

NHS 111 Service Update

Date: 17 May 2013

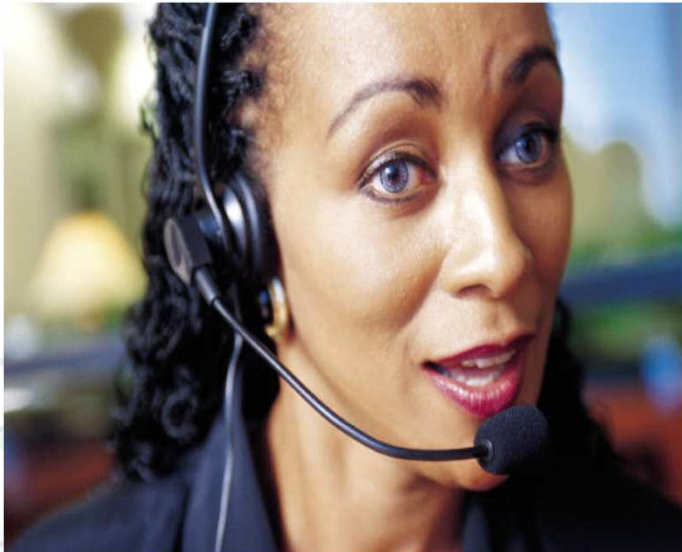
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Service Overview



- Memorable 3 digit number when you need help, but it is not a 999 emergency
- Available 24 hours a day, 365 days a year
- Calls are free from landlines and mobile phones
- To provide information and advice on what to do next



Service Aims



- To provide call handling, clinical assessment and appropriate referral to NHS services
- To improve the efficiency of the urgent care system by connecting patients to the right place, first time
- To provide easy access to more integrated services through a Directory of Services



Local Implementation - Timeline



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| A) Soft Launch | 19 th February 2013 (on time) |
| B) Soft Launch Period Extended | 19 th March 2013 – Ongoing |
| C) Original Public Launch | 19 th March 2013 (delayed) |
| D) Initial Rectification Period | 6 weeks—ends 31 st May 2013 |
| E) Harmoni's Rectification Period Complete | End of June 2013 |
| F) New Public Launch Date | To be confirmed |



Soft Launch – Key Issues



- Poor response times in terms of call handling and calls abandoned at weekends
- Pressures on Ambulance and Out of Hours Providers
- Issues with use of NHS Care Pathways and time to complete a triage call



Intense Six Week Period of Rectification - Key Highlights



- Harmoni has committed to improve service performance in line with Rectification Plan
- Recruitment of further Healthcare Advisers and Clinical Advisers
- Harmoni has committed more management resource to Bristol Call Centre
- Commissioners monitoring performance against Rectification Plan via weekly Remedial Taskforce Meetings



Current Performance



Date	Target %	Mon 06/05/13	Tues 07/05/13	Wed 08/05/13	Thur 09/05/13	Fri 10/05/13	Sat 11/05/13	Sun 12/05/13
% of Calls answered within 60 seconds	95%	78.55%	96.79%	94.79%	98.48%	99.60%	70.11%	85.89%
% Calls abandoned after 30 seconds	5%	7.15%	0.79%	0.00%	0.50%	0.40%	5.85%	3.61%
% Warm transferred	98%	32.26%	42.86%	34.29%	48.28%	56.52%	32.39%	44.05%
Longest Wait for Answer	00:01:00	00:10:57	00:03:41	00:05:09	00:02:17	00:01:54	00:08:17	00:11:00
Longest Wait for Call Back	00:10:00	00:09:05	00:03:42	00:12:18	00:05:54	00:02:38	00:05:31	00:06:22
Ambulance Dispatch as a % of total	10%	7.79%	12.44%	12.24%	8.44%	6.64%	4.85%	10.63%
% Callers referred to A&E	5%	6.12%	7.96%	5.61%	8.44%	4.42%	6.07%	4.75%



Patient Quality & Safety Processes



- Complaints Process
- Health Care Professional Feedback forms
- Local Clinical Governance Group
- Regional Clinical Governance Group



Any questions?



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