

<b>REPORT TITLE</b>	NHS 111 Update
<b>REPORT OF</b>	Jacqui Evans – Assistant Director, Unplanned Care and Community Care Market Commissioning, Wirral Health and Care Commissioning

**REPORT SUMMARY**

This report outlines the developments in NHS 111, a telephone service that patients can use to access urgent care.

This report is for information, and no decisions are required.

This matter affects all Wards within the Borough.

**RECOMMENDATION/S**

- To note the contents of this report and raise any feedback regarding the NHS 111 Service

## SUPPORTING INFORMATION

### 1.0 REASON/S FOR RECOMMENDATION/S

Not applicable

### 2.0 OTHER OPTIONS CONSIDERED

Not applicable

### 3.0 BACKGROUND INFORMATION

#### 3.1. Introduction

In 2017, NHS England published the Integrated Urgent Care Service Specification, which outlines consistent urgent care services to be delivered by all CCGs.

NHS England Mandates:

- NHS 111 is a free number for patients to phone when they have an urgent healthcare need, 24 hours a day, 365 days a year.
- Calls are answered by Health Advisors who use an algorithm called NHS Pathways to ask patients a series of questions and determine how their need should be met.
- NHS 111 uses a Directory of Services to identify the nearest appropriate service to the patient.
- Patient's accessing 111 should receive a **complete episode of care** that ends in either:
  - Clinical advice that resolves their problem
  - A prescription
  - An appointment directly booked by NHS 111 (for example with a GP in or out of hours, at an Urgent Treatment Centre, or another appropriate service)
- This is a change from the previous NHS 111 model of assessing and referring.

#### 3.1.1. NHS 111 in Wirral

NHS 111 is provided by Northwest Ambulance Service NHS Foundation Trust (NWAS) for all the CCGs in the Northwest, including Wirral CCG.

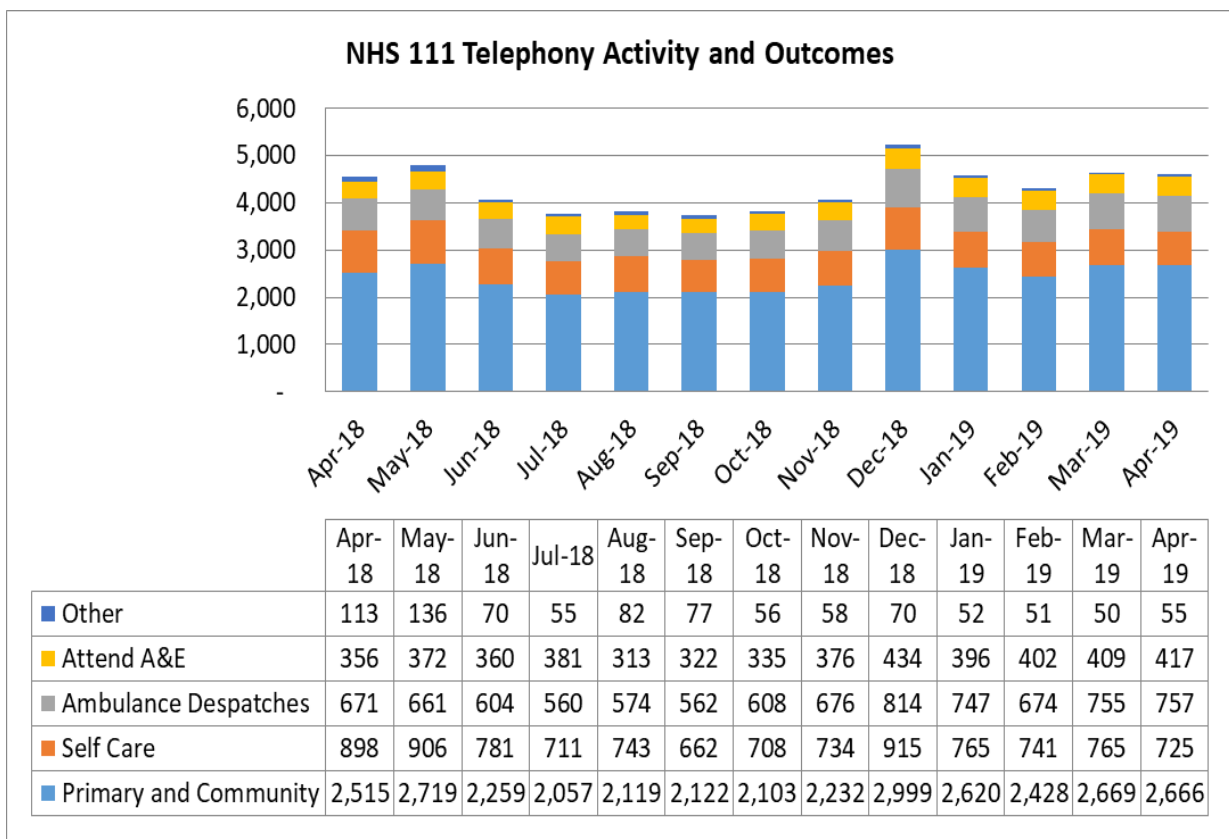
Contract management and governance arrangements are done on a Northwest basis in order to avoid duplication. Wirral CCG is part of the Cheshire/Warrington/Wirral County Governance Group; which feeds into the Northwest Strategic Partnership Board; which manages the contract.

