

Welcome to IC24



Our purpose



- To provide responsive, safe, high-quality urgent healthcare at the right time, in the right place, supporting our patients to ensure they live their lives to the full.
- We are proud of our social enterprise status and our ability to provide our patients with access to health care 24 hours a day, 365 days a year.
- As a not-for-profit organisation, any surplus that we make is reinvested straight back into our people and patients. We're part of the NHS family, enhancing it through the added social value we bring.

Our Journey



What we do



- Over the last 34 years IC24 has been at the forefront of innovation in primary urgent care services.
- We have grown from a small number of GP co-ops operating along the South East Coast, to providing 24/7 healthcare to approximately six million people.
- We provide our healthcare services in Kent, Sussex, Mid and South Essex, Norfolk and Waveney and Gloucestershire.

IC24



1,200 people 600 sessional



6 million population plus
National Services



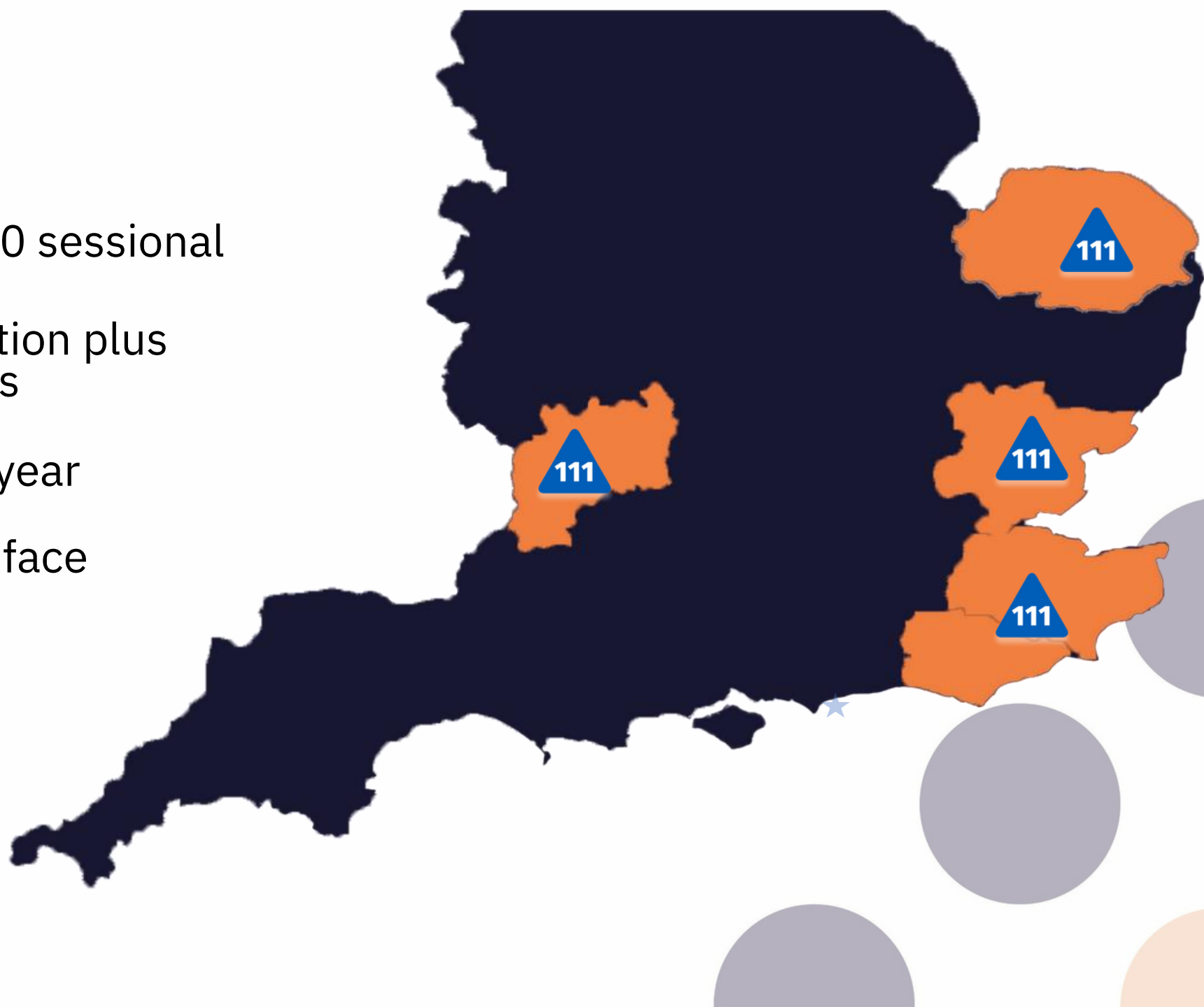
800,000 calls a year



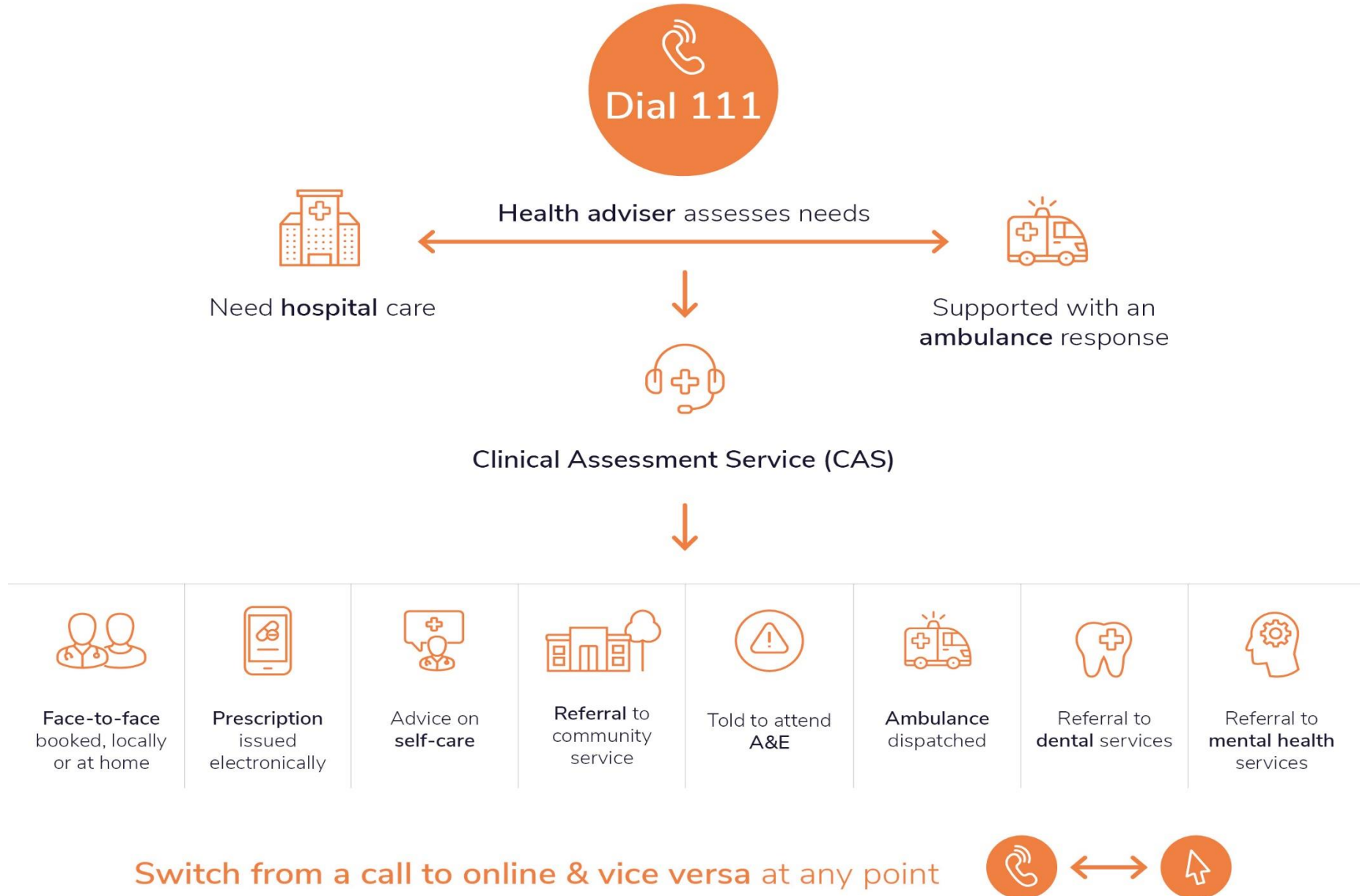
