



North and East London
Commissioning Support Unit



NHS 111 update

June 2013



About the service

- NHS 111 is a new non-emergency telephone service when people need medical help or advice, but it isn't a 999 emergency
- Replaces NHS Direct as the single number to call for urgent care advice
- Staffed by a team of fully trained advisers, supported by experienced clinicians
- NHS 111 gives healthcare advice and directs patients to the right local service e.g. a local GP, another doctor, urgent care centre, community nurses, emergency dentist or late-opening pharmacy
- If it is an emergency, an ambulance is despatched immediately without the need for any further assessment
- NHS 111 is staffed around the clock, 365 days a year. Calls from landlines and mobile phones are free



Launch of NHS 111

- Service went live to the public on 12 March 2013 following a 'soft launch'. Soft launch allowed call volumes to build gradually
- Service is provided by London Central & West Unscheduled Care Collaborative (LCW) which is an established provider of unscheduled care in the inner North West London area
- Local service developed jointly with CCGs and GPs. Extensive engagement with stakeholders in the 18 months prior to launch
- Call operators undergo extensive training – 6 weeks' pathway training plus additional training as part of an induction
- Service is now being promoted to the wider public – public information distributed to all GP practices, pharmacies, dentists, hospitals, health centres, town halls, libraries and community venues

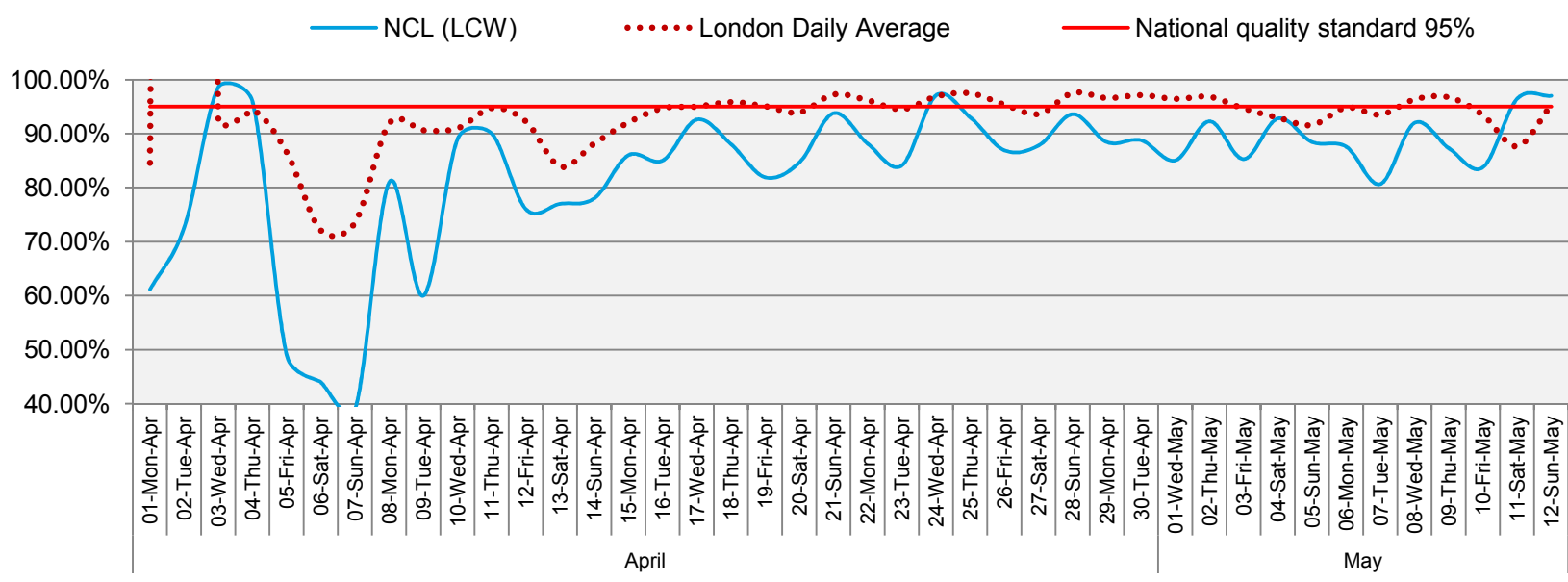


Monitoring performance

- There are regular reviews of performance measures – LCW reviews sitrep reports daily and twice weekly with commissioners. The CSU reviews projected and actual calls, rostering patterns and individual performance metrics weekly.
- LCW's performance is measured against national KPIs including:
 - The number of calls answered in 60 seconds: national standard is more than 95%
 - The number of calls abandoned
 - The number of calls where clinician callback was achieved within 10 minutes
 - The number of triaged calls which result in an ambulance dispatch: national standard is fewer than 12% of triaged calls
- Performance is continuing to improve against the key indicators since go live (see next slides)



