



South East
Commissioning Support Unit

South East London – NHS 111

Update – September 2016

SOUTH EAST / CSU

111 now

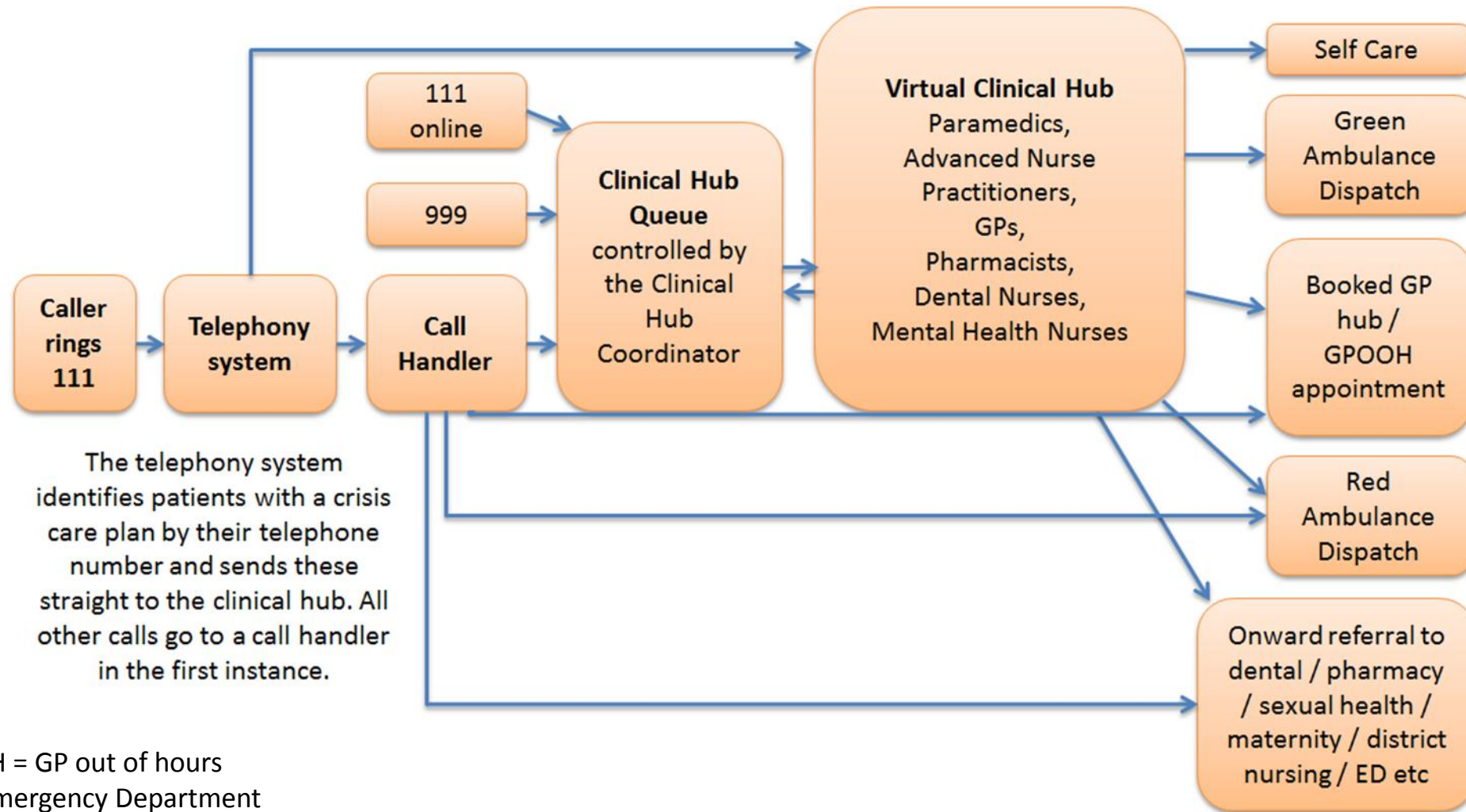
- 111 staff can arrange a translator to join the call if necessary.
- There is a British Sign Language interpretation service for 111.
- 111 call handlers are supported by nurses and paramedics.
- 75% of calls are completed by call handlers.
- 25% of calls are completed by the nurses and paramedics.
- 111 staff assess patients' medical needs and signpost them or refer them onto appropriate services.
- 111 staff can dispatch an ambulance if required.
- 111 staff use a Directory of Services to provide patients with service information e.g. pharmacy opening hours, contact details for dental practices etc.
- All calls are confidential. Patient consent is requested prior to sending patient information on to other health services such as the patient's GP practice.

