

# Meeting of the BNSSG Governing Body

Date: Tuesday 5<sup>th</sup> February 2019

Time: 1.30pm

Location: The Royal Hotel, 1 South Parade, Weston-super-Mare BS23 1JP

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## Agenda number: 6.4

### Report title: Integrated Urgent Care Service

Report Author: Mark Bradford

Report Sponsor: Deborah El-Sayed

#### 1. Purpose

To update the Governing Body on the progress and plans for the Integrated Urgent Care Service.

#### 2. Recommendations

The Governing Body is asked to note that the service is in the closing stages of mobilisation and will commence on 2<sup>nd</sup> April 2019.

#### 3. Executive Summary

In May 2018 Governing Body approved the decision to award the contract for and Integrated Urgent Care Service to BrisDoc along with its sub-contractor, Care UK. The service will be branded as 'Sevenside Integrated Urgent Care'.

The contract will start at midnight on 1st April 2019 and the new service, which has been in mobilisation since May 2018, will be available to BNSSG patients from 12pm on 2nd April 2019.

The IUC service, through the free-to-call 111 telephone number, will provide BNSSG residents with health information, advice or a full clinical assessment resulting in one of three outcomes.

- The advice they need to support themselves
- An electronic prescription that can be dispensed at the most convenient pharmacy for them
- A directly booked appointment with the clinician or service that can treat their condition

From the commencement of the service the following callers will experience an improved pathway:

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- Complex callers over 85 will be assessed by a senior clinician and not a call handler using an algorithm. This is expected to reduce the likelihood of a referral to the Ambulance Service or to an Emergency Department.
- Calls on behalf of those under 2 years old will experience an improved patient journey with fewer contacts, speeding up access to treatment and reducing the workload on the IUC service.
- Callers with an urgent dental requirement will be transferred to a newly-commissioned regional Dental Helpline for access to specialist advice and the ability to book patients into urgent dental appointments improving patients' access to treatment and reducing Primary Care and ED activity.

The NHS Long Term Plan (7<sup>th</sup> January 2019) makes several references directly to IUC or to other changes that will profoundly affect the way the service develops to support our citizens and the health and social care system.

#### **4. Financial resource implications**

The implementation of this plan will result in a net saving of £368k compared to the separate 111 and GP Out of Hours contracts in 2018/19

#### **5. Legal implications**

There are no legal implications

#### **6. Risk implications**

There are currently no Red risks on the project. Amber risks and their mitigations are described in the paper

#### **7. Implications for health inequalities**

There are no serious implications for health inequalities

#### **8. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)**

There are no implications for equalities

#### **9. Implications for Public Involvement**

There are no requirements for public consultation but extensive national and local engagement has taken place to develop the specification for the service.