

HEALTHIER COMMUNITIES SELECT COMMITTEE			
Report	NHS 111: Briefing		
Ward	All	Item No.	7
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Class		Date	29.05.13

### **What is the current status of NHS 111 in South East London?**

NHS 111 continues to run well in Bexley, Bromley and Greenwich since the service began on 12 March 2013. There have been steady improvements since the Easter weekend, which is very encouraging. The majority of people calling the service are getting through quickly and receiving timely clinical call backs when necessary.

Since the beginning of April:

- Over 95% of calls are answered by a health advisor within 60 seconds
- Call abandonment rates have effectively sat at 0%
- Of the total number of calls referred to a clinical adviser (25-35% of triaged calls), around 12-13% are put into a queue for a call-back from a clinician. Approximately 60-70% of these call-backs to patients are made within ten minutes of the initial call to 111
- 10-12% of calls have resulted in an ambulance being dispatched
- Around 75-80% of these dispatches are conveyed by LAS

The main area where we need to see further improvements is in call backs to patients by clinical advisers (nurse clinicians). We are in regular communication with NHS Direct about their plans for clinician staffing at the call centre and the impact this has patients waiting for a clinical call back. NHS Direct have established processes for managing clinical call back queues to ensure that there are no high-risk calls waiting for a clinical call-back.

### **When is the service likely to begin in Lambeth, Southwark and Lewisham?**

At this stage, we are not able to give a start date for the service in Lambeth, Southwark and Lewisham. This is mainly for two reasons:

- Whilst we are pleased with the overall improvements in the NHS 111 service so far, we are still seeking assurance that the service will be able to operate at an effective level with the addition of three more boroughs. For us patient safety is paramount and a stable, efficient, responsive and high quality service needs to be available across the whole of south east London.
- Secondly, NHS England is currently undertaking a review of NHS 111 at national level. This is because of poor performance issues that have been reported in some parts of the country. The outcome of the review could mean that NHS England will make changes to the way in which the service is commissioned, the way it operates and how it is fully rolled out around the country. While we wait for this National Review to be completed it would not be appropriate to start the service in Lambeth, Southwark and Lewisham.

## **How will the National Review being carried out by NHS England affect the SEL NHS 111 service?**

The National Review will include a review of the sustainability of the current model of service into 2014, the ability of providers to maintain delivery of these services and an appraisal of the provider market. Until the results of this review are available, it is difficult to determine what the exact impact on the SEL NHS 111 service will be. However, south east London commissioners are considering various options should it become necessary to adapt or change the service provision we currently have in place.