



NHS England and NHS Improvement

Appendix 'A'



North West
Ambulance Service
NHS Trust



THINK NHS 111 FIRST PROGRAMME North West Update

Delivered by Dr Amanda Doyle, Blackpool Clinical Commissioning Group and Jackie Bell, Head of Service 111, North West Ambulance Service NHS Trust

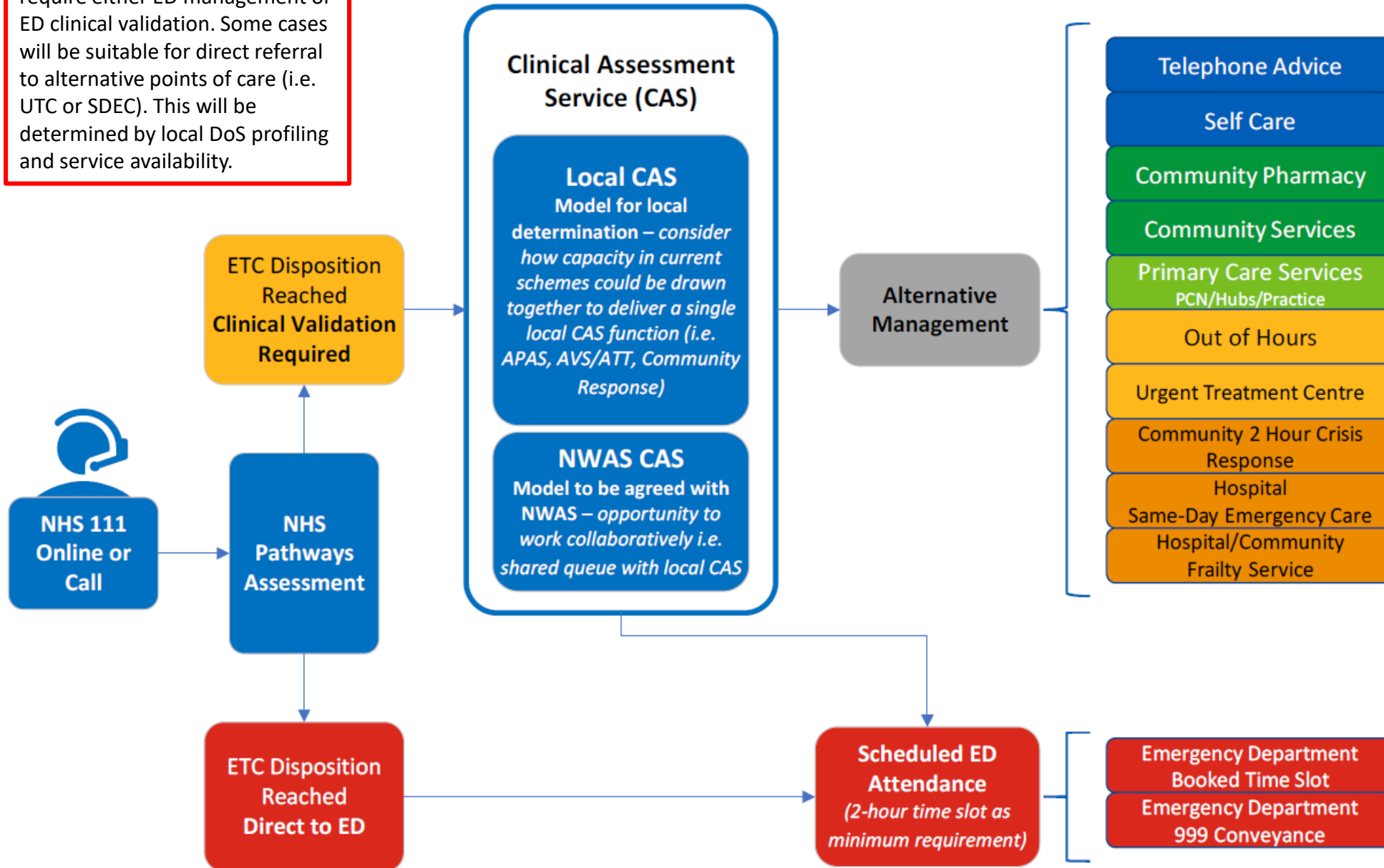
WHAT IS NHS 111 FIRST?

