

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

**Governing Body meeting**



**4 July 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 as part of a phased approach.</li> <li>• Roll out to the Sheffield CCG area is planned for 2 July 2013 and this is supported by the Sheffield CCG and Y&amp;H clinical leads for NHS 111 and stakeholders including our GP practices have been notified in advance.</li> <li>• A number of service development issues are being progressed including activity reporting by CCG.</li> </ul>	
<b>Assurance Framework (AF) 2012/13</b>	
<p><b>Risk Reference (RR) 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 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></p> <p>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>Public and Patient Engagement</b>	
<p>Implementation is a NHS England requirement and local patient and public engagement has not been undertaken.</p>	

## Recommendations

The Governing Body is asked to note:

- Progress to date.
- The key risk identified

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**1. Purpose**

This paper provides a further update on the implementation of the NHS 111 service in South Yorkshire and Bassetlaw (SYB) and the wider Yorkshire & the Humber (Y&H) region.

**2. Background**

The contract to provide the NHS 111 service in Y&H was awarded to the Yorkshire Ambulance Service (YAS). The NHS 111 service went live across Y&H on 5 March 2013 and has replaced the NHS Direct 0845 number service and in the majority of Y&H Clinical Commissioning Group (CCG) areas, GP out of hours calls handling.

**3. Progress since June 2013**

Key points to note are:

**3.1 Roll out plan for NHS England**

As noted in previous Governing Body papers, YAS were unable to meet their contractual obligations with regard to the expected go-live arrangements across the Y&H region. At the end of April 2013 a roll out plan was agreed between commissioners, YAS and NHS England which would see the NHS 111 service accept additional calls from GP OOH providers. The timetable for the outstanding CCG areas is as follows:

- 2 July 2013 – GP Out of Hours call handling for Sheffield, North Yorkshire and York

Go live in Sheffield is supported by the Sheffield CCG and Y&H clinical leads for NHS 111 and stakeholders including our GP practices have been notified in advance. YAS have yet to agree with NHS England a roll out plan for the migration of SYB urgent dental calls to the NHS 111 service.

**3.2 Contractual performance**

At the time of writing there is only a limited amount of performance data available to review and May data is not available. However for April, we have the following performance information:

Calls answered in 60 sec	87.4% (95% threshold)
Calls abandoned by caller	2.9% (5% threshold)
Assessments completed without need for call back	86.3% (95% threshold)
Call backs made within 10 min	35.5% (100%)
Calls warm transferred to NHS 111 Clinical Advisor	46.2% (95% threshold)

Performance is expected to have improved in May, based on daily SIREP information received.

### **3.3 Development issues**

There are a number of on-going development issues relating to NHS 111 delivery and contract management which will be addressed through existing commissioning and contracting mechanisms. These include:

- Clarification of KPI definitions.
- Agreeing and securing KPI improvement trajectories.
- Rolling out dental urgent care access via NHS 111.
- Contract activity and financial reconciliation.
- Effective and transparent reporting on all service feedback, lessons learned and actions taken.
- Development of effective CCG level outcome reporting on activity and dispositions to services.
- Clarifying and refining the relationship between regional clinical governance, local clinical governance, overall and sub-regional contract structures.

### **3.4 Clinical governance**

SYB CCGs established robust clinical governance (CG) processes ahead of go-live on 5 March 2013. Issues pertaining to service quality and risk are coordinated by NHS Sheffield on behalf of the SYB CCGs and are addressed by local CCG Governing Bodies through their Assurance Committee.

### **4. Risks**

There remains one key risk: The launch of the NHS 111 service in Sheffield is delayed beyond 2 July 2013.

This risk is being closely managed via pre-go live meetings/teleconferences and suitable contingency arrangements with existing service providers. Assurance will also be provided to NHS England that the service is clinically safe and sustainable.

### **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 June 2013