

Urgent Care Update and NHS 111 First

Birmingham and Solihull Joint Overview
and Health

Tuesday 9th March 2021

Context

- Since providing an update to Joint Health and Overview Scrutiny Committee in December, England entered a third lockdown, which remains in place.
- Like the previous lockdowns the number of people walking in to attend Emergency Departments (EDs) reduced dramatically, particularly those seeking help for minor illnesses.
- Patients arriving by ambulance remained high, and there are high levels of acuity.
- NHS 111 First continues to be embedded making it easier and safer for patients to get the right advice or treatment when they urgently need it and increasingly, timeslots / appointments will be booked for them into a service that is right for them. This includes access to GP, Urgent Treatment Centres, Same Day Emergency Care and Emergency Departments.
- The following presentation provides an overview of NHS 111.



Live healthy
Live happy
Birmingham and Solihull

Overview of NHS 111

- What is 111?
- Urgent Care – When you think you need medical assistance, but it's not an emergency.
- On a daily basis the 111 service will receive an average of:
 - 4500 calls per day
 - 500 online encounters with patients
- **Note – Saturday can be up to 180% of the average.**

Overview of NHS 111

Who are 111?

Since Nov 2019, the service has been provided by West Midlands Ambulance Service.

Current workforce :

- **270 WTE Call Handlers**
- All trained in the use of NHS Pathways (Clinical Decision Support System)

- **120 WTE Clinicians**
- Clinical Workforce:
- *General Practitioners,*
- *Advanced Nurse Practitioners & Nurses,*
- *Mental Health Nurses,*
- *Advanced Paramedic Practitioners & Paramedics,*
- *Emergency Care Practitioners*
- *Pharmacists & Dental Nurses.*

Overview of NHS 111

- Where is 111?
- 111 Contact Centre is based in Navigation Point, Brierley Hill, Dudley.
- **Call Handling** – all staff work from this site.
- **Clinical Workforce** – staff can work from the contact centre, from their ‘usual workplace’ or from home.
- Note – The 999 Emergency Operations Centre is due to be co-located (into the 111 Contact Centre) in early 2021

Overview of NHS 111

- How Does 111 Work?
- Patients initially encounter a voice option menu, which offers an ability to direct some calls to an alternative service (e.g. to the national Covid CAS)
- The majority of patients will receive a triage by a call handler (*also known as a Health Advisor*) who will use the Clinical Decision Support System - **NHS Pathways**
- The triage will identify the next steps for the patient and the time frame those steps should be taken in.

NHS 111

- The impact of the pandemic on healthcare systems across the region cannot be underestimated. The number of calls to 111 has surged and since April call activity is average **26%** higher than we would normally expect.
- September saw the biggest increase with **54.8%** more calls into the service.
- Despite that, the average wait time to be answered since April '20 is 55 seconds. **86%** of all calls were answered within 60 seconds.
- The percentage of calls abandoned during this period was 2.86% (from 1,215,124 calls) – the national target is <5%
- 540,000 of those callers (**44%**) spoke to a clinician following their initial call.
- In addition to 1.2m telephone calls to 111 there were also 671,196 patients who accessed 111 via the online service at <https://111.nhs.uk/> or via the NHS App on their smartphones or tablets.



Live healthy
Live happy
Birmingham and Solihull

Next Steps

NHS 111 makes it easier and safer for patients to get the right advice or treatment when they urgently need it and increasingly, by being able to book direct appointments/time slots into a service that is right for them.

Next steps include:

- Continue to embed and improve alternative services available to patients which could include increasing digital options as well access to same day emergency care.
- Ensure comprehensive, accurate and up-to-date service information that is available across healthcare.
- Continue to communicate and engage with the population/ stakeholders (national/local)
- Educate patients and the population regarding how to access healthcare