

**Dear Colleague,**

We are focusing on the range of good work taking place at UC24 in this edition. If it feels busy, it's because it is!

As well as delivering our current services we are also looking at ways of improving the way we work, and extending our services into new areas. So, our HR team is working hard to put in place robust systems to support all staff by upgrading to the latest version of Rotamaster, putting in place a new intranet interface, HR Direct, and developing health and wellbeing initiatives for all staff.

Our clinical team is balancing service delivery with making inroads into primary care clinical research and innovation - please look out for the good work led by the clinical team on improving outcomes for sepsis in primary care.

We also have several big projects in the pipeline at the moment including introducing an E-procurement system, implementing EMIS in our Knowsley same day access service and running an awareness raising campaign with staff regarding CQC.

As well as making improvements now, we are also looking to the future and the Board has been working with groups of staff to consider how, as a social enterprise, we add value and continue to thrive as a business. Thank you to all those who have joined Board sessions in recent months. Your input makes a difference. It has fed into our draft Business Strategy and will inform next year's objectives.

One of UC24's corporate objectives for 2016/2017 was to work more closely with core hours primary care. We want to be able to offer patients an integrated primary care service, which supports them around the clock. I am therefore delighted to let you know that UC24 is taking up the opportunity to run a number of GP practices in Sefton. This will allow us to offer joined-up primary care services, around the clock. More news on this will follow and thank you to all the team who made it happen.

Many of you will have met our new Medical Director, Dr Mary Ryan. Find out more about Mary in this newsletter.

**Best wishes,**

Kate



## Life Saving Call

The quick thinking of one of our new call handlers helped provide a positive outcome to a life-threatening situation. Tina Ray was handling what seemed like a standard call from concerned parents, when their three-year-old went into cardiac arrest. Thanks to Tina's amazingly calm work, the child was stabilised until the ambulance arrived and made a full recovery.

## UC24 Tackling Sepsis

UC24 is tackling one of the UK's least-known but most deadly medical conditions, with a programme to bridge the gap between GPs and hospital admissions.

Around 150,000 people in the UK develop sepsis, each year – more than all cases of breast, bowel and prostate cancer combined - and it kills 44,000.

"Sepsis is a silent killer and we are working to develop pathways from out of hospital sepsis management to emergency hospital treatment," said UC24's Dr John Caldwell.

"Our work centres on alerting hospitals when patients are at risk so treatment can begin as soon as they are admitted. Seven times more sepsis patients die than heart attack patients, when admitted to A&E. Quick treatment will save lives."

Early symptoms of sepsis can be similar to those of common cold and flu-like illnesses so people may put off seeking medical intervention but Dr Caldwell warned: "It is important to act quickly, especially if you have had an infection, such as urinary tract, appendicitis or pneumonia."

Dr Caldwell is a member of the Royal College of General Practitioners' Out of Hospital Sepsis Steering group and he works with the Royal Liverpool and Broadgreen University Hospitals NHS Trust, a range of universities and clinicians from across the country, to develop effective treatment of sepsis.

# Policy Updates

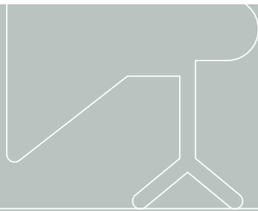


We are delighted to let you know that the UC24 Board have recently approved six new policies:

- Policy for Managing Incidents & Serious Incidents
- Confidentiality, Data Protection and Caldicott Policy.
- Maternity, Paternity and Adoption Policy
- Recruitment and Selection Policy
- Managing Performance Concerns of GPs Policy
- Appraisal Policy.

All staff should familiarise themselves with all policies as they contain useful information and guidance. If you have any queries or need further information, please contact a member of the Governance Team.

## Team Spotlight:



# The Rota Team

At the heart and soul of UC24 sit Leah, Allison, Rita, Justine and Dominique. Voted for, by you, as the 2016 Staff Awards' Team of the Year, we caught up with the Rota team this month in our Team Spotlight.

For those of you who aren't aware what a day in the life of the Rota Team looks like; they have the taxing job of ensuring all GP and nurse positions are filled over out of hours surgeries, as well as drivers, receptionists, and call handlers within UC24. They also cover what's called "Propel", where GPs go on monthly training days and the out-of-hours doctors step in to fill the shifts.

The job brings with it a lot of pressure, and the team are often the last ones in the office due to last minute spaces which need filling for the next day. Dominique, said, "The job is very high pressured and we all strive to make the shift managers job as easy as possible."

