

1.18.2 North Premises

Please provide operational details of your proposed premises for service delivery. Your response should include justification of:

- where staff will be located/based and how this facilitates integration
- the benefits for service users and proposed opening hours.

(Maximum Word Count 1000)

Words used = 900

1.18.2.1-Non-clinical staff

a)-Team Leader –Staffordshire House

This role will deliver operational oversight and delivery of service in OOH period. Benefit for service users is ensured service oversight, provider escalation and support for clinical staff to deliver services safely and effectively.

b)-Home-Visit Despatchers –Staffordshire House

The role will deliver operational support to clinicians on shift, receiving escalation calls from NHS-111 and system partners. They will assign clinicians to home visit dispositions received from the WMAS NHS-111 service. The role will operate from 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. Benefit for service users is that clinical staff are supported to deliver services safely and effectively in patient homes and improve patient experience and safety through e.g. calls to check access arrangements and monitoring of delivery of home visits against response times/urgency.

c)-Drivers – based in Staffordshire House, Haywood Hospital and Leek

This role will drive clinicians who choose drivers to home visits. They will support clinicians with use of access to equipment, medication drops, card drops and liaising with Despatchers to plan home visits in line with urgency criteria. The role will operate from 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. Benefit for service users is that clinical staff are supported to deliver services safely and effectively in patient homes and improve patient experience and safety through e.g. enabling clinicians to read patient notes while travelling and update records.

d)-Receptionists –each Centre

This role will greet patients on arrival, registering them 'arrived'. They will check that patients' conditions have not deteriorated and e.g. communication needs. They will escalate to clinicians if required. They will support the clinicians in the Centre e.g. chaperone, making referrals etc. They will liaise with the NHS-111 service to plan appointments and ensure patients do not wait beyond clinically dictated timeframes. Operational hours will match Centre opening times, which will be a maximum of 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. Benefit for service users is that it releases clinician time to focus on assessing/treating patients and provides reassurance to patients that they are in the right place and that someone is checking for deterioration in their condition. They will help patients with signposting to local services and community/patient groups.

e)-Pharmacy coordinator – Staffordshire House

This role will be based in the pharmacy section on the ground floor of Staffordshire House during weekdays. This Pharmacy Technician is qualified to level 3 national standard and professionally managed by the Head of Medicines Management. They will ensure we stock, supply and administer medications and consumables according to local formularies and value for money.

1.18.2.2-Clinical staff

a)-Clinical shift lead – based in Staffordshire House

This role will provide clinical oversight and management per shift. It will operate from 18:00-08:30 Monday-Friday and 24 hours over weekends and bank holidays. Benefit for service users is clinical safety and identifying escalating priority patients.

b)-GPs –each Centre

GPs will be part of our multiskilled clinical team delivering remote consultations (telephone/video) and face-to-face consultations in Centres and patients' homes. GPs' operational hours will be 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. Benefit to services users is that they can assess/treat more complex cases and those requiring more specialist primary-care skills e.g. palliative care. Their presence will also enable escalation from the current co-located Haywood and Leek WICs for patients requiring GP support.

c)-Advanced Nurse/Clinical Practitioners –each Centre

ANPs/ACPs will be part of our multiskilled clinical team delivering remote consultations (telephone/video) and face-to-face consultations in Centres and patients' homes. Their operational hours will be 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. The benefit to services users of this role is that they will be able to assess and treat many GP-OOH presentations and will be able to prescribe. Their presence will also enable escalation from the current co-located Haywood and Leek WICs for some patients. ACPs will comprise nurses, paramedics and pharmacists who are autonomous practitioners and competent to see, treat and discharge.

d)-Urgent Care Practitioners –Staffordshire House and home visits

This role will provide remote consultations (telephone/video) and home visits. Their operational hours will be 18:30-08:00 Monday-Friday and 24 hours over weekends and bank holidays. Benefit to services users is that their handling of lower acuity cases releases more specialised staff to focus on more complex patients e.g. palliative and end-of-life care. They ensure patients are seen in community and assessed as dictated by their presenting complaint and with escalation to a GP/ANP if required.

1.18.2.3-How locations will facilitate integration

Using Vocare's Staffordshire House as main base enables staff from all skill sets to integrate, collaborate and seek advice and support as required. It also provides a standalone location for escalation purposes.

Use of geographically spread Centres enables direct patient-facing staff to work with clinical team, supported by non-clinical roles, and build local relationships and resilience partnerships that support patients to receive best care and experience.

Our location choices also facilitate integration with system partners, e.g.:

- Haywood hospital is co-located with a WIC and is designated to be a UTC, GP Federation extended-access services and community hospital wards. This arrangement enables escalation of patients and provides cross-service support in times of surge or system-partner pressures.
- Leek – Co-located with WIC allows escalation of patients and cross service support as required in times of surge/system/partner pressures.

Such co-locations ensures true seamless care as needed within local community. Both these locations are new integrated care hubs.