

NHS 111 Update by Dr Nigel Wells, GP lead for NHS 111 York and Selby

NHS 111 went live for call handling and triage of the GP out of hours service in York on 2nd July. NHS111 was live in the area before this date and this was replacing NHS Direct calls; NHS111 is now taking calls from 18.30 until 08.00 on weekdays and from 18.30 on Friday until 08.00 Monday for patients registered to GPs in York and surrounding areas.

NHS 111 works on a clinical pathways triage model and is staffed by call handlers and clinical advisers; call lengths vary between 7 and 15 minutes on average; the outcome is determined by the clinical scenario, the input from the clinical advisers and then a possible direction to a service outlined on the directory of service (DOS). The delay in roll out allowed the DOS in our area to be repeatedly tested and upgraded before going live.

NHS111 in our area seems not to have increased the A&E attendance or 999 calls but it is hard to make firm statements at this early stage. Complaints and incidents have been low in number.

Commissioners continually monitor NHS111 service across Yorkshire and Humber and this allows areas of concern to be highlighted for action. One area that is being worked upon on a regional level at present is access for palliative care patients in order to streamline services and care.