

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 excited to begin this journey and are committed to delivering a safe, seamless transition for patients and system partners from 1 October 2025. This marks an important milestone, and 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.

About HealthHero Integrated Care

HealthHero Integrated Care (previously Medvivo) offers a truly integrated solution to a broad range of health and social care needs, delivering excellence of care, innovation and the highest quality. HealthHero Integrated Care is a provider of Integrated Urgent Care and related services.

In 2020, we joined [HealthHero](#), Europe's leading Digital Clinic, becoming the group's NHS service provider.

Our values

Our values guide us. Every day we strive to Simplify, Own, Aspire and Respect (SOAR)

- **Simplify:** The world should work smarter, not harder – so we remove complexity for greater clarity and efficiency.
- **Own:** We are positive and proactive, honouring the commitments we make and focusing on clear outcomes
- **Aspire:** We're here to blaze a trail. We aim high, take pride in our work, and always encourage each other.
- **Respect:** We value different talents, experiences and views to our own, serving our diverse communities with empathy.

Update on STW activities

Patient engagement: Through our collaboration with Healthwatch, we've gained access to local patient engagement forums. This provides a valuable platform to gather direct insights, build trust, and ensure our activities meet the needs of the population.

Community engagement: We've established a strong presence in the community, with our staff visiting regularly to stay connected. Our interactions with key stakeholders are helping us build strategic relationships, identify opportunities, address emerging needs, and align our initiatives with local priorities.

General practice: We are delighted that so many STW GPs have come forward to work with us and we are in the process of engaging with them.

Operational progress: We're making significant strides operationally. We're in the process of procuring a new fleet of vehicles to enhance mobility and responsiveness. Additionally, we're securing a dedicated local headquarters to serve as a central hub for coordination, outreach, and service delivery.

Principles of delivery model

- High quality, patient-centred care
- Collaboration with in-hours GPs, mindful of capacity, continuity of care, and supporting the interface with secondary care and community services via CCCSPA
- Integration across all system partners, responsive to and supportive of system pressure and escalation
- Locally-based workforce, multidisciplinary team with some remote capacity for flexibility and resilience.
- Continuous improvement ethos, model evolving in response to learning from all sources: patients, patient representatives, focus groups, system providers, incidents, complaints, compliments
- Digital development, when beneficial to patients and healthcare professionals, secure and risk-assessed, signed off by ICB and system partners, mindful of equity and inclusion

Key features

Out of Hours service

- Telephone first 'consult and complete' model
- Utilisation of existing OOH treatment centres when face to face required
- Fully-stocked 4x4 vehicles for home visiting, with additional Clinical Responder resource
- Senior Clinical Navigator oversight of service
- Direct access for palliative care and healthcare professionals
- Rota fill tailored to predicted demand
- Live dashboards and detailed performance analysis

CCCSPA service

- Positive relationships forged with ambulance trust and other key system partners
- Senior decision makers with appropriate clinical risk threshold
- Patient focussed, better patient outcomes
- Sense of working on behalf of system and "can-do" approach
- Ownership and drive to find best solution for challenging scenarios
- Digital first development of electronic referrals and case tracking

Vacancies:



HealthHero has once again been certified as a Great Place to Work® — a recognition driven by what our people say about working here. Read more [here](#).

Self Employed Sessional GP - Out of Hours - Shropshire, Telford and Wrekin

As part of our continued growth, we're pleased to announce opportunities for Self-Employed GPs to join our Out of Hours service in Shropshire, Telford and Wrekin (STW). This role offers flexible shift patterns, including evenings, overnights, and weekends—ideal for clinicians looking to supplement existing commitments or work outside core hours.

What's on offer:

- Flexible evening, overnight & weekend shifts
- Mix of face-to-face, triage, and home visit work
- Fully equipped cars & drivers for mobile shifts
- Remote senior support always available
- Competitive pay & paid orientation

Requirements:

- GMC registration
- NHS Performers List inclusion, and suitable indemnity.
- Experience in urgent care and Adastra proficiency are a plus.

If you are interested please visit our [website](#) or contact our Recruitment Team at uc-recruitment@healthhero.com to learn more or apply.

