

<b>TITLE</b>	<b>Update on NHS 111</b>
<b>FOR CONSIDERATION BY</b>	Health Overview and Scrutiny Committee on 11 September 2013
<b>WARD</b>	None Specific



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# NHS 111

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## I will cover

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- **Overview Position – NHS 111 across South Central**
- **SCAS Responsibilities**
- **Risks and Challenges faced**
- **Activity, Outcomes and Performance in Berkshire**
- **Questions**

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## NHS 111 Service Provision – South Central Region

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- Oxfordshire- Public launch October 2012. ( 202k calls per annum)
- Mainland Hampshire- Public launch January 2013 (508k calls per annum)
- Berkshire- Phased roll out from April 2013 (262k calls per annum)
  - - Full roll out including NHS Direct calls from 3 July
- Buckinghamshire
  - Delivered by NHS Direct
- Milton Keynes
  - Delivered by Harmoni



## NHS 111 – SCAS Provider responsibility

- **SCAS provides 111 service as per DH specification** : using NHS pathways trained call handlers and clinicians (nurses/paramedics) from two sites at Bicester and Otterbourne.
- **KPIs are reported weekly by contract to NHS England:**
  - Call answering within 60 seconds (95% of calls)
  - Call abandonment rate below 5%
  - Transfer to 999 (9-11% nationally)
  - Transfer to A&E ( 5% nationally)
- **Clinical Governance** – weekly clinical governance meetings led by Dr Neesha Mohan. End to end call reviews, professional and patient feedback, satisfaction surveys.
- 1% call audit per call handler per month





