

## Bath & North East Somerset Council

MEETING:	Well-being & Policy Development Panel	
MEETING DATE:	17 <sup>th</sup> May 2013	AGENDA ITEM NUMBER
TITLE:	Briefing – NHS 111 Service	
WARD:	ALL	
<b>AN OPEN PUBLIC ITEM</b>		
<b>attachments to this report:</b> Appendix 1: Briefing Paper		

### 1 THE ISSUE

- 1.1 To brief Well-being & Policy Development panel members on the introduction of the new NHS 111 Service to the Bath & North East Somerset area and to report on current performance.
- 1.2 Panel members may be aware from both local and national media reports that the introduction of the new 111 service has been problematic in B&NES and other parts of the country. The briefing paper explains what actions are being taken locally to improve performance.

### 2 RECOMMENDATION

- 2.1 Panel members are asked to note current performance and the actions agreed with Harmoni, the local provider of the 111 service to improve performance in line with both national and local service specification requirements.
- 2.2 Panel members may wish to request a further update on the progress of the local service in 3 months' time as a separate stand alone briefing item or as part of the Clinical Commissioning Group's regular update on key matters of interest.

### 3 FINANCIAL IMPLICATIONS

- 3.1 The NHS 111 Service has been commissioned for a 5-year period. Payment for the service is made when the service enters the full service commencement phase. This is explained further in the attached briefing report.

### 4 THE REPORT

- 4.1 The attached report explains: the purpose of the service, an overview of its performance since the service was "soft launched" on the 19<sup>th</sup> February and proposed actions to improve performance.  
A short presentation will be given at the meeting to update on the latest performance.

## 5 RISK MANAGEMENT

- 5.1 There are potential risks to patients as a consequence of poor service performance. If a patient is unable to get through to the service it may result in delays to a patient's treatment and use of a less appropriate service. Processes are in place to monitor complaints from patients and feedback from Healthcare professionals. This information is collated and reviewed by Harmoni and shared with the CCG's Clinical Governance lead for 111, Dr .Liz Hersch and with the CCG's Quality Team.

## 6 EQUALITIES

- 6.1 An in-depth equality impact assessment was completed by B&NES PCT and commissioning team as part of the process to develop the specification for the 111 Service. The service will continue to be monitored in respect of its impact on different groups of patients.

## 7 CONSULTATION

- 7.1 This paper has been prepared in consultation with Harmoni.

## 8 ISSUES TO CONSIDER IN REACHING THE DECISION

- 8.1 Not applicable to this report.

## 9. ADVICE SOUGHT

- 9.1 Not applicable to this report.

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