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By email:

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Dear Keith and Adrian

Please find below a testimonial from NHS 111 in relation to the work that you have carried out to support and development frameworks for the new NHS 111 call centres. We hope that this is helpful to you by way of a reference for any future assignments.

NHS 111 – Workforce Management Support

As part of the NHS 111 Yorkshire and Humber service, Yorkshire Ambulance Service NHS Trust was supported by two consultants Keith Stapleton and Adrian Hawes, associated with the Professional Planning Forum, to support the development of the workforce management framework for the new NHS 111 call centres.

Keith and Adrian provided industry expert advice on the approach to staffing call centres 24/7 and gave practical hands-on support with the development of call forecasts, staff schedules and processes for managing the call centre planning cycle. Their input provided additional capacity which was essential during the set-up of a new service and their knowledge and expertise provided an extra level of capability within our internal team.

Three months into the launch of the service, Keith led a successful change to schedules which created a real improvement to the service and provided the NHS 111 team with the tools and techniques for future reviews.

We have all enjoyed working with Keith and Adrian and intend to continue to develop a working relationship with them to keep abreast of industry best practice and to support the on-going development of the service.

Kind regards

Yours faithfully

Keeley Townend
Associate Director of NHS 111 and Urgent Care

