



South Yorkshire & Bassetlaw Clinical Commissioning

Procedure for contact outside of normal business hours

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| Author | Chief of Corporate Services NHS Doncaster CCG |
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Version control

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|-----|------------|---|
| 1.0 | March 2015 | New procedure drafted and approved. |
| 2.0 | July 2016 | Refresh references to the latest NHS England's Emergency Preparedness, Resilience & Response Framework. Amendment to Appendix A to reflect national changes to NHS England's Emergency Preparedness, Resilience & Response Framework. Inclusion of version control and contents page. |
| 3.0 | July 2017 | Update to Appendix A to align to changes requested for Bassetlaw CCG's in-hours contact number. |
| 4.0 | March 2018 | Update to Co-ordinating CCG contact details |

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1. Introduction

- 1.1. The responsibilities outlined in the NHS England Emergency Preparedness, Resilience & Response (EPRR) Framework include the requirement for Clinical Commissioning Groups (CCGs) to be contactable by Providers outside of normal business hours. As Category 2 Responders under the Civil Contingency Act 2004, CCGs must also respond to reasonable requests to assist and co-operate with the NHS England local Area Team or the Local Authority should any emergency require wider NHS resources to be mobilised.
- 1.2. The South Yorkshire & Bassetlaw CCGs have implemented a shared rota to enable the CCGs to be contactable by Providers outside of normal business hours.
- 1.3. NHS Rotherham CCG is the lead CCG in coordinating these arrangements, and also represents the South Yorkshire & Bassetlaw CCGs on the Local Health Resilience Partnership (LHRP).
- 1.4. The South Yorkshire & Bassetlaw CCGs participating in the shared on call rota outside of normal business hours have clear authorisation to act on behalf of each other outside of normal business hours. This may include, but is not limited to, making decisions on behalf of and committing expenditure on behalf of the other CCGs.

2. Purpose

- 2.1. The purpose of this procedure is to set out the On Call arrangements of the South Yorkshire & Bassetlaw CCGs outside of normal business hours.

3. Legislative background

- 3.1. The following extracts from national guidance require CCGs to be accessible outside of normal business hours:
 - Ensure robust escalation procedures are in place so that if a commissioned provider has an incident the provider can inform the CCG 24/7.¹
 - If a provider of NHS funded care has a problem either in or out of normal business hours, they must be able to escalate the matter through the CCG. This requires CCGs to draw up their own on-call rotas.²
 - Each Clinical Commissioning Group must take appropriate steps for ensuring that it is properly prepared for dealing with a relevant emergency.³

¹ NHS Commissioning Board Core Standards for Emergency Preparedness, Resilience and Response (EPRR) (2015)

² NHS Commissioning Board Command and Control Framework (2013)

³ Section 46 of Health and Social Care Act 2012

4. On call period

4.1. **Normal business hours:** Normal business hours are 9am to 5pm Monday to Friday excluding Bank Holidays. During this period CCGs should be contacted on their main publicised switchboard number:

| | |
|--------------------|---------------|
| NHS Barnsley CCG: | 01226 730000 |
| NHS Bassetlaw CCG: | 01777 274400 |
| NHS Doncaster CCG: | 01302 566300 |
| NHS Rotherham CCG: | 01709 302000 |
| NHS Sheffield CCG: | 0114 305 1000 |

4.2. **Outside of normal business hours:** A shared rota across the South Yorkshire & Bassetlaw CCGs enables providers to contact a representative of their commissioning CCG in an urgent situation outside of normal business hours. The term “outside of normal business hours” is defined as:

- Monday to Thursday: 5pm each night to 9am the next day.
- Weekends: 5pm on Friday to 9am on Monday.
- Bank Holidays: 5pm from the last normal business day to 9am on the next normal business day.

5. Responsibilities

5.1. The South Yorkshire & Bassetlaw CCGs have nominated Emergency Accountable Officers with responsibility for coordinating Emergency Preparedness, Resilience & Response (EPRR) within their respective organisations. The **Emergency Accountable Officers** are responsible for the implementation of this procedure within their organisation. They will:

- Nominate a minimum of 3 team members for On Call arrangements, meaning that individuals on the rota will be on call outside of normal business hours for approximately 1 week out of 15.
- Arrange any remote access to servers / information which may be required in order to fulfil on call duties outside of normal business hours.
- Act as a single point of contact within their CCG in respect of this procedure for the Coordinating CCG lead.
- Ensure effective briefings are provided to those on call outside of normal business hours across the participating CCGs of any local issues which could potentially escalate during the out of hours period. This should include a full briefing of action taken to date, principles agreed, and any outstanding issues yet to be resolved.
- Contribute local information to the joint On Call Pack.
- Ensure that their CCG agrees any remuneration arrangements for team members who are “on call” outside of normal business hours.
- Provide any local training to their own “on call” team members which may be required.

