

WELCOME TO THE AUGUST NEWSLETTER.

Dear Colleague,

In this edition I am pleased to welcome our new Chief Operating Officer and Deputy Chief Executive, Jane Keenan. You can find out more about Jane and the new position on page 2.

I am aware that our out of hours service has made some changes to the way we manage the rota; thank you to all involved for putting in place the new arrangements. It is important that our GP out of hours service continues to make these improvements, as we actively respond to the changing urgent care environment and policy. Also, our NHS111 colleagues are working particularly hard at the moment to deliver the service; thank you to all those who continue to make adjustments to improve the level of performance.

Staff at Wavertree will be aware that we are taking additional space downstairs in the Roy Castle building. Thanks to all of you who have made the move work, I hope you enjoy the additional space.

Some staff will know that an opportunity has arisen to provide a number of GP practices across Liverpool. These are services previously run by a company called SSP, which the commissioner has decided to retender. UC24 has been invited to tender for a number of practices. If we are successful, this means

that we would be running some GP practices during core hours. This would be an excellent opportunity to provide round the clock care for patients. It will take some months before we know whether we are successful in this bid, and we will keep staff informed.

Urgent Care 24 supports the Liverpool GP Forum through sponsorship and I am pleased to let you know that we are working with the Forum and Brownlow Health to put on a joint event on 13th September, which will focus on how we can support local GPs. Please look out for more details from Melissa McBride and if you get the opportunity, please encourage colleagues from primary care to attend.

Finally, I would like to encourage all staff to put the date of the next Annual Members Meeting in your diary. Melissa McBride is organising the event which will take place on October 6th. Venue to be confirmed.

The meeting will be a good opportunity to update staff on the business and for individuals to meet with others and stay engaged. I'm looking forward to seeing you there.

Kind Regards
Kate



Urgent Care 24 is coming to Facebook!

Feedback from the staff surveys showed that you felt social media updates would be easier to keep track of and we listened!

The Urgent Care 24 Facebook page will be live next month so keep your eyes peeled for further updates!

Jane steps into key new role

Welcome to our new starters:



Rachel Tynan
(Urgent Care
centre manager)



Edoardo
Morgante
(Exec Assistant)



Margaret
Carney
(NHS 111
Clinician)

Jane Keenan has joined us from Liverpool Clinical Commissioning Group as our new Chief Operating Officer and Deputy Chief Executive. Jane previously worked as Head of Urgent and Emergency Care at LCCG, commissioning providers for their out of hours service.

When the chance of a key role with us arose, she seized the opportunity: "UC24 is historically very well known to the Liverpool system and when the opportunity came up I couldn't wait to be involved."

Jane will be visiting our services on various sites over the coming weeks and will be meeting members of staff who work during the evenings, night time and weekends. Jane will work with all the services, specifically focusing on:

- Achieving good performance
- Supporting the medical workforce, and
- Developing services for the future.

Jane said: "This is a really interesting and challenging role; I'm looking forward to meeting new colleagues getting involved in new projects.

"We had a great working relationship when I was over at LCCG. I've worked with a few members of the team and their 'can do' attitude really resonated with me."

Jane joined the NHS when she was 18 as a student nurse, and after training worked across midwifery and gynaecology before working her way up to Nurse Management, and eventually Deputy Director of Nursing in Southport.

Here her career in the NHS was put on hold, as she moved down to London to study Law at Kings College, a course she later finished at Chester University. But Jane decided against a career as a lawyer and returned to the NHS in 2007, where she has been ever since.

Jane thinks she will always be a nurse at heart, saying: "I love working with teams and seeing them develop, both as a whole and individuals. The great thing about UC24 is that I am surrounded by people, and I intend to get to know everyone!"

Outside of work, Jane is a real home bird. Liverpool born and bred, she stands by the phrase, 'you can take the girl out of Liverpool, but you can't take Liverpool out of the girl!'. She is an avid reader; from cereal packets to medical journals and her strong determination and work ethic seeps into her horse riding - which she admits she does poorly but refuses to give up on!

Kate Lucy said: "I am delighted to welcome Jane. She has a wealth of experience in urgent and emergency care and will be a great asset to the team. The Chief Operating Officer is a new role for UC24, and it will involve responsibility for ensuring that all our services are well managed and delivered to a high standard."

Recruitment boost

We can now use NHS Jobs recruitment advertising more effectively, following a successful application for our own organisation-specific site.

The UC24 site will allow us to use the system as a marketing tool to candidates, using the full functionality of NHS Jobs and improving efficiency through automation e.g. reference chasing and workload management.

Training on the full system has been taking place, with standard templates being developed for auto-generated correspondence such as reference requests and regret notification.

Associate Director of HR Alison Hughes said: "The system has proved successful in improving the quality of candidates applying for the roles, and now we can roll it out as a template for all open positions."





Food Bank starts up

The Health and Wellbeing group are starting a food bank to assist the Urgent Care 24 staff community. If you are able to donate non-perishable goods such as tinned or dried food please donate your items and store them in locker 14/15 under the stairs in the Wavertree offices or pass them to one of the following team members:

- Jo Gill**
- Cheryl Best**
- Hannah Chopamba**
- Millie Williams**
- Rita Thompson.**

Staff who need help and assistance to feed themselves and their families are welcome to take any of the donated items from the store at any time.

