

# PageOne Case Study



## Warwickshire and Coventry CCGs

*Robust and reliable system makes  
sure urgent messages get delivered  
between provider organisations and the  
three CCGs*

## NHS Warwickshire and Coventry CCGs

Running three CCGs with hundreds of partner agencies within them, including social services, major hospitals and walk-in centres, requires precision planning, particularly in an emergency.

Quick and reliable communication systems are vital, especially if urgent help is needed out-of-office hours. Using the PageOne system allows NHS Warwickshire and Coventry CCGs to offer a single contact number to all their partner agencies, providing a reliable and robust service to ensure the right message gets through straight away.

David Yates, Head of Resilience and Emergency Planning at NHS Warwickshire North CCG and Coventry and Rugby CCG says:

*"The message shows the name and number of the person to call and a snapshot of the issue to show what it's about.*

*"The on-call director doesn't have to call a call centre to get the message, they can just call the person who sent the initial text. It's easy to use and uncomplicated."*

A system which can be tailored to improve resilience.

The CCG can manage the system, giving the Operations Team the ability to run it just how they want it. The easy-to-use website means they can add-in or change as many mobile numbers as necessary for the amount of people needed to receive the message, enabling them to contact a single person or the whole of the CCG via the on-call system. This gives added resilience to the system, allowing members of the Operations Team to action the call, should the on-call director not respond due to technical difficulties.

A single number ensures consistency in communication.

Having a single number for partners to call also ensures a fully reliable system. Under the previous system, the CCGs would have to give out a mobile number which changed every week/day dependent on the time of year.

David says: *"It's easy to use for all our partner agencies because it's a single number. As an emergency partner, if you need to get hold of someone and they don't answer their phone, you then by-pass that number and try to talk to someone else. Eventually the message will get to the original person, but it might have changed along the way. But our partners have the confidence and assurance to know that the message will get through to our on-call Director, exactly as they said it."*

Technology can help learn lessons and make improvement.

Far from just sending the message, the technology allows the Operations Team to view the messages, showing what time they were received and what time they were read. David says: *"This can be really helpful during a de-brief session so we can see where we need to make changes or why it might have taken a certain amount of time from receiving the message to actioning it."*

Pagers give added reliability.

In major incidents, such as terrorist attacks, the team also has pagers to enable them to maintain contact with partners across the CCG areas, should there be a major power or communications failure. David says: *"It gives us the facility to say that we have reliable back-up."*