In Wirral there has been mixed feedback from patients on their experiences of using NHS 111. This paper outlines improvements that have been made, and future initiatives planned.

### 3.2. Current NHS 111 Telephone Service

#### 3.2.1 Activity and Outcomes

The graph below shows monthly NHS 111 activity and outcomes for Wirral patients from April 2018 to April 2019. Activity is generally higher in winter and spring, and reduces in summer.



The table below shows the outcome of calls from Wirral patients to NHS 111 (April 2018 – April 2019), along with examples of each category. The most frequent outcome is Primary and Community Care, followed by Self Care.

Table 1. NHS 111 Telephony Outcomes (April 2018- April 2019)

<b>Outcome</b>	<b>Example/ Explanation</b>	<b>Percentage</b>
Primary and Community	Patient advised to contact own GP practice or attend a Walk in Centre, or contact a dental service	56%
Self Care	Patient given advice on how to look after themselves at home	18%
Ambulance Dispatches	111 staff arrange an ambulance for the patient.	15%
A&E	Patient is either directed to attend A&E or offered an urgent phone call from a GP within 20 minutes (for some conditions)	9%
Other	Other services include signposting to voluntary services	2%

### 3.2.2 Key Performance Indicators

All NHS 111 Services report Key Performance Indicators (KPI). The table below shows performance against the five primary indicators in April 2019, compared to April 2018.

Significant improvements have been made in the percentage of calls answered within 60 seconds, and a reduction in calls abandoned. Performance against calls ‘warm transferred’ and call backs within 10 minutes has improved, but continues to be challenging. (Warm transfer is when patient’s call is transferred to a nurse within NHS 111 while the patient is still on the line, instead of a receiving a call back from the nurse). This performance is consistent with other NHS 111 services across the country.

The Clinical intervention KPI (speaking to a nurse or doctor) continues to be consistently met.

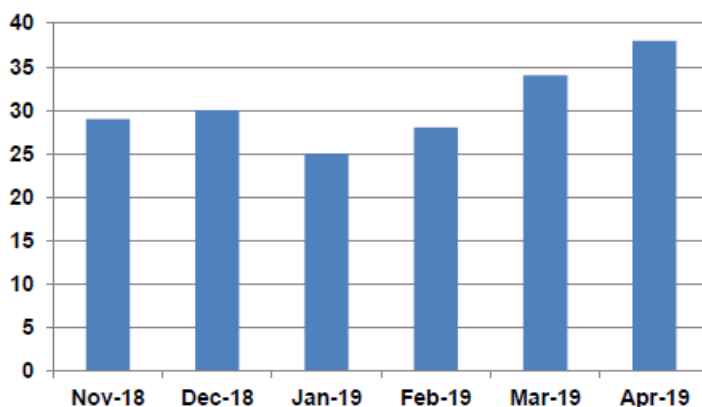
Performance against the full set of KPIs for all NHS 111 services is publicly available on the NHS England website: <https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/nhs-111-minimum-data-set-2019-20/>

Table 2: NHS 111 Key Performance Indicators, April 2019 compared to April 2018

KPI Description	Target	Actual April 2019	Actual April 2018
Calls abandoned	Less than 5%	2.40%	6.19%
Calls answered in 60 seconds	95% or more	87.30%	77.83%
Calls warm transferred	75% or more	33.08%	22.20%
Call backs within 10 minutes	75% or more	57.00%	41.58%
Clinical Intervention (speaking to a doctor or nurse)	50% or more	50.11%	51.60%

### 3.2.3. Complaints

The graph below shows numbers of complaints and concerns raised over the last six months for the whole of the Northwest. The figure of 38 for April represents 0.028% of calls received. The most common themes were staff attitude (8), General complaint (6), and inadequate information given (5).



