

**LEICESTER CITY HEALTH AND WELLBEING SCRUTINY COMMISSION
15th OCTOBER 2013**

Subject:	Leicester, Leicestershire & Rutland NHS 111 Service
Author:	Tony Menzies

EXECUTIVE SUMMARY:

The NHS 111 service commenced roll out across Leicester, Leicestershire & Rutland on 9th September 2013, with NHS Direct and the GP out of hours service in West Leicestershire CCG transferring call handling to the LLR NHS 111 service as part of a phased roll out. To date the performance of the service has been encouraging, with the provider achieving the required standard for the key performance indicators.

Further stages of the roll out are dependent upon the continued good performance and the clinical quality of the service being maintained.

RECOMMENDATIONS:

The Health and Wellbeing Scrutiny Commission is requested to:
Note the contents of this paper.

Planned roll out of the Service

The LLR service was initially planned to launch in June, however in April it became apparent that the service provider, Derbyshire health United (DHU) were experiencing performance problems following the launch of the Northampton NHS 111 service. Following a clinical review of the potential risks of launching the service in June, it was agreed that in the interest of patient safety the launch of the service would be delayed until there had been at least four weeks of stable service in Derbyshire, Nottinghamshire and Northamptonshire. This decision was taken in consultation with the Local Medical Council, commissioners for the service in the other Counties and NHS England.

Due to the experiences both nationally and locally the project board insisted that the service was rolled out in a phased way, keeping the existing GP out of hours service in place throughout the roll out period. The project board felt that this would offer the greatest chance of success and present the least risk to patient safety. When the service launch plans were being developed it was believed by the project team that the NHS Direct service was being withdrawn at the end of September 2013 and therefore it was decided that this would be the first phase of the mobilisation. Following the successful transfer of NHS Direct services to NHS 111, West Leicestershire CCG GP practices would change the message of their practices, asking patients to ring "111" rather than contact the GP OOH service directly. Three weeks following that East Leicestershire & Rutland CCG GP practices will follow suit and two weeks after that Leicester City GPs will change their practice out of hours messages. The existing GP out of hours service will remain in place until the last tranche of the NHS 111 service has been rolled out. The existing GP OOH provider will then TUPE its call handling staff to DHU who will be trained as NHS 111 Call advisors.

DHU call centres are in Derby and Chesterfield and these call centres have sufficient call capacity to manage calls from all four Counties, including the increase due to winter pressure. It has always been the intention for the NHS 111 service to have a call centre in Leicestershire and the current OOH service call centre at Fosse House in Enderby, will be mobilised as a call centre once the NHS 111 service has been successfully rolled out and the existing OOH call handling capacity decommissioned. The Fosse House call centre is not on the critical path for the roll out of the service and it will be mobilised as part of the service following successful technical and operational testing, which is expected to be completed by mid-November 2013.

Performance to date

The NHS 111 service went live across Leicester, Leicestershire & Rutland at 11 a.m. on Monday the 9th September. Anyone dialling "111" within Leicester, Leicestershire & Rutland will be connected directly to the service.

On Tuesday 10th September the NHS Direct service was made unavailable in Leicester, Leicestershire & Rutland, with any calls reaching a voice message advising callers to replace the handset and re-dial 111.

West Leicestershire CCG GP practices began the process of directing patients that contact the practice during out of hour towards the NHS 111 service on Tuesday 24th September.

The performance of the service to date has been encouraging, with the service levels being above the targets within the service specification. See below:-

Performance between 9th and 22nd September

Total Number of calls	2,481
Percentage of calls answered within 60 seconds	98.46%
Percentage of calls abandoned after 60 seconds	0.44%

The service is being monitored very closely by the commissioners, both to ensure the performance standards are met and that the quality of the service delivered is of the required clinical standards. There are a number of ways that this monitoring is being carried out:-

There is a daily meeting which reviews the performance over the previous twenty four hours, operationally and clinically. The meeting is a tele-conference which is led by the commissioners and involves all three CCGs, the clinical lead, the GP out of hours service, the service provider and clinicians from other LLR urgent care services.

The clinical lead and deputy clinical lead also hold a weekly call review meeting with clinicians from across the LLR urgent care services. The purpose of these meeting is to audit a sample of the calls received by the NHS 111 service provider to ensure that an effective, efficient and safe service is being provided to the public.

The impact upon other local urgent care services is also clearly important and this is being monitored by the team to ensure that there isn't any significant effect on those services.

The performance and quality information is reviewed fortnightly by the Clinical Governance Group, which is made up of primary and secondary care clinicians from across the Leicester, Leicestershire & Rutland health community.

Further roll out

The planned phasing of the roll out is that East Leicestershire CCG GP practice will transfer their out of hours call handling to NHS 111 and then Leicester City CCG will follow them before the end of October 2013. This plan is subject to the successful roll out of the West Leicestershire out of hours call handling transfer, as measured by the daily performance review and the clinical auditing of the service by the clinical lead.

Only when the commissioners are happy that the service is delivering the required quality of service will the NHS England gateway process will be followed to gain

approval from the local and regional NHS England teams for the next phase of the roll out.

Patient safety is the most important factor during the mobilisation of this service, and any further steps will only be taken if the mobilisation team are assured that it is safe to do so.

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