HR Clinic

UC24 has opened an HR Clinic, to allow staff working outside 9-5 office hours the opportunity to meet with an HR manager and discuss any concerns or issues they may have.

Thurs 29th Sept and every last Thursday of month thereafter from 5-6pm.

Clinical Updates

100% Success

During the past 3 months, we have had a number of staff who have excelled and achieved 100% in NHS 111 external audits, and some who have been randomly selected twice and achieved this result both times!

Massive congratulations to all the below staff for this fantastic result:

May:

2 Audits- Leonie Corris, Ann Wright, Tricia Cahill
1 Audit- Hannah Chopamba, Carol Easton, David Bygroves, Ellie O'Connor, Rachel Smith, Kayleigh Reynolds, Edmund Sparks and Joe Ball

June:

Elizabeth Douglas, Leonie Corris

July:

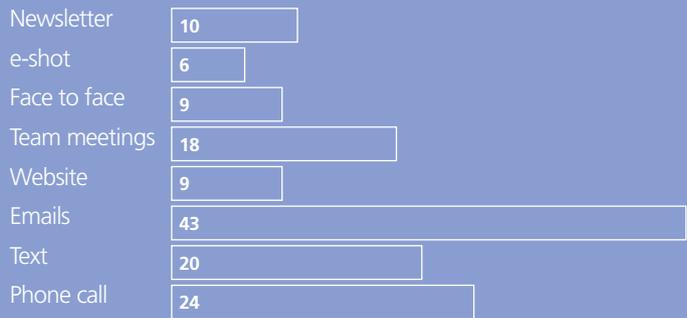
Sarah Hudson, Edmund Sparks, Alison Smith x2

A special mention for the outstanding performance of Jacqui Okwayo who had a total of 5 random audits across May and June, receiving 100% in every one. Congratulations Jacqui!

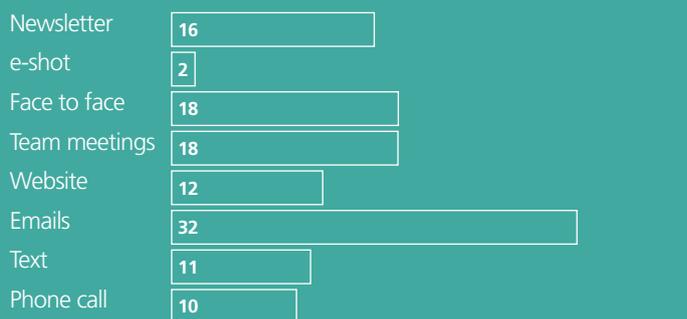
Staff interview feedback:

A couple of months ago, we completed a staff survey centred around our internal communications, and how you felt they could be improved. They have now been collated and analysed, and produced the results shown here:

How do you currently receive communications from your colleagues?



How would you prefer to be kept in touch with UC24 activities and developments?



Alison Smith Ed Sparks Liz Douglas



We are working hard to make your preferences a reality, starting with the staff newsletter which has been increased from quarterly to monthly release, and the creation of the UC24 Facebook page.

Many of the working groups still need assistance in progressing the feedback from the Start of Year event, and your help would be greatly appreciated! Contact Melissa McBride for more information on the groups available and how you can get involved.

Supporting GPs with learning, development and revalidation

We are holding an event at the Roy Castle building for GPs on Tuesday 13th September. Contact Melissa for more details:
Melissa.McBride@uc24-nwest.nhs.uk

6.00pm

Hot evening meal and a chance to meet other local GPs

7.00pm

Liverpool GP Forum - how to build a portfolio career and how we can help

7.20pm

Urgent Care 24 - current opportunities and how we can support you in your learning and appraisal needs

7.40pm

Brownlow Health - Examples of career pathways from GPs based at Brownlow

8.00pm

NHS England - Preparing well for appraisal and revalidation - speaker to be confirmed

8.20pm

Questions and Close

Come along and find out more about how you can create your portfolio career and achieve the best out of the appraisal and revalidation process.



Strictly Ballroom

Our very own Joanne Gill has been selected to take part in Strictly Ballroom 2016 for the Roy Castle Foundation. The event is at the Southport Theatre and Convention Centre on Saturday 10th September.

There are still tickets available to get down and show your support, but if you can't make it you can donate online at Joanne's Just Giving page: www.justgiving.com/fundraising/Joanne-Gill2

It's a fantastic cause so please give generously, and remember Keep Dancing!



Get in touch



As part of her role as Office Manager, Melissa McBride will be leading on communications for the organisation; both internally and externally.

Having worked for Urgent Care 24 for over six years, Melissa has a good understanding of the different needs of the internal Service Delivery Units as well as the importance of connecting people, partners and communities. So if you have any news or messages that you would like to share within the organisation or with the outside world, Melissa is the go-to-person. She would love to hear from you on, extension 1006 or email Melissa.McBride@uc24-nwest.nhs.uk



"The whole comms function is really important as the organisation grows, and we need to make sure that we send out the right messages and present ourselves in a really professional way," said Kate Lucy.