



South East London

South East London 111 and the Directory of Services (DoS)

Lewisham Council - Healthier Communities Select
Committee

September 2012

A partnership of Primary Care Trusts in Bromley, Greenwich, Lambeth, Lewisham, Southwark and Bexley Care Trust

What is 111?

- NHS 111 will provide a clinical assessment at the first point of contact, direct people to the right NHS service, first time, without the need for them to be re-triaged, will transfer clinical assessment data to other providers and book appointments for patients when appropriate
- NHS Pathways is the clinical assessment system which will be used in London to manage this
- NHS 111 will work alongside the London Ambulance Service (LAS) and will be able to despatch an ambulance without delay and without the need for the patient to repeat any information.

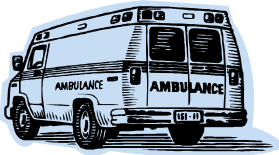
Coalition government policy

‘We will make care more accessible by introducing, informed by evaluation, a single telephone number for every kind of urgent and social care’.

White Paper *Equity and excellence: Liberating the NHS*, July 2010

Urgent and Emergency Care Today

Where can you ring?



AMBULANCE SERVICE

- Prioritise not assess
- How fast, not 'if'
- Low urgency - queue, **clinician ring-back and re-triage** to primary care
- Primary care referral depends on local knowledge and paper files being up to date



NHS DIRECT

- Own clinical tools
- Need up to date info on thousands of services
- Call handler assess/queue/ring-back - **80% of callers speak to nurse**



GP OUT OF HOURS

- Huge variety of tools
- Vast majority speak to **call handler then clinician** (nurse/GP)
- Referral to other primary care services very limited

