

Northern CCG Joint Committee

Date of meeting: 3 May 2018

Does paper need to be circulated before the agenda goes out (ie earlier than 10 working days prior to the meeting) **No**

Title of report: NHS 111 and Integrated Urgent Care Regional Procurement

Purpose of report (brief description):

To note the attached news release issued on 23 March 2018 confirming that the North East Ambulance Service NHS Foundation Trust will operate the new service under a five-year contract to start in October 2018.

Recommendations: none

Is the paper for (please tick):

Decision-making

Information Sharing

Discussion

Actions required by Northern CCG Joint Committee:

To note the report

Sponsor: Neil O'Brien, Chair, Northern CCG Forum

Date: 12 April 2018

News release

23 March 2018

Successful NHS 111 service will continue to improve under new contract

The successful NHS 111 telephone helpline in the region will continue to improve, as commissioners agree a new contract for the service it was announced today.

Current providers the North East Ambulance Service NHS Foundation Trust will operate the new service under a five-year contract to start in October 2018.

The service operates 24 hours a day, seven days a week, helping patients who need medical help fast but do not need to call 999 – as well as anyone who is unsure which service to use.

Dr Neil O'Brien, Chair of the Northern Clinical Commissioning Groups Forum, said: "NHS 111 is a vital part of the urgent and emergency care system in the North East, and helps over 800,000 patients every year to get the care they need.

"The new service builds on this success, including a clinical assessment service meaning patients can conclude their call with advice, a prescription or an appointment for further assessment or treatment.

"With quick and easy access to a service that is fully integrated with other NHS services, patients can have real confidence in the care they will receive."

A recent Ipsos Mori survey showed 88% of patients using NHS 111 saying they would be likely or extremely likely to recommend the service.

The new service is designed to ensure that most patients' problems are dealt with on their first call, including a consultation with a clinician where that is needed. Staff will have access to a range of real-time information, including a summary of GP-held patient records, and details of local services such as GP extended hours schemes and community pharmacies.

Staff will also be able to book appointments with local GPs, send prescriptions directly to a convenient pharmacy or dispatch an ambulance where that is necessary.

Clinicians supporting the service – such as dental nurses, mental health nurses and palliative care nurses – will also be available to help professional colleagues working with patients in the community.

Gerardine Hope, Service Manager for the North East Ambulance Service, said: “We have a fantastic record of success and continue to deliver a safe, effective, caring and compassionate service – evidenced by the low number of serious incidents and high number of positive comments from our patients.

“None of this would be possible without our outstanding team who want to do the best for the patients of the North East. We are incredibly proud to have been awarded this contract and to know that the people of the North East can continue to rely on us for at least the next five years.”

Last year NEAS handled 858,224 calls to NHS 111, including 95,142 in December alone. NEAS currently handles an average of 64,000 calls every month, and is leading the way nationally in providing directly bookable appointments with local GPs.

Referrals to ambulances from NHS 111 decreased throughout 2017 to around 9%, and referrals to emergency departments to around 2.5%.

Yvonne Ormston, Chief Executive of the North East Ambulance Service, said: “Our service is perfectly placed at the heart of the region’s urgent and emergency care network and our clinical assessment service already supports the region’s patients, ensuring patients can access quickly the healthcare service that best meets their needs.

“The commitment and dedication of the team who deliver the service – from management to call handlers and everyone in between – and the developments they have brought in have made the service the success it is. This new service builds upon the work they have already started and we look forward to further developing the service with support from colleagues across the region.”

Ends

For further information, contact Ben Landon at North of England Commissioning Support on 07904 503 116 or ben.landon@nhs.net.

Note:

The contract for NHS 111 and an Integrated Urgent Care (IUC) Clinical Assessment Service (CAS) for the North East region was awarded by North of England Commissioning Support (NECS) for and on behalf of NHS Durham Dales, Easington and Sedgfield Clinical Commissioning Group (CCG), NHS Darlington CCG, NHS Hartlepool and Stockton-On-Tees CCG, NHS Newcastle Gateshead CCG, NHS Northumberland CCG, NHS North Durham CCG, NHS North Tyneside CCG, NHS South Tees CCG, NHS South Tyneside CCG, and NHS Sunderland CCG.