

## **Timeline**

### **May - June 2017**

- Outline business case presented to and approved by CCG Commissioning Committee / Governing Body
- Paper submitted to Medway HASC to provide update on progress and plans for public consultation

### **July – September 2017**

- Public Consultation on the proposed model for a new face-to-face service

### **September – December 2017**

- Final model developed and tested
- Full business case to Commissioning Committee / Governing Body
- Complete write up of service specifications for telephony and face-to-face provision

### **February - March 2018**

- Procurement process commences

### **August 2018**

- Procurement process ends

### **October 2018**

- Provider mobilisation commences
- Public Engagement and communication of new models of care

### **April - May 2019**

- New models live in each CCG locality

NB: the above is based on the timeline for the local face to face service procurement; procurement for the NHS111 / ICAS is likely to commence slightly earlier with a final service go live date of April 2019.