



**when it's less
urgent than 999**

Why?

Patient experience enhancement



Excellent

Good

Averag

Why?

Increased demand on A&E



Why?

Inappropriate use of 999





NHS number that's simple,
free and easy to remember

When medical care is needed
fast but it isn't a 999
emergency

Available 24/7, 365 days
a year

Piloted in County Durham
and Darlington

What  is

What  provides

Memorable three digit number – 111

Consistent clinical assessment of patient needs

Directory of local services

Health and service information

Professionals with a telephone link and web based access

What  means....

Right treatment first time

Integration with service providers

Management of information and intelligence

Access for patients

Department of Health's public engagement work showed **overwhelming support** for a **three digit number**



The pilot of



involved

County Durham and Darlington Pilot August 2010



For a population 630,000



North East Ambulance Service - provider



NHS Pathways – clinical assessment tool



Non Clinical Call Handlers/Clinical Supervision



Average of 4,000 calls per week



The **key** benefits
to date



Shift from A&E to primary care

Net reduction of 7% in CD&D compared to the control site



Reduction in ambulance activations

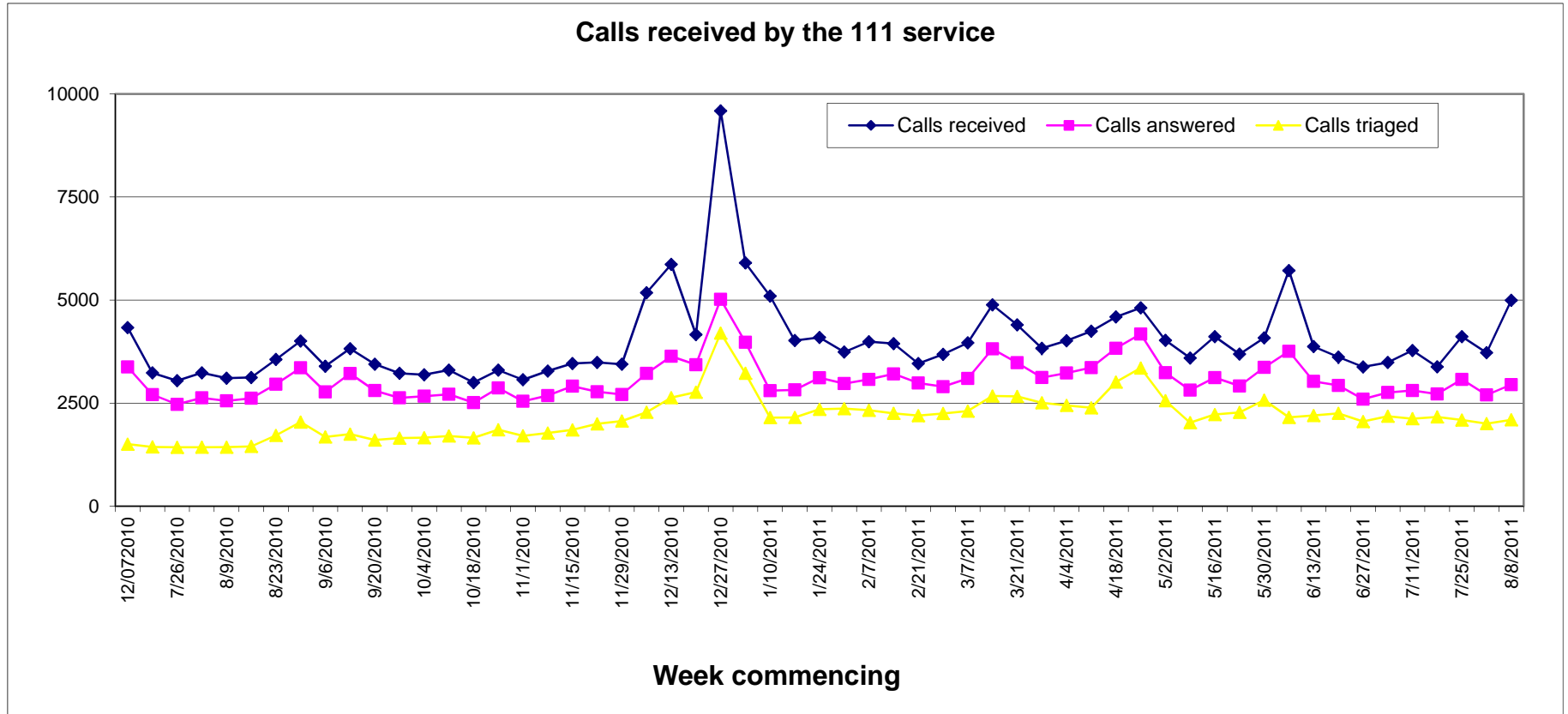
Reduction in calls, incidents and transports for CD&D, complicated by pre-change growth



