



## Introducing IC24 – the NHS 111 and OOHs provider for Norfolk and Wisbech from 1st September 2015

As you may already know, IC24 have successfully secured the contract to provide NHS 111 and OOH services within your CCG area. Some of you may know us as we currently provide the NHS 111 and Out of Hours services within the Great Yarmouth and Waveney area.

IC24 is a membership based 'not for profit', social enterprise, with over 20 years experience of providing out of hours and other health and care services. IC24 began as a GP OOH cooperative and has since expanded both our range and scope of NHS services. We uphold all the values that you would expect of an NHS business partner and we are part of the NHS family.

### Information for Care Homes

- **For patients there should be no changes at all.**
- To speak to a healthcare professional or contact the OOH service please call 111. Please have all the information regarding the patient to hand when making this call. We have a carers tips poster which is attached in the email giving you an idea of what we need to know.
- We would be more than happy to come and speak with you at the care home to discuss any queries that you may have regarding the change in providers.

If you would like to contact us at IC24 to discuss how we can support you please email:

[Info@IC24.nhs.uk](mailto:Info@IC24.nhs.uk)

