

# Bath & North East Somerset Council

MEETING:	Well-being & Policy Development Panel	
MEETING DATE:	20th September 2013	AGENDA ITEM NUMBER
TITLE:	Update on NHS 111 Service	
WARD:	ALL	
<b>AN OPEN PUBLIC ITEM</b>		
<b>attachments to this report:</b> Appendix 1: Briefing Paper Appendix 2 : Table showing Summary of Performance for August 2013		

## 1 THE ISSUE

- 1.1 To update Well-being & Policy Development panel members on the implementation of the new NHS 111 Service to the Bath & North East Somerset area and to report on current performance.
- 1.2 Panel members received a briefing in May 2013 at a time when the introduction of the new 111 service was problematic in B&NES and other parts of the country. The briefing paper explains how the service performance has improved since then.

## 2 RECOMMENDATION

- 2.1 Panel members are asked to note the latest performance of the 111 service.

## 3 FINANCIAL IMPLICATIONS

- 3.1 None to note as part of this briefing paper.

## 4 THE REPORT

- 4.1 The attached report summarises performance and progress year to date.

## 5 RISK MANAGEMENT

- 5.1 Risk management processes and systems remain in place as part of the clinical governance of the service to monitor the effectiveness of the 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. Elizabeth 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>	