

NHS 111 and GP out of hours services - integration

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What is NHS 111?

- 111 is a free telephone number to help people with urgent, but not life-threatening, conditions access the most appropriate service or receive self-care advice
- Available 24 hours a day, 7 days a week
- Between April 2013 and March 2014, an estimated 33,000 calls were made to 111 from people living in Haringey
- It was introduced as a pilot nationally in 2013

What are GP out of hours services?

- Ensures people can access primary care, for urgent problems, when their GP surgery is closed at night or weekends.
- Barndoc provides the service in Barnet, Enfield and Haringey
- GP out of hours services are accessed via NHS 111
- There is a GP out of hours centre in each borough where people can be seen
- Home visits are also available, if required

Some history

GP out of hours services

- Individual GPs responsible for their patients 24/7
- GP co-operatives – groups of GPs coming together to look after each other's patients in evenings and weekends e.g. Barndoc

Telephone triage services

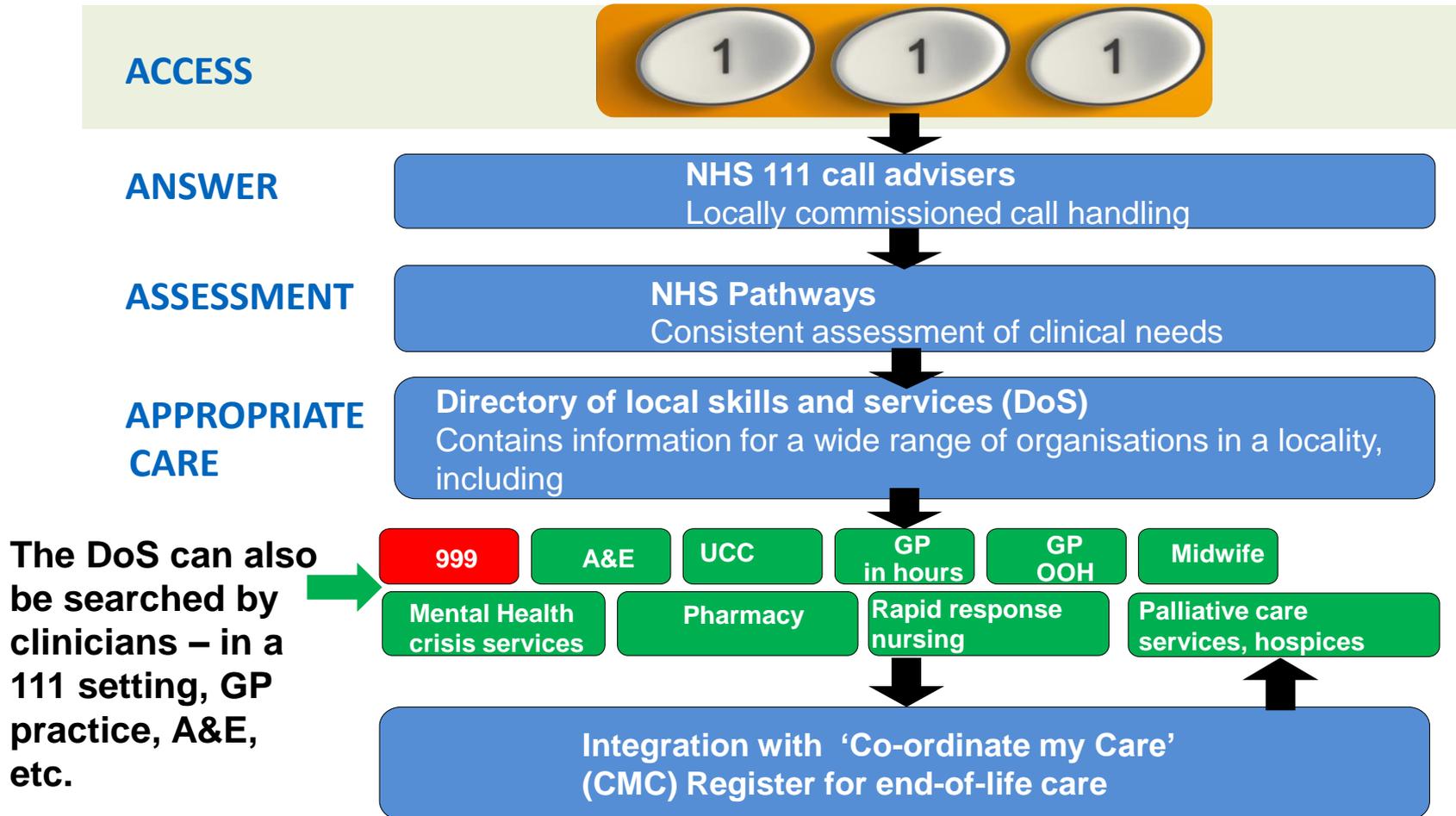
- Known benefits of telephone triage
- NHS Direct – nurse led, telephone triage
- 111 – introduced as a pilot in 2013 to replace NHS Direct

