

16 January 2024

Agenda Item: 5

REPORT OF THE CHAIRMAN OF HEALTH SCRUTINY COMMITTEE

NHS 111 SERVICE PERFORMANCE IN NOTTINGHAMSHIRE

Purpose of the Report

1. To consider a briefing paper from DHU Healthcare, the service provider for NHS 111 Services in Nottinghamshire. The briefing paper covers areas of performance including response times, abandonment rates, staffing and capacity and the impact of winter pressures on performance.

Information

2. The NHS 111 service is designed to help residents access urgent medical help and can be accessed online, via the NHS app or by calling 111. The service provides advice on how residents can look after themselves at home, arrange callbacks from medical staff, provide signposting advice on how to access urgent specialist help and if necessary advise on accessing 999/emergency services.
3. DHU Healthcare is the service provider for the NHS 111 service in Nottinghamshire, as well as elsewhere in the East Midlands and beyond. The organisation has been delivering the service in Nottinghamshire for over a decade. The service has not previously been the subject of scrutiny by the Nottinghamshire Health Scrutiny Committee – historically, service performance was considered by the former Joint City and County Health Scrutiny Committee.
4. DHU Healthcare representatives Dr Tarun Sharma, Clinical Director and Susan Williamson, Deputy Clinical Director, will be in attendance at the meeting to present the briefing and to respond to the Committee's questions and comments. It's intended that a representative from the Nottingham and Nottinghamshire Integrated Care Board will also be in attendance to provide the commissioning body's perspective.

RECOMMENDATIONS

That the Health Scrutiny Committee:

- 1) consider and comment on the information provided; and

2) determine whether any further information was required for the Committee's consideration.

**Councillor Jonathan Wheeler
Chairman of Health Scrutiny Committee**

For any enquiries about this report please contact: Noel McMenamin – 0115 993 2670

Background Papers

Nil.

Electoral Division(s) and Member(s) Affected

All