- 5.2. Each CCG team member ***participating in the on call rota*** will:
- Ensure that their own On Call Pack is kept up-to-date with all standard 'Inserts' from the Coordinating CCG lead, as well as all important communications and updates sent by email.
 - Be available and contactable by telephone during their period of on call in order to manage system resilience and system pressures; a mobile telephone number and landline contact number will be requested.
 - Ensure that when on call they have their On-Call Pack to hand and that their mobile telephone is fully operational (switched on, audible and with battery fully charged); individuals on call should be able to answer/return calls promptly (within a maximum of 20 minutes).
 - Have access to the mobile telephone numbers of other CCG team members participating on the on call rota (these are provided in the on-call pack). All individuals on the rota will be asked if they consent to share their contact numbers with each other so that an individual on call dealing with a query from outside their own locality can try to access more local information from local team members (but the other individuals will not be formally on call or required to respond).
 - Be able to respond appropriately to an emerging emergency situation should the need arise and give clear advice.
 - Abstain from drinking alcohol during designated on call periods as it may be necessary to make clear decisions and/or to drive.
 - During the on call period, maintain a log of all telephone calls, messages, decisions made and actions taken.
 - Escalate appropriately to NHS England in line with the escalation action card provided in the On Call Pack.
 - Ensure that any change of contact details is communicated to the Coordinating CCG lead immediately.
 - Ensure that any shift changes are notified to the Coordinating CCG lead immediately.
 - Ensure efficient handover of any matters dealt with during the out of hours normal business hours period to the lead CCG when back to the in hours period, including full briefing of any outstanding issues yet to be resolved.
 - Undertake appropriate training for the role such as Strategic Leadership training or emergency preparedness training, or receive coaching support from their Emergency Accountable Officer.

- 5.3. The Coordinating CCG lead for the South Yorkshire & Bassetlaw outside of normal business hours on call rota is:

Alison Hague
Corporate Services Manager
NHS Rotherham CCG
Tel: 01709 302107 (direct line)
Email: alison.hague@rotherhamccg.nhs.uk
epr@drotherhamccg.nhs.uk

- 5.4. The Coordinating CCG lead will:
- Prepare and distribute the On Call rotas.
 - Administer the master copy of the On-Call Pack and provide a copy to those on call outside of normal business hours.
 - Review and update this procedure as required.
- 5.5. The South Yorkshire & Bassetlaw CCGs participating in the shared on call rota outside of normal business hours have clear authorisation to act on behalf of each other outside of normal business hours. This may include, but is not limited to, making decisions on behalf of and committing expenditure on behalf of the other CCGs.

6. Management of the “outside of normal business hours” on call system

- 6.1. An individual’s period of on call for contacts outside of normal business hours will ordinarily last for a full week and run from the first Monday at 9:00am to the next Monday at 9:00am.
- 6.2. On Call contact lists for contacting the participating CCGs outside of normal business hours will be held by The Rotherham NHS Foundation Trust. In the circumstance that a Provider needs to contact the South Yorkshire & Bassetlaw CCGs outside of normal business hours, they can do so through The Rotherham NHS Foundation Trust switchboard on 01709 820000 asking for “**South Yorkshire & Bassetlaw CCG On Call Officer**”.
- 6.3. Contact numbers provided by individuals on the on call rota will not be given out to callers; the Rotherham NHS Foundation Trust will forward the call or the contact details of the caller on to the CCG on-call lead.
- 6.4. On call access to CCG representatives outside of normal business hours is on a remote working basis. Team members will not normally be expected to physically access their own or each other’s Headquarters. Whilst the majority of calls can be dealt with remotely, the on call team member must be available to respond to an incident on site at any time during their on call period. Therefore the ability to drive or make competent decisions must not be hindered by any form of intoxication. If necessary, a negotiation to change the on call period should be undertaken where private, social, geographical distance or other circumstances would compromise this position.
- 6.5. All calls taken during the on call period outside of normal business hours must be recorded on the Log Sheet and a copy of this must be returned to the Coordinating CCG for retention once the incident is complete.
- 6.6. Ensure efficient handover of any matters dealt with during the out of hours normal business hours period to the lead CCG when back to the in hours period, including full briefing of any outstanding issues yet to be resolved.

- 6.7. Out of normal business hours contact principles (Appendix A) will be distributed to their local Providers by the lead Commissioning CCG of each Provider in order to try to minimise unnecessary contacts outside of normal business hours.