What is changing

- Throughout England, local NHS 111 services are being redesigned so that they are integrated with the rest of the local healthcare service.
- NHS 111 will be a single entry point to fully integrated urgent care services. Organisations will work together to deliver high quality, clinical assessment, advice and treatment to shared standards and processes, with clear accountability and leadership.
- A 'clinical hub' will offer patients who need it access to a range of clinicians.
- The clinicians in the hub will be supported with clinical records such as the Summary Care Record (SCR).
- IT systems will be developed to support referrals and the direct booking of appointments.
- A future plan for NHS 111 online will make it easier for the public to access urgent health advice and care. This will offer a personalised and convenient service that is responsive to people's health care needs when:
 - they need medical help fast, but it is not a 999 emergency
 - they do not know whom to contact for medical help
 - they think they need to go to A&E or another NHS urgent care service
 - they need to make an appointment with an urgent care service
 - they require health information or reassurance about how to care for themselves or what to do next.

"If I have an urgent need, I can phone 111 and they will, if necessary, arrange for me to speak to a GP or other health professional at any time."

The South East London Vision

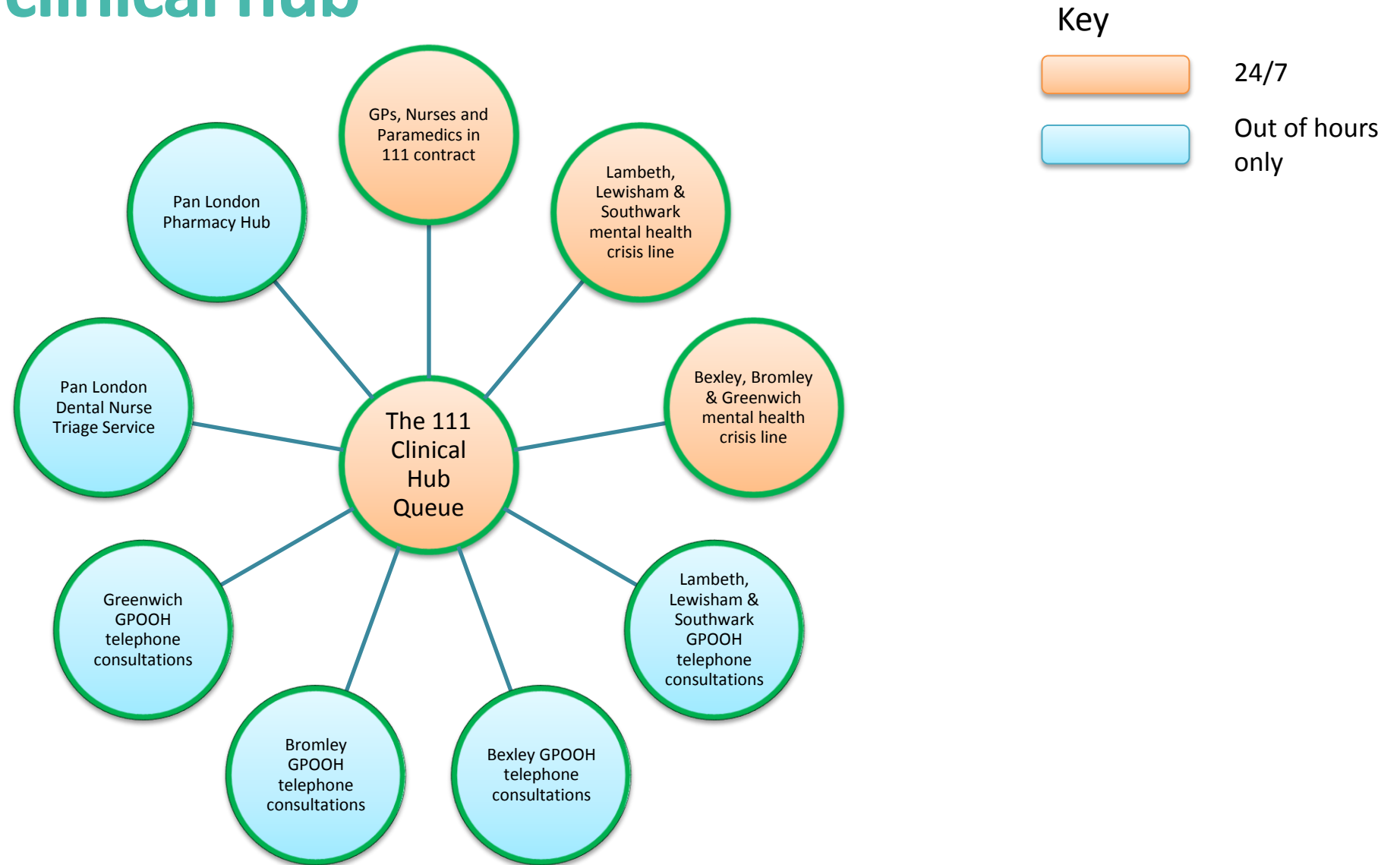


Key:

GPOOH = GP out of hours

ED = Emergency Department

The virtual clinical hub



111 of the future

- Access via one free phone number (111) and 111 online
- Call handlers, and clinicians within a virtual clinical hub
- The clinical hub is overseen by a clinical hub coordinator (a clinician)
- The clinical hub provides telephone support to both patients and healthcare professionals (e.g. paramedics)
- 999 can transfer calls to 111 for further assessment within the clinical hub.
