

Agenda Item:

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Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	13 September 2013
Officer	Director for Adult and Community Services
Subject of Report	NHS 111
Executive Summary	<p>At the last meeting of the Committee Members asked for further information regarding the implementation of NHS 111 and in particular why there was such a disparity between 'expected' numbers of callers to the service and the 'actual' number when the service went live in March 2013.</p> <p>NHS Dorset Clinical Commissioning Group (CCG) has submitted a short report as requested which considers the background to the introduction of NHS 111, the position when the service went live, the remedial action that was taken to deal with the higher demand and unpredicted peaks in call numbers and the current position.</p>
Impact Assessment :	<p><u>Equalities Impact Assessment</u> If applicable NHS responsibility.</p> <hr/> <p><u>Use of Evidence</u> Report provided by NHS Dorset Clinical Commissioning Group.</p> <hr/> <p><u>Budget</u> Not applicable. NHS report.</p> <hr/> <p><u>Risk Assessment</u> Not applicable. NHS report.</p>

	<p><u>Other considerations</u> None</p>
Recommendation	That the Committee notes the report.
Reason for Recommendation	The work of the Committee contributes to the County Council's aim to protect and enrich the health and well-being of Dorset's most vulnerable adults and children.
Appendices	1. Report from NHS Dorset Clinical Commissioning Group on NHS 111.
Background Papers	1. Report by Director for Adult and Community Services to Dorset Health Scrutiny Committee, 30 May 2013 - Briefings for Information.
Report Originator and Contact	<p>Name: Lucy Johns, Health Partnerships Officer Tel: 01305 224388 Email: lucy.johns@dorsetcc.gov.uk</p>

Appendix 1



**Dorset
Clinical Commissioning Group**

REPORT FOR DORSET HEALTH SCRUTINY COMMITTEE

13 SEPTEMBER 2013

NHS 111

1. INTRODUCTION

- 1.1. The provider of the Dorset NHS 111 Service is South Western Ambulance Service NHS Foundation Trust and the contract is managed by NHS Dorset Clinical Commissioning Group (CCG). The service went fully live on 19 March 2013.

2. BACKGROUND

- 2.1. This was a national procurement process, managed by the Strategic Health Authority - South West Region, with the exercise having been chaired by the Somerset Primary Care Trust Chief Executive Officer, supported by Strategic Health Authority dedicated Procurement and Finance Leads. The prescribed formula used to estimate future call volumes was:

- 4% of 999 calls
- Average Out of Hours call volumes for 2010/11 & 2011/12 – NHS Dorset and NHS Bournemouth & Poole services
- Call volumes provided by NHS Direct for Dorset population
- Growth assumed at 8% per annum

- 2.2. Using the above and data gathered from the live NHS 111 site in Durham, provided by North East Ambulance Service, a series of assumptions were made by South Western Ambulance Service Foundation Trust as to the activity volumes and activity profile of the calls to be received, as follows:-

- 220,000 calls to NHS 111 Dorset per annum
- Average call answering times of 7 minutes 15 seconds
- Known pattern of call number / profiles across the hours and days of the week

3. POSITION AT GO LIVE

- 3.1 Staffing levels and rosters were modelled on the above but proved to be inadequate due to an unexpectedly high demand and unpredicted 'peaks'. The Key Performance Indicators (KPI) requiring 95% of calls to be answered within 60 seconds fell far short of being met in the months immediately following the launch of the service. Call volumes have not decreased significantly over the months and there is no recognised reason for the disparity between 'expected' and 'actual'. Speculatively, it may be due to '111' being an easy number for the public to remember (the previous services for Out Of Hours (OOH) used an 11 digit phone number and NHS Direct used a 8 digit 0845 number) and its having been publicised as the one number to ring for advice and assistance, thereby negating the need to decide which service to call.

4. REMEDIAL ACTION

- 4.1. A Recovery Plan was drawn up, in partnership between the NHS Dorset Clinical Commissioning Group and South Western Ambulance Service Foundation Trust, and was submitted to NHS England in May. This set out the remedial actions to be taken and a trajectory to meet the above KPI by mid-July. Performance figures are submitted daily to the Clinical Commissioning Group and regularly to NHS England and the Plan is monitored closely by all parties. The 95% in 60 seconds KPI was achieved by early June and continues to be met.
- 4.2. Additional call takers and clinicians were employed and fully trained (12 of which are being funded by the Clinical Commissioning Group (to be reviewed on a three-monthly basis in light of performance and service need)).
- 4.3. The issues with In-Hours Emergency Dental access and Repeat Prescriptions were resolved in July and August respectively.

5. CURRENT POSITION

- 5.1 Calls are audited routinely for assurance by both parties; CCG Clinical Governance Leads meet fortnightly with South Western Ambulance Service Foundation Trust management to discuss any concerns and identify further staff training needs.
- 5.2 To date, there have been three complaints and three incidents concerning the Dorset NHS 111 service. After full and formal investigation, it was concluded that the situations were handled appropriately and did not present a risk to patient safety. South Western Ambulance Service Foundation Trust also receives thanks from patients and carers praising the service they have received.
- 5.3 All KPIs are being achieved to a satisfactory standard and the Clinical Commissioning Group is confident that South Western Ambulance Service Foundation Trust is providing a clinically safe and reliable NHS 111 service.

Ann Stevens
Programme Manager
Urgent Care Services Review