



# Powys 111 and OOH Stakeholder Bulletin

Issue 2: April 2018

*Our bulletin for primary care staff, PTHB staff and other stakeholders in Powys to inform and engage you in the development of 111 and Out of Hours (OOH) services in Powys.*

## Welcome from Carol Shillabeer, Chief Executive, Powys Teaching Health Board

Welcome to the second edition of our Powys 111 and Out of Hours (OOH) Stakeholder Bulletin. These bulletins aim to inform and engage local GPs and other stakeholders in the development of 111 and GP Out of Hours Services in Powys.

I am delighted to confirm that we have agreed with Shropdoc to extend our contract to the end of September 2018, mirroring their current contract in England.

This means that Shropdoc will continue to be the provider of GP Out of Hours Services and telephone call-handling until the Autumn. They will also continue to provide the in-hours services commissioned by PTHB, such as the Care Co-ordination Centre. This means that we are currently finalising the plans for implementing the all-Wales Freephone NHS 111 Wales service later this year, and we will confirm the timetable in a future bulletin.

Earlier this month, and in line with national mandate in England, NHS commissioners in Shropshire and Telford & Wrekin launched their procurement process for the provider of a fully integrated urgent care service between NHS 111 England and GP Out of Hours Services. The new contract will begin from 1 October 2018 when their current GP Out of Hours contract with Shropdoc ends. We understand that the contract for the provider of the new GP Out of Hours service, providing no issues are raised, will be announced this summer.

This therefore is an important milestone for us, as the commissioning process in England may also have an impact on us here in Powys. **If Shropdoc is successful in this tender process then we would wish to continue our discussions with Shropdoc about the future model. If they are not successful then Shropdoc has indicated that they may not necessarily be in a position to maintain a GP Out of Hours Service solely for Powys, and we would need to work with them to consider a sustainable future model.**

Our central consideration remains to make sure that there continues to be a good GP Out of Hours Service for Powys. These are vital services and we are determined to ensure a sustainable service continues to be provided for the county. Patients, general practice, and our wider unscheduled care system need a thriving and high quality GP Out of Hours Service to be in place.

We continue to work hard to ensure a safe and sustainable future of GP Out of Hours Services with patients at their heart. Thank you to everyone for your continued support.

### April's Headlines:

- *The contract between PTHB and Shropdoc has been extended to 30 September 2018.*
- *A procurement process is under way in England for their integrated urgent care service. We understand that their contract award will be announced this summer.*
- *The timetable for NHS 111 Wales implementation across Powys is being developed.*



## What is happening to OOH services in Shropshire and T&W?

Commissioners in England have launched their planned procurement for the provider of a fully integrated urgent care service between NHS 111 England and the GP Out of Hours Service, which had been their plan since 2016. Both Shropshire CCG and Telford & Wrekin CCG expect new contracts to start by 1 October 2018, and contract award to be announced this summer.

## Why are OOH services changing in Powys?

Given the procurement process in England, there is a risk that Shropdoc may no longer exist in a form that enables them to sustain a viable GP Out of Hours Service for Powys. We must have a plan for a sustainable and continuous service for the people of Powys. We also want to take advantage of the new opportunities presented by the roll out of NHS 111 Wales, which is already in place in Ystradgynlais.

## When will changes take place?

We expect the procurement process in England to conclude in the Autumn. We need to plan for the future of the Powys service in parallel with this. A key milestone will be reached this summer when we expect commissioners in England to announce the award of their contract for their integrated urgent care service, with the new contract due to commence from 1 October 2018.

## When does the contract with Shropdoc end?

Our current contract with Shropdoc ends on 30 September 2018, and they continue to be the provider of GP Out of Hours Services, out of hours call-handling & triage. Some in-hours services continued to be commissioned by practices and delivered by Shropdoc (e.g. Care Coordination Centre).

## When will NHS 111 Wales be implemented?

Shropdoc continues to be the provider of out of hours call handling (except in Ystradgynlais where NHS 111 Wales is already in place). We are currently finalising the timetable for implementation of NHS 111 Wales across the rest of Powys.

## How are GPs and other health professionals being involved?

Our Clinical Advisory Group is now in place with GP representatives from the three Clusters in Powys, along with PTHB, Local Medical Committee and Welsh Government representatives. Recruitment is under way for a GP Clinical Lead (and we would like to thank Dr Alan Woodall who had been providing interim clinical advice to our Out of Hours Implementation Team as our interim clinical lead). Questions and feedback can also be raised directly with the project team (see right). Recruitment is also under way for our operational lead and you can find out more and apply by 7 May at <http://bit.ly/powysooh>

## What should we say to patients and members of the public?

Patients and members of the public should continue to contact NHS Direct 0845 46 47 for 24-hour health information and advice, and to contact Shropdoc for GP Out of Hours services\*.

Later this year we will ensure a widespread public information campaign about continuity of services in Powys.

*\*Note that in Ystradgynlais the NHS 111 service is in place which will refer patients to the ABM Out of Hours Service as appropriate*

## What are the Project Arrangements and how can I get involved?

Our **Project Board** is chaired by the health board Chief Executive, Carol Shillabeer.

Our **Implementation Team** is led by Programme Director Andrew Evans and oversees day-to-day developments and delivery of GP Out of Hours and 111 services.

Our **Clinical Advisory Group** to provide expert advice, engagement and support. This includes providing clinical governance assurance on the development of OOH policies and procedures.

We also continue to engage through GP Clusters, the Local Medical Committee, Community Health Council, Welsh Ambulance Service and PTHB Primary Care Team.

## About this Bulletin

This bulletin is produced by the Powys Teaching Health Board 111 and OOH Project Board. It is distributed to GP Clusters, General Practices, Local Medical Committee, Project Board members, Implementation Team members, Workstream members, PTHB staff, Powys Community Health Council, Welsh Government and other key stakeholders involved in the development and delivery of 111 and OOH services in Powys.

Feedback and enquiries about the development of 111 and OOH services in Powys can be sent to Tanya Summerfield, Project Manager, Powys Teaching Health Board [tanya.summerfield@wales.nhs.uk](mailto:tanya.summerfield@wales.nhs.uk)



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