

Totally's Urgent Care division secures new contracts and multiple contract extensions for services delivered across North East England, Staffordshire, Stoke-on-Trent, and South East London

21 January 2022: Totally, a leading provider of healthcare and wellbeing services across the UK and Ireland, is pleased to announce the awarding of three new contracts and multiple contract extensions to deliver services across North East England, Staffordshire, Stoke-on-Trent, and South East London, within the Urgent Care division.

Vocare, part of Totally's Urgent Care Division, has been awarded a new contract with Staffordshire and Stoke-on-Trent CCGs for the provision of GP Out of Hours services. Vocare already provides GP OOH services in Staffordshire and Stoke-on-Trent as part of a contract for Integrated Urgent Care. This new contract, which Vocare secured through a competitive tender process, supports the delivery of care for an increased population of c. 1.2 million people. Totally expects to mobilise the service by April 2022.

Totally's Urgent Care Division, which comprises Vocare and Greenbrook Healthcare Limited, has also been awarded two new contracts for the delivery of NHS 111 online clinical services in North East England and South East London Clinical Assessment Services. The contracts, which will run for a duration of 3 months, complement the NHS 111 telephony services that the division currently delivers. Vocare will deliver the services in North East England and Greenbrook will deliver the services in South East London.

Greenbrook has also been awarded multiple contract extensions for the delivery of Urgent Treatment Centres in South East London. The Mayor of London, Sadiq Khan, declared a 'major incident' in London in December 2021 as COVID-19 cases surged following the identification of the new Omicron variant. These extensions mean that Greenbrook will continue to provide support in Urgent Care as pressure on the NHS remains high. Greenbrook's UTCs deliver care in partnership with hospitals' Accident and Emergency departments, reducing the time that patients seeking urgent treatment need to spend in hospital and diverting patients from the Emergency department where possible.

Wendy Lawrence, CEO of Totally, said:

"Today's announcement not only reflects the high standard of care that our Urgent Care division continues to provide to patients in partnership with the NHS, but also the increased demand for such services across the UK. Totally continues to secure new work through competitive tender and expand services on the back of positive partnerships.

"The role we play within the UK's healthcare system is essential at the best of times. 'NHS under pressure' is a story that has regularly been reported over the years, and Totally was established to help ensure that patients can quickly access the healthcare they need.

"When the NHS is under significant pressure, as it is currently, ensuring access to appropriate NHS services via NHS 111 or GP OOH and diverting non-emergency patients away from busy emergency departments becomes all the more important. I am proud that our services are recognised by the NHS as a vital part of care delivery. The wide range of services provided by Totally mean we remain well-positioned to meet the increased demand for high quality care, particularly as the UK continues to combat the adverse effects of COVID-19."

ENDS

Notes to editors

Totally is a leading provider of healthcare and wellbeing services across the UK and Ireland, working in partnership with the NHS, other healthcare providers and corporate customers to help address the challenges of increased demand for healthcare services.

Totally helps its healthcare commissioners and hospitals ensure patients can access the most appropriate care quickly and efficiently by delivering quality urgent and elective care services such as NHS 111, urgent treatment centres, community dermatology clinics and referral management services; and delivers additional clinical capacity through insourcing and outsourcing arrangements to trusts and hospitals tackling growing waiting lists. Totally's corporate customer services also play a role in reducing reliance on healthcare by promoting healthy lifestyles and good physical and mental health.

Urgent Care

Totally Urgent Care helps healthcare commissioners ensure patients have access to the right healthcare service, at the right time, in the right place, during both in-hours and out-of-hours. Delivered through Vocare and Greenbrook Healthcare, services include NHS 111, Clinical Assessment services, GP Out-of-Hours services and Urgent Treatment Centres.

First Contact Practitioner

Totally provides a range of physiotherapy services through Premier Physical Healthcare, part of Totally Planned Care, including First Contact Practitioner, which help GP practices manage demand.

Prison Health

Totally works within several prison services to provide physiotherapy, podiatry and occupational therapy services to residents. Services are provided by Premier Physical Healthcare, part of Totally Planned Care.

Elective care and outpatient services

Totally works with hospitals to help support the reduction of waiting lists and manage the demand for ongoing healthcare through elective care and outpatient services.

Pioneer Healthcare, which was acquired in March 2022 and incorporates Totally's insourcing business Totally Healthcare, offers a wide range of services to NHS patients, through insourcing and outsourcing agreements as well as its "Any Qualified Provider" status. Services target the reduction of waiting lists by utilising NHS facilities outside of normal working hours and at weekends or in partnership with independent healthcare sector private hospitals across England.

Totally Planned Care, through subsidiary About Health, offers community based Out-Patient Services and Referral Management Services.

Corporate wellbeing

Totally provides a range of corporate fitness, wellbeing and occupational health services through its subsidiary Energy Fitness Professionals Limited. Acquired in December 2021, Energy Fitness Professionals is an established corporate fitness provider with operations across the UK offering services including gym design and management and digital wellbeing.

More information can be found at:

www.totallygroup.com

www.totallyplc.com

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