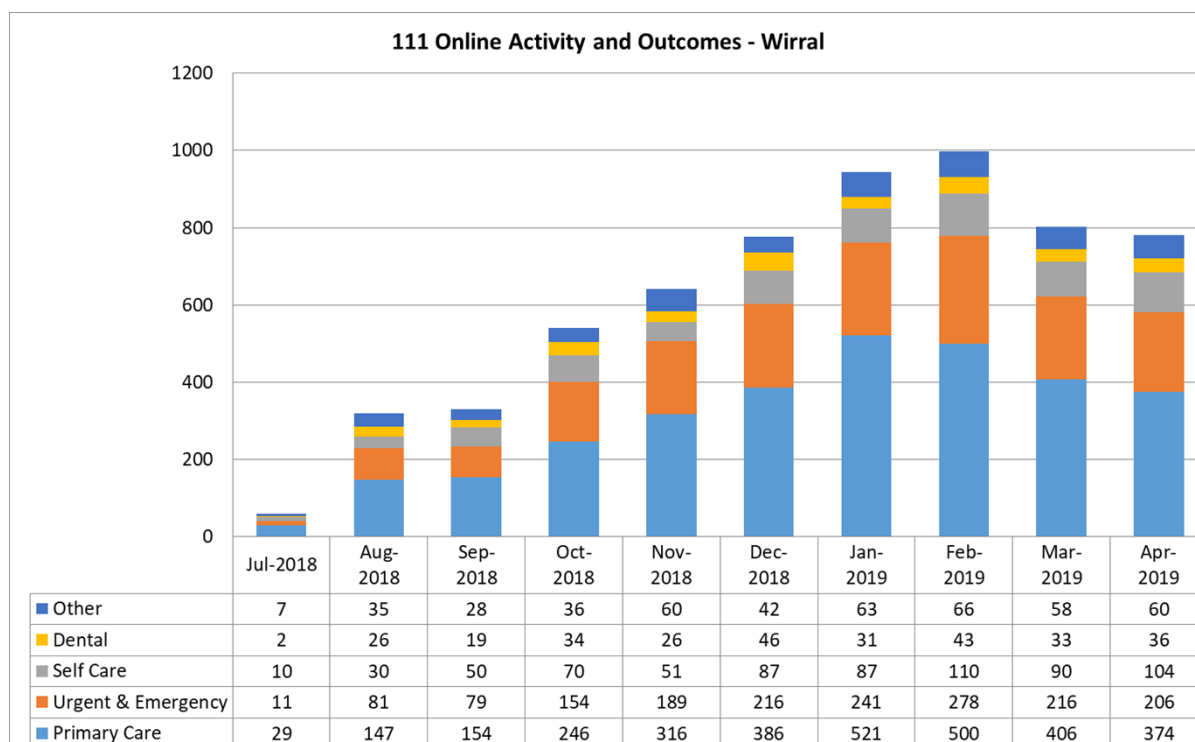
### 3.3. New Developments

#### 3.3.1 NHS App and 111 Online

NHS England has mandated roll-out of 111 Online and the NHS App. The Northwest has the highest uptake of 111 online.

- 111 online went live in July 2018 in Wirral. It can be accessed at 111.nhs.uk or through the new NHS App. 111 online has been provided by NHS Digital and is not funded by CCGs.
- Patients can enter their symptoms, answer a series of multiple choice questions and arrive at an outcome. Patients may be:
  - Given self-care advice and signposted to relevant information
  - Called back by a nurse from the Northwest NHS 111 Service
  - Advised to contact a pharmacy and given details of the nearest one
  - Advised to contact their own GP practice
  - Advised to attend A&E or call 999
- 111 online is quicker to complete than phoning, and will reduce demand on the NHS 111 telephony service, which means shorter waiting times for patients that choose to phone.

The graph below shows monthly 111 Online activity and outcomes from commencement on 24<sup>th</sup> July 2018 to April 2019. It can be seen that activity steadily increased until February, and then reduced in March and April. This pattern of lower demand in spring compared to winter is consistent with the NHS 111 telephony service.



