

<b>Report for:</b>	<b>Health and Wellbeing Board – 24 September 2015</b>
<b>Title:</b>	NHS 111 and GP Out-of-Hours Procurement Update
<b>Organisation:</b>	Haringey CCG
<b>Lead Officer:</b>	Leo Minnion – Commissioning Manager, Haringey CCG (report written by Felicity Bull, NEL CSU Communications Team)

## 1. Describe the issue under consideration

Haringey CCG is working with the other four CCGs in north central London (Barnet, Camden, Enfield, and Islington) to improve the local NHS 111 and GP out-of-hours services (OOH). This includes bringing together the NHS 111 service and the GP out-of-hours service to enable them to work better together. The contract for the current NHS 111 service needs to be renewed in 2016, which means we now have a real opportunity to learn from experience and make NHS 111 work better for patients. We are doing it because we want to improve patients' experience of using and accessing urgent care services, making sure they receive the best care, from the best person, in the right place, at the right time.

NHS 111 has been piloted in different forms across England since early 2013. From these pilots, we have learned:

- Combining NHS 111 and GP out-of-hours services under a single contract helps patients get to the right service quicker, with less time spent being passed from one call handler to another.
- Nurse, GP or pharmacist input early on may help patients get the right advice or treatment more quickly.
- When an NHS 111 call handler directly books appointments for patients with the right service, such as a GP appointment, this works very well and improves patients' experience.
- NHS 111 services could make much better use of local community services.
- NHS 111 services need to develop better online access.

Over the past eight months we have held a large number of events and have heard from a wide range of members of the local community on the 111/OOH procurement proposals. The evidence we have gathered so far from the people we have spoken to, along with clinical evidence, shows that bringing the two services together across the five boroughs will both meet local need for the service and provide a sustainable service.



## 2. Recommendations

That the report be noted.