

NHS 111 and Integrated Urgent Care Service



What is NHS 111

- 111 is the NHS non-emergency number.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to [A&E](#) or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

How do we back from people?

- Close contract monitoring including patient feedback
- Patient surveys
- Health connect

Mixed views on patient satisfaction with NHS 111 in the past

Mixed views on patient satisfaction with 111

- Patients like that 111 is free and easy to access
- Concern from patients about 111 changing too quickly and whether there will be any gaps in service
- Promotion and education about 111 is needed
- Patients want better trained call handlers with empathy as a priority and the ability to have a more flexible approach to the questions
- Patients want appropriately qualified health care professionals to triage patients to reduce use of 999 and A&E referrals
- Patients do not want to travel far to an OOH base if they need face to face consultation

Feedback on Future Service

- Service specifications were built with patient input and intelligence from other engagement exercises.
- Patient on procurement board
- Co-production period of procurement

The Future

- I will be able to phone a single number – NHS 111 – for all my urgent health needs.
- When I have an urgent health need I will be helped to get the right advice in the right place, first time.
- I will be able to speak to a clinician if needed.
- I will be provided with information that will allow me to make good decisions about my health and how to access local services which meet my needs.

The future.....

- The clinicians and those dealing with me will have access to my health records regardless of where I am being treated (111, 999, community, hospital).
- I will be booked directly into right service for me at a time which is convenient to me.
- I will have my care provided close to home (at home) unless I need a specialist service.
- I will benefit from clinicians having access to specialist decision support and care through a network.