

NHS 111 in Gloucestershire

Practice Manager Pack

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Contact the NHS 111 team: 111@glos.nhs.uk

What is NHS 111?

NHS 111 is a new telephone service being introduced nationally to make it easier for people to access local health services when they have an urgent need. In Gloucestershire, this service will be provided by Harmoni. It will replace NHS Direct, the local Out of hours call handling, currently provided by GWAS and in addition, provide a general number for people to call when their need is urgent and they do not think it is a life threatening emergency (999) or that it is an in hours primary care problem.

It will be available 24 hours a day, 365 days a year. Calls from mobiles and landlines are free.

The Harmoni call centre will be staffed by fully trained health advisors who are supported by experienced clinicians. The health advisors will use a clinical assessment system which enables them to assess a caller's needs safely and effectively and direct them to the right local NHS service using our local electronic Directory of Services.

The service will not provide a diagnosis but will direct callers to the best place to deal with their level of need in the required timeframe.

Further information can be found on the NHS 111 website: www.nhs.uk/111

How does NHS 111 work?



NHS 111 is expected to help patients by providing an easily remembered number to ring where they are unsure as to the service they require, as well as providing the OOH call handling service and replacing NHS Direct. The advantage of the NHS 111 model is that the use of a localised “live” electronic directory means that the service can direct people to the right service first time.

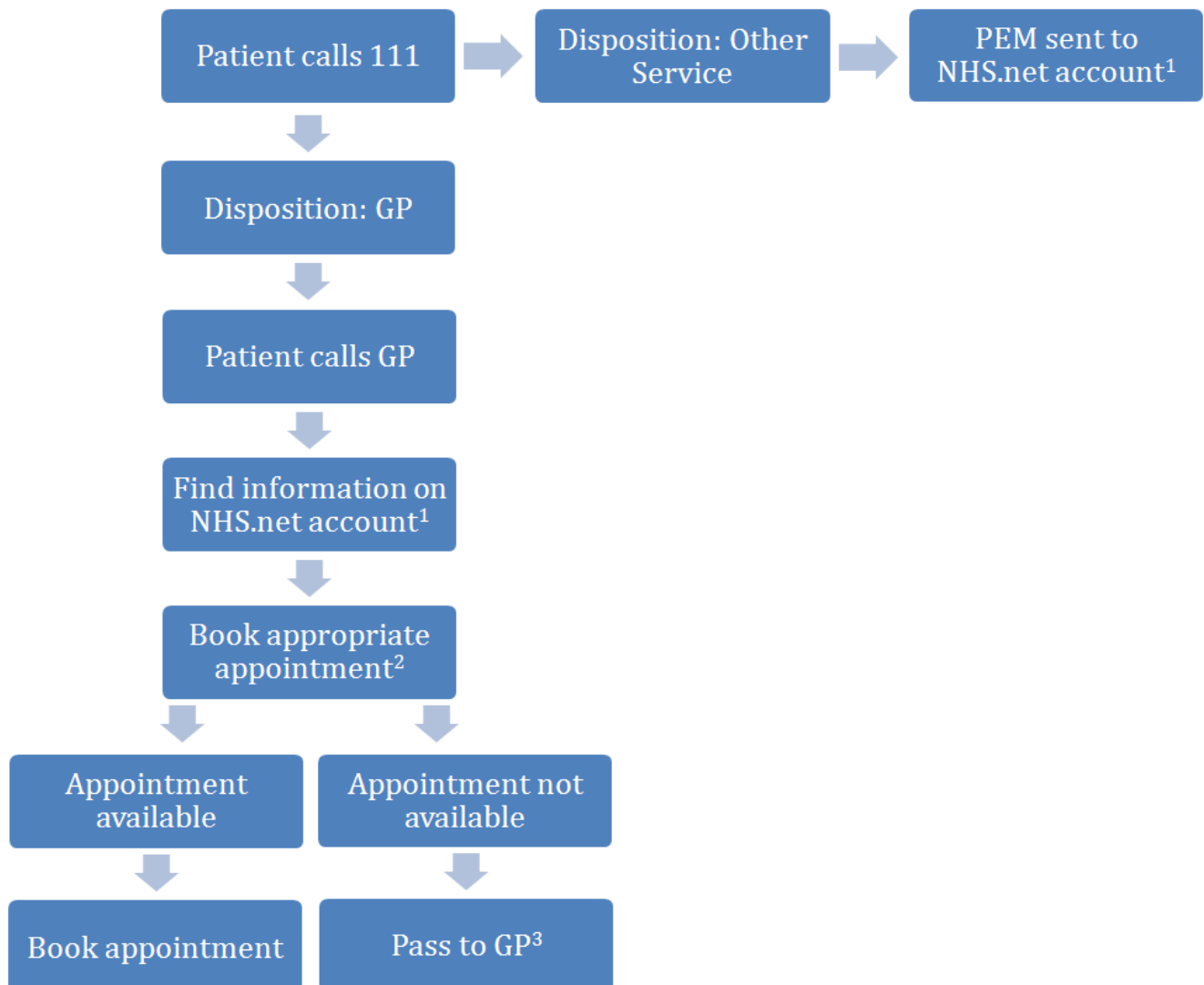
In addition, NHS 111 will provide commissioners with good quality information about the gaps in our urgent care services where patients currently default to less suitable services which will enable us to commission more appropriately in the future.

Will NHS 111 refer patients to GP practices?