7. Role of NHS England

- 7.1. The Yorkshire & Humber Area Team operates an on-call system for Emergency Preparedness, Resilience and Response (EPRR). This system is not restricted to major emergencies and could be mobilised to assess the impact of a range of incidents affecting, or having the potential to affect, healthcare delivery within Yorkshire and Humber. An additional role of the Area Team is to activate the response from independent contractors as required.

8. Advice and Training

- 8.1. Advice and training for those subject to this procedure can be sought from Chief Officers or Emergency Accountable Officers.

9. Procedure Review

- 9.1. This procedure will be reviewed every 3 years, and more frequently if required.

Appendix A

Contact with the South Yorkshire & Bassetlaw CCGs outside of normal business hours: principles for providers and partners

1. Introduction

A shared rota across the South Yorkshire & Bassetlaw CCGs enables providers to contact a representative of their commissioning CCG in an urgent situation outside of normal business hours. The CCGs participating in the shared arrangement (see below) have clear authorisation to act on behalf of each other outside of normal business hours. This may include, but is not limited to, making decisions and committing expenditure on behalf of the other CCGs.

- NHS Barnsley CCG
- NHS Bassetlaw CCG
- NHS Doncaster CCG
- NHS Rotherham CCG
- NHS Sheffield CCG

The Coordinating CCG for the South Yorkshire & Bassetlaw on call rota to cover the period outside of normal business hours is NHS Doncaster CCG:

Alison Hague
Corporate Services Manager
NHS Rotherham CCG
Tel: 01709 302188 (direct line)
Email: Alison.hague@rotherhamccg.nhs.uk
epr@rotherhamccg.nhs.uk

2. When to contact the CCGs outside of normal business hours

System resilience situations:

- CCGs have agreed Surge & Escalation plans with Providers through System Resilience Groups (SRGs). In the event of a local resilience situation, these plans should be enacted and provider-to-provider management of the situation should ensue.
- Unanticipated situations may require additional Provider action beyond the limits of agreed Surge & Escalation Plans and require wider resources than can be accessed by the Provider. If urgent CCG input to a system resilience situation is required (e.g. committing additional expenditure or enacting other contracts) outside of normal business hours, the On Call system should be used.

Emergencies:

- CCGs are Category 2 Responders and therefore the role of the CCGs in any emergency situation is likely to be focussed on cooperating with and supporting Category 1 Responders.
- The CCGs would generally expect Providers to manage incidents either within the Provider organisation (e.g. through Business Continuity or Emergency

Preparedness Resilience & Response arrangements), or through existing Provider-to-Provider arrangements (e.g. Divert Policies).

- If urgent CCG input to an emergency situation is required (e.g. committing additional expenditure or enacting other contracts) or standard alerting messages need to be passed outside of normal business hours, the On Call system should be used.
- The CCGs may also be activated by NHS England to provide support to a localised situation in which NHS England is requiring additional local coordination (e.g. extensive local flooding).

Areas which should not be reported through the CCG On Call process:

- Primary Care incidents / emergencies relating to General Practices, Community Pharmacies, Dental Practices and Optometric Practices should be reported to NHS England as the lead commissioner.
- Property related incidents / emergencies should be reported to the landlord of that property.
- Infectious disease outbreaks or notifications should be reported to Public Health England.

3. How to contact the South Yorkshire & Bassetlaw CCGs outside normal business hours

Normal business hours: Normal business hours are 9am to 5pm Monday to Friday excluding Bank Holidays. During this period CCGs should be contacted on their main publicised switchboard number:

- NHS Barnsley CCG: 01226 730000
- NHS Bassetlaw CCG: 01777 863310
- NHS Doncaster CCG: 01302 566300
- NHS Rotherham CCG: 01709 302000
- NHS Sheffield CCG: 0114 305 1000

Outside of normal business hours: A shared rota across the South Yorkshire & Bassetlaw CCGs enables providers to contact a representative of their commissioning CCG in an urgent situation outside of normal business hours. The term “outside of normal business hours” is defined as:

- Monday to Thursday: 5pm each night to 9am the next day.
- Weekends: 5pm on Friday to 9am on Monday.
- Bank Holidays: 5pm from the last normal business day to 9am on the next normal business day.

Outside of normal business hours CCGs should be contacted through The Rotherham NHS Foundation Trust switchboard on **01709 820000** asking for the **“South Yorkshire & Bassetlaw CCG On Call Officer”**.

Your call will be transferred to a CCG On Call Officer. If the On Call Officer is not immediately available, you should expect a response to your call within 20 minutes. CCG representatives will not normally physically attend Provider premises.