

Provider responses to letter regarding BWIS closure

Letter sent 12/10/15	Acknowledged	Response on actions	Contact
SCAS 111	20/10/15	<ul style="list-style-type: none"> • Communicated to team and removed from the DoS 8th Oct • Highlighted to us that BWIS on NHS Choices – other call centres use this • Solent removed BWIS from NHS Choices 27th Oct 	Mark Rowell, Head of 111
SCAS 999	20/10/15	<ul style="list-style-type: none"> • All necessary actions taken 	Deb Ingram, Emergency Services Manager
PHL OOH	23/10/15	<ul style="list-style-type: none"> • Communications shared with the operational and clinical team to ensure awareness is raised • No direct referral end point on system, so no system/DoS change required • Minimal impact expected • Will feed back any issues 	Justin Cankalis, Head of Service
Care UK MIU	12/10/15	<ul style="list-style-type: none"> • Will monitor activity and adjust staffing accordingly • Anticipating up to 10 additional patients per day 	Penny Daniels, Hospital Director
UHS ED	20/10/15	<ul style="list-style-type: none"> • Will monitor ED attendances, by post code and condition if any concerns • Cascaded to all staff by bulletin • Targeted comms to specific staff groups 	Jane Hayward, Director of Transformation & Improvement Caroline Marshall, Chief Operating Officer
WHCCG	13/10/15	<ul style="list-style-type: none"> • Linked in with SCCCCG comms team • Informing GPs w/c 12th October • Considering impact monitoring 	Inger Bird, Tim Moran, Tom Sheppard
F&GCCG	20/10/15	<ul style="list-style-type: none"> • GPs and Local Patient Groups informed 	Elizabeth Kerwood, Head of Comms and Engagement
SCCCG Primary Care	16/10/15	<ul style="list-style-type: none"> • All pharmacies and GPs informed • East pharmacies followed up by visits 	Via SCCCCG Primary Care Team
SPCL	27/10/15	<ul style="list-style-type: none"> • Confirmed that BWIS is not a referral point • Monthly NHSE reports will monitor impact 	Lisa Khajavi, Practice Manager