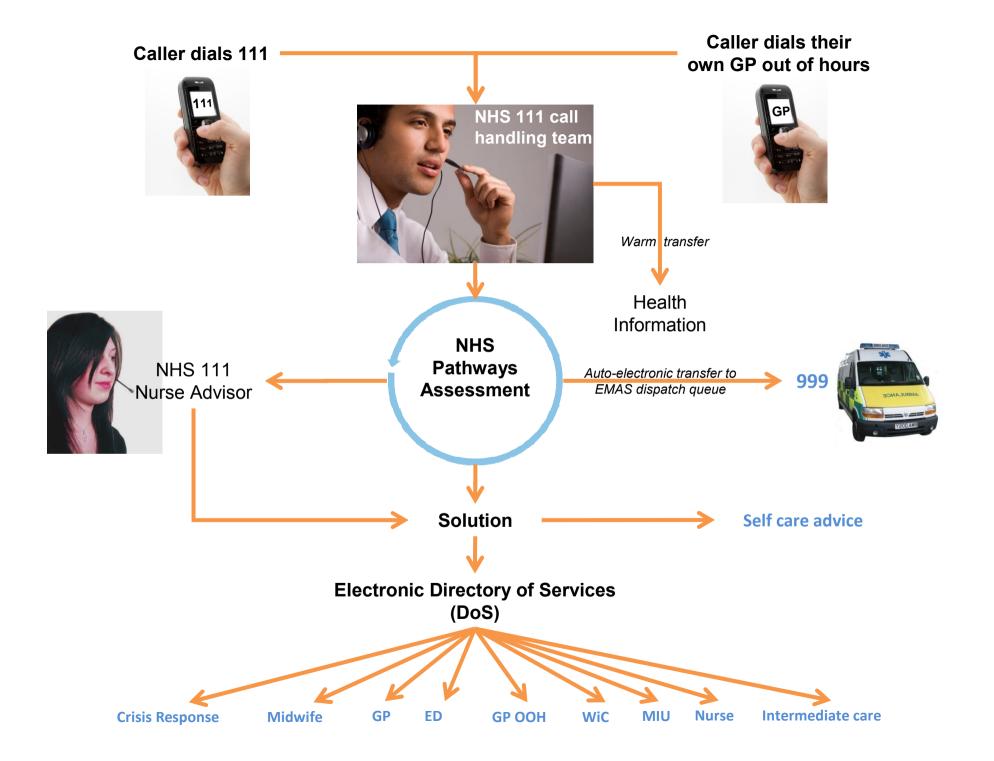
SUMMARY OF 111

- 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







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 CHARACTERISITICS - 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
 ographics

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GENERAL AWARENSESS 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





THANK YOU

QUESTIONS?