Other

Non Elective Admission reduction -3.1% in comparison quarter 1 2010/2011.
Also a drop in calls to the NHS D 0845 service by 47% in all pilot sit

NE Pilot trend graphs to August 2011



Pathways outcomes

999 12%

Specialists 15%

Home Care Advice 6%

Primary Care including
out of hours 60%

A&E/Urgent Care
within an hour 7%



Capacity Management System and Directory of Services





Fully populated local Directory of Services containing
up to date provider information

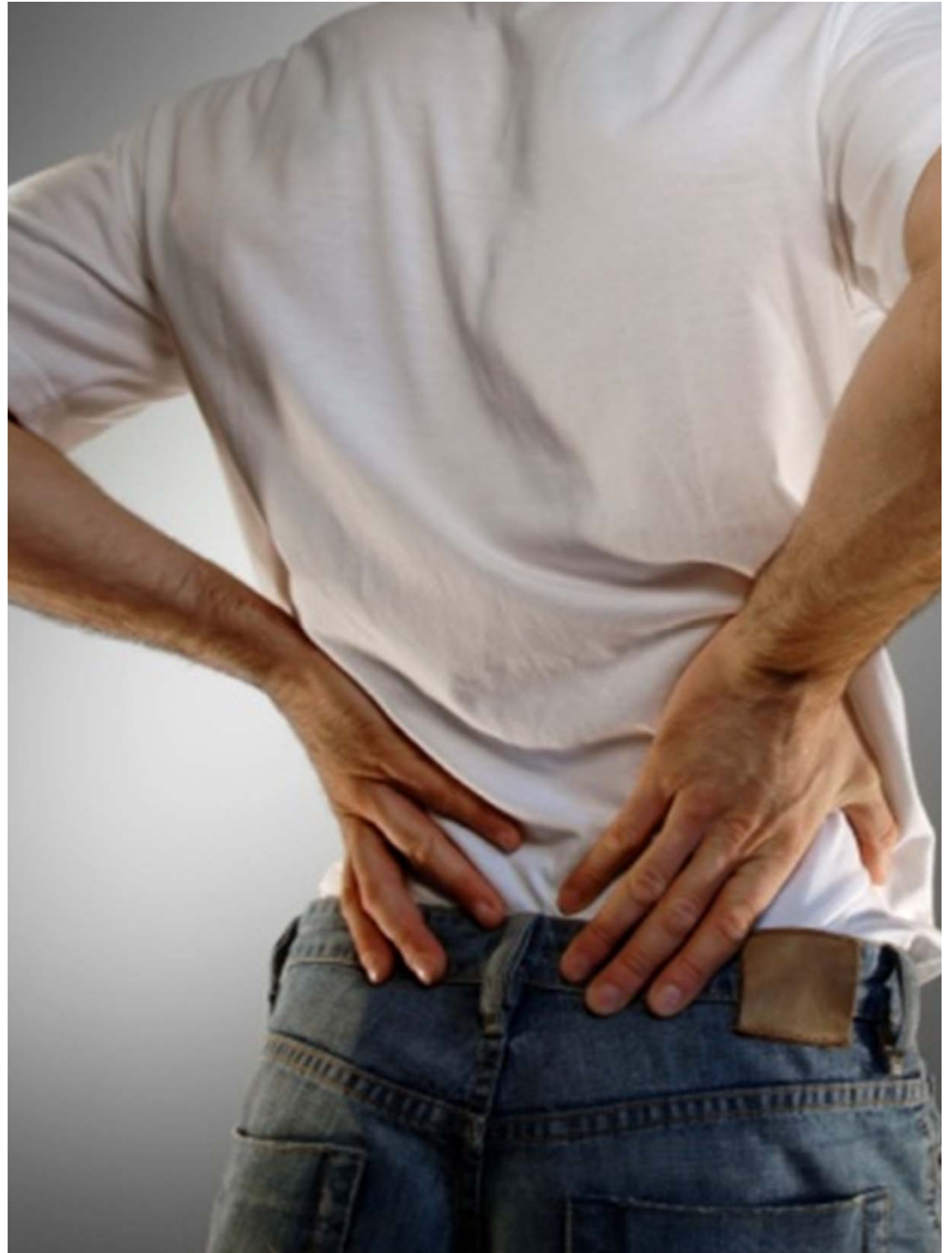
Professional Access to Services

Real time capacity management facility

Gap Analysis which informs future Commissioning

Future development of patient pathways

The **benefits** to the
patients



Fast and **easy**

Simple number to **remember**

Free number from **landlines** and **mobiles**

Available **24/7 365** days

Removes the **Confusion**

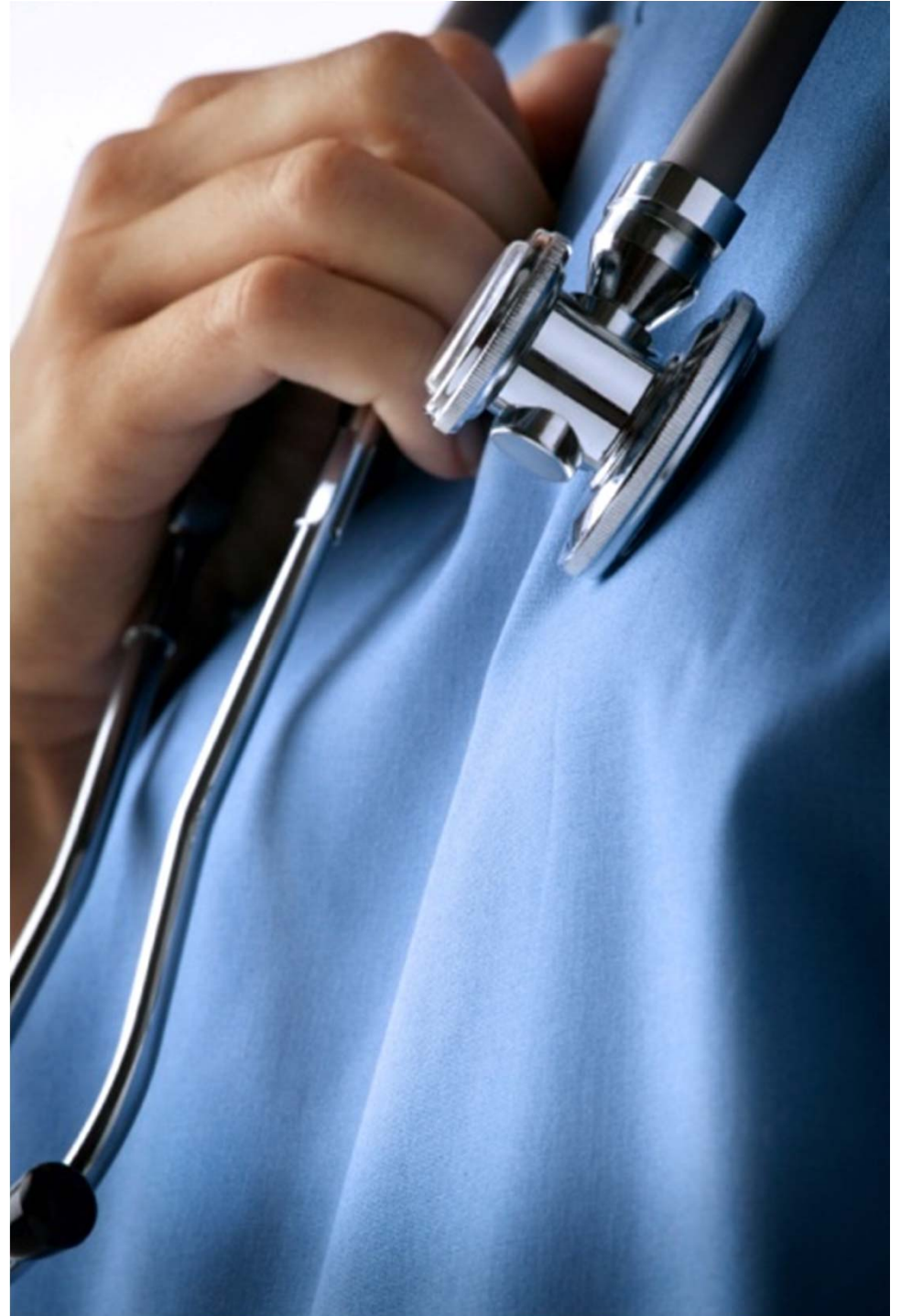
Improving public **access** to **urgent**
healthcare **services**