Calls answered within 60 seconds

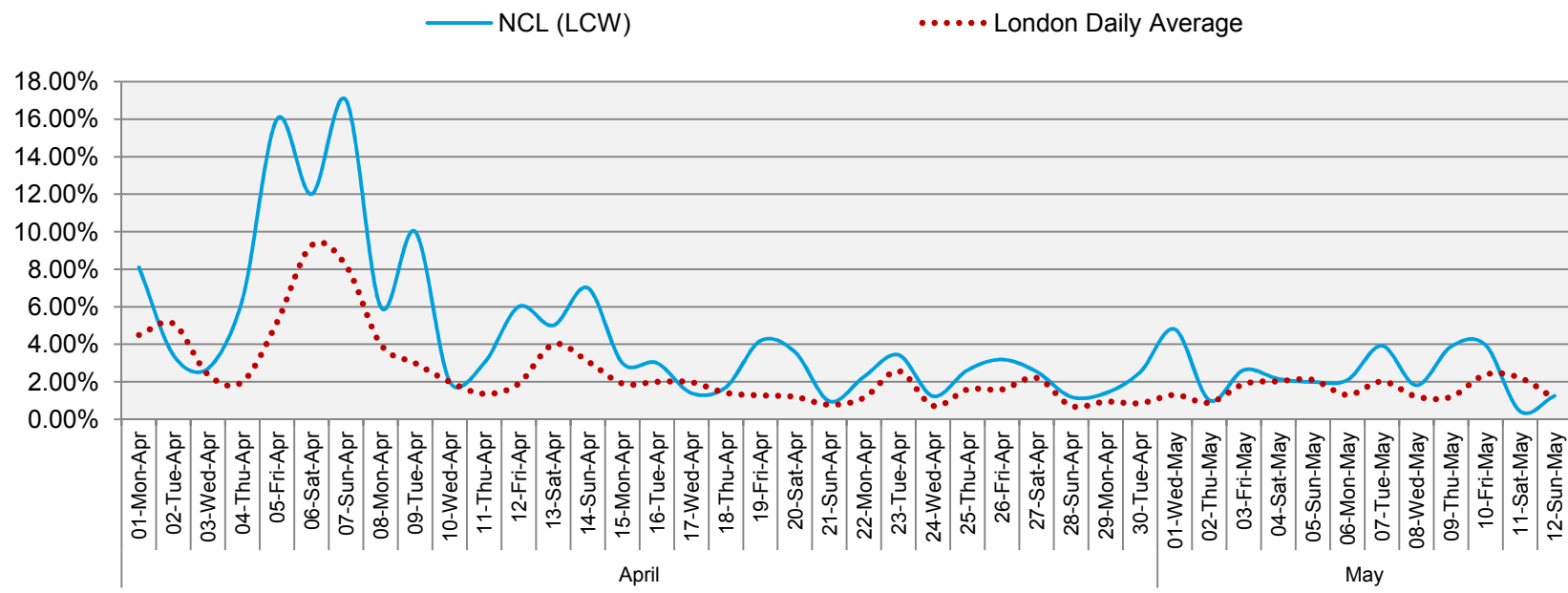


Significant improvement in calls being answered within 60 seconds moving towards national standard of 95% of calls being answered within 60 seconds





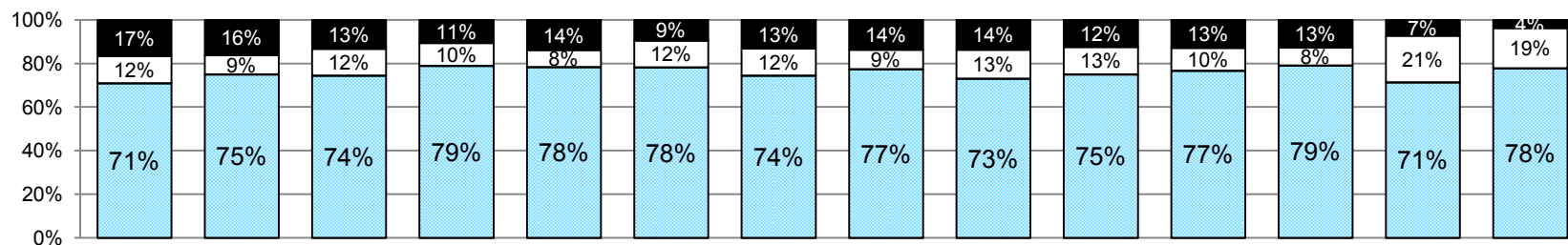
Percentage of calls abandoned



Significant improvement seen; national indicator for abandonment is under 5%



Total call journey – north central London



Legend: ■ Closed by call handler Transferred to clinicians ■ Call backs