As a small team the group is very close, and puts their staff awards win down to their great working relationships. "Everyone within the team is so passionate and dedicated about what they do," said Leah, "plus we really enjoy each other's company, and that helps us keep our sanity through a particularly busy day!"



# Communications

## Anne-Marie Aldridge



Anne-Marie will be leading on Communications whilst Melissa McBride is on Maternity leave. If you have any news you wish to share she would love to hear from you.

[Anne-Marie.Aldridge@uc24-nwest.nhs.uk](mailto:Anne-Marie.Aldridge@uc24-nwest.nhs.uk)

# Quality Improvement Workshop #QIBBF

Representatives from the various UC24 functions attended a Continuous Quality Improvement Workshop. The session was led by Dr Peter Chamberlain, a GP and Clinical Commissioner in Merseyside and also a Quality Improvement Fellow.

The workshop centred on the Quality Improvement Building Blocks Framework (#QIBBF) which assist organisations in effective continuous quality improvement. Discussions were encouraged and at the end of the session results were evaluated to enable us to understand our current position and how we need to develop as an organisation, in order to improve.

The development of this initiative will be led by Helena Leyden and Mary Ryan so look out for some updates in the coming months.

*"UC24 are starting from a great foundation and place of readiness in regard to using the framework to complement their quality strategy. I am confident of their ability to get the building blocks in place to advance their learning system. Thank you for the opportunity to be part of your story".*

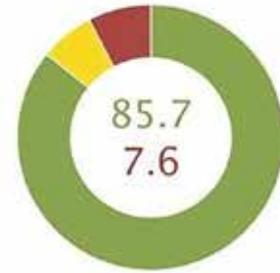
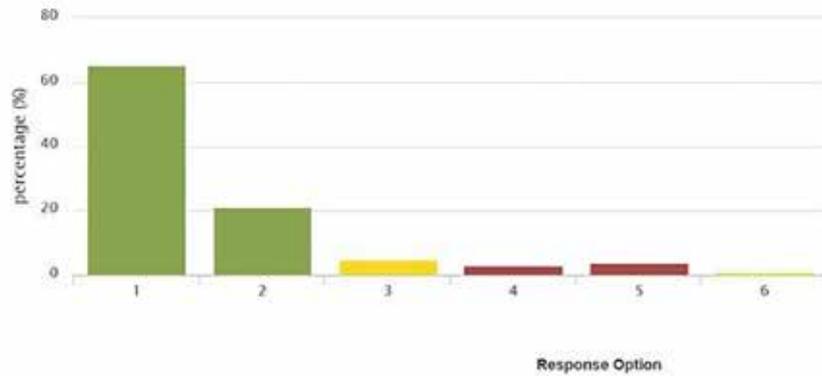
*Dr Peter Chamberlain*





# Friends and Family results

What our patients say about us!



Response Option	Responses	Percentage
1 - Extremely Likely	457	65%
2 - Likely	150	21%
3 - Neither Likely or Unlikely	37	5%
4 - Unlikely	23	3%
5 - Extremely Unlikely	31	4%
6 - Don't Know	10	1%

## Our new Medical Director

Welcome to new Medical Director, Dr. Mary Ryan, who joins the UC24 team after working at Alder Hey for the past 12 years.

Dr Ryan held a number of senior posts at the children's hospital, including "Head of Medicine" and "Head of Integrated Community Services".

Working with the senior team and our clinical experts, Mary will establish a clear clinical quality strategy to develop and take forward our vision for clinical care.

She said: "For me, it's basically about getting patients the right care and ensuring they understand that we're not just the out-of-hours GP service but that we're the front door to a range of urgent primary care and community services which exist to meet their needs."

Mary also aims to make UC24 the employer of choice for GPs, nurses and allied health professionals.

"Here at UC24, we know this is a great place to work and I want to share that with new team members, who want to join us and work at the heart of community health care."

Mary's background as a hospital A&E consultant and her work at Alder Hey allows her to understand the connection between hospital and community primary care services and help UC24 strengthen urgent care provision across the region.

She said: "My first job is to ensure the community knows that 111 is not just for out-of-hours care. We provide 24/7 urgent clinical assessment, advice and treatment, providing a streamlined and complete service to patients.

"By helping patients to understand their local health services and by providing the best possible care, I believe we can make a real difference in the community, together."