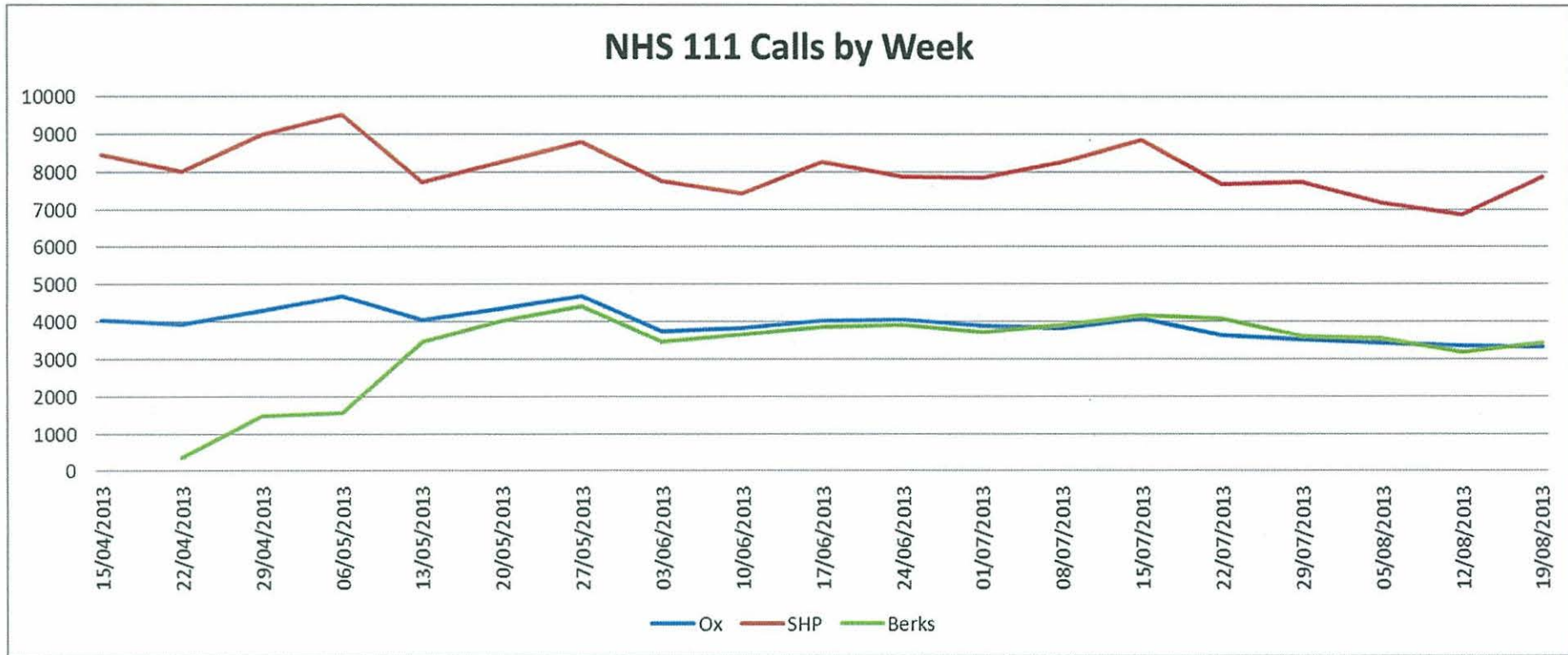
## Risks and Issues

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- **Risks**
  - Demand higher than predicted levels
  - Newly trained staff are slower than experienced call handlers
  - Staffing absence – unable to use non pathways trained staff
  - User error
- **Key Areas**
  - IT Operability and configuration
  - National routing of mobile calls and out of area
  - Anecdotal information
  - Amending pathways- DoS
  - Developing relationships with Providers



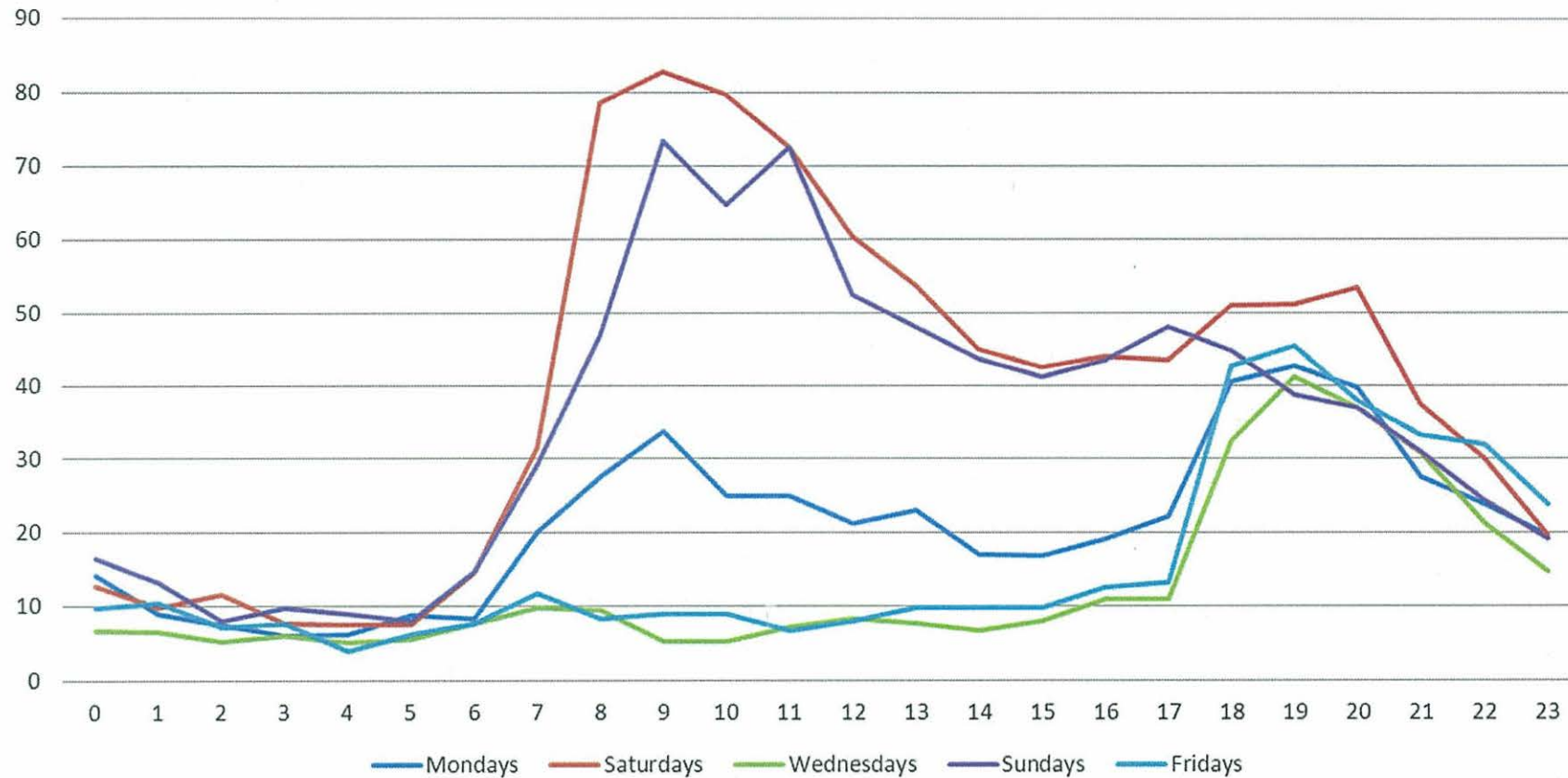
# Call Volumes- 14, 396 calls per week. Over 200 calls per hour at peak times 8-11am on Saturdays at both Northern and Southern House





