

STW Out of Hours & CCCSPA

Mobilisation newsletter



Welcome to the mobilisation newsletter

As the new provider of Out of Hours (OOH) and Care Coordination Centre/Single Point of Access (CCCSPA) services across Shropshire, Telford and Wrekin (STW), we're working closely with the NHS STW Integrated Care Board (ICB) to ensure everything is in place for the official launch. Through this newsletter, we'll share regular updates and key developments to keep you informed as we move towards a smooth and successful handover.

Update on STW activities

We continue to maintain a strong presence across the STW area and are making good progress on several key initiatives:

Ambulance Validation Service

- We launched our CAT 3, 4 & 5 ambulance validation service on 27 August.
- The service is proving highly successful, with strong engagement from the West Midlands Ambulance Service and Shropcomm (community service provider).
- We are actively attending engagement events to promote admission avoidance.

STW Headquarters

- We have secured our new headquarters at Grosvenor House, Telford, offering excellent public transport links and local amenities.
- The move is scheduled for w/c 22 September, with furnishings and fit-out to follow shortly after.

Fleet and equipment

- Our new fleet of Kia Sportage vehicles has been delivered.
- The Facilities Team is ordering essential equipment and consumables, with a delivery programme to STW planned for later this month.

IT readiness

- The IT Department is ensuring all premises are fully equipped and configured.
- Laptops and Toughbooks for vehicles are being set up and tested.

People & processes

- Staff consultations are ongoing as part of the TUPE process.
- GP orientations are scheduled for later this month to support smooth onboarding.



Patient engagement

As part of our ongoing commitment to patient experience, our Patient Experience Officer has taken proactive steps to build relationships with Healthwatch representatives in both Shropshire and Telford & Wrekin.

These initial meetings have been a valuable opportunity to explore how we can work together to support patients in sharing their feedback and experiences. We've had encouraging conversations around future engagement opportunities, including participation in local patient forum groups and collaborative initiatives aimed at strengthening our connection with the communities we serve.

This marks a positive step forward in our mobilisation journey. By establishing these early links, we're laying the foundation for meaningful, ongoing engagement that will help ensure patient voices are heard and acted upon as we move through go-live and into October.

We're excited to continue developing these partnerships and look forward to working closely with Healthwatch and local groups to enhance the quality of care and patient experience across the region.

Coming soon

We are pleased to announce that as we approach October 1st, we will be sharing our contact details including email addresses, website information and telephone numbers for our Care Coordination Service, Health Care Professional line and Palliative line. These resources will be made available to all our system partners to ensure seamless access and continued collaboration.

