



NHS 111

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I will cover

- **Overview Position – NHS 111 across South Central**
- **SCAS Responsibilities**
- **Risks and Challenges faced**
- **Activity, Outcomes and Performance in Berkshire**
- **Questions**



NHS 111 Service Provision – South Central Region

- **Oxfordshire- Public launch October 2012. (202k calls per annum)**
- **Mainland Hampshire- Public launch January 2013 (508k calls per annum)**
- **Berkshire- Phased roll out from April 2013 (262k calls per annum)**
 - **- Full roll out including NHS Direct calls from 3 July**
- **Buckinghamshire**
 - **Delivered by NHS Direct**
- **Milton Keynes**
 - **Delivered by Harmoni**



NHS 111 – SCAS Provider responsibility

- **SCAS provides 111 service as per DH specification** : using NHS pathways trained call handlers and clinicians (nurses/paramedics) from two sites at Bicester and Otterbourne.
- **KPIs are reported weekly by contract to NHS England:**
 - Call answering within 60 seconds (95% of calls)
 - Call abandonment rate below 5%
 - Transfer to 999 (9-11% nationally)
 - Transfer to A&E (5% nationally)
- **Clinical Governance** – weekly clinical governance meetings led by Dr Neesha Mohan. End to end call reviews, professional and patient feedback, satisfaction surveys.
- 1% call audit per call handler per month



Risks and Issues

- **Risks**

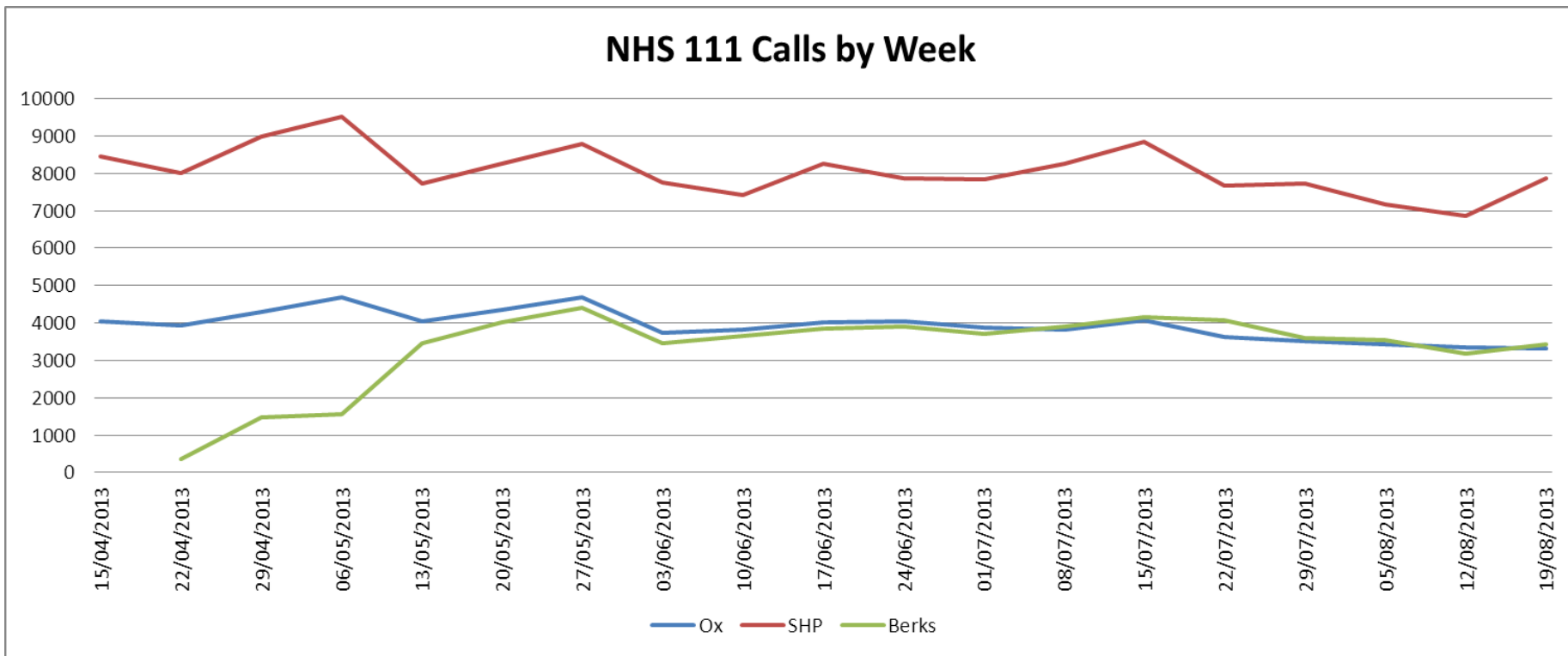
- Demand higher than predicted levels
- Newly trained staff are slower than experienced call handlers
- Staffing absence – unable to use non pathways trained staff
- User error

