

## Bath & North East Somerset Council

MEETING:	Wellbeing Policy Development & Scrutiny Panel	
MEETING DATE:	Friday 21 <sup>st</sup> March 2014	
TITLE:	<b>Update on NHS 111 Service</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
Appendix 1: Briefing Paper		

### **1 THE ISSUE**

- 1.1 To update the Wellbeing Policy Development & Scrutiny Panel members on the implementation of the new NHS111 Service to the Bath & North East Somerset area and to report on current performance.
- 1.2 Panel Members received a briefing in September 2013, at a time when an Improvement Plan was in place to improve performance following problems during the launch of NHS 111. The Briefing Paper explains progress made and how the service performance continues to improve to meet the needs of local people.

### **2 RECOMMENDATION**

- 2.1 The Panel is asked to note the latest performance of the NHS 111 Service.

### **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 3.1 None to note as part of this Briefing Paper.

### **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

- 4.1 Not applicable for this Report.

### **5 THE REPORT**

- 5.1 The attached Report summarises performance and progress to date.

### **6 CONSULTATION**

- 6.1 This Paper has been prepared in consultation with Harmoni.

## 7 ISSUES TO CONSIDER IN REACHING THE DECISION

7.1 Not applicable to this Report.

## 8 ADVICE SOUGHT

8.1 Not applicable to this Report.

## 9 RISK MANAGEMENT

9.1 Risk Management processes and systems remain in place as part of the NHS111 governance arrangements to monitor the effectiveness of the service.

9.2 Information on complaints, incidents and feedback from healthcare professionals is collated and reviewed by Harmoni and shared with the CCG's Clinical Governance Lead for NHS111, Dr Elizabeth Hersch, and with the CCG's Quality Team.

9.3 Discussions are currently underway to agree the process for ongoing monitoring and service across Avon, Gloucestershire and Wiltshire.

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<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	