



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Powys 111 and OOH Stakeholder Bulletin

Issue 4: August 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 fourth edition of our Powys 111 and Out of Hours (OOH) Stakeholder Bulletin. These bulletins aim to inform and engage local stakeholders in the development of 111 and GP Out of Hours Services in Powys.

You will recall that last month's headline was the excellent news that **Shropdoc in partnership with Shropshire Community Health NHS Trust has been successful in their bid to provide the out of hours component of Integrated Urgent Care services in Shropshire and Telford & Wrekin**. This has already

enabled us to extend our contract with them to 31 March 2019 (previously 30 September 2018).

A major focus for us in the weeks ahead will be our plans for implementing **the NHS 111 telephone number across Powys from October 2018**.

111 is an easy to remember number to contact both GP Out of Hours and NHS Direct Wales. It is free and aims to help patients find the right advice, support and treatment. 111 is available 24-hours a day for health information and advice. Overnight and at weekends it is the number to ring for urgent medical attention that will not wait until your surgery is next open.

Locally, the 111 number is already in place in Ystradgynlais. It is also in place in Swansea, Neath Port Talbot, Bridgend and Carmarthenshire. Alongside Powys, plans are also under way to implement 111 in Ceredigion and Pembrokeshire from this Autumn. 111 in Wales is provided by Welsh Ambulance Service NHS Trust.

In England, our neighbours in Shropshire and Telford & Wrekin moved from the Shropdoc telephone number to NHS 111 on 17 July 2018. This means that all parts of England are covered by the 111 telephone number.

In Powys, patients should continue to use the Shropdoc telephone number 0333 222 6655 until NHS 111 Wales is implemented across the county in October.*

During August we are continuing with our readiness for the switchover, and we expect to conclude our readiness assessment in early September. Once that milestone has been passed we will launch a major publicity programme to let people know that 111 is coming, and that this will be their new number for reaching Shropdoc for GP Out of Hours services and for free 24-hour health information and advice.

We look forward to working with Shropdoc and wider partners to ensure that there continues to be a good GP Out of Hours Service for Powys.

Thank you to everyone for your continued support.

**The exception is the Ystradgynlais area where NHS 111 is already in place, and refers patients to the Out of Hours GP Service provided by Abertawe Bro Morgannwg University Health Board.*

August Bulletin Headlines:

- We continue to work with Shropdoc who are the provider of GP Out of Hours Services for the majority of Powys.
- We are working with Shropdoc and with Welsh Ambulance Service NHS Trust to implement NHS 111 Wales across Powys from October 2018.
- NHS 111 England has recently been implemented in Shropshire and Telford & Wrekin, but Powys residents should continue to call Shropdoc until NHS 111 Wales is implemented later this year.

Ffoniwch 111

Mewn achos BRYD sydd ddim yn bygwth bywyd

Phone 111

When it's URGENT but not life threatening

Who is the provider of GP Out of Hours Services in Powys, Shropshire and Telford & Wrekin?

Shropdoc in partnership with Shropshire Community Health NHS Trust (ShropCom) is the provider of GP Out of Hours Services in most of Powys as well as Shropshire and Telford & Wrekin. In the Ystradgynlais area, GP Out of Hours Services are provided by Abertawe Bro Morgannwg University Health Board.

When will NHS 111 Wales be implemented in Powys?

Shropdoc 0333 222 6655 continues to be the number to ring for GP Out of Hours across most of Powys*. Subject to our final readiness assessment in September, we expect to implement NHS 111 Wales across the rest of Powys from October 2018.

Please note that in England the Shropdoc telephone number was replaced by NHS 111 England during July 2018.

How do patients contact GP Out of Hours Services in Powys?

Now, call Shropdoc on 0333 222 6655 for GP Out of Hours Services in most of Powys*.

From October 2018, residents of Powys will ring the free 111 number for urgent healthcare information and advice. This will replace the Shropdoc number for Powys residents*.

Is October confirmed as the launch date for NHS 111 in Powys?

We are currently working on the basis of 111 launch in October. A final decision on the timetable will be made based on our readiness assessment in September. After this we will ensure a major publicity campaign to promote the switchover.

How are GPs and other health professionals being involved?

Our Clinical Advisory Group includes GP representatives from the three Clusters in Powys, along with PTHB, Local Medical Committee and Welsh Government representatives.

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 the launch of NHS 111 Wales across the rest of Powys.

What will the publicity campaign include?

We are currently finalising the details of the publicity campaign and welcome your ideas to the PTHB Engagement and Communication team at powys.engagement@wales.nhs.uk

We are planning to share information through local newspapers, online and other local media. There will be mail-drops with leaflets and posters to GP practices, libraries and community organisations. We will provide articles that you can include in newsletters, on website and on digital display screens in waiting areas.

Copies of our stakeholder bulletin are available from our website at www.powysthb.wales.nhs.uk/111ooh

**Note: NHS 111 Wales is already in place in Ystradgynlais. This refers patients to the Abertawe Bro Morgannwg 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** provides expert advice, engagement and support. This includes providing clinical governance assurance on the development of OOH/111 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



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board