- **Key Areas**

- IT Operability and configuration
- National routing of mobile calls and out of area
- Anecdotal information
- Amending pathways- DoS
- Developing relationships with Providers



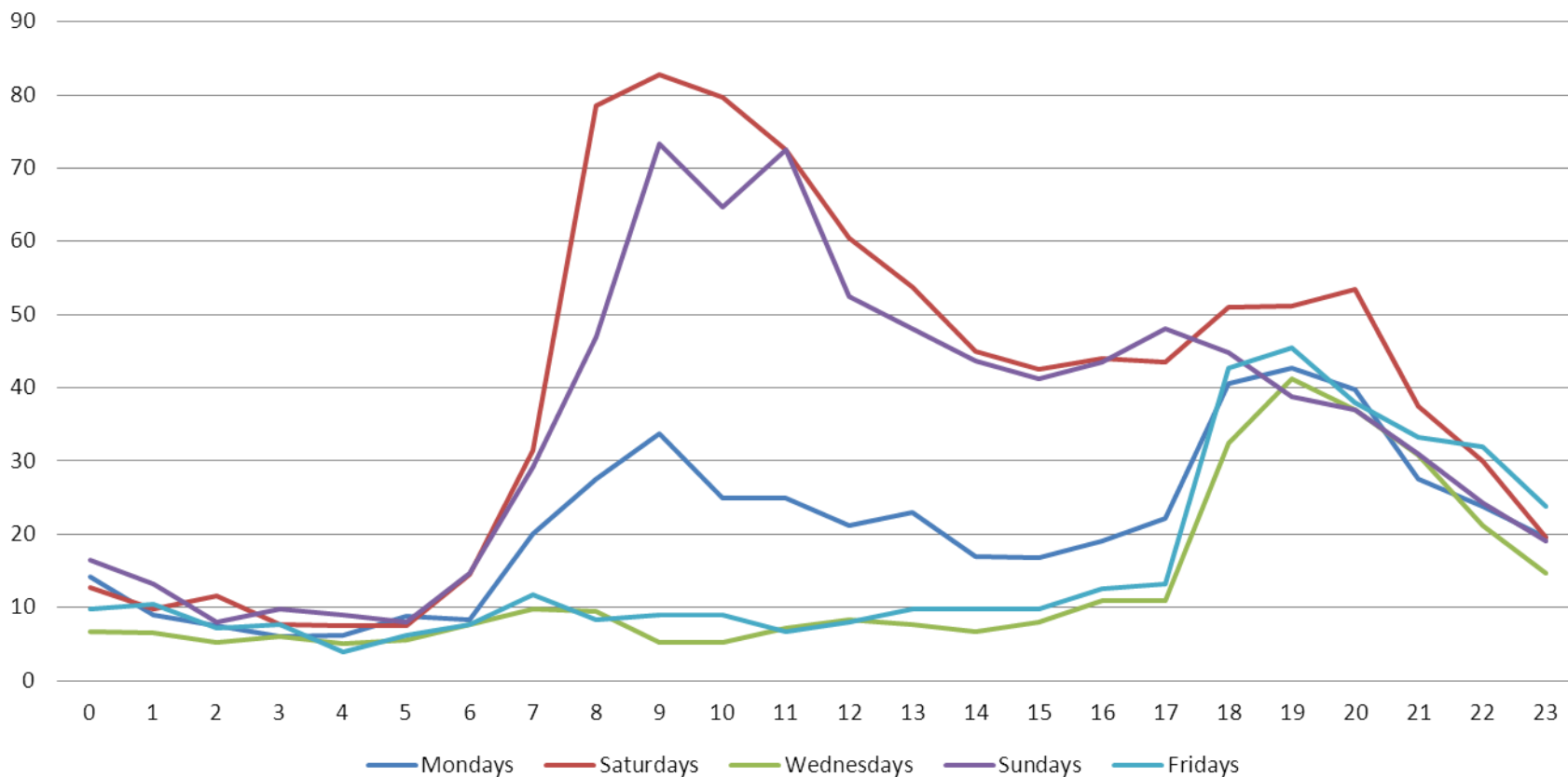
Call Volumes- 14, 396 calls per week. Over 200 calls per hour at peak times 8-11am on Saturdays at both Northern and Southern House





