

NHS 111 Clinical Assessment Service in North East London

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Commissioning Alliance

For Outer North East London Joint Health Scrutiny Committee

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Why integrated urgent care?

- Five Year Forward View - delivery of urgent care requires closer integration of these care services
- Improved patient care and experience
- Manage demand across the system
- Financially sustainable.

What does integrated urgent care mean?

- Single entry point to urgent care - 111
- Organisations working together - fully integrated services, shared standards and processes
- High quality assessment, advice and treatment, and clinicians available 24/7
- Clear leadership and accountability
- Right care, right place, first time.

Current integrated urgent care services in North East London

The area is made up of seven boroughs/CCGs

Waltham Forest

Population: 276,000
GP Practices: 44
Major Hospitals:
 Whipps Cross
 Urgent treatment centre (UTC) at Whipps Cross: 24/7
 Extended Access Primary Care: 3X Hubs offering GP and nurse appointments evenings/weekends

Community Nursing 365 days 08.30-17.00. Night service 21.00-08.30
 Rapid Response 24/7 (NELFT)
 Mental Health Direct (NELFT) 24/7 365 days a year
 Nursing Homes 6 (319 Beds)
 Residential Homes 58 (864 Beds)
 NHS urgent medicine supply advanced service (NUMSAS): 18 Pharmacies

Redbridge

Population: 300,600
GP Practices: 45
Major Hospitals:
 King George Hospital
 UTC at King George 24/7
 Extended Primary Care Hubs 3
 Community Nursing Mon-Fri, 08.30-21.00, Sat-Sun 08.00-20.00

Rapid Response: Community Treatment Team (CTT) 07.00-22.00
 Mental Health Direct (NELFT) 24/7 365 days a year
 Nursing Homes 13 (640 Beds)
 Residential Homes 65 (917 Beds)
 NUMSAS: 28 Pharmacies

City and Hackney

Population: 277,000
GP Practices: 43
Major Hospital
 Homerton
 UTC at Homerton: Hours TBC
 Community Nursing Services 08.00-23.30
 Nursing Homes 4 (226 Beds)
 Residential Homes 12 (142 Beds)

Integrated independence team: Mon-Fri 08.00-22.00, Sat-Sun 10.00-18.00
 Duty doctor: all practices during core hours

Mental Health Services (ELFT) – 24/7 crisis line and moving towards 24/7 crisis able to see people in own homes Q3 2017/18
 NUMSAS: 22 Pharmacies

Havering

Population: 250,500
GP Practices: 44
Major Hospitals:
 Queen's Hospital
 UTC at Queen's: 24/7
 Extended Primary Care Hubs 2
 Community Nursing Mon-Sun 08.30-17.00 plus community liaison night service
 Rapid Response: CTT 07.00-22.00
 Mental Health Direct (NELFT) 24/7 365 days a year.)
 Nursing Homes 19 (1,048 Beds)
 Residential Homes 45 (759 Beds)
 NUMSAS: 21 Pharmacies

Tower Hamlets

Population: 296,300
GP Practices: 36
Major Hospitals
 Royal London
 UTC at Royal London 08:00-02:00
 Extended Primary Care Hubs x 4 Mon-Fri 18.30-20.00, Sat-Sun 08.00-20.00

Nursing Homes 4 (179 Beds)
 Residential Homes 9 (211 Beds)
 Community Nursing Services and Rapid Response 365/24/7
 Mental Health (ELFT) –To move to crisis line from June 2018
 NUMSAS: 20 Pharmacies

Newham

Population: 338,600
GP Practices: 55
Major Hospitals
 Newham University Hospital
 UTC at Newham 08.00-02.00
 Extended Primary Care Hubs 2 Mon-Fri, 18.30-20.00, Sat-Sun 08.00-20.00

Community Nursing and Rapid Response 365 08.00-23.00
 Mental Health (ELFT) – RAID
 Nursing Homes 6 (520 Beds)
 Residential Homes 24 (186 Beds)
 NUMSAS: 42

Barking and Dagenham

Population: 206,700
GP Practices: 38
 Extended Primary Care Hubs - 2
 Community Nursing 07.00-19.00
 Plus Night Nursing 19.00-07.00
 Rapid Response: CTT 07.00-22.00