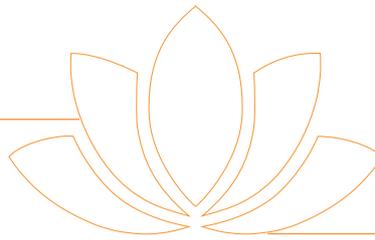
Mary still works two days a week as a consultant in Alder Hey's A&E department, where she is committed to giving back to her adopted Liverpool home.



Originally from Dublin, where she began her career, Mary worked in Scotland and Australia, before settling in Liverpool.

"This is where I feel most at home," she said. "The people are so warm and friendly and the city has a unique character."

Along with her partner, Mary loves travelling and, when she's not in Liverpool she could be anywhere from Ibiza to Ghana, where she's going in September.



# Pension Seminars



A reminder that sessions are being held at our Wavertree Headquarters on Wednesday 1<sup>st</sup> March to help you plan for your future retirement and to provide an update on changes to both the NHS and State Pensions.

## Health & Well-being

We are joining the Global Scouse Day celebrations!



Taking part is simple just send us your Scouse recipes or tweet us photos of you enjoying your dish.

**@urgentcare24**

# Foodbank Christmas Donation

Following a special donation of supermarket vouchers to the Foodbank, we were able to help members of staff over the Christmas period.

The Well-being Group would like to take this opportunity to thank everyone who contributes to the Foodbank: these

donations have been helpful to staff who are experiencing difficulties.

If you would like any more information please contact Linda Meagor, our Well-being Advisor

[linda.meagor@uc24-nwest.nhs.uk](mailto:linda.meagor@uc24-nwest.nhs.uk)

### Thank You

UC24 recently received a compliment from a friend of a patient who was seen by the Out of Hours service. The caller praised dispatcher Alan Cameron who dealt with the patient's call. She felt Alan 'went over and above his call of duty' when arranging an appointment for the patient.

The caller described the care received from Garston receptionist Helen Kennett as 'lovely and welcoming' upon arrival at the Urgent Care Centre and informed us her friend was seen almost immediately by GP Oluchukwu Menakaya who was 'patient, kind and lovely'.

Overall, this patient's experience with the out of hours service was highly positive. The Out of Hours Management team would like to thank all staff involved for their continued hard work.

### Congratulations

- Abbey Kelly from HR who has achieved her ICT Level 3.
- Gemma Kearns and Ged Stockton (Snr) both received fully compliant referral coordinator audits between October and December 2016 with no issues.
- Several people have achieved excellent call standards and exceeded the required 86% pass rate and scored 100% on random call audits, for which they were awarded a certificate. The following have achieved 100% during the busy festive period of Dec and Jan when the call volume was at its highest and staff were under immense pressure. A huge well done to Jacqui Okwayo, Gerard Stockton, Katie Francis, Karen Fox, Shirley Davies and Alison Smith.
- Colin Pimblett from HR who has achieved Prince II certificate in Project Management.

### Start of The Year Event

Our Start of the Year Event is a chance for all staff to look at our culture, how we do things and understand what the coming year holds. Look out for updates coming soon!

### Appraisals

Just a reminder that appraisals need to be completed by 31<sup>st</sup> March. This is a great opportunity to talk to your line manager about your progress and future development needs. We intend to review the plans that come out of the appraisals in order to commission training and learning to support people's development across the organisation.

### New Developments

- Alison Smith has successfully completed the accredited Train the Trainer Pathways Program in London and returned to us as a UC24 Clinical Pathways Trainer. She has started the Clinical training sessions with our Clinical Trainee.
- We have recommenced Clinical recruitment for Nurses, Paramedics and Midwives to deal with NHS 111 calls and have further training courses planned in Feb and March.
- The Project Team is off to Royal Salford Hospital to take part in the PMO Network, which is being hosted by the Skills and Development Network. This is a new forum that will give us the opportunity to meet other Project Teams from across the North West region to network and share best practices.
- Our receptionists and drivers recently attended a two hour workshop on how to be a Chaperone.



If you have any worries or concerns about work, finances, family, legal, don't forget the Employee Assistance helpline can offer you confidential counselling and practical expert advice.

**0800 328 1437**



## Raising a Concern

We encourage and support staff who raise genuine concerns. If something at work is troubling you, please tell us. We are committed to dealing with all concerns raised openly, responsibly and professionally.

If you are unsure how to proceed with your concern, please discuss with your manager or the designated officer below:

### Whistleblowing Guardian

**Helena Leyden**

[helena.leyden@uc24-nwest.nhs.uk](mailto:helena.leyden@uc24-nwest.nhs.uk)

**0151 254 2553 ext 1009**