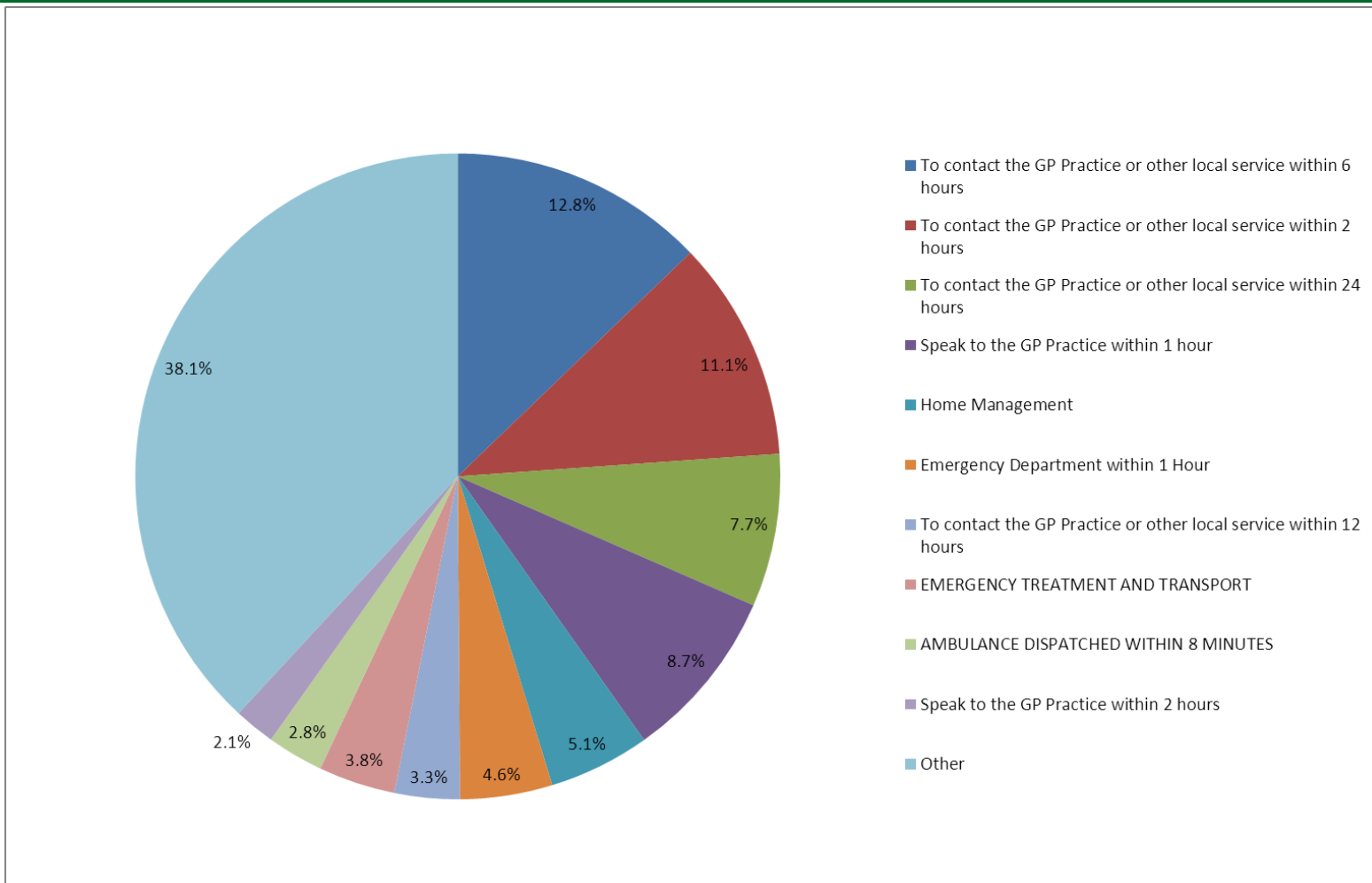
Berkshire NHS 111 – Daily Demand

Berkshire NHS 111 Average Call Volume, by hour (August)



