

# SUMMARY OF 111

- It is a 24 hour, 365 days a year telephone service for people with emergencies that are urgent but not life threatening
- It does not replace 999 which should always be the number to ring for serious or life threatening emergencies
- From November 2013 people should know three numbers – their GP surgery, 111 and 999
- Rolled out progressively across LLR to enable detailed provider and performance management against increasing call volumes
- Patient safety is paramount
- Due regard is a key priority for us



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Caller dials 111



Caller dials their own GP out of hours



NHS 111 call handling team

Warm transfer

Health Information



NHS 111 Nurse Advisor



NHS Pathways Assessment

Auto-electronic transfer to EMAS dispatch queue

999



Solution

Self care advice

Electronic Directory of Services (DoS)

Crisis Response

Midwife

GP

ED

GP OOH

WiC

MIU

Nurse

Intermediate care

# WILL COVER.....

- **Nationally mandated service**
- **Most criteria set nationally**
- **Public Sector Equality Duty**

**And....**

- **Significant research nationally, through pilots and local engagement**
- **Nine protected characteristics – patients can be in multiple groups**
- **Baseline assessment by protected characteristic**
- **Our local engagement across nine protected characteristics - examples**
- **Current position at launch**
- **Re engagement post launch to understand patient experience**
- **What are we doing next and questions?**



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# PROTECTED CHARACTERISTICS - FINDINGS

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Carers



# IMMEDIATE PRIORITIES

- **Examples of engagement, re engagement and education:**
  - old –stakeholders, networks, target care and nursing homes
  - Young (inc students) – partners, social media, presentations
  - disability – networks, presentations, promote facilities
  - BME – stakeholders, networks, presentations
  - religion and belief – stakeholders, networks, multi dialects
  - gender reassignment – stakeholders, networks
  - pregnancy and maternity – networks, link to BME support
  - migrants – focus on new migrant communities, network groups
  - rural – reassurance re understanding of geography and demographics



# GENERAL AWARENESS RAISING

- Leaflets and posters in GP surgeries and pharmacies
- SMS text and emails from GP practices
- Updates on prescriptions
- Other campaigns to help position NHS 111 re Choose Better
- Stakeholders circulating messages to public and patients
- Media coverage
- Stakeholders
- Many other routes



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**THANK YOU**

**QUESTIONS?**



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