

NHS 111

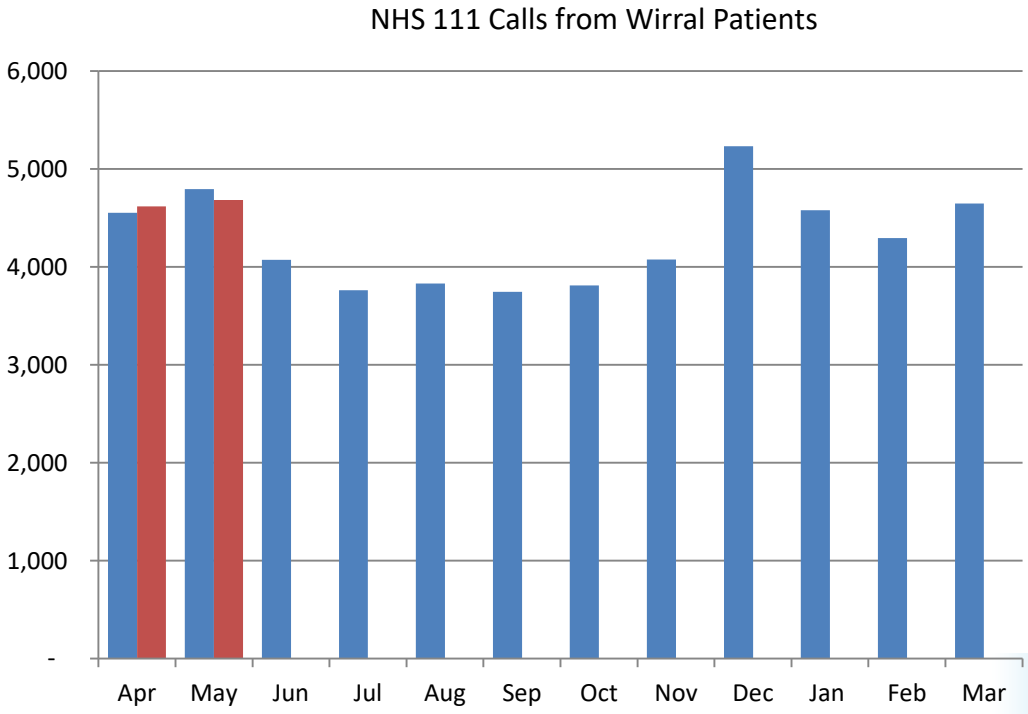
- Service Overview
- Activity and Outcomes
- Performance
- Patient Feedback
- Compliments and Complaints
- Developments

NHS 111 – Service Overview

- NHS 111 is a service for patients to phone when they have an urgent healthcare need, 24 hours a day, 365 days a year.
- Since 2015, NHS 111 in the North West has been provided by Northwest Ambulance Service NHS Foundation Trust (Nwas)



NHS 111 Calls from Wirral Patients



■ 2018/19
■ 2019/20



NHS 111 – Outcomes

Outcome	Example/ Explanation	Percentage
Referred to 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%



Key Performance Indicators

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%

Patient Feedback

91.7% said advice
was 'very' or
'quite' helpful

5.3% said
advice was not
helpful

3% did not respond to this question
230 respondents (April 2019)