Mental Health Direct (NELFT) 24 /7 365 days a year.)
 Nursing Homes 7 (518 Beds)
 Residential Homes 16 (203 Beds)
 NUMSAS: 24 Pharmacies

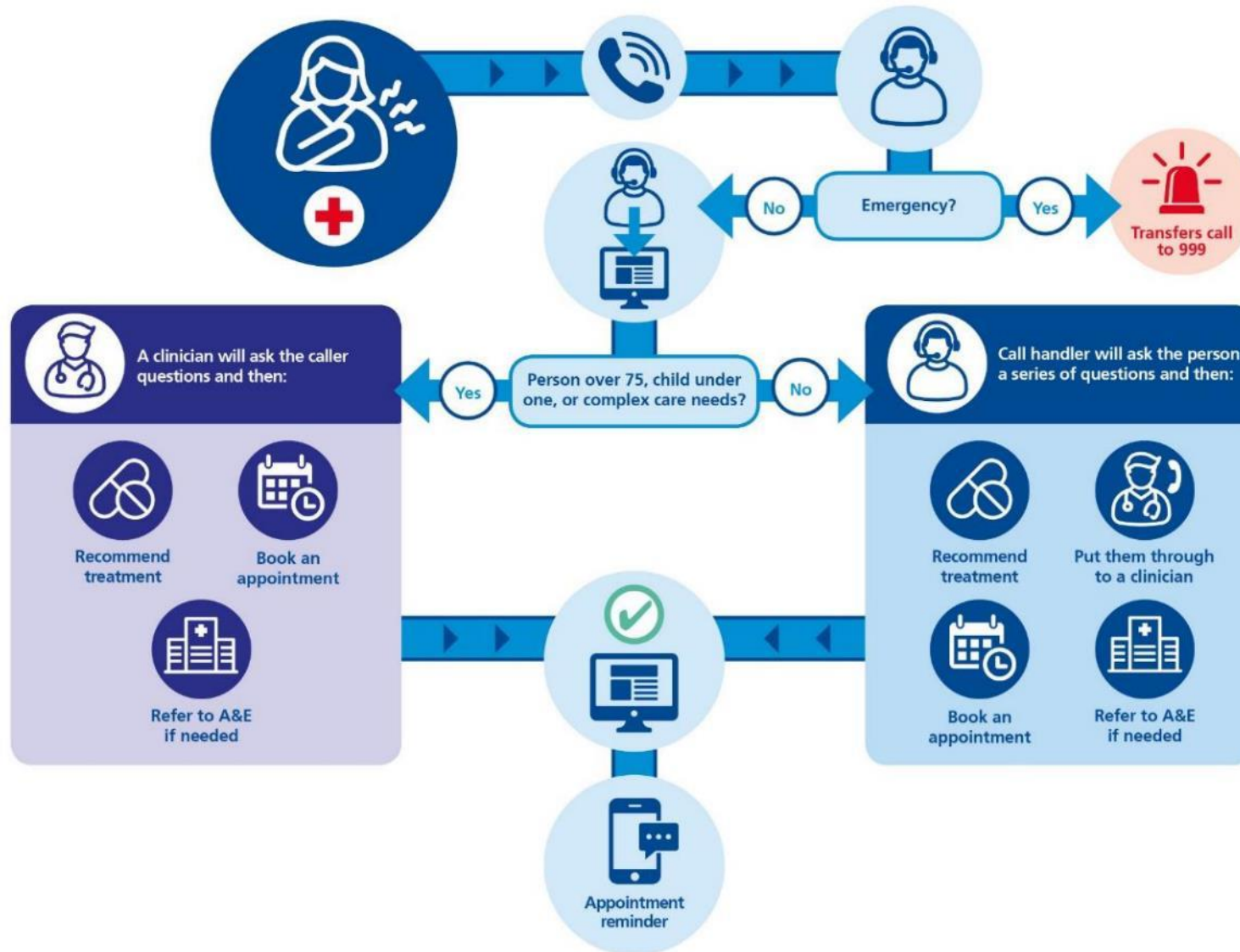
Why do we need to do things differently?



- Urgent care services in our area are extremely busy, and are not always very well joined-up with each other
- Many people don't know what services are available – particularly out of hours – or find the choice of services confusing
- Too many people who don't need life-saving treatment visit our emergency departments as they think it's the quickest way to get advice or treatment.

