

Out of Hours Service Information Update

The logo for Primary Care 24, featuring the letters 'PC' in white and the number '24' in teal, set against a dark blue square background.

Thursday 11th March 2021

Dear Colleagues,

I am writing to inform you that Primary Care 24 commences delivery of a new primary care Out of Hours (OOHs) service from 1st April 2021.

For colleagues in Halton, Knowsley, Liverpool and St Helens there are no high-level changes that we need to inform you about as we have been delivering the service in your area for some time - however you may wish to read the remainder of the letter to assure yourselves regarding the correct contact numbers and patient access into the service.

Patient Access

The full Out of Hours service will be available from 6.30pm on Thursday 1st April. The service will be available from 6.30pm to 8am on weekdays and 24 hours at weekends and Bank Holidays. Patients can access the service by contacting NHS 111, there is no direct access into the service for patients or a dedicated phone number for them to use.

Cases seen by Primary Care 24 during the Out of Hours period will be reported back to the GP Practice by 8am the next working day.

Primary Care 24 will also provide cover for an agreed number of Protected Learning Time Days per year, and we have already been in dialogue with individual CCGs regarding those dates. Patients will access the service using NHS 111 as above from 1pm on the agreed days.

Keep in touch. A: 4-6 Enterprise Way, Wavertree, Liverpool, L13 1FB / T: 0151 2542553
E: Communications@pc24.nhs.uk / W: www.primarycare24.org.uk / T: @Primarycare24



Out of Hours contract update



Access for Health Care Professionals in the OOHs Period

Should any Health Care Professionals in the community, e.g. District Nurses, Walk In Centres, GPs, wish to refer a patient directly to us they can contact the OOH service on 0151-221-5835. When referring a patient by this route our call-handlers will collect demographics and are instructed to ask a series of questions on all occasions so they can ascertain a priority for the case. This is not a publicly available phone number and any patients contacting us directly on this number will be re-directed to NHS 111. This number is only available during the Out of Hours period.

Access During the In-Hours Period

The Primary Care 24 administration and management teams can be contacted on 0151-254-2553 during standard office hours should you have a query and need to speak to a member of the team. This number is not manned by the OOHs team and is for administration purposes only.

Clinical Assessment Service In-Hours

Primary Care 24 will also be delivering a Clinical Assessment Service for patients in the seven CCGs referenced above from April 1st. This is a telephone assessment service and is only accessible to patients who have contacted NHS 111 in the first instance. Should Health Care Professionals (with the exception of NWS) wish to refer patients directly into this service during the In-Hours period they will be re-directed to NHS 111 or the relevant service. This service will commence from 8am on Thursday 1st April 2021.

Service Delivery

Primary Care 24 will be delivering the service from our headquarters in Wavertree, Merseyside. Face to face consultations and home visits will be also delivered from the following sites at allotted times in the following CCG locations:

1. Halton – Halton Hospital (Runcorn), Widnes Healthcare Resource Centre
2. Knowsley - Nutgrove Villa, St Chads Centre

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Service Delivery

3. Liverpool

Aintree University Hospital, Royal Liverpool University Hospital, Old Swan Neighbourhood Centre, South Liverpool NHS Treatment Centre

4. South Sefton – Litherland NHS Treatment Centre

5. Southport & Formby – Formby Clinic, Southport District Hospital

6. St Helens – Lowe House Primary Care Resource Centre

7. Warrington – Bath Street Health and Well Being Centre.

General Information

Service users or stakeholders can also use the following email address should they wish to notify us or contact us communications@pc24.nhs.uk.

Our web-site address is www.primarycare24.org.uk.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Jay Carr'.

Jay Carr

Director of Service Delivery

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