140,000 face to face
contacts



SOCIAL ENTERPRISE GOLD MARK
ACCREDITED FOR BUSINESS EXCELLENCE

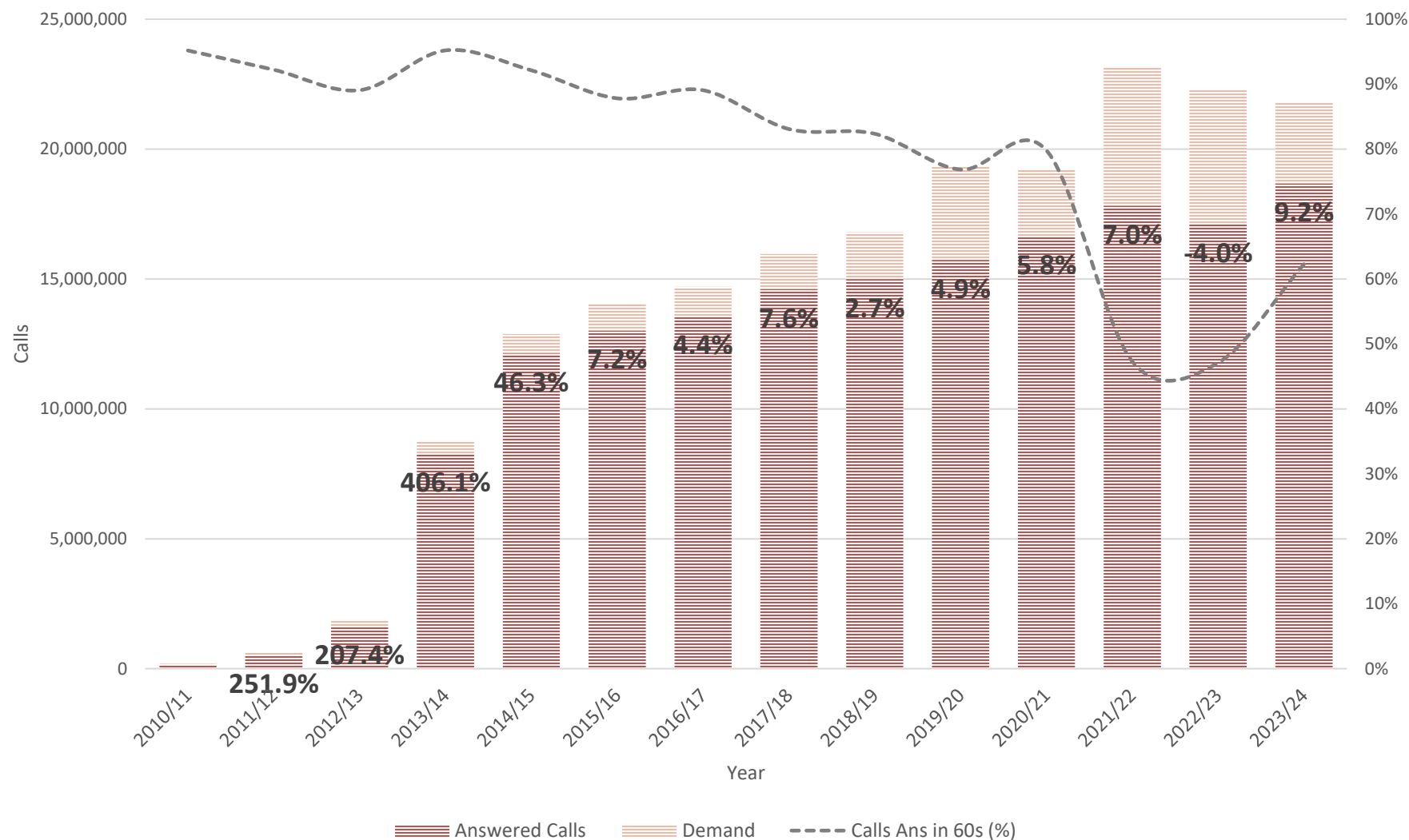


IUC: easy to access, simple to navigate



NHS 111 Annual Volume 2010/11 - 2023/24

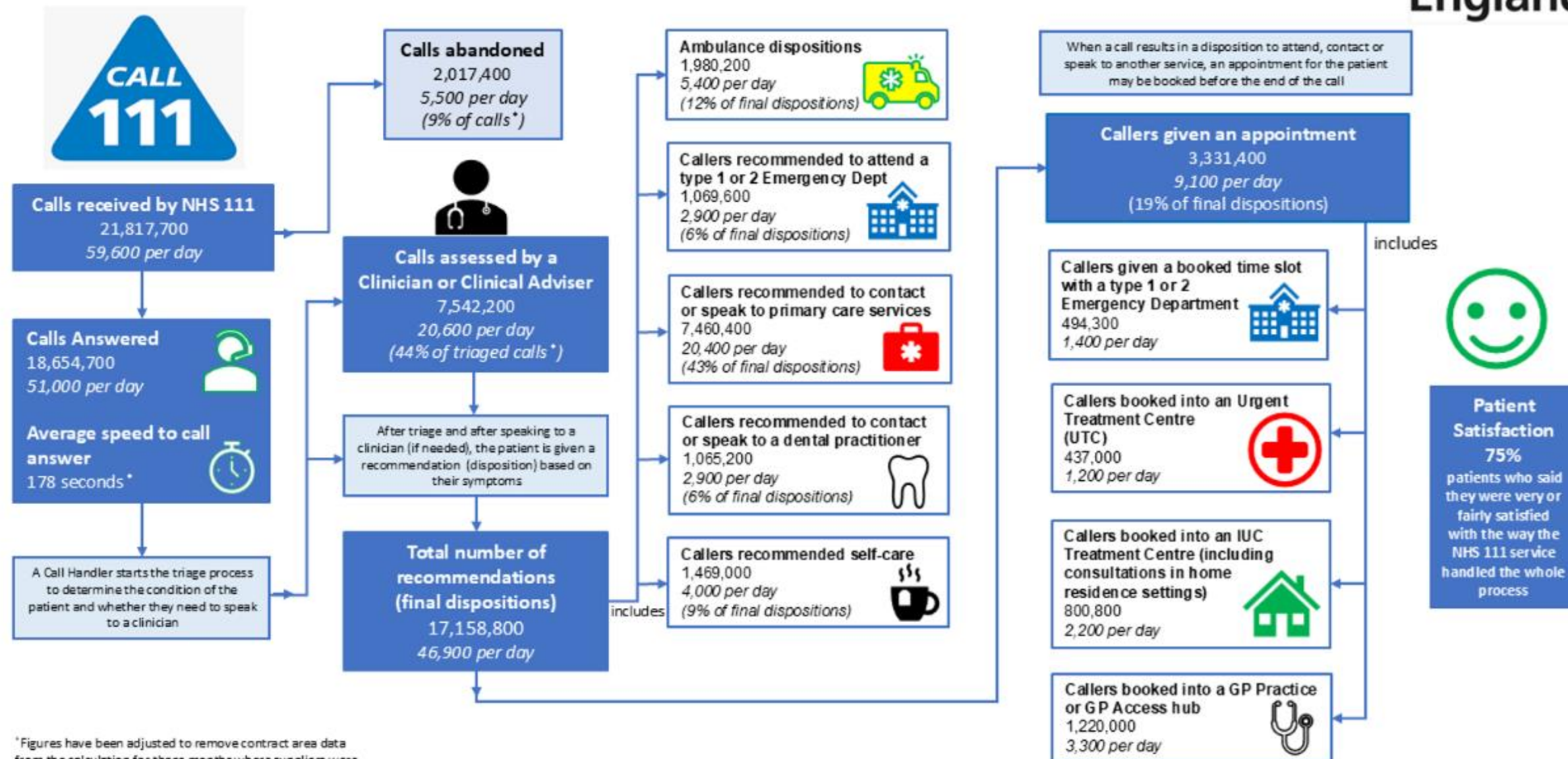
- 13 Providers
- 36 contracts and one National Resilience Provider
- 18.6M calls answered in 2023/24
- 9.2% increase in 2023/24