A&E

District
Nurse

Minor
Injury
Unit

Walk In
Centre

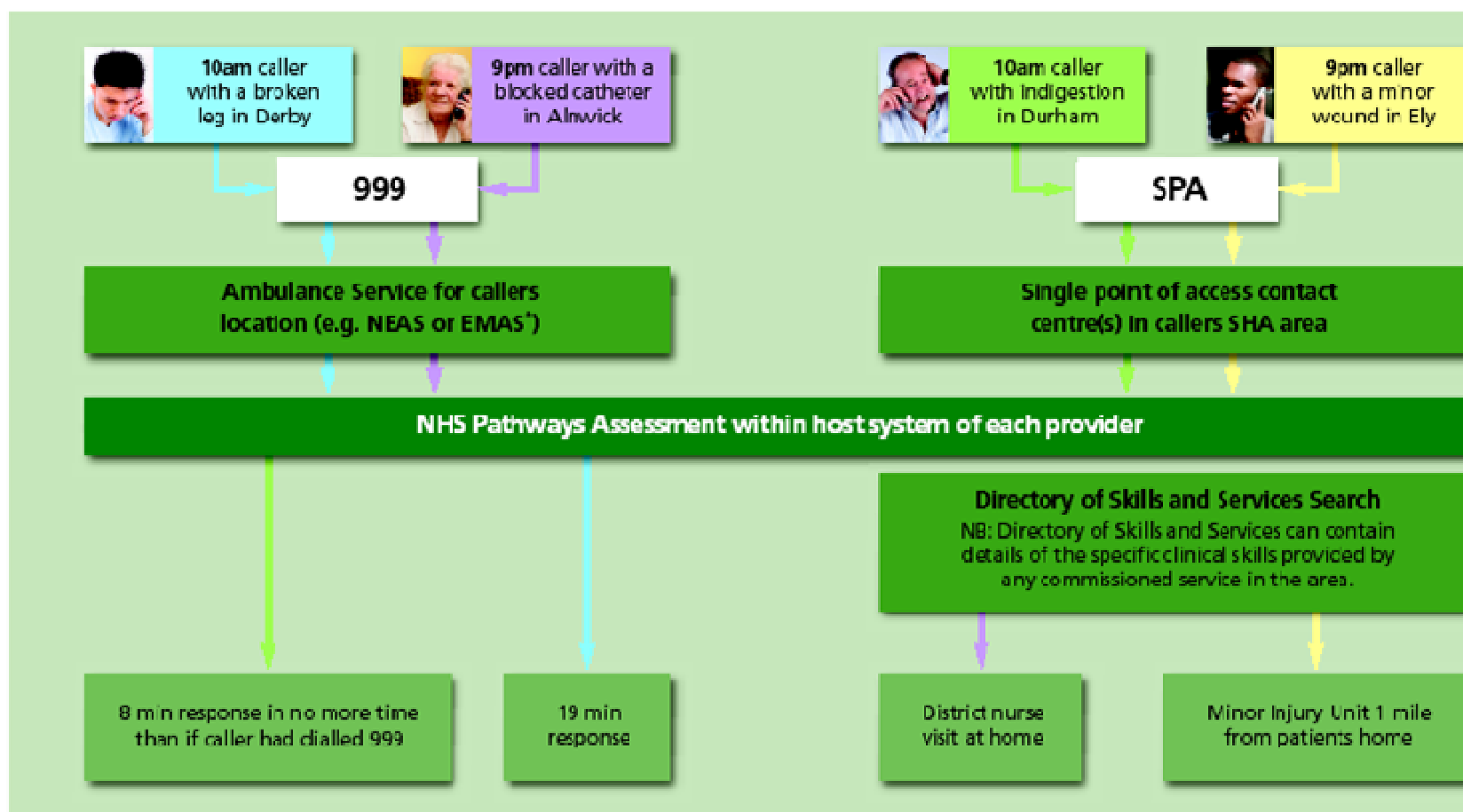
In Hours
GP

Other
services

Out of
Hours GP

Urgent and Emergency Care: Integrated Access

Single Point of Access – Delivering the promise



* East Midlands Ambulance service

The National 111 Operating Model

ACCESS



ANSWER

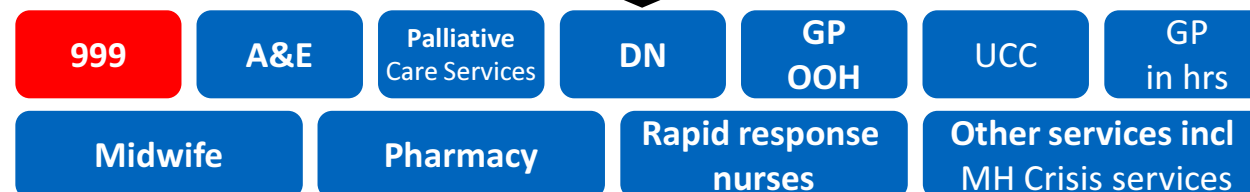
NHS 111 call advisers
Locally commissioned call handling

ASSESSMENT

NHS Pathways
Consistent assessment of clinical needs

**APPROPRIATE
CARE**

London Directory of local skills and services (CMS)
Provided by each NHS organisation in a PCT area, including opening hours, referral criteria, and real-time capacity