- Call handlers to identify callers who would benefit from access to a clinician
- The clinical hub include GPs 24/7
- The clinical hub includes a mix of clinicians in line with local needs (not necessarily 24/7)
- Clinicians have access to patients' crisis care plans and GP records (where patients have given consent) and share relevant information with the services that they refer the patients onto (subject to consent).
- Where possible patients are directly transferred to other telephone services (e.g. mental health crisis line).
- If possible, patients have their appointment booked for other face to face services (e.g. GP hubs).
- Patients are texted or emailed information about the service they have been referred onto.

The 111 service will have fewer nurses and paramedics than the current service, as some calls will be handled by GPs.

Calls that are planned to be dealt with by the virtual clinical hub (and by which skill set):

- Under 5 year olds (GPs)
- Over 80 year olds (GPs)
- All callers with a crisis care plan (nurses/paramedics/GPs)
- All calls currently dealt with by 111 clinical advisors, including green ambulance re-triage (split between nurses/paramedics/GPs depending on most appropriate skill set)
- Most primary care issues during the out of hours period (GPs)
- Secondary care mental health issues (mental health nurses)
- Medication enquiries (pharmacists)
- Dental advice (dental nurses)

There will be direct booking from NHS 111 into GP services by both clinical hub staff and call handlers.

Analysis will be undertaken to establish which call types should be booked by call handlers and which would benefit from clinical review within the virtual clinical hub, prior to booking.

Procurement Timeline

Dates dependent on the outcome of checkpoint 1

- Checkpoint 1 with NHS England – December 2016
- Procurement Process – January 2016 to March 2017
- Mobilisation – April 2017 to Feb 2018
- **Go live – March 2018**