# Berkshire NHS 111 – Daily Demand

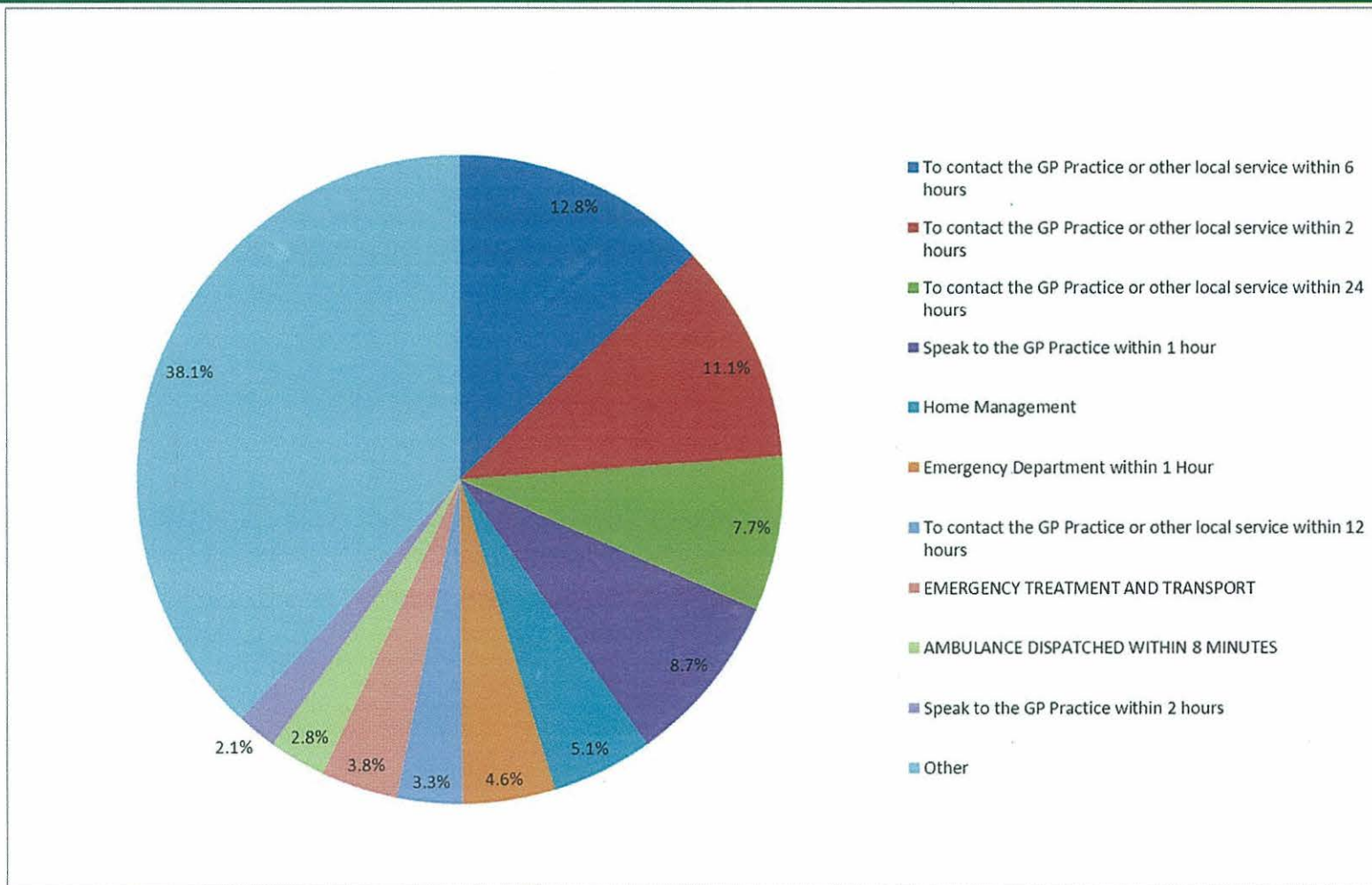
## Berkshire NHS 111 Average Call Volume, by hour (August)





