

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

**Governing Body meeting**

**J**

**6 June 2013**

Author(s)/Presenter and title	Daniel Mason, South Yorkshire & Bassetlaw NHS 111 Lead Dr Richard Oliver, Joint Clinical Director
Sponsor	Ian Atkinson, Accountable Officer
<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>A timetable for full launch across Y&amp;H has been agreed with NHS England.</li> <li>Roll out to the Barnsley CCG area successfully took place on 14 May.</li> </ul>	
<b>Assurance Framework (AF)</b>	
<p><b>Risk Reference (RR) Number</b> 100 (2012/13)</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, 2012/13 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>Public and Patient Engagement</b>	
Implementation is a NHS England requirement and local patient and public engagement has not been undertaken.	
<b>Recommendations</b>	
<p>The Governing Body is asked to note:</p> <ul style="list-style-type: none"> <li>Progress to date.</li> <li>The key risk identified</li> </ul>	

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

### **Governing Body meeting**

**6 June 2013**

#### **1. Purpose**

This paper provides a further update, since the last update in early April 2013, 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 will replace in certain Y&H Clinical Commissioning Group (CCG) areas GP out of hours (OOH) calls handling and urgent dental call handling and triage.

#### **3. Progress since April 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 is as follows:

- Tuesday 14 May – Taking on GP Out of Hours call handling for Barnsley
- Tuesday 28 May – Taking on GP Out of Hours call handling for East Riding and Hull
- Summer 2013 (tbc) – Taking on GP Out of Hours call handling for Sheffield, North Yorkshire and York

At the time of writing, GP OOH calls from Barnsley have been successfully migrated to NHS 111. Doncaster and Rotherham CCG areas are 'fully live' but GP OOH calls continue to be taken by the existing OOH providers in those areas and not NHS 111.

YAS are currently working with NHS England to develop 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. This is either because YAS are contractually required to report quarterly or because of current restrictions on the use of data (for further information see <http://caldicott2.dh.gov.uk/>). However, from information that YAS has provided on Y&H overall for April 2013, we know the following:

Measure	Outcome	Notes
Calls answered	71653	This represents 60.05% of total contracted demand for the period, reflecting current phased rollout
Calls triaged	61886	Some calls answered might be information only requests, for example.
Number of serious incidents	1 (One)	No target
Number of complaints	22	No target

### 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.

NHS Sheffield was unsuccessful in recruiting a new clinical lead for NHS 111 across SYB and Dr Richard Oliver will continue in the role.

### 4. Risks

There remains one key risk:

1. The launch of the NHS 111 service in Sheffield is further delayed.

This risk is being closely managed via pre-go live meetings and suitable contingency arrangements with existing service providers.

### 5. Recommendation

The Governing Body is asked to note the:

- Progress to date.
- The key risk identified.

Paper prepared by Daniel Mason, South Yorkshire and Bassetlaw NHS111 Lead

On behalf of Ian Atkinson, Accountable Officer  
24 May 2013