



Barnet Clinical Commissioning Group
Camden Clinical Commissioning Group
Enfield Clinical Commissioning Group
Haringey Clinical Commissioning Group
Islington Clinical Commissioning Group

Briefing – NHS 111 in north central London

Date: 22 May 2013

Overview

The NHS 111 service in north central London was 'soft launched' on 19 February 2013 and went live to the public on 12 March 2013.

This briefing note provides an update on performance between 19 February and 16 May 2013.

With the planned switch over of the NHS Direct 0845 line in London on 21 March, all 111 providers saw an increase in the volume of calls coming in to the service. While challenges were more pronounced outside of London, the increase in demand presented a number of capacity and operational challenges with meeting the KPIs around access, service level and clinical call back times in north central London. Commissioners and providers have jointly worked to improve performance of NHS 111 services locally.

As a result of measures taken, the local 111 provider, London Central & West Unscheduled Care Collaborative (LCW), is meeting the majority of their KPIs on a regular basis. We are continuing work to improve resilience, particularly at times of peak call volumes. Commissioners are assured that LCW is providing clinically safe services for local patients.

We expect to report on a regular basis to support the Joint Health Overview and Scrutiny Committee to monitor performance of the service to the public.

Key performance indicators

Following the launch of the service, LCW showed good performance. Following the switch over of NHS Direct 0845 line in London, the service did meet challenges and performance was below expectations. The NHS 111 service has since shown marked improvement. Performance against KPIs during the period 19 February and 16 May 2013 is provided below:

Performance indicator	Total	Target
Total number of calls received	33,795	
Percentage of calls answered in 60 seconds	79.8%	>95%
Percentage of calls requiring a call back from a clinician completed within 10 minutes	60%	
Ambulance dispatch as a percentage of all triaged calls	12%	<12%
Percentage of calls referred to 'speak to a GP' or 'see a GP'	33%	
Percentage of calls referred to 'speak to a GP' or 'see a GP' out of hours	55%	

Complaints/incidents and professional feedback

We encourage healthcare professionals and patients to provide feedback on their experience of the NHS 111 service so that we can improve the service. All healthcare professional feedback is reviewed and approved by one of NCL's clinical leads.

The number of complaints, incidents and healthcare professional feedback is summarised below.

Complaints	27	Most complaints related to the Directory of Services referring patients to inappropriate services. A number of amendments have been made to the Directory of Services to rectify these issues. The specific complaints have been responded to accordingly by LCW.
Incidents	12	Incidents related to either technical issues around 111 call routing, directory of services referrals, or acceptance of 'handovers' by out of hours services. There has been one serious incident reported; while the incident did not result in harm to a patient, it has been externally reported and is currently subject to an end to end multi agency review of the case to identify any learning The technical issues have now been resolved. Information and mapping in the Directory of Services has been corrected. We have clarified the process for NHS 111 referrals with out of hours services.
Healthcare professional feedback	62	Health care professional feedback has related to directory of services information, appropriateness of referral by call handler's use of pathways and operational handover of services between the 111 provider and the two GP OOHs.

Communications update

NHS 111 patient information leaflets, wallet cards and posters have been widely distributed across NHS and community venues in north central London. Information about the new NHS 111 service has been distributed to all local stakeholder groups, together with information for websites, newsletters, intranet and social media channels. We are also promoting the service at public engagement events across the local area.