This will improve with our new NHS 111 Clinical Assessment Service which begins on 1 August and will be run by London Ambulance Service.

What does the new NHS 111 Clinical Assessment Service look like



Involving patients in shaping the new service



1. Patient representative on the integrated urgent care programme board throughout the planning, service specification development, and procurement
2. Public feedback on key elements of the NHS 111 Clinical Assessment Service through a consistent survey on all CCG websites
3. Community engagement sessions, to help plan the service specification, reached over 837 people, including young people, carers, older people, representatives of the traveller community and different faith groups
4. Sent 600 community groups notice of the procurement
5. Patient group set up to develop the procurement questions and the scoring of tenders
6. Patients involved in a tender assessment day
7. Continued involvement:
 - Ongoing pathway development
 - Patient participation group run by London Ambulance Service to feedback and monitor the service.

What the new service means for patients

- ✓ One phone number for all out of hours care
- ✓ Assessments over the phone providing advice or treatment recommendations from a range of health professionals if required
- ✓ Direct booking of face-to-face appointments, with more appointments becoming available over the coming months
- ✓ The ability to prescribe medicines over the phone if required
- ✓ Easy access to patients' records and care plans – with details updated after calls
- ✓ Quick transfer to mental health crisis services for assessment/advice if required
- ✓ Access to personalised, clinical advice on smart phones or computers through a dedicated 111 Online website.
- ✓ Right advice and treatment first time – and often faster than by visiting an urgent care service.

Clinicians in the service

Most people who call will be initially assessed through clinically based questions – and then transferred to speak directly with a clinician where needed:

1. GPs
2. Pharmacists
3. Advanced Nurse Practitioners
4. Nurses
5. Paramedics
6. Integrated with mental health crisis services to transfer for assessment/advice.



Monitoring the new service



We have a number of measures to ensure the service will continue to deliver against the service specification and maintains high quality:

- Performance measures

Including: calls closed as self-care, referral and management of patients within the clinical assessment service

- Over 45 quality requirements

Including: training, average time to answer a call, primary care bookings, and safeguarding

- Patient participation group

Patient representatives from across north east London will be the voice of the public and work with London Ambulance Service to review the service.

Informing the public

We are raising awareness of the new service in the following ways:

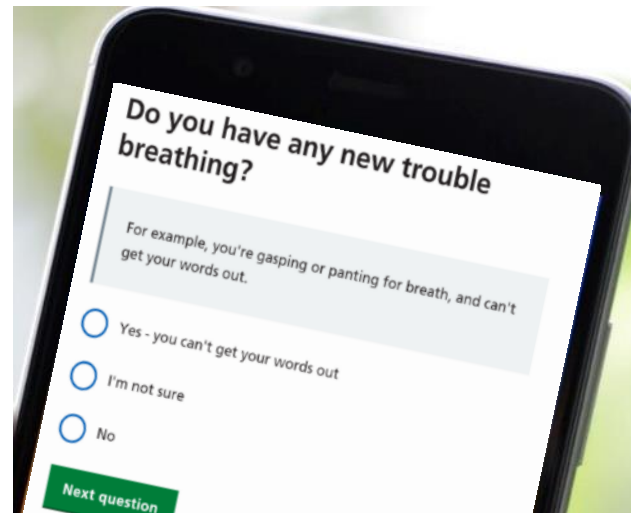
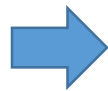
- Engagement with CCG patient groups
- Communications to local media (print and online)
- Information on CCG, and provider websites
- Social media
- Posters
- Information in GP practices
- Information sent to stakeholders and community groups.



NHS 111 Online



- An online NHS 111 service which uses the same clinical assessment questions as the telephone service
- It directs people to the right service or treatment, first time
 - Map to show nearest recommended urgent care service, contact details and opening hours.
- Reduces demand on telephone service and GP practices
- Search for 'NHS 111 Online' to use the service.



Speak to your GP practice today
You should speak to your GP practice within the next 6 hours

What to do if you can't speak to your GP practice
Other services that can help you near IG1 2QX [\[Change postcode\]](#)
[▶ Arrange for someone to phone you](#)
[▼ Visit a service](#)