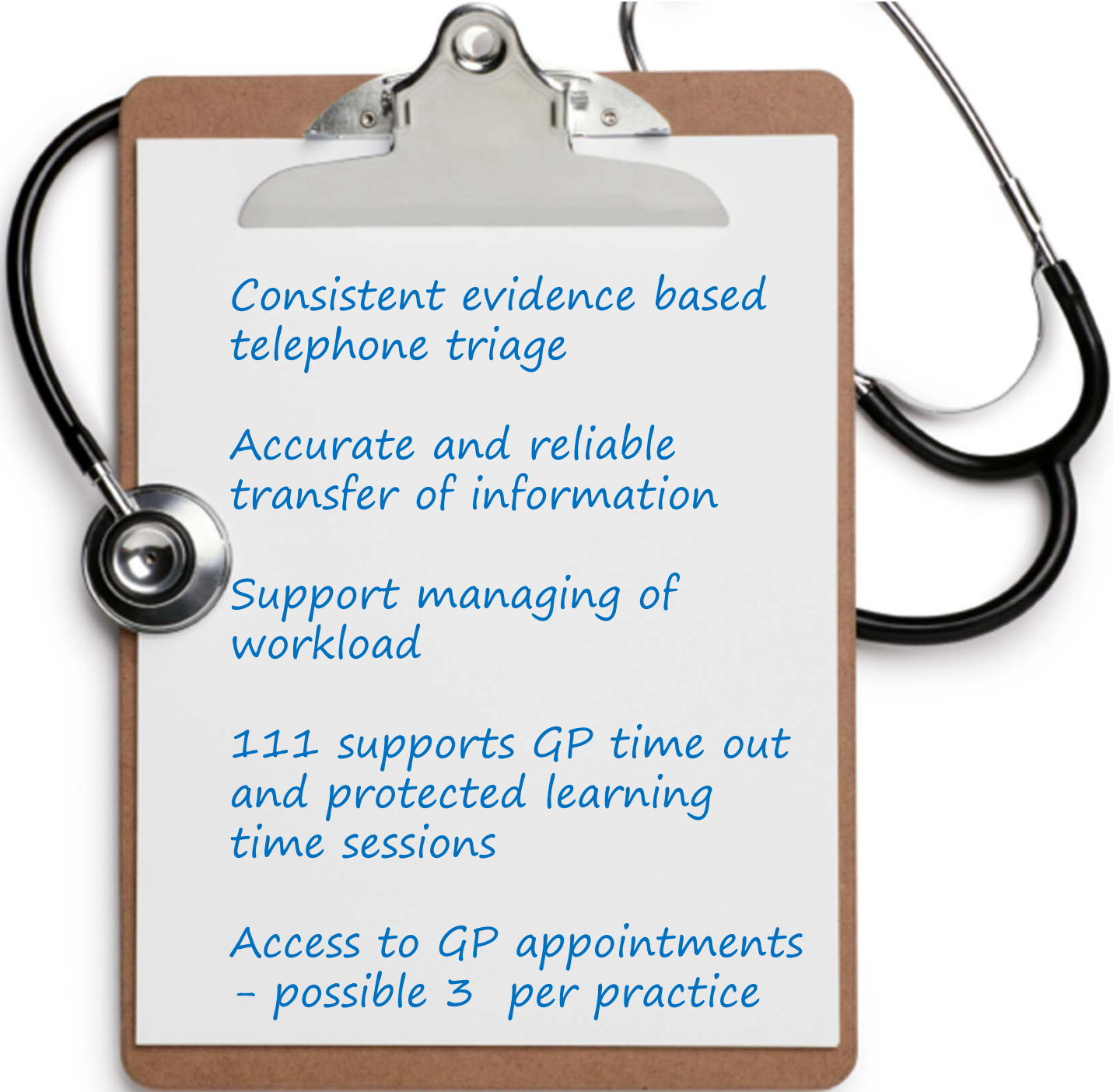
Providing an **entry point** to the NHS that is
focussed on **patients needs**

