

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:

Sarah Atkins Whatley
Chief of Corporate Services
NHS Doncaster CCG
Tel: 01302 566300 (switchboard) 01302 566034 (direct line)
Email: sarah.atkinswhatley@doncasterccg.nhs.uk
epr@doncasterccg.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 274400
- 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”**.

Details of the call will be passed to a CCG On Call Officer and you should expect a response to your call within 20 minutes. CCG representatives will not normally physically attend Provider premises.