Patient Satisfaction

90% were 'very' or 'fairly' satisfied

2.6% Neither satisfied or dissatisfied

3.5% were 'very' or 'fairly' dissatisfied

3.9% did not respond to this question

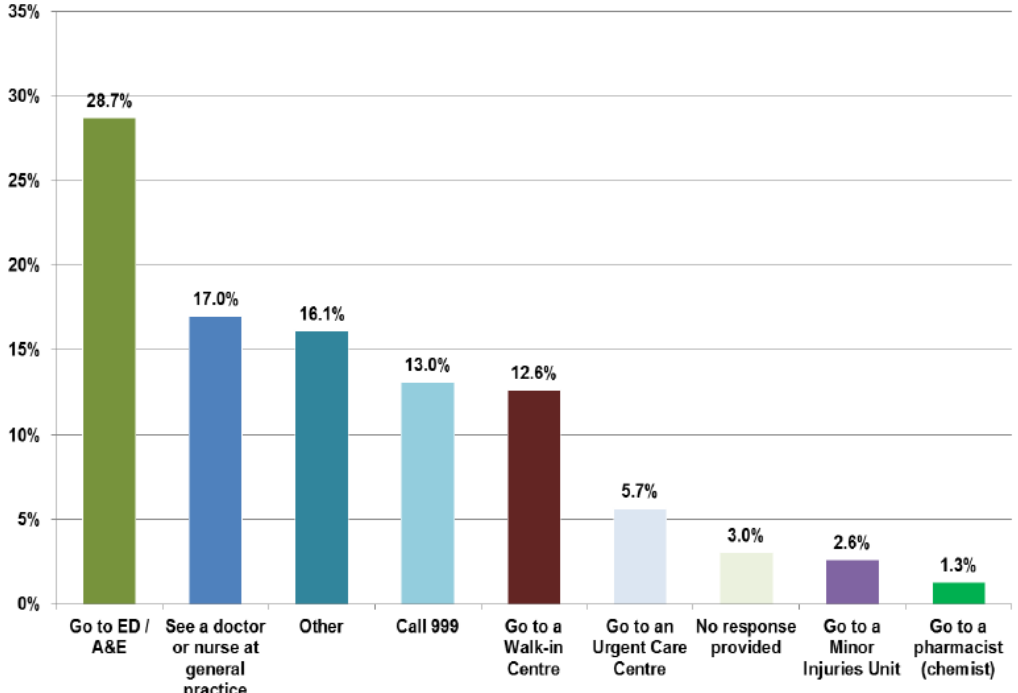
230 respondents (April 2019)





What patients would have done if NHS 111 had not been available?

What would you have done if NHS 111 had not been available?



The category "Other" incorporates the following headings:

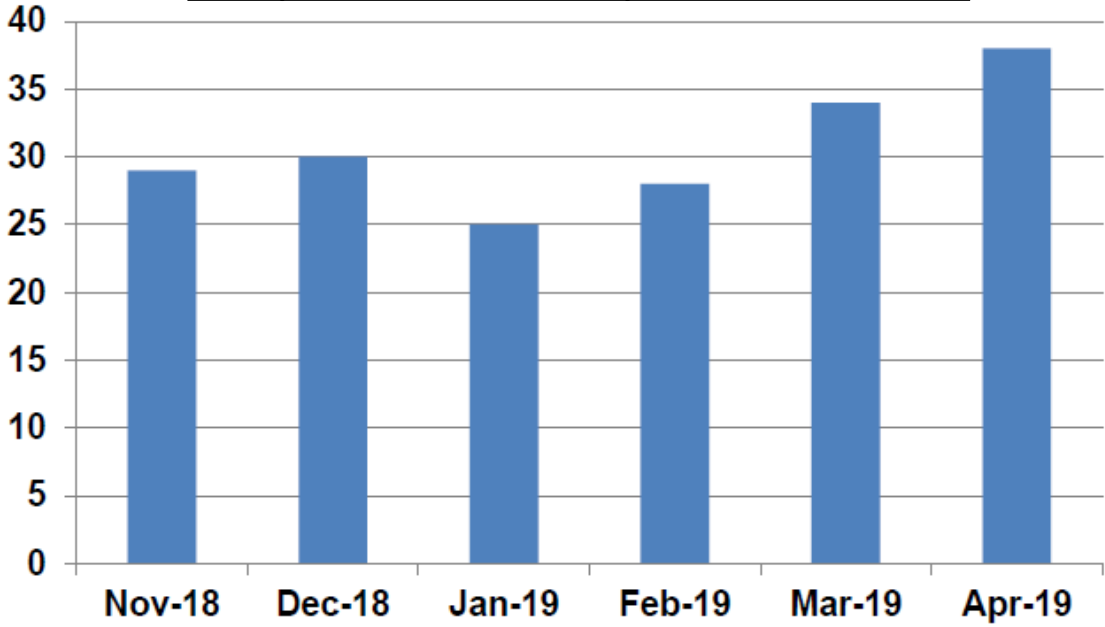
- Call NHS 111
- Look for information online
- Ask friends or family
- I would not have contacted anyone else
- Not applicable as I did not contact 111 directly
- Other not specified





Complaints and Compliments

Complaints received by NHS 111 Service



7 compliments were received in April 2019 for the North West

38 complaints were received in April 2019 for the North West (0.028% of calls)