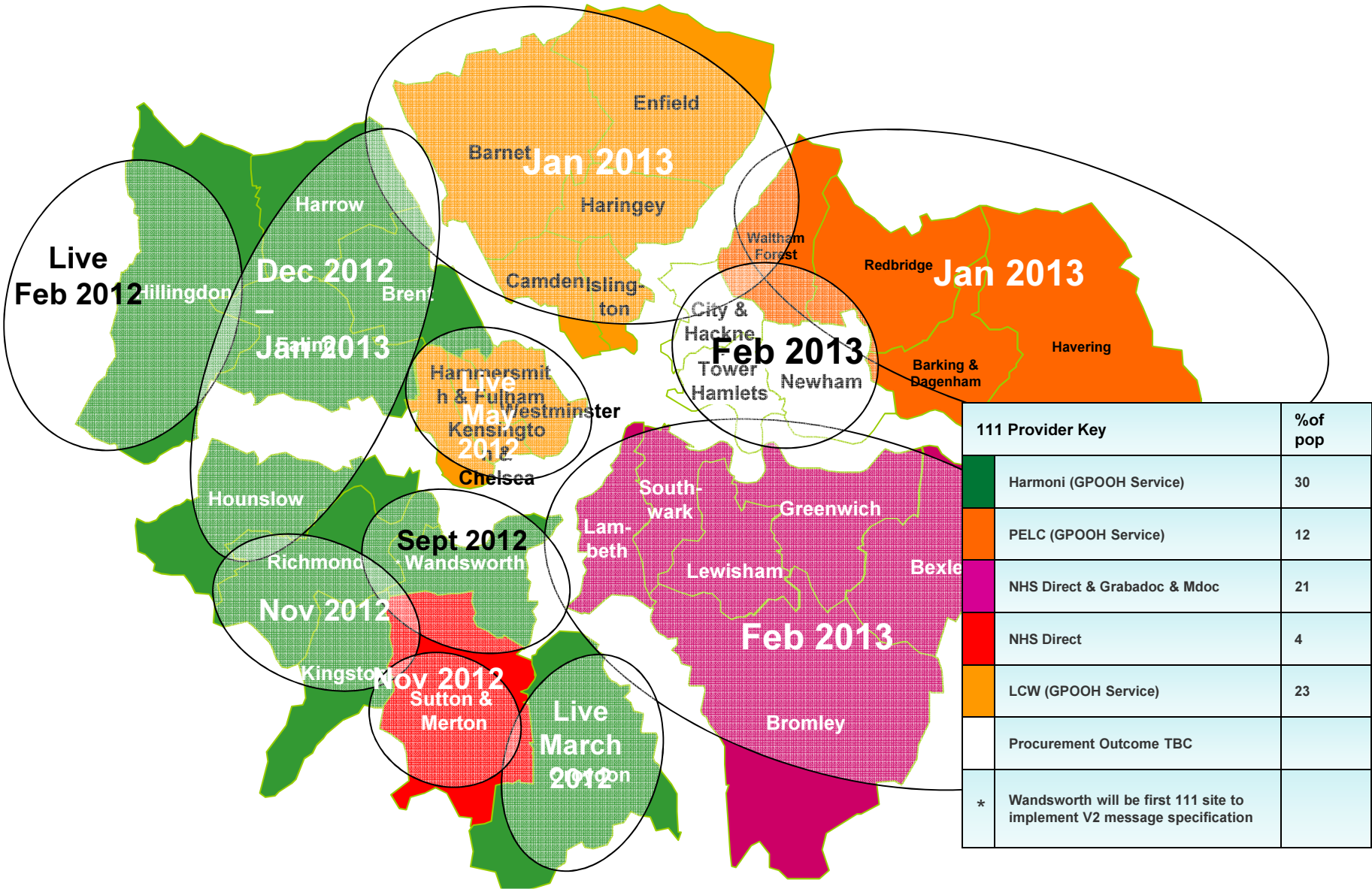


**When it's less urgent
than 999**

London pilots

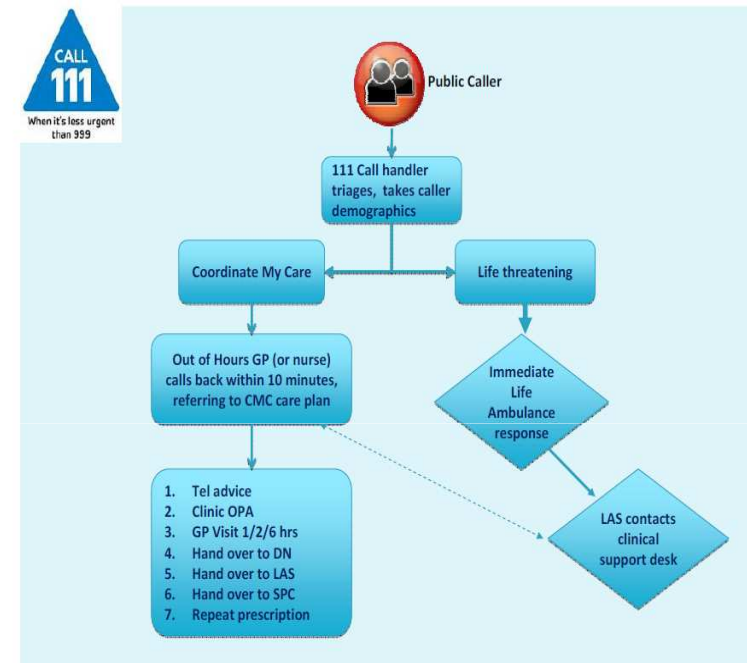
- In March 2011 four London boroughs were approved as NHS 111 pilot sites for 2011 implementation:
 - Hillingdon, in Outer North-West London (ONWL)
 - Westminster, Kensington & Chelsea and Hammersmith & Fulham , the Inner North-West London cluster (INWL)
- These pilots cover 11% of the London population and are planned to go-live in autumn 2011
- Additional pilot sites are currently developing plans to go live in early 2012 in North-East and South-West London which will give coverage to 37% of Londoners.

