



Kent Local Medical Committee

Supporting list based personalised care, the partnership model and meaningful collaboration

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IC24/LMC Liaison Newsletter

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Dr Gaurav Gupta, Liz Mears and Donna Clarke from the LMC recently met with Dr Andrew Catto (Chief Medical Officer) and Rachel Robertson (Chief Nurse) of IC24 who are now the providers of the East Kent Out of Hours contract.

IC24 have provided the Out of Hours service previously and they are keen to work with the LMC and GPs. It was agreed that there will be a liaison meeting 2 or 3 times a year between the LMC and IC24.

IC24 are recruiting a part time regional medical director who will be a local GP. The post was advertised on the LMC website.

IC24 are planning to develop a GP consultant role to act as shift leader and be available to provide clinical advice to call handlers. They would also be able to provide some remote consultations and be involved in the liaison with secondary care providers. This will be useful in view of the fact that IC24 run 111 in East Kent.

IC24 have created a dedicated email address for quality issues, ic24.Quality@nhs.net, which provides direct access to the Chief Nurse, Chief Medical Officer and Head of Quality and Safety. When using this email please bear the following points in mind:

- This email address is not a substitute for existing IC24 incident reporting procedures. There is an on-line system in place and your base receptionist or operational manager can advise on how to use this.
- Please exercise caution when sending patient identifiers. Any sensitive information should be sent to this inbox from a **secure** email address (such as NHS.NET).

Donna Clarke
Practice Liaison Officer