NHS 111 and Integrated Urgent Care 2023/24

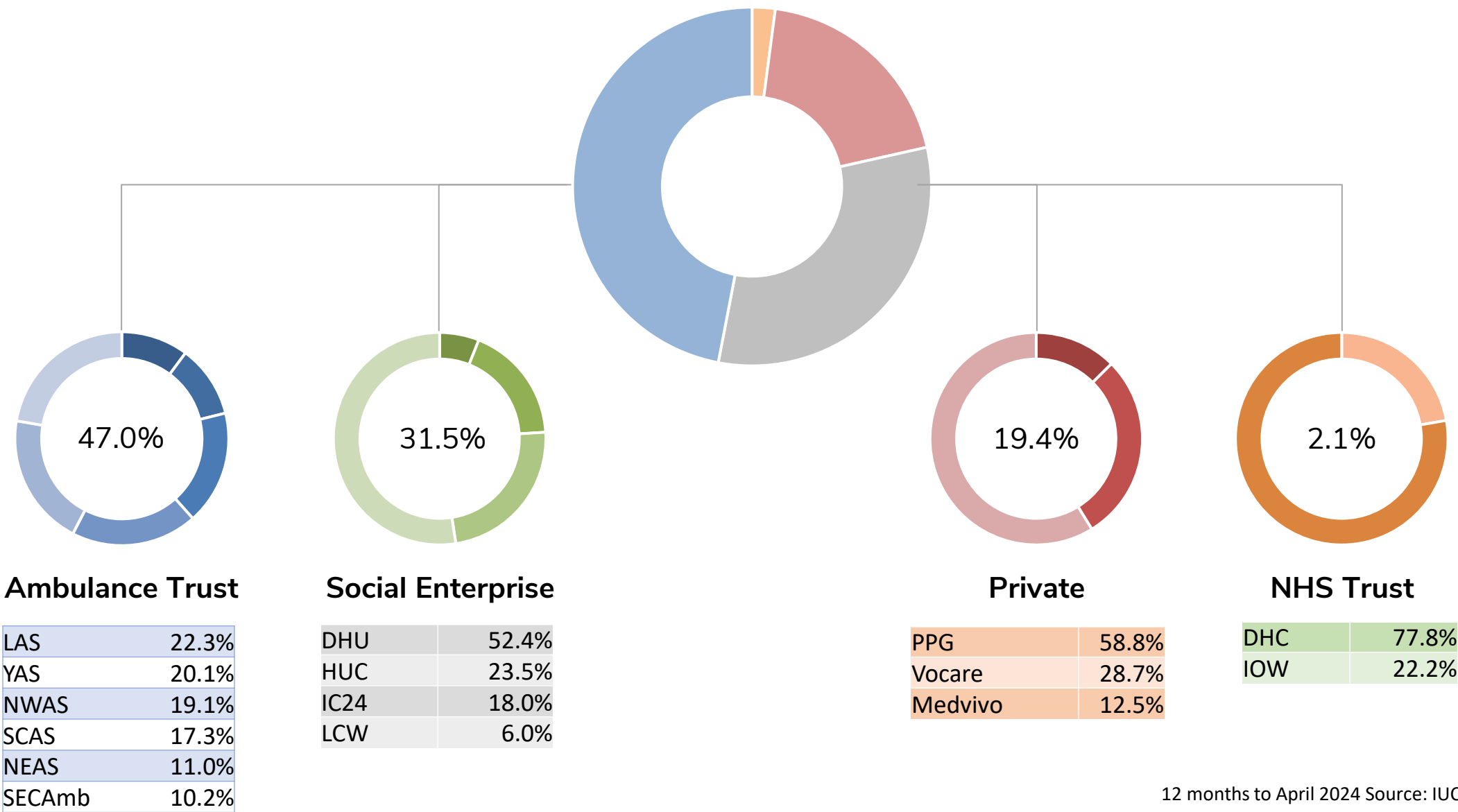
Data Sources (April 2023 – March 2024) = Integrated Urgent Care aggregate data collection (IUC ADC) and NHS 111 Patient Experience Survey

The 2023/24 data now includes revisions for the whole year which were published on 10/10/24