London is rolling out 11 pilots to help shape the delivery model from 2014.
Procurement of 10 pilots is complete.



Roll-out of 111 in London is aligned with roll-out of the an end of life care register

- All London CCGs and clusters have agreed to align the rollout of 111 services with the rollout of a single London wide electronic end of life register.
- Patients on London's end of life register 'Coordinate my Care' are immediately flagged should they call 111. Call handlers access and follow patients' pre-determined care plans and contact the appropriate palliative care services.
- The Royal Marsden has been commissioned to train local clinicians and relevant local staff on use of the electronic register, currently underway in line with 111 service roll-out across London.
- GPs want to see CMC integrated with their GP systems and accessible to OOH GPs in their cars. The Royal Marsden is working to improve integration and add mobile access to CMC during out of hour periods.
- We are piloting use of the CMC platform as a host for Special Patient Notes (SPNs) in order to allow health care professionals access to view SPNs based on pre-agreed consenting & access rights.

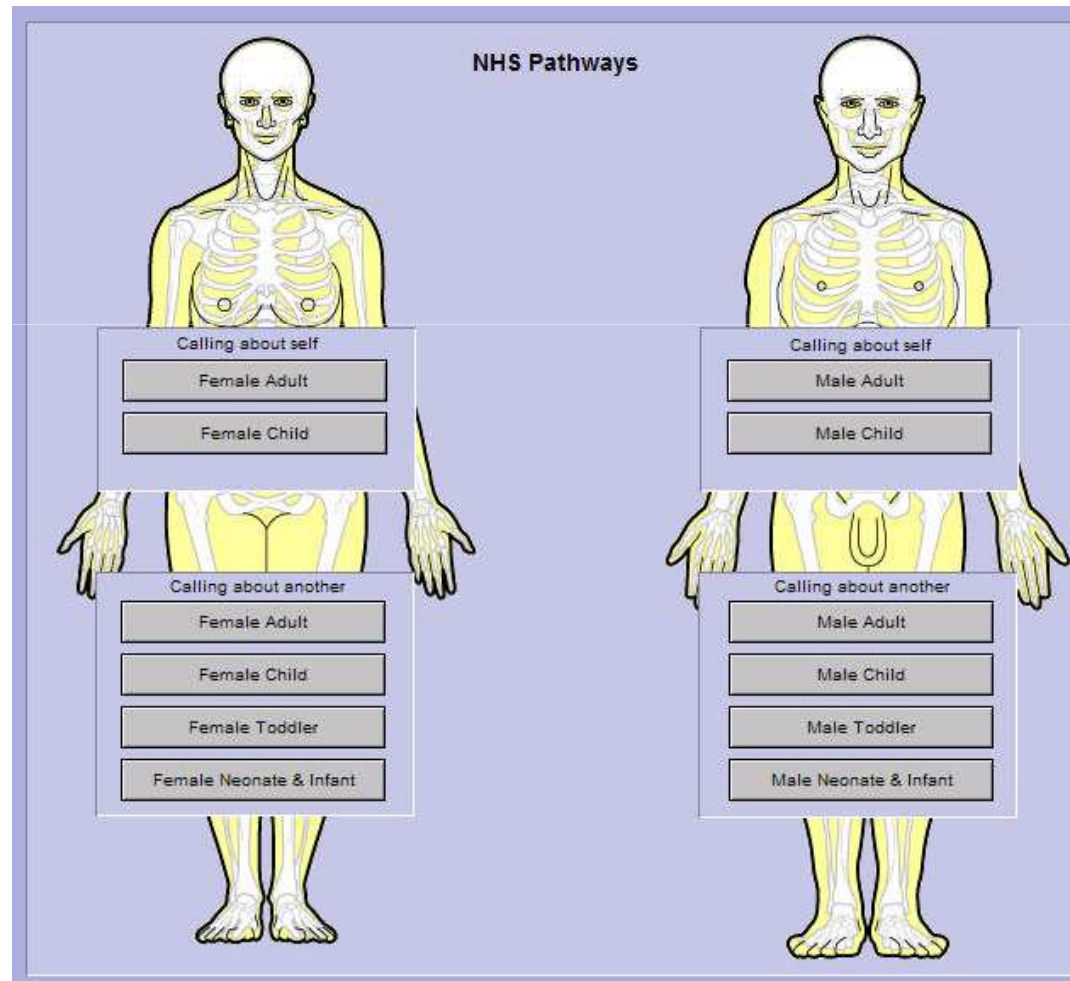


**NHS Pathways
and the
London Directory of Services (DoS)**

NHS Pathways





- NHS Pathways is a suite of clinical assessment templates, for triaging telephone calls from the public, based on the symptoms they report when they call
- It enables a specially designed clinical assessment to be carried out by the trained person answering the call
- The system is designed to support the call handler carry out a safe, effective assessment of the symptoms the patient reports
- As the clinical assessment progresses each answer determines the next question to be asked and leads to a pre-determined level of care for the patient based on the information provided.

NHS Pathways – the triage system



Clinical Pathway Assessment

CALLING ABOUT SOMEONE ELSE	
Is the call from one of the following?	
To find out if the call is from a qualified health professional.	
<div>a doctor</div> <p>This means a qualified and currently practising medical practitioner. This does not mean a medical student. This does not mean a retired doctor.</p>	
<div>a nurse or midwife</div> <p>This means a qualified and currently practising registered nurse or midwife. This does not mean a care assistant. This does not mean a student nurse or midwife. This does not mean a retired nurse or midwife.</p>	
