 999.

From the date of service commencement, members of the public calling NHS 111 directly will see no change in the service they are accessing, but patients calling their GP Out of Hours service will hear an answerphone message, asking them to redial the free to caller NHS 111 number – that not only means changes for patients accessing primary healthcare services but also operational changes for primary care providers, including GP Out of Hours Providers across the North West – changes which need to be clearly and effectively communicated. CCGs have been informed of the changes that they will need to consider and ongoing support from the NHS 111 Programme Board and Lead Commissioning Team, with the support of the County Leads, will be available to assist CCGs as part of the process.

To assist in the mobilisation engagement process further, a communications toolkit has also been developed by the Delivery Partners, Lead Commissioners and County Leads which includes a comprehensive presentation, glossary of terms and FAQs to support stakeholder engagement activities. It will be used to inform relevant stakeholders, healthcare professionals and members of the public, of the new contract, the changes associated with it and how they will affect them. For further information on the Mobilisation Communications and Engagement Strategy, please email the North West NHS 111 Communications Team at: 111@nwas.nhs.uk.

Regular newsletters will be issued to a wide range of stakeholders and NWS and its Delivery Partners will also be updating their websites to highlight the NHS 111 Service on a regular basis to include FAQs amongst other things. This will be supplemented by online videos and social media activity to reach as large an audience as possible. If you have any comments or suggestions regarding this, please email the Communications Team at: 111@nwas.nhs.uk

Working with CCG Colleagues

As part of the engagement strategy, the Programme Board has identified a series of key actions for CCGs to undertake during the regional mobilisation of the NHS 111 service to ensure it is effectively promoted and integrated into their urgent care systems. At the end of June, Magnus Hird, NHS 111 Regional Clinical Lead and Chair of the North West Programme Board, wrote to CCG Chief Officers across the North West to outline those key actions in order to help facilitate and support planning discussions for local models of urgent care provision, including Out of Hours services.

Earlier this month, a series of county level meetings for CCGs were held across the region in order to promote a better understanding of the NHS 111 service. The meetings, which were very well attended, gave CCGs the opportunity to meet with their NHS 111 County Leads, the North West NHS 111 Delivery Partners and the NHS 111 Lead Commissioner Team to discuss in more detail how the service is being mobilised, the key actions they need to undertake and to learn more about how the NHS 111 service is being developed to improve the patient experience and better support the wider urgent healthcare system.

Delivery Partner Update

In preparation for the NHS 111 service expansion across the region, the Delivery Partners are currently undertaking an extensive training and recruitment drive. By October, the Delivery Partners will have more than 300 call handlers and 150 clinicians in place to handle and triage NHS 111 calls from across the North West.

The North West NHS 111 service is currently operated from the Delivery Partner's contact centres in Greater Manchester, Blackpool, Carlisle and, from October, also Liverpool. Significant redevelopment work is now being undertaken at those sites in preparation for the increase in NHS 111 staff. In addition to office expansions, this includes developments to the IT infrastructure to allow greater interoperability between all contact centres and ease of integration between the NHS 111 service and the emergency 999 ambulance service.



CQC Inspection Report

On Tuesday 30 June, the independent regulator for health and social care services, the Care Quality Commission (CQC), published its first inspection reports of NHS 111 services in England. Using specialist inspectors accompanied by GPs, nurses and other experts, the organisation inspected three NHS 111 services in March this year as part of a pilot to help develop its approach to inspecting NHS 111 services going forward. The three services which were inspected as part of this pilot were:

- North West Ambulance NHS Trust NHS 111 Service, Bolton, Greater Manchester
- Leicester, Leicestershire & Rutland NHS 111 service (Derbyshire Health United), Chaddesden, Derby
- Beacon Healthcare 111 service (Isle of Wight NHS Trust)

In line with the CQC's other inspections, the reports focus on whether services provided are safe, effective, caring, responsive and well led. At the time of the inspection, NWS was acting as the stability partner for the NHS 111 service. In addition to using data monitoring and patient feedback to assess the service's quality of care, the CQC visited the Trust's Middlebrook NHS 111 contact centre, meeting with managers and some of the call handlers and clinicians who have helped respond to more than 820,000 111 calls from across the region in the past year alone.

