



Health Overview and Scrutiny Committee IC24 Update

East Kent NHS 111 and GP out of Hours services

April 2018

Background

IC24 commenced delivery of the 111 and OOH service across East Kent on the 1st December 2017. The contracted OOH bases are;

- Ashford
- Canterbury
- Dover - included at our request due to previous knowledge and understanding of patient requirements in the locality
- Folkestone
- Margate

In addition there are five urgent care cars across the locality which completes home visiting and provides additional support and capacity across the whole of the East Kent locality.

Current Situation

Since the service went live there have been improvements in the number of clinicians working within the service which is having a positive impact on operation and clinical performance.

The Folkestone base did not open until mid-January due to health and safety concerns linked to appropriateness of equipment provided by the hospital Trust. This issue was identified during a joint IC24 and CCG quality visit.

Due to security concerns raised by the base staff, with the agreement of Commissioners Folkestone is currently open 09:00-20:00 weekends and Bank Holidays whilst this is resolved.

IC24 are working with all local urgent care providers to support the delivery of the OOH service by utilising available clinical capacity. A good example of this is at Margate where we are working with ART to share clinical resource to appropriately respond to patient needs and maximise capacity.

Additional roving urgent care cars are mobilised during peak times to provide additional support across the whole of East Kent. This resource is not linked to an OOH base and is deployed according to patient need as well as demand.

Future Developments

We are working closely with CCG and other partners to inform and deliver their vision for urgent care provision across East Kent and future provision of bases is linked to the strategic decision on where urgent treatment centres will be located.

IC24

23 April 2018