

10 March 2015**Agenda Item: 7****REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH
SCRUTINY COMMITTEE****NHS 111 PERFORMANCE UPDATE****Purpose of the Report**

1. To provide the latest information on NHS 111 performance.

Information and Advice

2. Members will recall that information on NHS 111 performance was last presented to the Joint Health Committee on 9 September 2014 when Mr Stewart Newman, Head of Performance at NHS Nottingham City and Ms Pauline Hand NHS 111 Programme and Operations Director, Derbyshire Health United.
3. The committee heard the delays in calls being answered within sixty seconds and speaking to a nurse within ten minutes required improvement. Although only a quarter of calls required nurse intervention and the call back time of ten minutes was not being met. However, the nurses do monitor the call list in order to prioritise call backs.
4. In relation to staff development, the committee heard that the call advisors received training on NHS Pathways, the software used by all NHS 111 providers. This was followed by 20 hours shadowing an experienced call advisor and the call advisor then shadowed them for 20 hours. Levels of competence were constantly being monitored.
5. Staff sickness absence levels were very high. A staff survey was undertaken in January 2014 and concluded that they had been through a very difficult six month period, but the improved training and early intervention was helping to reduce the absence rates.
6. A large number of calls were received regarding emergency dental care. A lack of emergency dental provision was impacting on the service. The public perception was that GPs were free but dentists incur a charge.
7. In addition, the level of resources that would be required to support the direct transfer of calls from mental health patients to a skilled mental healthcare practitioner were in the process of being agreed. It was expected that this service would be in place by the end of 2014.
8. The latest performance information and the service improvement plan are attached as appendices to this report.

9. Mr Newman, Ms Hand and other senior colleagues will attend the committee to brief Members and answer questions as necessary.

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee:

- 1) Receive the briefing and ask questions as necessary
- 2) Schedule further consideration.

Councillor Parry Tsimbiridis

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