

Programme Start 2015

- Two main patient-facing roles:
 - CALL HANDLER**
Skills for Health Level 3
 - CLINICAL ADVISOR** (nurse/paramedic)
Skills for Health Levels 5/6
- Variation in role titles and function
- Limited opportunities for career progression
- Other roles such as a pharmacy not embedded

Programme Development 2016

- Clinical Assessment Service (CAS) integrated with NHS 111 as well as face to face when needed
- Patients calling NHS 111 who need clinical input will be transferred to a Clinical Assessment Service (CAS)
- Aim of new Integrated Urgent Care Service: To 'Consult and Complete' where appropriate

Programme Outcomes 2018

- Roles based on the skill-sets needed for remote clinical assessment/consultation of patients/callers
- Roles developed for the registered and non-registered workforce, leading to inter and transdisciplinary working
- Opportunities for other professionals to work in this area, e.g. pharmacist, physiotherapist, etc.
- Development of IUC / NHS 111 Career Framework, Levels 2-6 and 7-9
- Standardised competency based job descriptions
- Professionalisation of the whole workforce
- Governance arrangements include access to profession-specific senior clinicians when necessary



Creation of Career Framework leads to standardised job roles

Our people now have the opportunity to advance their careers with appropriate training, eg.

Skills for Health Levels									
Level 2	Level 3	Level 4		Level 5	Level 6		Level 7	Level 8	Level 9
Service Advisor	Health Advisor	Senior Health Advisor	Team Leader	Clinical Advisor	Senior Clinical Advisor/ Clinical Lead	Urgent Care Practitioner	Advanced Clinical Practitioner	Clinical Consultant	Clinical Director

Level 4

Level 6

Level 8

Senior Health Advisor

Senior Health Advisors competently advise on health or social care (or both) to and for people. They have a required level of knowledge and skill beyond that of the traditional health advisor. The senior health advisor would be able to deliver elements of health and social care and provide advice in domains that have previously only been within the remit of registered professionals (Clinical Advisors).

Urgent Care Practitioner

Urgent Care Practitioners will have a critical understanding of detailed theoretical and practical knowledge and have specialist knowledge and experience and/or have management and leadership responsibilities. They have some responsibility for team performance and service development and they consistently undertake self-development. They have a depth of knowledge and understanding which enables them to perform at a high level of practice, take a leadership role, use and develop evidence to inform their practice and deal with complex, unpredictable environments.

Clinical Consultant

Clinical Consultants will have highly specialised knowledge, some of which is at the forefront of knowledge in a field of work, which they use as a basis for original thinking and/or research. They are leaders with considerable responsibility, and have the ability to research and analyse complex processes. They have responsibility for service improvement or development. They may have considerable management responsibilities and be accountable for service delivery or have a leading education or commissioning role.