Enabling patients to **access** the **right service first time**



The **benefits** to the
clinicians





*Consistent evidence based
telephone triage*

*Accurate and reliable
transfer of information*

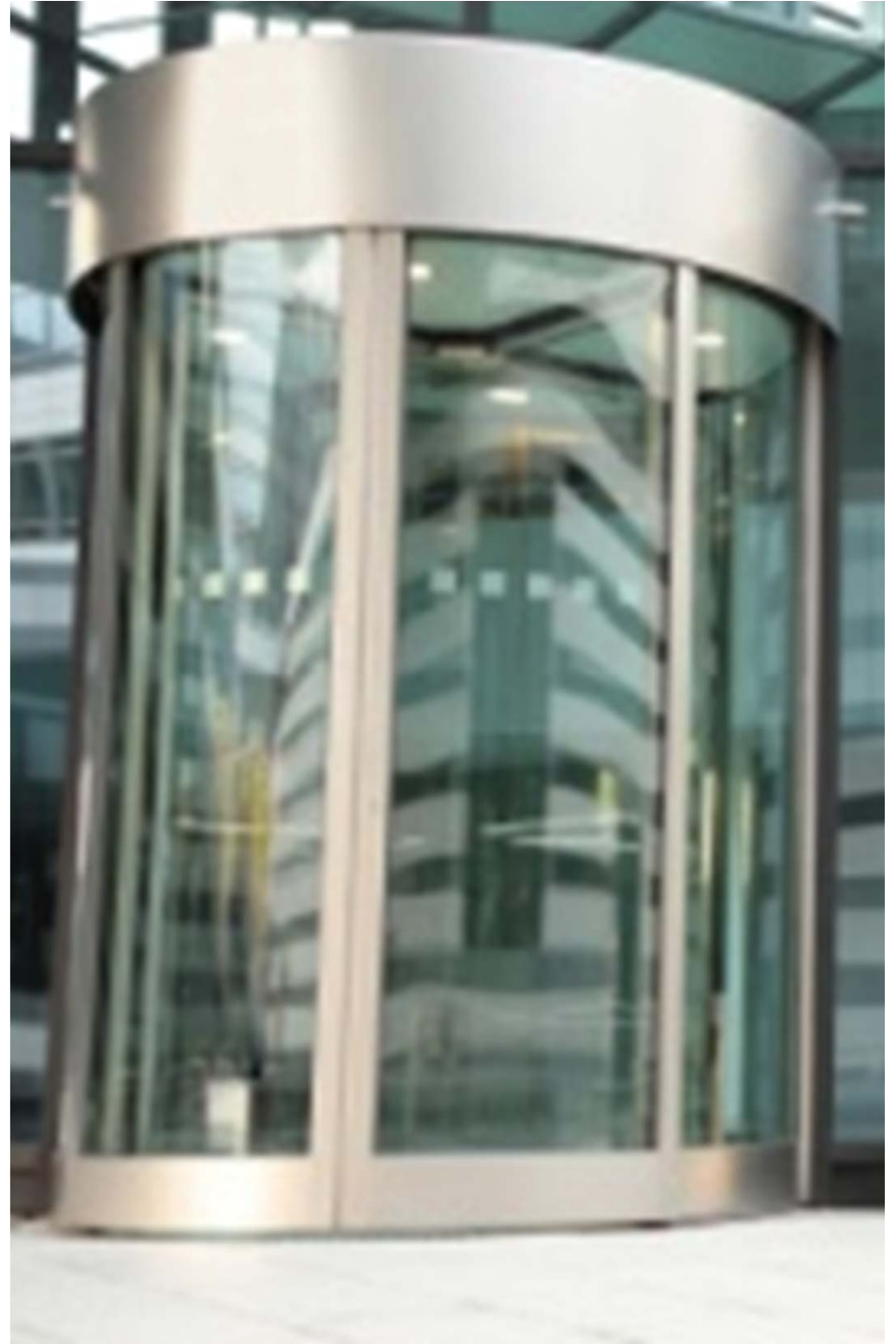
*Support managing of
workload*

*111 supports GP time out
and protected learning
time sessions*

*Access to GP appointments
- possible 3 per practice*

The **benefits** to the

NHS



Patient intelligence -
directing patients to
the service that is
best able to meet
their needs

Identifying the
services which are
over/underused

Enables rationalising
of services

What the patients say.....

“The **service** I received at the urgent care centre and over the phone was **second to none**. It **couldn't** have been **any better**. The **111 team** do a **fantastic service** and for that I am **extremely thankful**.”

“This is **so easy** – if you don't know what to do, **you just ring** them.”



What the patients say.....

“ It’s great, it’s **easy** to remember and **it stops** people like me from **calling 999** unless it is a complete emergency because that’s the only number I can remember. ”

“ It’s **embedded** in my mind – you **don’t** have to look it up..... ”

“ Very useful for the times **when** your common sense doesn’t kick in. ”



Any questions?

