
NHS 111 – What is happening?

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From October 2015, the 111 number will be phased in throughout Cumbria, it will be the first point of contact for out-of-hours patient between 18:30 and 08:00 weekdays, weekends, bank holidays and PLT days.

When?

To avoid some of the problems we have seen in the past the 111 rollout will be phased across Cumbria from Oct 22.

- **Phase 1** Go live - Eden and Furness *Thur 22/10/15, Go Live time 18:30*
- **Phase 2** Go live - Allerdale and Copeland *Tue 27/10/15, Go Live time 18:30*
- **Phase 3** Go live - South Lakes and Carlisle *Tue 3/11/15, Go Live time 18:30*

What do you need to do?

ANSWERPHONE

- **Soft launch via GP Out of Hours messaging:** On the relevant date please change your Out of Hours telephone message using the script below.

“The surgery is now closed. The opening hours are X:XX to X:XX Monday to Friday.

If you have an urgent medical problem which cannot wait until the surgery re-opens please hang up and dial 1-1-1, I repeat, if you have an urgent medical problem which cannot wait until the surgery re-opens please hang up and dial 1-1-1 to access the out of hours service. NHS 111 is free to call from both landlines and mobiles.

The above redirection should be using a voice message **not** an automated redirection because....

- a) 111 are unable to trace the call origin from a redirected call. This will prevent automatic correct signposting to local health services. 111 have this facility with both landline and mobile patient calls.
- b) Should a patient collapse or be cut off when making a call, a redirected call does not allow 111 to call the patient back.

WEBSITE

Please update your **practice website** with information on NHS 111 with the following information.....:

When our GP practice is closed, patients should call the NHS 111 service by dialling 111. All calls are free from landlines and mobile phones.

What is the NHS 111 service?

- *A simple, free to call, easy to remember three digit number that is available 24 hours a day, 365 days a year.*
- *The NHS 111 service directs patients to the service that is best able to meet their needs taking into account their location, the time of day of their call, and the capacity of local services.*

When should I use the NHS 111 Service?

- *When it's not a life threatening situation, and therefore is less urgent than a 999 call.*
- *When visiting your own GP isn't an option, for instance when the GP Practice is shut or you are away from home.*
- *When you feel you cannot wait or are simply unsure of which service you require.*
- *When you require reassurance about what to do next.*

Special Patient Notes (SPN)

Accurate signposting to correct care for a patient is optimised when the initial call handler has access to a concise SPN. Please continue to send these in to CHOC as you do. A mechanism is currently in place for ensuring that these are seen by appropriate staff throughout the system. It is, as always been the case that SPN's for patients nearing the end of their lives are updated appropriately.

Who are the NHS 111 Cumbria key contacts?

Dr David Rogers	CCG Medical Director Email: david.rogers@cumbriaccg.nhs.uk	
Dr Andrew Rotheray	NHS 111 Clinical Lead Email: andrew.rotheray@nhs.net	(For clinical enquiries)
Caroline Rea	CCG Director / NHS 111 Project Board Email: caroline.rea@nhs.net	(For operational enquiries)
Toks Ikumelo	Interim NHS111 Project Manager Email: toksikumelo@nhs.net	(For operational enquiries)

This brief bulletin is to allow practices to be ready for the telephone message changes. We are aware that some practices may need time to make these changes. There will be more information in the weeks ahead.