Yes, NHS 111 will refer patients to primary care in-hours where it is appropriate. Patients will be told to call their GP practice to arrange an appointment within a set timeframe. In the great majority of cases, this timeframe will be more than 2 hours and could be as much as 72 hours.

Information about the referral will be sent to the practice immediately following the initial call to NHS 111. Practices will be able to see, therefore, the advice and timeframe given to the patient. (See sample PEM below)

What is the process for practices?



¹ NHSmail addresses will be distributed by Dan Corfield in early February, following the end to end testing

² Appointments required based on response time (e.g. 4 hours) and see/speak to disposition.

³ If a practice is unable to provide an appointment for a patient, patients will have been advised by 111 to call 111 back. The patient will then be referred to the next available service. The CCG will monitor the number of occasions this occurs.

Will NHS 111 book GP appointments directly?

No. If a caller requires in-hours GP services they will be advised to contact their GP directly, and if their GP is unavailable within the suggested timeframe, they should call NHS 111 again to find an alternative service to meet their needs.

What happens if a patient is referred to primary care close to the OOH period?

If the timeframe identified by NHS 111 is within practice opening times, it is expected that practices should continue to offer urgent appointments throughout the day.

In the event a patient calls NHS 111 and they are given a timeframe beyond that of practice opening hours, they will be referred to the appropriate out-of-hours service.

What will happen when patients call the current Out-of-Hours number?

Calls will be automatically diverted to NHS 111 during the 'Soft Launch' period of 19th February until 19th March. After this point, a message will be played advising patients to redial 111. A message will explain to callers that they are through to the Gloucestershire OOH service and are being transferred to the 111 service to assess their requirements.

Will GP answer phone messages change?

It is recommended that GP answer messages change to reflect the introduction of 111. Two technical options are available, which are detailed in the following document:



NHS 111 GP Answer
Message Changes - C

Is the entire Out-of-Hours service transferring to 111?

No. Only the call handling provision from the Out-of-Hours services will transfer to 111. Face to face appointments, GP telephone consultations and mobile visits will continue to be provided by the current OOH providers.

In Gloucestershire, the call handling provision will transfer to 111 from the 19th of February 2013.

Will GP surgeries be notified of a patient having called NHS 111?

Yes, GP surgeries will be informed that a patient has called NHS 111 via the Post Event Message (PEM) system.

In order to reduce unnecessary information being sent to GPs, there are a number of incidences in which GP surgeries will not be informed that a patient has called NHS 111; for example if a patient simply calls for the number of their local pharmacy. We estimate that an average practice will receive no more than 24 PEMs per month, per 1000 population.

Practices will continue to receive information from the OOH service regarding any consultation or visit.

How will GP surgeries be notified of a patient having called NHS 111?

GP surgeries will receive a Post Event Message (PEM) via NHS Mail.

NHSmail addresses will be distributed by Dan Corfield in early February, following the end to end testing. At that point more detailed instructions will also be available.

What might a Post Event Message look like?

An example referral from NHS 111 is provided in the following document.



PEM Sample.pdf

What happens with repeat and frequent callers to NHS 111?

There is a difference between a **repeat** and a **frequent** caller to NHS 111.

A **repeat caller** is where a patient has called NHS 111 4 times within a 96-hour period. All NHS 111 providers must be signed up to the national Repeat Caller Service, which will automatically identify these incidences. Where such a patient is identified, and this will be a very rare event, their GP practice will be informed by 111 by telephone and must respond within 1 hour. We will be asking practices to provide NHS 111 with the “backdoor” number to ensure this process works smoothly where possible.

A **frequent caller** is someone who contacts the service often, where an agreed approach may be required for how to handle specific patients, including any specific care plan and Special Patient Note required. These callers will not require a 1 hour response from GP practices.

How will Special Patient Notes be shared and accessed?

The availability of special patient notes is imperative to ensure patients receive the appropriate management in urgent care in particular during the OOH period. The NHS 111 service delivered by Harmoni will also need access to special patient notes as they will be handling our OOH calls.

The clinical governance group, led by Dr Jeremy Welch and including representatives from the LMC and OOH service have agreed that all SPN currently available to OOH should also be available to Harmoni. Harmoni health advisors and clinical advisors are bound by the same confidentiality agreements as our practice and allied staff. We have agreed with them how they will access notes and how they will use them.

Practices have an opportunity, prior to 19th February to review their current SPN on the OOH system with the awareness that these will be shared with a wider audience.

When does NHS 111 start in Gloucestershire?

NHS 111 will 'Soft Launch', taking Out-of-Hours calls only, on the 19th of February 2013.

NHS 111 will 'Public Launch', taking all calls including Out-of-Hours and NHS Direct, on the 19th of March 2013.

How can practices feedback if there are any issues?

We will be reviewing Datix forms on a daily basis from 19th February. You are also welcome to email the NHS 111 inbox. We would like to know early on if there are any issues so we can address them promptly.

111@glos.nhs.uk

What are the key dates for Gloucestershire?

21st January	DH Clinical Governance Review
25th January	DH Directory of Services Readiness Sign-Off
28th – 30th January	Local End-to-End Testing
4th February	Mass Call Event
11th – 13th February	DH End-to-End Testing
13th February	Project Board Authorisation for Go Live (Soft Launch)
19th February	Soft Launch (OOH Calls Only)
5th March	Project Board Soft Launch Data Review
19th March	Public Launch (All Calls)