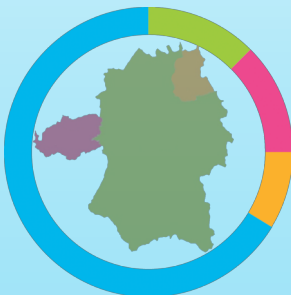


Your New Integrated Urgent Care Service

From 1st May 2018, a new IUC service will operate in your area - this will change the way in which you contact the GP Out of Hours service in BaNES, Swindon and Wiltshire.

Call 111 and press *5, 6 or 7 to be routed directly to the Medvivo Clinical Assessment Service.

Call 111 and press *5, 6 or 7



NEW Integrated Urgent Care Service for Bath and North East Somerset (BaNES), Swindon and Wiltshire

From 1st May 2018, the way in which you contact **GP Out of Hours services in BaNES, Swindon and Wiltshire** to speak to a clinician is changing.

Instead of calling the existing Healthcare Professional lines, you will need to call NHS111, then press 9 (or 8 in the case of O2, Orange and Three mobile callers in BaNES) to continue.

You will then hear "There may be a short pause while we connect you to your local NHS111 provider". DURING THIS MESSAGE, you need to press *, and you will be presented with the 'hidden' * menu. You will then hear:

- "Press 5 if you are ambulance crew"
- "Press 6 if you are calling from a Care Home" or,
- "Press 7 if you are any other Health Care Professional"

Pressing one of these options will route you directly to the Medvivo Clinical Assessment Service (Clinical Hub) avoiding the need to go through the NHS111 pathways assessment and triage process.

This option is available from 18.30 hours to 08.00 hours and throughout weekends and bank holidays only.

The following groups will have direct access to the Clinical Assessment Service via the * options from 1st May 2018:

- Paramedics
- Minor Injury Units
- Community Hospitals
- Community Teams (including District Nursing, Community Matrons, Specialist Nurses)
- Residential Care Homes
- Nursing Care Homes
- Dental Access Centres
- Acute Pathology Labs
- Maternity Units
- Pharmacies
- Local Hospices
- Palliative patients on the End of Life Register

Please note – it is imperative that the number is only given to patients on the End of Life Register (or their carers). If the number is used more widely it will overload the resources and cancel out all the benefits this initiative offers.

If you have any queries about the changes to this service, or about the implementation of this new integrated urgent care service, please contact a member of the team on 0800 6444 200 or email info@medvivo.com.

Please ensure your colleagues are aware of this imminent change and all your contact lists are updated accordingly. Thank you in advance for your attention on this matter.

Yours sincerely



Michelle Reader
Mobilisation Programme Director