

HEALTHIER COMMUNITIES SELECT COMMITTEE			
Report	SEL NHS 111: Briefing (For information)		
Ward	All	Item No.	9
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Class	N/A	Date	11.12.13

1. Purpose

- 1.1. This briefing paper provides an update to the Lewisham Healthier Communities Select Committee on the South East London (SEL) NHS 111 service, following the last update given at the Committee's meeting on 29 May 2013.

2. Background

- 2.1. The SEL NHS 111 service is commissioned jointly by Lambeth, Southwark, Lewisham, Bromley, Bexley and Greenwich Clinical Commissioning Groups (CCGs). The service launched in March 2013, with NHS Direct as the service provider, and was intended to operate as a pilot for two years.
- 2.2. Following the closure of NHS Direct's 0845 health information and advice service in London on 21 March 2013, patients in Lambeth, Southwark and Lewisham were able to access the 111 service. However, direct access to SELDOC GP out-of-hour services remained and patients were advised to contact SELDOC rather than 111 if they require GP services during the out of hour's period.
- 2.3. On 29 July 2013, NHS Direct announced that it would withdraw from its NHS 111 contracts nationally. Following this announcement, NHS England and CCG Commissioners entered into discussions with potential alternative providers for the affected services.
- 2.4. In August/September 2013, SEL CCG governing bodies approved the selection of the London Ambulance Service NHS Trust (LAS) as the preferred contingency provider for the SEL NHS 111 service, subject to contract negotiations and the service transition meeting NHS England assurance requirements. This enabled the use of existing staff and infrastructure, a stable contingency provider to be in place before Winter pressures and in the lead up to the process for substantive procurement which was due to start in March 2014. It also enabled shared infrastructure with the four other affected NHS Direct pilot sites out of London which were also transferring to Ambulance Trusts.
- 2.5. Robust local and national assurance processes were put in place to ensure transfer arrangements enabled the continuation of a safe and sustainable service to local patients.
This included completion of three NHS England (London) Gateway reviews, external scrutiny of transfer plans by Deloitte and sign off from the NHS England Central Team. The process placed considerable scrutiny on the ability of LAS to meet requirements around demand modelling, staffing capacity, clinical governance, IT/infrastructure, contingency, and costs.
- 2.6. Following the successful completion of the assurance process (approved by NHS England), SEL CCGs formally approved the transfer of the SEL NHS 111 service to LAS to deliver on an interim basis until March 2015, with procurement for a longer-term

provider and SEL NHS 111 service model to begin in March 2014. Formal transfer of the service took place on 19 November 2013.

3. What this means for patients in Lewisham

- 3.1. The SEL NHS 111 service will not fully roll-out to Lambeth, Southwark and Lewisham during the contingency period (ie. direct access to SELDOC will remain in place during the out of hours period). This decision has been taken to guard against any risk to service stability with a new 111 service provider.
- 3.2. Therefore, for patients in Lambeth, Southwark and Lewisham the following remains in place (as reported at the Lewisham Healthier Communities Select Committee on 29 May):
 - If residents in Lambeth, Southwark and Lewisham need urgent healthcare between 8am and 6pm, they should contact their GP practice in the first instance. If they require a GP out of hours they can access SELDOC directly on 020 8693 9066 or phone their GP practice where the answerphone should direct them appropriately.
 - If residents in Lambeth, Southwark and Lewisham call 111 their call will be handled within the NHS 111 system. If it is felt that they need a GP OOH service, they can and will be transferred to SELDOC through an automated referral system.

4. Update on the SEL NHS 111 service since transition

- 4.1. The transition of the service to the London Ambulance Service was successfully completed on schedule for the 19 November with no operational or clinical issues.
- 4.2. The service has maintained the strong performance levels that were consistently reported prior to transfer in relation to access to the service, clinical call-backs and referrals to emergency departments and ambulance services.

5. Future of the NHS 111 service in SE London

- 5.1. SEL Commissioners will commence the process to re-procure a longer term NHS 111 service model from March 2014, with a substantive service model and provider in place from April 2015.
- 5.2. An initial South London-wide service design workshop took place on 7 November 2013, with representation from SEL Commissioners, providers and patient representatives. This workshop provided an opportunity to identify lessons learnt from London NHS 111 pilots and NHS 111 service models outside of London, and will inform the development of the future SEL NHS 111 service specification.