

<b>North and East London Commissioning Support Unit on behalf of Barnet, Camden, Enfield, Haringey and Islington CCGs</b>	<b>BOROUGHES:</b> BARNET, CAMDEN, ENFIELD, HARINGEY, ISLINGTON <b>WARDS:</b> ALL
<b>REPORT TITLE:</b> Update on NHS 111	
<b>REPORT OF:</b> Neil Kennett-Brown Programme Director, Change Programmes North and East London Commissioning Support Unit	
<b>FOR SUBMISSION TO:</b> North Central London Joint Health Overview & Scrutiny Committee	<b>MEETING DATE:</b> 6 June 2013
<b>SUMMARY OF REPORT:</b>  <b>About NHS 111</b>  NHS 111 is a new non-emergency telephone service designed to help people access local health services. Local residents are able to call 111 when they need medical help or advice, but it isn't a 999 emergency, or they do not know who to call. For less urgent health needs, residents should still contact their GP, dentist or local pharmacist. NHS 111 replaces NHS Direct as the single number to call for urgent care advice. Most existing out-of-hours services have been diverted to the new 111 number and information about the number is now being promoted to the wider public.  NHS 111 is staffed by a team of fully trained advisers, supported by experienced clinicians, who ask callers questions to assess symptoms, give healthcare advice and direct to the right local service as quickly as possible. This can include a local GP, GP out of hours service, urgent care centre, community nurses, emergency dentist or late-opening pharmacy.  Call handlers undergo an extensive training and induction programme. This includes six weeks' training to use NHS pathways, plus additional training and coaching as part of their induction. On average, there is one clinician to every 3.5 call handlers in north central London.  When someone calls 111, they are assessed straight away. If it is an emergency, an ambulance is despatched immediately without the need for any further assessment. For any other health problems, the NHS 111 call advisers are able to direct callers to the service that is best able to meet their needs.  NHS 111 is staffed around the clock, 365 days a year. Calls from landlines and mobile phones are free.  We welcome feedback from patients on their 111 experience: patients can give their views via email: <a href="mailto:LCW111@nhs.net">LCW111@nhs.net</a> or telephone 020 8962 7766.  <b>Commissioning responsibility</b>  The NCL NHS 111 service has been jointly commissioned by the five North Central London (NCL) CCGs (Enfield, Barnet, Haringey, Camden and Islington), with Islington CCG as 'host commissioner'. London Central & West Unscheduled Care Collaborative (LCW) is the provider.	

The North and East London Commissioning Support Unit supports CCGs in the commissioning and performance management of NHS 111 services locally.

LCW is an established provider of unscheduled care in the inner North West London area with a 16 year history of delivery against contracts. Inner North West London (three boroughs) went live with a 111 service in May 2012 with consistently good service against KPIs, where LCW is both the 111 provider and the OOH provider.

### **Performance**

NHS 111 launched to the public in NCL on 12 March 2013 following a 'soft launch' period which allowed call volumes to build up gradually.

The services was launched in line with the national and London NHS 111 service specification and initially showed good performance. Following the switch over of the NHS Direct 0845 line in London 21 March, all NHS 111 providers across the country experienced a significant increase in demand. This presented a number of capacity and operational challenges with meeting the KPIs around access, service level and clinical call back times for the NHS 111 service in NCL. While challenges were more pronounced outside of London, it was clear that call answering performance was below expectations.

LCW, commissioners and out of hours providers have worked in partnership to improve performance across all KPIs and patient satisfaction. This has involved better matching staff capacity with incoming demand, productivity improvements and improvements to call backs by out-of-hours providers (Harmoni and Barndoc). A contingency arrangement has been established, whereby clinical call backs can be diverted directly to an alternative provider at peak times. However, this contingency has not been required.

As a result of measures taken, LCW is delivering a clinically safe service and meeting the majority of their KPIs on a regular basis. We are continuing work to improve resilience, particularly at times of peak call volumes.

Providers and commissioners maintain regular reviews of performance measures. Sitrep reports are reviewed internally by LCW senior management on a daily basis and reviewed twice weekly with commissioners. On behalf of commissioners, the CSU undertakes weekly reviews of projected and actual calls, rostering patterns and individual performance metrics.

### **National context**

NHS England is to conduct an urgent review of the sustainability of NHS 111 and the market of providers delivering the service. This review will include assessing the 'ability of some providers to maintain delivery of these services and 'an appraisal of the likely market of providers'. Given the interdependencies of a number of sites and providers this programme will be coordinated nationally.

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**RECOMMENDATIONS:** The Committee is asked to note the update on the NHS 111 service in north central London.

Attachments include: NHS 111 performance report

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**DATE: 22 May 2013**