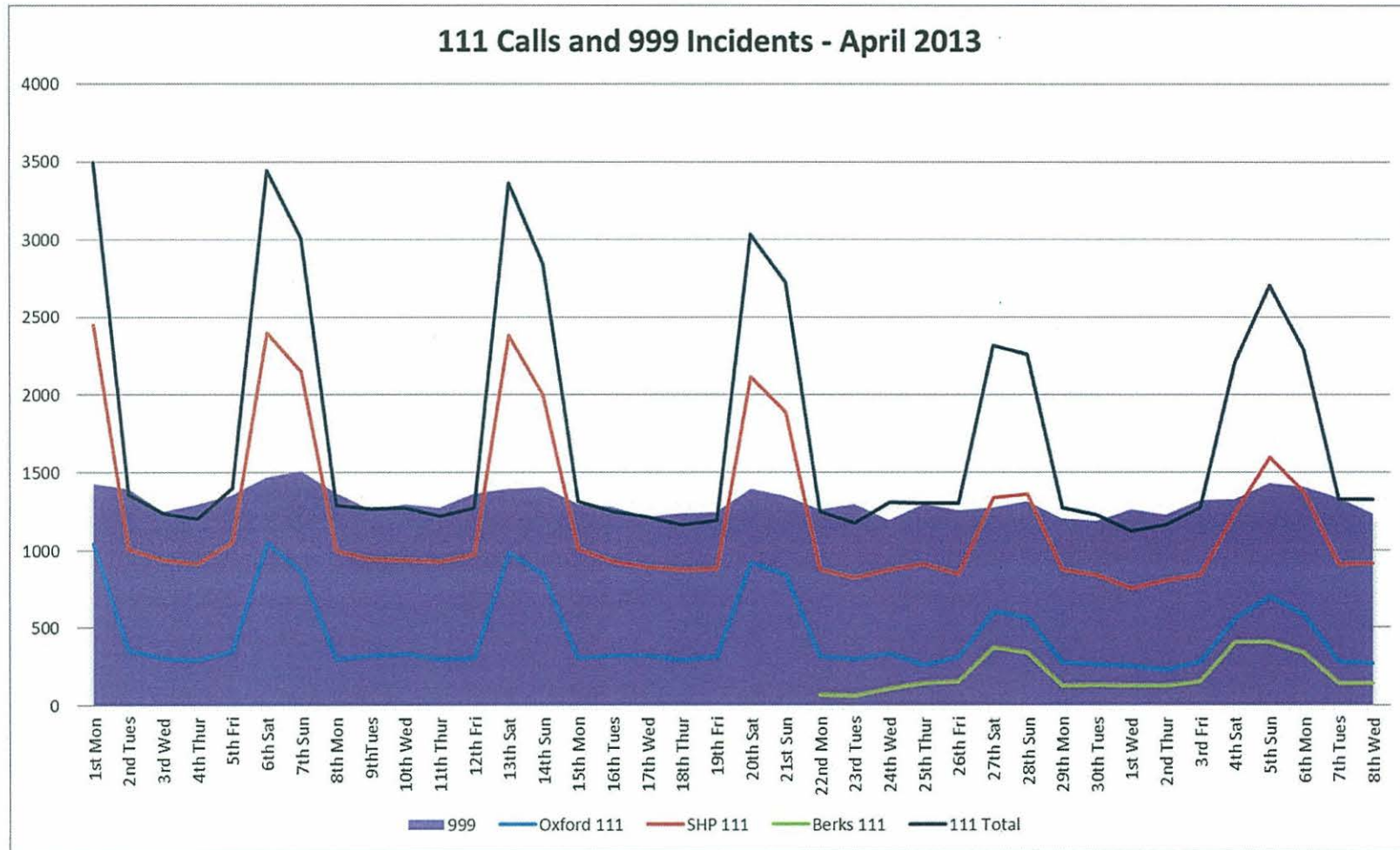


## Berkshire NHS 111 – Main Call Outcomes





# 111 – Call volumes (April) by day of week – compared to 999 incidents





## Berkshire NHS 111 Performance by month

	<b>Call Answer Performance</b>	<b>Call Abandonment Percentage</b>
<b>April</b>	<b>95.14%</b>	<b>0.95%</b>
<b>May</b>	<b>90.45%</b>	<b>2.92%</b>
<b>June</b>	<b>92.88%</b>	<b>1.32%</b>
<b>July</b>	<b>96.95%</b>	<b>0.82%</b>
<b>August</b>	<b>97.34%*</b>	<b>0.36%*</b>



Questions?

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