

**Update on the progress towards implementation  
of the new NHS 111 service in South Yorkshire & Bassetlaw**

**Governing Body meeting**

**Q**

**28 March 2013**

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<b>Key messages</b>	
<ul style="list-style-type: none"> <li>• NHS 111 went live in Y&amp;H on 5 March 2013 as intended, but only in West Yorkshire and Bassetlaw areas.</li> <li>• The decision not to have a full 'soft launch' across the Y&amp;H region on 5 March, as had been originally intended, was taken on clinical grounds.</li> <li>• The Y&amp;H NHS 111 service began taking calls from across the Y&amp;H region on 19 March 2013 when the NHS Direct service ceased.</li> <li>• Full launch across Y&amp;H has been delayed until at least 9 April 2013.</li> </ul>	
<b>Assurance Framework (AF)</b>	
<p><b>Risk Reference Number:</b> 100</p> <p><b>How does this paper provide assurance to the Governing Body that the risk is being addressed?</b> This paper sets out progress, governance arrangements and risks.</p> <p><b>Is this an existing or additional control?</b> Existing, AF 2.1.4 Failure to deliver business plan objectives</p>	
<b>Equality/Diversity Impact</b>	
<p><b>Has an equality impact assessment been undertaken?</b> Yes</p> <p><b>Which of the 9 Protected Characteristics does it have an impact on?</b> All, as per: <a href="https://www.wp.dh.gov.uk/publications/files/2012/11/NHS111AnalysisOfImpactOnEquality20121.pdf">https://www.wp.dh.gov.uk/publications/files/2012/11/NHS111AnalysisOfImpactOnEquality20121.pdf</a></p>	
<b>Recommendations</b>	
<p>The Governing Body is asked to note the:</p> <ul style="list-style-type: none"> <li>• Progress to date.</li> <li>• The key risk identified</li> </ul>	

## **Update on the progress towards implementation of the new NHS 111 service in South Yorkshire & Bassetlaw**

### **Governing Body meeting**

**4 April 2013**

#### **1. Purpose**

The purpose of this paper is to provide an update for South Yorkshire and Bassetlaw (SYB) Clinical Commissioning Groups (CCGs) on the implementation of the NHS 111 service in SYB.

#### **2. Background**

The NHS 111 service will replace some existing call handling services in SYB notably NHS Direct, GP out of hours call handling in some CCG areas and urgent dental call handling and triage across SYB.

#### **3. Progress to date**

Key points to note are:

##### **3.1 Review by the NHS Commissioning Board ahead of go-live**

As noted in previous Shadow Governing Body papers, the Y&H DOS, clinical governance arrangements and the NHS 111 provider were subject to assessment by the NHS Commissioning Board (CB) in February 2013. All issues identified by the NHS CB requiring action by commissioners were addressed to the satisfaction of the NHS CB ahead of the planned go-live date of 5 March 2013.

##### **3.2 Go live**

The Y&H NHS 111 service was intended to have a soft launch across all CCGs in Y&H on 5 March. Soft launch meant that there would be very limited publicity and only calls normally handled by OOH/urgent dental providers would be taken by NHS 111 in the first instance. However, following assessment of the capability of the NHS 111 provider to provide a safe service for all Y&H CCGs, it was decided to only proceed with a soft launch in the West Yorkshire and Bassetlaw CCG areas.

Consequently, OOH/urgent dental providers in the remaining Y&H CCG areas were required to put in place contingency arrangements to continue to take calls until such time as full launch could be achieved.

On 19 March the Y&H NHS 111 service also began taking calls previously handled by NHS Direct. At the time of writing, full go live involving NHS 111 is planned for 9 April 2013.

### **3.3 The service since 5 March**

Data on the number of calls from the Bassetlaw region from 5 March is not available at the time of writing, nor is there data on the volume of calls from the whole of SYB from 19 March when NHS Direct ceased to take calls.

Aggregated data for Y&H shows that for the seven day period ending 20 March on average 1728 calls were taken by the NHS 111 service with the weekend volumes being at least double weekday volumes. On average, 5.2% of callers are referred to A&E and 11% of callers referred to 999. It should be possible in future reports to be able to compare these percentages with historic NHS Direct data to give a comparative picture.

Inevitably, with the start of service as complex as NHS 111 there have also been issues to resolve notably regarding aspects of the Directory of services (DOS) and receipt of the post event messages (PEMs) sent to providers. Processes exist for the logging of all incidents and issues and SYB has robust clinical governance arrangements in place to ensure that matters of concern are resolved.

### **3.4 Extension of mobilisation into April**

Given the delayed full launch of the service into April, provision has been made across the Y&H region to retain the majority of the existing project management staff in post to manage the mobilisation of the NHS 111 service to 9 April and for a short while beyond.

The contracting arrangements for NHS 111 across Y&H have now been finalised and by mid-April there will be a handover from the NHS 111 Programme Management Office to Greater Huddersfield CCG and the West and South Yorkshire & Bassetlaw Commissioning Support Unit (CSU).

### **3.5 Clinical leadership and support roles**

An advertisement for a dedicated GP clinical lead for SYB has been advertised on NHS Jobs with interviews to be held in April. We have successfully recruited to two other posts, the SYB DOS lead and SYB 111 intelligence analyst with start dates likely to be in May and two SYB 111 clinical governance posts have also been advertised.

### **3.6 Communications**

Further communication with service providers, particularly those in primary care, will take place across SYB before full launch in April. Marketing materials have been received from the NHS CB and have been made available locally to SYB CCGs for distribution post-9 April. We are awaiting further news from the NHS CB on regional advertising campaigns.

## **4. Risks**

There remains one key risk:

1. Full launch across the remaining Y&H CCGs on 9 April 2013 is delayed.

This risk is being closely managed via daily teleconferences with the NHS 111 provider, NHS CB and commissioners alongside pre--planned clinical governance reviews and mobilisation meetings.

## **5. Recommendation**

The Governing Body is asked to note the:

- Progress to date.
- The key risk identified.

Paper prepared by Daniel Mason, South Yorkshire&Bassetlaw NHS 111 Lead

On behalf of Ian Atkinson, Accountable Officer

21 March 2013