NHS 111 market share

12 months to April 24

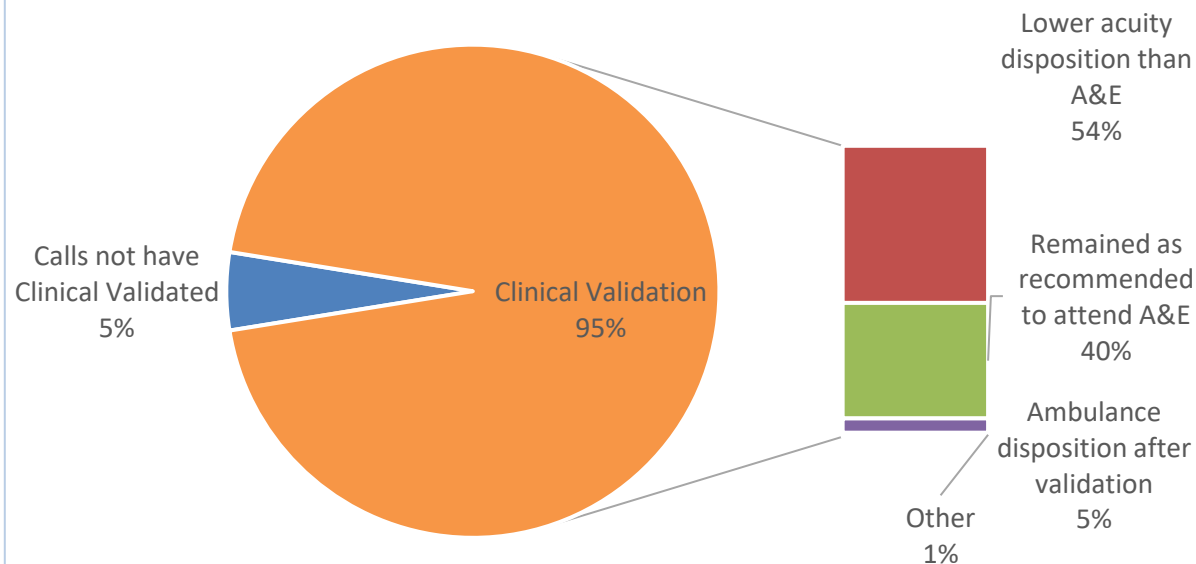


System Impact

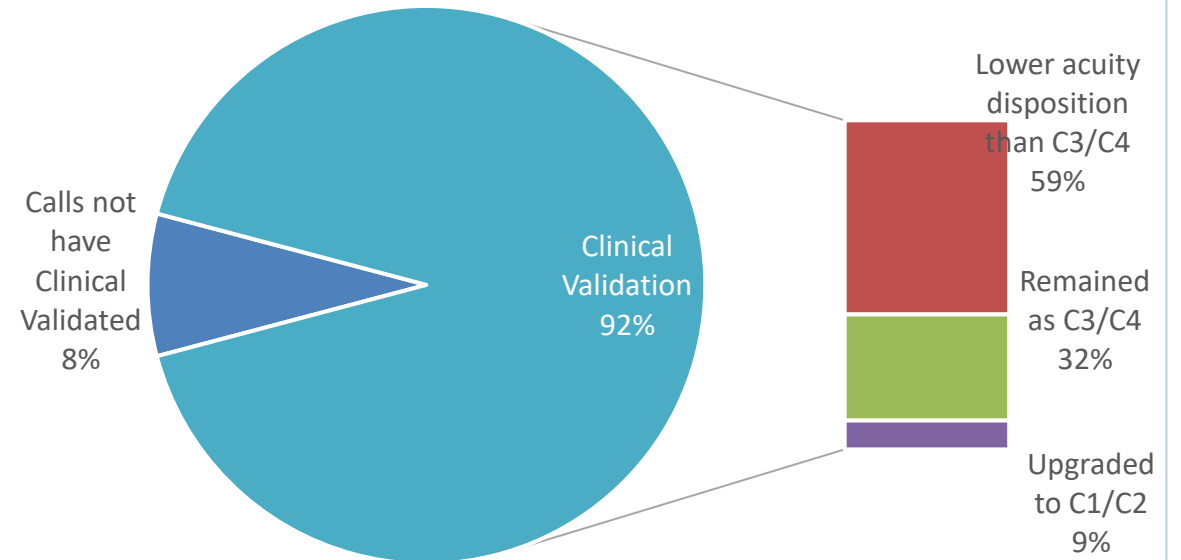
Examples of how IUC navigates patients to the most appropriate level of care.

ED is clinical decision not default position.

Clinical Validation of ED Calls



Clinical Validation of C3/C4 Calls



On behalf of the NHS, we provide a full range of services that include:



- Integrated Urgent Care (NHS 111, CAS, and OOH face to face)
- Urgent Treatment Centre (UTC)
- Roving GP (In hours home visiting)
- Out of Hours (OOH)
- Special Allocation Scheme (SAS)
- In Hours Primary Care services (GMS)
- Paediatric Clinical Advice Service (PCAS National Service)



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THANK YOU