The patient journey before 111



Or go to A&E!

The 111 patient journey



111 - lessons learned

- Combining 111 and GP out of hours services under a single contract helps patients get to the right service quicker, with less time spent being passed from one call handler to another
- Nurse, GP or pharmacist input early on helps patients get right advice or treatment more quickly
- When a 111 call handler directly books appointments for patients this works very well
- 111 could make better use of local community services
- 111 needs to develop better online/app interfaces

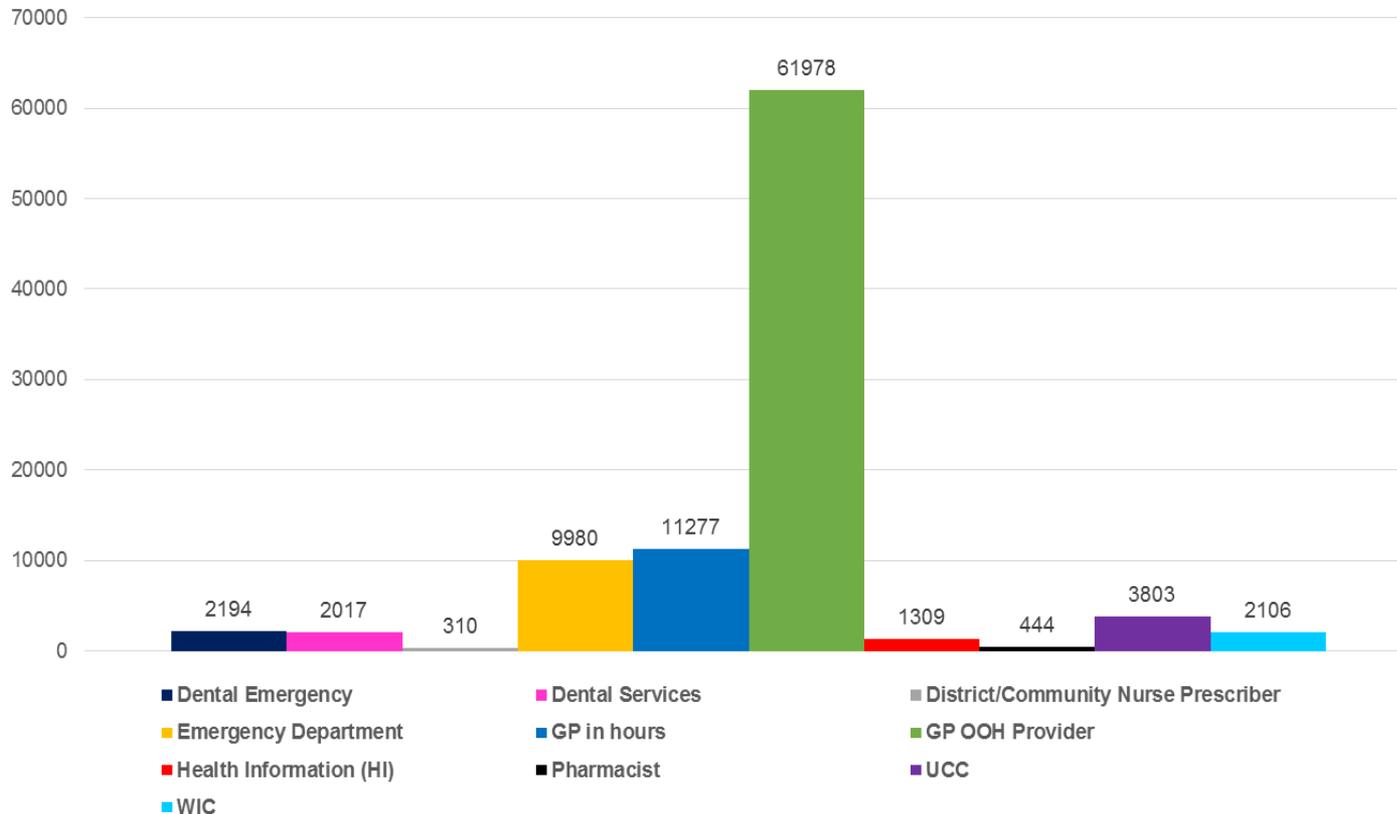
The proposal

- Increased clinical skill mix in 111:
 - Introduction of GP early intervention in 111 calls and rapid clinical re-assessment of green ambulance dispositions
 - GP consultation within OOH for the overnight period
 - Including a pharmacist within NHS111
 - Better information systems to enable more integrated working
- Model for NHS 111 and GP OOH across NCL
- Reduced hand-offs between services
- Increased clinical input to enable early clinical review from the appropriate clinician
- Fully integrated with local healthcare services enabling:
 - Direct appointment bookings into other services, including home visits
 - Better information sharing and access to patients' medical histories (for those involved directly in patient care)
 - The immediate dispatch of an ambulance, if needed
 - Easy access to the out of hours GP service, if needed

Why integrate?

