

Update on the NHS 111 Integrated Urgent Care Clinical Assessment Centre for Brighton and Hove City Council's - Health Overview and Scrutiny Committee.

December 2017

Existing contract extension 1 April 17 – 31 March 2019

On 5 October 2017, the Care Quality Commission (CQC) published its report on Kent Medway Sussex Surrey (KMSS) NHS 111 service reporting on both SECamb and Care UK's respective contact centres. The service was assessed as good overall and it identified that the leadership arrangements were outstanding.

As part of the agreement to extend the contract until March 2019, six clinical pilots were identified, with the aim of increasing clinical contact with patients and innovating through proof-of-concept potential future operating models. A Joint Commissioner Provider meeting is held monthly to monitor the development and implementation of these pilots.

The Directory of Services

The Directory of Service (DoS) is a database that holds NHS service information currently utilised by 111 call handlers to direct people to the most appropriate service for their presented symptoms. To allow the call handlers to do this effectively the information held on the system must be accurate and relevant.

Across Sussex we have a DoS lead who is based in the NHS 111 Transformation Team. Each of the seven Sussex CCGs has a DoS Champion who support and update the directory with changes to local services.

There are two programmes of work currently being rollout in the DoS system:

- NHS Urgent Medicine Supply Advanced Service' (NUMSAS) - The NUMSAS provision allows call handlers to direct callers to a pharmacy within their area which can provide them with an emergency supply of repeat prescription-only medication should the caller have insufficient supplies
- Mini DoS (MiDoS) - The MiDoS is a system that will allow health and care professionals to remotely access service information currently available to call handlers on the DoS. Once the system has been established for use by clinicians, a version of the MiDoS will be rolled out for public use. This will be accessible through websites and in the form of an app for smart phones and tablets.



Update on the 111 Transformation Programme:

National Specification:

This August NHS England published the national Integrated Urgent Care specification. This specification has moved from being advisory to mandated. It stipulates that all CCGs are required to commission a service that delivers against the nine key elements of the Integrated Urgent Care (IUC) service:

1. A single call to get an appointment during the out-of-hours period
2. Data can be shared between providers
3. The capacity for NHS 111 and urgent multidisciplinary clinical services needs to be jointly planned
4. The Summary Care Record (SCR) is available in the CAS and elsewhere
5. Care plans and special patient notes are shared
6. Appointments can be made with in-hours GPs
7. There is joint governance across Urgent and Emergency Care
8. Suitable calls are transferred to a Clinical Assessment Service containing GPs and other health care and social care professionals
9. The Workforce Blueprint and guidance are implemented across all providers.

The re-procurement and transformation of the existing NHS 111 service into an Integrated Urgent Care Clinical Assessment Service is pivotal in bring together urgent care services and being able to implement new, improved and sustainable services for our local population across Sussex.

Assurance and Governing Bodies:

Throughout September the team have been attending a range of meetings and boards to engage with stakeholders, provide assurance on the programmes activity and deliverables. There were four decisions that the seven Sussex CCG Governing Bodies were asked to make.

1. Decision one: Approve and follow the National Integrated Urgent Care Service Specification.

[Page 11, NHSE Integrated Urgent Care Service Specification]. This service specification supersedes the previous commissioning standards, moving from an advisory set of recommendations to mandatory requirements, to ensure a consistent service across the country.

[Page 18, NHSE Integrated Urgent Care Service Specification] GP OOH and 111 services will be combined, and multidisciplinary clinicians added to the integrated working model. In addition, the future NHS111 IUC will book people into urgent face-to-face appointments where needed.

The National Integrated Urgent Care Specification mandates the need to bring 111 and OOH together to form an Integrated Urgent Care / Clinical Assessment Service. **All seven CCGs approved this decision.**



2. Decision two: Approve the contract value and length.

The contract length should be five years with a possible two year extension. The contract will have the necessary break clauses should they be needed.

The contract value should cost no more than the current 111 and OOH budgets combined. The Governing Body is asked to approve this indicative value. The final cost of the procurement will be ratified in July / August 2018 on award of contract. **All seven CCGs approved this decision.**

3. Decision three: Procurement Approach.

The procurement will follow the standard PQQ (Pre-Qualification Questionnaire) and ITT (Invitation To Tender) route. **All seven CCGs approved this decision.**

4. Decision four: Delegate authority to the Accountable Officers to be able to make minor amendments following the decisions at the CCGs Governing Bodies. As the decisions will need to be passed by seven CCG's, authority is sought to delegate to Accountable Officers of the seven CCG's should minor alterations be needed to the procurement. These will then be communicated back afterwards. All seven CCGs approved this decision.

We have provided assurance to the following committees and boards:

- Coastal West Sussex Quality Assurance Committee - **Assured**
Quality Impact Assessment (QIA) - **Approved**
- Coastal West Sussex Public Engagement Committee - **Assured**
Equality Impact Assessment (EIA) - **Approved**
- Eastbourne, Hailsham & Seaford and Hastings & Rother Finance and Procurement Committee - **Assured**
- Coastal West Sussex Clinical Innovation and Strategic Committee – **Assured**
- East Sussex County Council's – HOSC– **Assured**
- Brighton and Hove City Council's – HOSC – **Assured**
- West Sussex County Council's – HASC – **Assured**
- A&E Delivery Boards - **Assured**
- STP Programme Board - **Assured**
- STP Clinical Governance Board - **Assured**
- South East England Regional Healthwatch - **Engaged**
- East Sussex Health and Wellbeing Board - **Assured**

Communications and Engagement Activity August to October:

• **Soft Market Testing Event – 26 July 2017**

We shared our initial thinking for the pan-Sussex NHS 111 / Clinical Assessment Service with perspective providers and the aim of integrated Urgent Care services across Sussex. The highlighted themes needing more information and detail were:

- Contract Length:
- Mobilisation Timeframe:
- Physical Infrastructure Investment:
- IUC Workforce



- Indemnity
- Information Governance and Data Sharing:
- Caller Consent

A second soft market testing event is taking place on **Tuesday 14 November**. This event will aim to give detail to prospective bidders.

- **The Sussex wide NHS 111 Public Survey**

Before any new contract is finalised, we wanted to explore with local people, what their priorities are for this service. To ask questions that will give us a clearer steer about what the service we need to buy for our local population.

We ran a public survey from 17 July to 20 August 2017. We received **1062** response to the survey in total 650 were completed online and 412 were completed from the local newspaper insert.

There were some groups that we didn't feel we reached effectively through the survey. But they are users of the NHS 111 service. We have agreed to work together with the three local Healthwatches across Sussex from October to December to reach:

- Parents of children who are both over and under 5yrs old.
- Migrant communities, such as Eastern European parents
- Ethnic Groups, such as the Muslim communities in Crawley
- The LGBTQ community

- **Patient Participation Group (PPG) and Public Engagement Events**

Throughout August and September we attended a range of PPG meetings and public engagement events. This was through the seven Sussex CCG's communications and engagement teams.

- **Staff and Clinical Engagement**

Throughout July, August and September we have been going out and updating and engaging with CCG staff and our clinical membership on the progress programme. This activity will continue throughout the programme.

- **External Stakeholder Engagement**

An event on 13 September 2017 brought together a range of NHS and Local Authority and Healthwatch organisations. A lesson learned from previous procurements is the need to have regular wider stakeholder engagement. This event also invited MPs from across Sussex. We have had a request to hold the next event on a Friday so that our local MPs can attend.



The 111 Transformation Team - Contact Information

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