

111

2014

QUESTION TO AMANDA WHEATON – DIRECTOR OF THE BECKENHAM 111 SERVICE

May 2014

Below is a link to the NHSE website that provides some of the information that you are looking for. I also passed on your details to the SEL Commissioning Support Unit following our last meeting as I believe they are in the process of developing some more reports that will be available in the public domain. Please let me know if you haven't heard from someone and I will pass on your details again.

<http://www.england.nhs.uk/statistics/category/statistics/nhs-111-statistics/>

Please let me know if you wish to come in again, we are progressing a number of work streams to develop the service further so things are busy as ever, but it would be useful to have some feedback from the Patient's Forum on the Service now that we are 6 months in.

- a) The quality of communications between the caller and the call taker –

Measured within call audits and reported to Clinical Governance group (as shown in the table below). This is also measured in the Patient Survey's reported at CCG.

Call Audit Data	Apr -14	Mar - 14	Feb - 14
Calls Answered	25,394	26,053	22,722
% Call audits % (target 1%)	1.78%	1.34%	1.94%
No. Call audits	451	349	441
No. Call Handler audits	238	157	235
No. Clinical Advisor audits	213	192	206
% Compliance (target >86%)	79.38%	80.23%	76.8%
No. achieving compliance	358	280	339
No. non -compliant	93	69	102

- b) The effectiveness of telephone assessment –

Are you referring to patient satisfaction, appropriateness of referrals or reduction in inappropriate patient attendance to 999 and A&E?

- c) The ratio of health advisers to call takers –

45% clinicians / 55% call handlers – Currently we have an average of 27% calls referred to clinical advisor

- d) The quality of clinical advice Assessment of clinicians who provide clinical advice in 111 centres –

As per (point a)

- e) The effectiveness of the services (pathways) available through the Directory of Services (DOS) –

This is measured by the clinical commissioning groups, however feedback is given from 111 providers where there are gaps in services (or gaps in OOH provision)

- f) The outcome of care provided when patients are transferred to clinical pathways –

We currently undertake monthly end to end call reviews with SEL CCG Clinical Governance lead to evaluate outcome of care where we are able to obtain information from the end point provider/service

- g) Audits of the 4 x 111 services across London. –

I have attached a link to NHSE website that provides data reported on all 111 providers within London and Nationally

- h) Comparative data on the quality of 111 services across London and adjacent areas, e.g. Ashford, so that the public can see if 111 services in the wider area are working effectively. –

As above in (point g)

- i) Is any data in the public arena regarding the governance, assessment and outcomes of calls made to the 111 service including patient feedback on the service? –

Some of this is covered on the NHSE website, and I believe this NHSE are working with CSU's to develop this further