- 47% onward referrals from NHS 111 in NCL are to GP out of hours

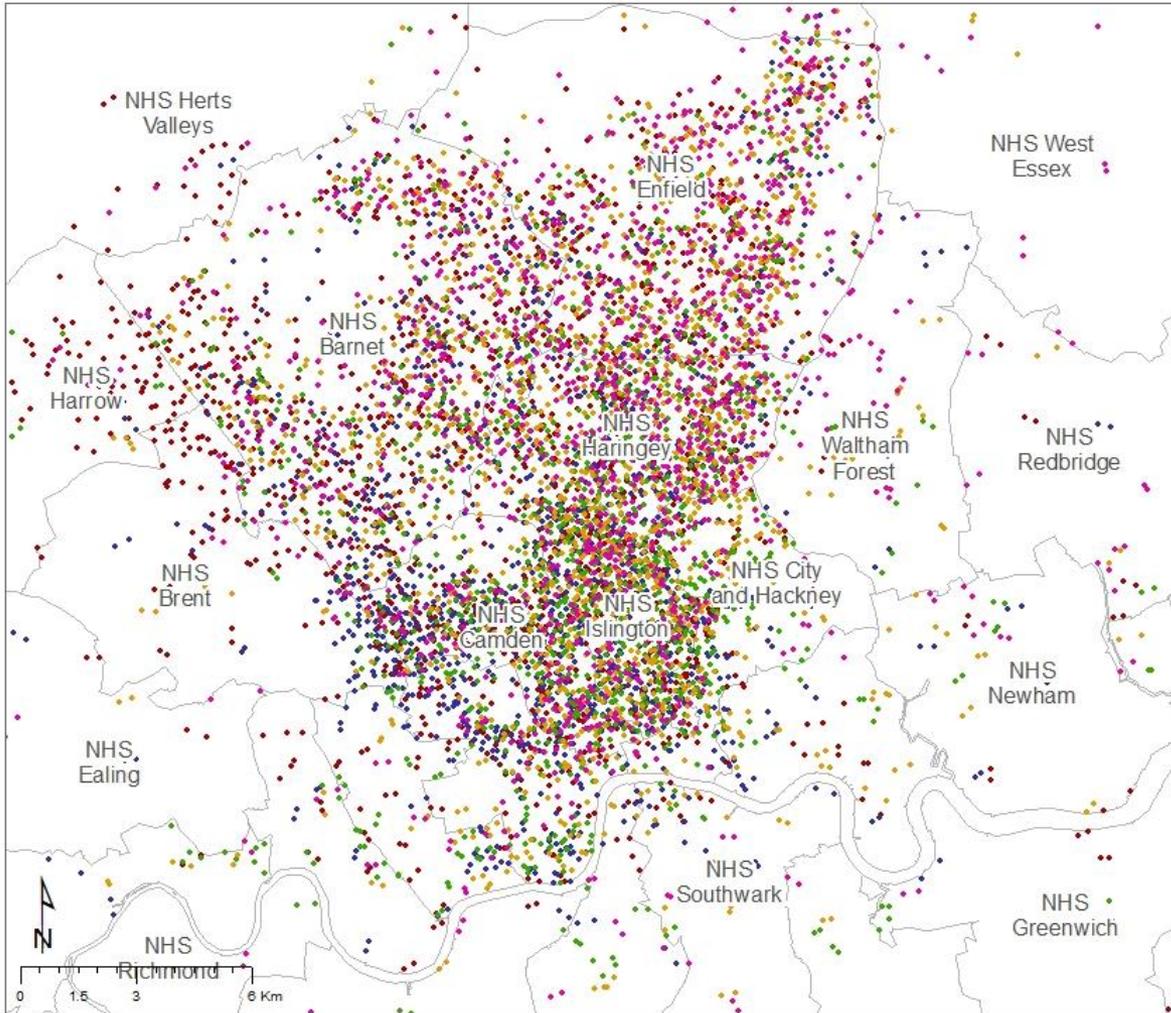
Top 10 Services Referrals - NHS 111



Source: NELCSU, January 2015 (Data: December 2013 – November 2014)

Why across NCL?

111 Caller Location by NCL-registered Patients. 1/12/2013 - end/11/2014



The patient flows indicate that service users are located across North Central London

- Legend**
- Enfield CCG**
 - 1 Dot = 0.459409295
 - myCount
 - Haringey CCG**
 - 1 Dot = 0.459409295
 - myCount
 - Islington CCG**
 - 1 Dot = 0.459409295
 - myCount
 - Camden CCG**
 - 1 Dot = 0.459409295
 - myCount
 - Barnet CCG**
 - 1 Dot = 0.459409295
 - myCount

Source: NELCSU, January 2015
(Data: December 2013 – November 2014)

What difference will it make?

The clinical workforce and the supporting IT systems for both services will be integrated. This means:

- Patients will be referred to a clinician who will have access to clinical information that will support their ability to provide advice
- Patients won't have to repeat their symptoms at multiple stages
- The NHS 111 service will be able to make appointments for patients with the GP out of hours service directly

Timeline

- Public engagement: February – June 2015
- Establishing a reference group to inform the procurement process (will include local Healthwatch organisations and patient representatives): March 2015
- Procurement process: April 2015 – March 2016
- New service starts: April 2016

Find out more

- We want to understand people's experience of using 111 or the GP out of hours service at the moment so we can make sure this informs the development of the new service
- People can do this in a number of ways
- Further information is on our website, including lots of Q&As:
www.haringeyccg.nhs.uk/about-us/nhs-111-and-out-of-hours-gp-services.htm