- Complaint Themes:**
- Staff Attitude – 8
 - General Complaint – 6
 - Inadequate Information given to patient – 5
 - Unhappy with level of questioning - 4



Developments to date

2017

- Local Urgent GP Advice as alternative to A&E

2017

Urgent Repeat Prescriptions from NHS 111

2018

- Direct Appointment Booking into GP Out of Hours

2018

- More clinical advice over the phone

2018

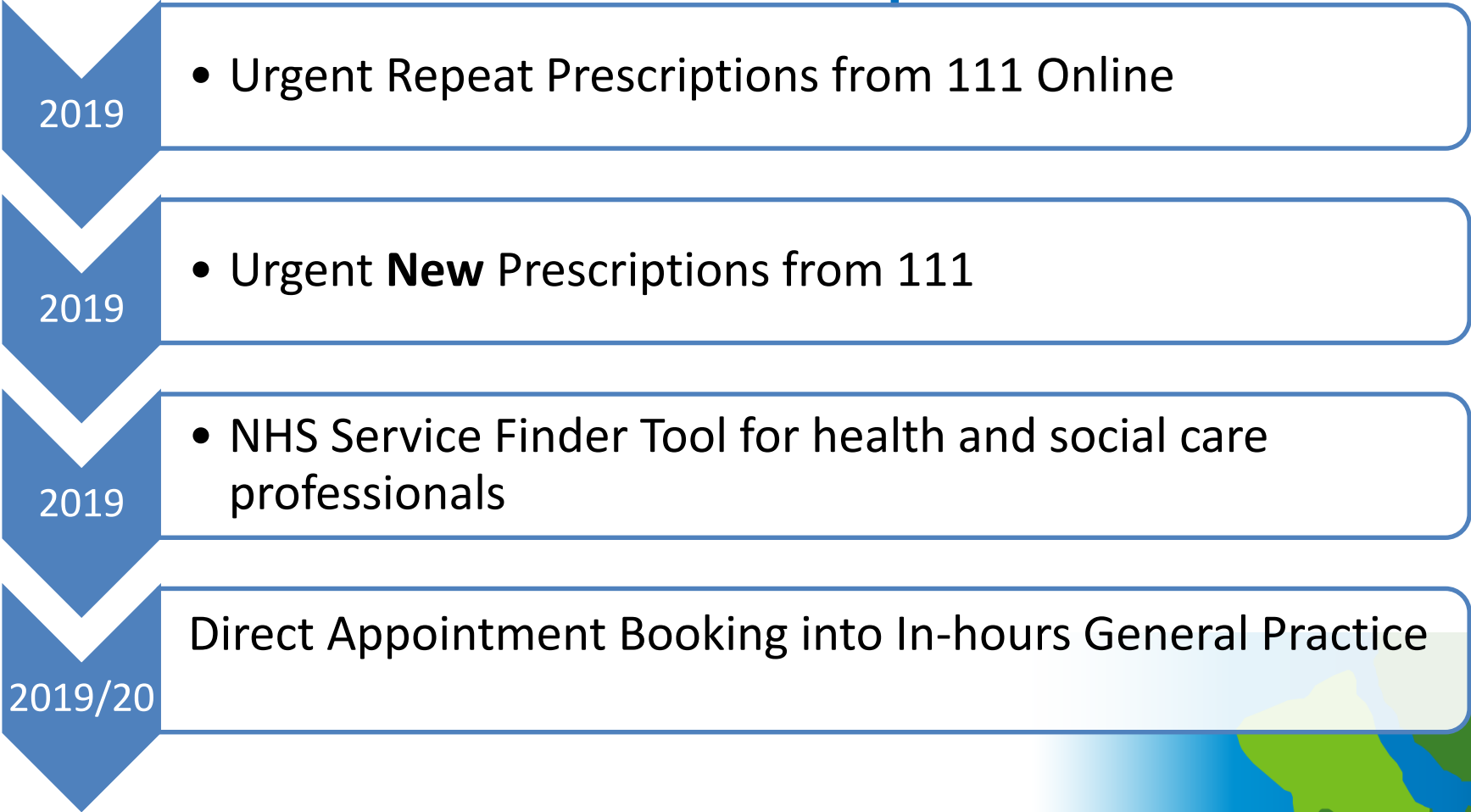
- Faster clinical advice for children

2019

- NHS 111 Online and NHS App



Future Developments



Any Questions?