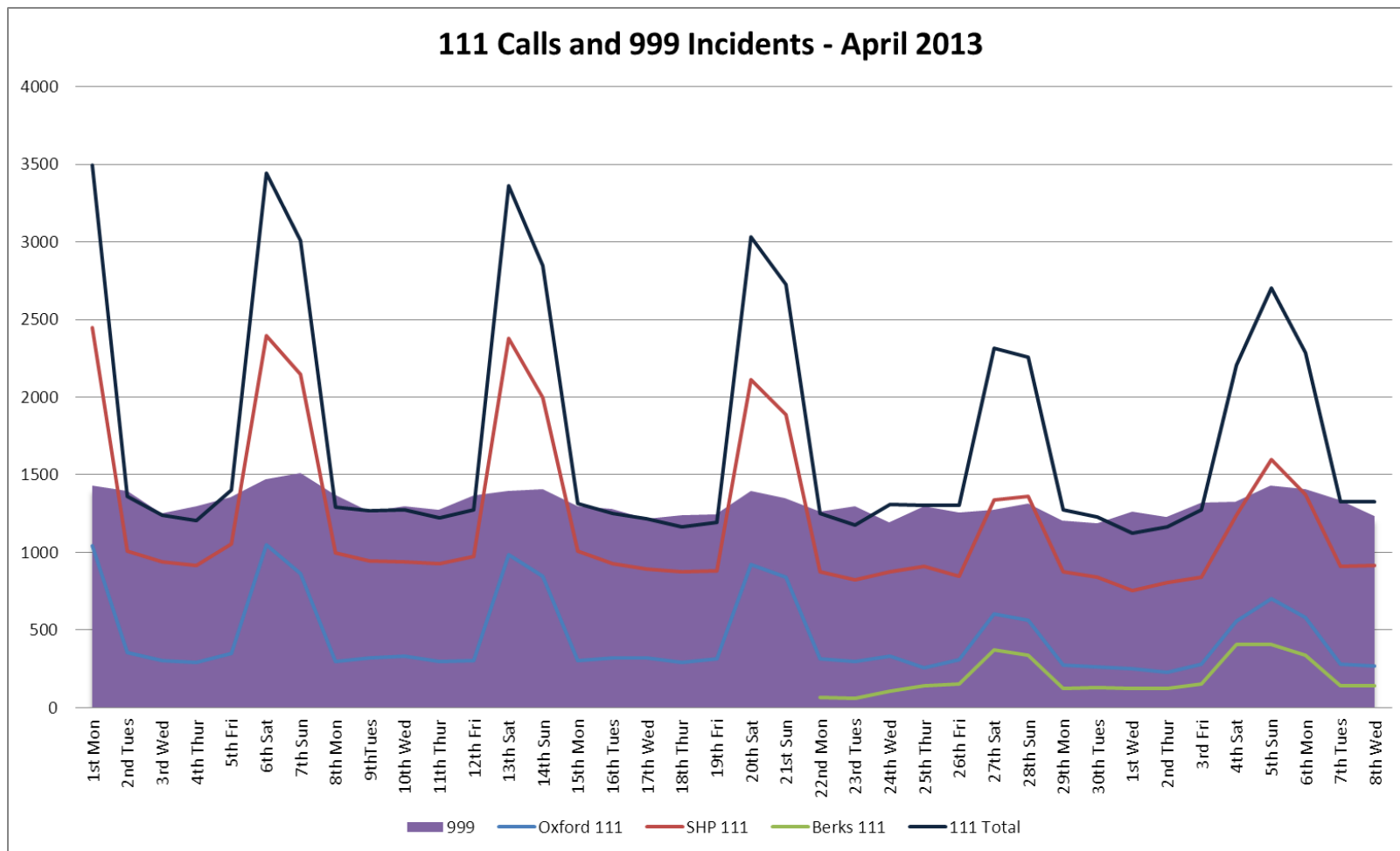


Berkshire NHS 111 – Main Call Outcomes





111 – Call volumes (April) by day of week – compared to 999 incidents





Berkshire NHS 111 Performance by month

	Call Answer Performance	Call Abandonment Percentage
April	95.14%	0.95%
May	90.45%	2.92%
June	92.88%	1.32%
July	96.95%	0.82%
August	98.29%	0.41%
September	96.43%*	1.5%*



Questions?