As this was a pilot inspection, the CQC hasn't given the service a quality rating but their overall feedback and findings is extremely positive – the report states that they found 'NWS NHS 111 provided a well-led, safe, effective, responsive and caring service to a diverse population spread across the North West England.'

Commenting on the report, Bob Williams, NWS Chief Executive said: "I believe the overall positive findings and commendable staff attributes highlighted within the CQC's Quality Report, will stand us in good stead to continue to develop and innovate the service over the course of the next five years, to deliver a resilient NHS 111 service which is responsive to the needs of the population and offers excellence in patient care and support."

By September 2016, all of England's 111 services will have been inspected and rated by CQC. You can read the CQC's full inspection report at: <http://www.cqc.org.uk/location/RX701/reports>.

Involving Healthcare Providers, Patients and the Public

Establishing the Commissioner led Provider Engagement Forum has proved to be a positive step forward for GP OOH Providers to meet directly with the Lead Commissioner Team and the NHS 111 Delivery Partners to discuss how they can work in collaboration and address any issues.

The already established North West NHS 111 Patient Engagement Group includes patient representatives from across the region - including those from CCGs and Healthwatch groups. To ensure transparency and a strong patient voice in the mobilisation process, two nominated representatives from the Patient Engagement Group also sit on the North West NHS 111 Programme Board. The Lead Commissioner Team and Delivery Partners will be working closely with the Patient Experience Group to look at future service developments which will benefit patients.

The Patient Engagement Group have been instrumental in advising how we effectively communicate using a range of mediums and have recently been involved in the development of a NHS 111 video to help promote improved understanding of the service which will be made available next month. Speaking of the video, Sue Carroll, Patient

Representative on the North West NHS 111 Programme Board, said: "The short video effectively shows how the NHS 111 service operates and the organisations that will support it - I believe the video is an ideal tool to open discussion on how to appropriately use the service when it's expanded across the region."

Further work is also now well underway to more effectively support NHS 111 service users who are deaf or hard of hearing locally and nationally and, from the feedback provided to date at the Patient Engagement Group meetings, it is clear that supporting patients with mental health issues and service users with learning difficulties are key areas for further and specific development which the Lead Commissioner Team and Delivery Partners are now starting to progress with input from the Patient Experience Group.

If you are a patient representative with a Healthwatch group or involved in patient experience and engagement activities with a Clinical Commissioning Group and are interested in joining the North West NHS 111 Patient Engagement Group, please contact the North West NHS 111 Communications Team at: 111@nwas.nhs.uk -Your involvement would be most welcome.

Key Contacts - Who's Who?

Below are the details of the Lead Commissioner Team members and County NHS 111 Leads across the region. If you have any questions or queries in relation to the North West NHS 111 service, you can contact the Lead Commissioner Team and County Leads via: 111@nwas.nhs.uk

North West NHS 111 Lead Commissioner Team at NHS Blackpool CCG:

- Yvonne Rispin - Programme Director
- Magnus Hird – Regional Clinical Lead
- Graham Rose - Finance and Contracting Lead
- Chris Endersby - Programme Manager

County NHS 111 Managerial Leads:

- Cumbria –Caroline Rea at NHS Cumbria CCG
- Lancashire – David Bonson at NHS Blackpool CCG
- Merseyside – Ian Davies at NHS Liverpool CCG
- Cheshire – Jim Britt - NHS West Cheshire CCG
- Greater Manchester - Steve Allinson – NHS Tameside & Glossop CCG

County NHS 111 Clinical Leads are:

- Cumbria – Andrew Rotheray at NHS Cumbria CCG
- Lancashire – Mark Denver at NHS Lancashire North CCG
- Mersey – Si Perrit at NHS Knowsley CCG
- Cheshire – Catherine Wall at NHS West Cheshire CCG
- Greater Manchester – Helen Hosker at NHS Central Manchester CCG



NHS
Blackpool
Clinical Commissioning Group