<div>a paramedic or Emergency Care Practitioner (ECP)</div> <p>This means a qualified and currently practising paramedic or ECP. This does not mean an ambulance technician. This does not mean a member of a voluntary healthcare organisation. This does not mean a retired paramedic or ECP.</p>	
<div>a doctor's representative</div> <p>This means, for example, a receptionist or ward clerk, who is calling on the direct instructions of a doctor or nurse.</p>	
<div>not sure</div>	
<div>no</div>	
<div>Other</div>	

Caller																							
Caller: Jane Smith Tel: 0121 872543 Patient: June Smith Age: Adult Location: 3 City Rd, BS2 2EW																							
Summary The consultation has identified:																							
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The Directory of Services DoS

- Once the clinical assessment has been completed a clinical skill set and a defined timescale will be identified for the patient if required
- At the end of the assessment, an automatic search is carried out on the integrated web based London Directory of Services (DoS) to locate an appropriate service in the patient's local area that offers the specific clinical skills needed within the time frame required
- A unique combination of codes identifies the clinical skills required for definitive care and the timeframe within which they should be provided to the patient.

Size of the SEL DoS – no. of services listed

- Dentists (242)
- District/Community Nurse services (47)
- Emergency Dental Services (1)
- Emergency Department's (6)
- GPs (262)
- GP OOH Providers (4)
- Local Templates (2)
- Mental Health Services (246)
- Midwifery (2)
- Minor Injuries Unit's (4)
- Urgent Care Centre's (8)
- Optometrists (242)
- Pharmacists (342)
- Sexual Health Services (24)
- Specialist Service's (this includes rapid response, falls, foot health) (86)
- Walk in Centres (6)

The Lewisham DoS entries

- Dentists (32)
- District/Community Nurse services (22)
- Emergency Dental Services (1)
- Emergency Department's (1)
- GPs (44)
- GP OOH Providers (1)
- Mental Health Services (23)
- Midwifery (2)
- Urgent Care Centre's (1)
- Optometrists (39)
- Pharmacists (56)
- Sexual Health Services (4)
- Specialist Service's (this includes community services such as rapid response, falls, foot health) (38)
- Walk in Centres (1)

Benefits

- You can list social care services if you wish
- DoS holds all the information on Lewisham services in one place
- DoS allows referral forms to be held electronically
- Enables 'warm transfer' (no call back) between services
- You can link services together on DoS if you wish