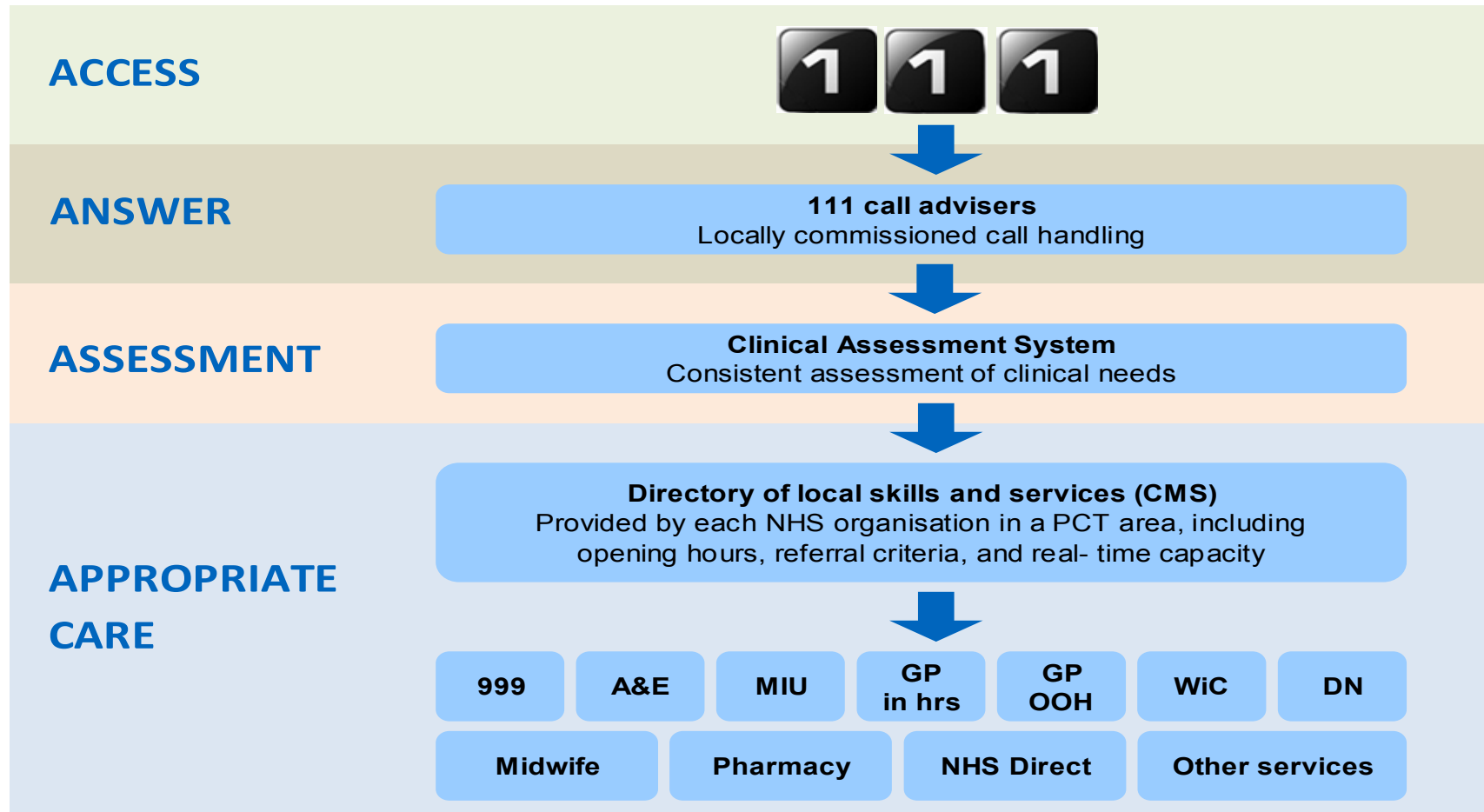


# What Does NHS 111 Look Like?

## High level '111' Model



# How Does NHS 111 Work?

- **Access to Service & Call Handling:**

- Access via a single point of contact
- Calls taken by highly trained Call Handlers (non clinical)
- Calls will includes calls previously handled by GP OOH services
- No need for call backs

- **Assessment**

- Call Handler assesses patient using an evidence based assessment tool i.e. NHS Pathways
- Call Handler accesses clinical advice & support if required
- Most appropriate course of action determined

- **Appropriate Care**

- Caller directed to an appropriate service
- Call Handler can dispatch an ambulance without delay if necessary

## High level '111' Model

