

**9 September 2014****Agenda Item: 6****REPORT OF THE VICE-CHAIRMAN OF JOINT CITY AND COUNTY HEALTH  
SCRUTINY COMMITTEE****NHS 111 PERFORMANCE (UPDATE)****Purpose of the Report**

1. To allow Members the opportunity to consider the latest position in relation to the NHS 111 Service with particular reference to workforce changes.

**Information and Advice**

2. Members will recall that the Joint Health Committee previously considered an update on NHS 111 services on 11 March 2014 when Mr Stewart Newman, Head of Performance at Nottingham City Clinical Commissioning Group informed Members of performance since the service went live in March 2013. Mr Newman explained that following the roll-out of the NHS 111 service nationally, the GP out of hours service for the populations of Mansfield, Ashfield, and Newark & Sherwood CCGs has continued to be answered by the GP out of hours service provider. The NHS 111 service provider started to answer these calls in April 2014.
3. Following the launch of the service, there were difficulties in meeting the call answering standard that 95% of calls should be answered within 60 seconds, and that no more than 5% of calls are abandoned. The service aims to deal with patient concerns within their first call, thereby minimizing the need for call-back. Around 65% of calls are concluded without the need for call-back.
4. Around 9% of calls end with an ambulance being dispatched, and 8% with the person being advised to attend the Emergency Department. Research indicates that these figures are in line with what is being achieved by other NHS 111 services across the country. The aim is that no more than 8% of calls should end with an ambulance being dispatched and no more than 5% of calls should end with the person being advised to attend the Emergency Department.
5. Members heard that in the first 3 quarters of 2013/14 four potential serious incidents had been reported in relation to the NHS 111 service. Three had been investigated and were no longer regarded as serious incidents. The fourth was still under investigation.
6. When problems were experienced at the start of the contract, Derbyshire Health United (DHU) recruited and trained additional staff in order to improve performance. This level of staffing is not sustainable and DHU is nearing the end of staff consultation on workforce

changes. It is intended that service quality be maintained by improving efficiency, for example by reducing call length. These changes should be in place by the end of May 2014.

7. A written briefing from Stewart Newman, Head of Performance Nottingham City CCG, is attached as an appendix to this report. Mr Newman and colleagues will attend the committee to provide the briefing and answer questions as necessary.

## **RECOMMENDATION**

That the Joint City and County Health Scrutiny Committee:-

- 1) receive the briefing
- 2) determine what further information is required
- 3) schedule further consideration

**Councillor Parry Tsimbirdis**  
**Chairman of Joint City and County Health Scrutiny Committee**

**For any enquiries about this report please contact: Martin Gately – 0115 9772826**

### **Background Papers**

Nil.

### **Electoral Division(s) and Member(s) Affected**

All