The table below shows the outcomes of 111 online consultations, the most common being Primary Care, followed by Urgent & Emergency Care, Self Care and finally Dental. Please note that the outcome categories for 111 Online are slightly different to the 111 Telephone Service Categories presented in Table 1. Explanations of the categories are included below

Table 3. 111 Online Outcomes (July 2018- April 2019)

<b>Outcome</b>	<b>Example/ Explanation</b>	<b>Percentage</b>
Primary Care	Patient advised to contact own GP practice or attend a Walk in Centre	50%
Urgent & Emergency (Ambulance and A&E)	Ambulance - 111 staff arrange an ambulance for the patient.  A&E - Patient is either directed to attend A&E or offered an urgent phone call from a GP within 20 minutes (for some conditions)	27%
Self Care	Patient given advice on how to look after themselves at home	11%
Dental	Patient referred to a dental service	5%
Other	Other services include signposting to voluntary services	7%

### 3.3.2. Improved NHS 111 Offer for Wirral

The table below outlines initiatives that aim to improve patients' experience of using NHS 111 and ensure that patients receive the most appropriate treatment. This means ensuring fast access to care for patients who require it; and means ensuring that patients are given the right advice to care for themselves.

<b>Initiative</b>	<b>Status</b>	<b>Comment</b>
Increase clinical advice over the phone	Implemented	Achieving target of 50% of people needing clinical advice receive it over the phone and do not need to attend a face to face service

Faster clinical advice for children	Implemented	Parents calling 111 for children under five years old are put straight through to a nurse and do not go through the call handling algorithm
Direct Appointment Booking into GP Out of Hours	Implemented	NHS 111 can directly book appointments in GP Out of Hours, for patients who need a face to face appointment.  This means patients do not need to wait for a phone call from GP Out of Hours to book an appointment
111 Online	Implemented	111 Online went live in Wirral in July 2018. The northwest has seen the biggest uptake in 111 Online use nationally
NHS App	Implemented	The NHS App went live in Wirral in May 2019. In addition to accessing 111 online, it allows patients to: <ul style="list-style-type: none"> <li>• book and manage appointments at their GP practice</li> <li>• order repeat prescriptions</li> <li>• securely view their GP medical record</li> <li>• register to be an organ donor</li> <li>• choose how the NHS uses their data</li> </ul>
Urgent Repeat Prescriptions from NHS 111 (telephone)	Implemented	Patients requiring an urgent repeat prescription can now collect it from their local pharmacy, who will receive the prescription electronically from NHS 111.  Prior to this, patients would need to be referred to GP Out of Hours to get a repeat prescription.
Local Urgent GP Advice for patients as an alternative to A&E	Implemented	Patients with certain conditions receive a phone call from an experienced GP within 20 minutes, as an alternative to attending A&E. The GP can give advice or offer an urgent appointment.  This pathway is also available to patients who have called 999, where appropriate
Urgent Repeat Prescriptions from 111 Online	In Progress	Testing is underway to replicate the prescription service for 111 Online as well as telephone. Estimated to be available from July 2019.
Urgent <b>New</b> Prescriptions	In Progress	A pathway is being developed for a range of minor illnesses that will mean medicines can be prescribed by pharmacists, instead of patients being referred to GP Out of Hours, for a limited range of minor conditions.  Timescales are to be confirmed, dependent on guidance from NHS England



Direct Appointment Booking into In-hours General Practice	In Progress	<p>NHS 111 will be able to book into General Practice. This is dependent on a national software solution, which NHS Digital are responsible for. Timescales are yet to be confirmed.</p> <p>However, in the meantime, patients can use the NHS App to book appointments at their own GP Practice</p>
NHS Service Finder Tool for health and social care professionals	In Progress	<p>An online tool called Service Finder has been developed based on the NHS 111 Directory of Services.</p> <p>It provides a comprehensive and user friendly directory for health and social care professionals to search for local services to direct patients to.</p> <p>Service finder will be rolled out during 2019.</p>

#### **4.0 FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report

#### **5.0 LEGAL IMPLICATIONS**

There are no legal implications arising from this report

#### **6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

There are no resource implications arising from this report

#### **7.0 RELEVANT RISKS**

No relevant risks have been identified as part of this report

#### **8.0 ENGAGEMENT/CONSULTATION**

A marketing campaign to promote the NHS 111 online platform will launch across the North West on Monday, 3 June, 2019 and run until Sunday, 16 June, 2019. It will include radio advertising and digital media advertising online.

#### **9.0 EQUALITY IMPLICATIONS**

No equality implications have been identified as part of this report.  
(b. because there is no relevance to equality)

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**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>N/A</b>	