NHS 111 First is a development of the current regional NHS 111 service and local remote triage and assessment services to offer patients a different approach to the way they access and receive healthcare. The model;

- Asks patients thinking about attending an emergency department to **contact NHS 111 First by telephone or online**.
- Encourages people to **access remote assessment first, before attending any services**, supporting social distancing and reducing ED crowding and the risk of nosocomial infection.
- Enables patients requiring ED management to be **booked into an ED time slot**, improving patient experience and the flow of patients into ED, reducing crowding the waiting area and supporting social distancing.
- Enables patients appropriate for alternative management to be **booked into a time slot wherever possible**.
- **Makes best use of technology** to enable direct referrals and support remote consultations.
- **Improves clinical outcomes** by increasing the volume of patients with an 'Emergency Treatment Centre' disposition that are clinically validated by Clinical Assessment Service (CAS).
- **Aligns with the Integrated Urgent Care ambition** through the development of local Clinical Assessment Services offering patients access to clinicians, both experienced generalists and specialists (such as Dental Nurses, Mental Health Nurses and Palliative Care Nurses).

NHS 111 FIRST PATIENT PATHWAY

N.B. not all ETC dispositions will require either ED management or ED clinical validation. Some cases will be suitable for direct referral to alternative points of care (i.e. UTC or SDEC). This will be determined by local DoS profiling and service availability.



- Patient contacts 111 and is assessed using NHS Pathways
- If an 'Emergency Treatment Centre' (ETC) outcome is reached the DoS will be interrogated
- Cases that require direct ED management will be booked into a time-slot by the NHS 111 Call Handler and information about the patient will be sent to the relevant ED
- Cases requiring clinical validation will be electronically referred to the CAS (based on DoS profiling)
- A CAS clinician will contact the patient to complete clinical validation
- Cases which change following validation will either be given self-care advice or be booked/directed to alternate points of care
- Cases which remain unchanged will be booked into an ED time-slot by the clinician and information about the patient will be sent to the relevant ED

PROGRESS



The NW NHS 111 First implementation team have now **completed initial engagement with all North West systems.**

The first two NW sites are now live following soft launches;
Blackpool Teaching Hospitals NHS-FT live from 25/08
Warrington And Halton Teaching Hospitals NHS-FT live from 08/09

The third NW-wide national assurance template was collated and returned to the national team on 07/09. These will be updated fortnightly to track progress.

Project groups have been established in most local systems; remaining systems are being contacted and offered support to progress.

A workstream update has been developed and will be presented fortnightly to the NHS 111 First Operational Delivery Group. These updates will be shared with STP/ICS SRO's for onward distribution to local delivery teams to update on regional progress.

A NHS 111 First implementation toolkit (including a Communication & engagement toolkit) has been developed and shared with local project teams to support remaining sites.

NHS 111 First ED data packs have been produced and shared with local systems.

NEXT STEPS



Monitoring and evaluation of early mover sites; daily calls to review performance, flag delivery risks and any clinical or staffing concerns. Feedback from CAS and ED staff has been positive with a steady increase in booked appointments from NHS 111. Appointment allocation and patient arrival process has been working well.



NWAS continued recruitment, training and deployment of health adviser and clinician capacity; NW roll-out plan aligned to capacity with regular updates against plan.



Phase 1 – Early Movers – ‘live’; Blackpool and Warrington live with ongoing evaluation

Phase 2 – Fast Followers – ‘implementation’; project team in place and implementation underway against agreed project plan

Phase 3 – Remaining Sites – ‘planning’; project established; planning and modelling underway



Digital solutions being agreed; several options have been identified by the Digital Workstream group for Trusts to adopt. Awaiting final confirmation from all Trusts.



Confirming arrangements for local CAS provision; local project groups are modelling the clinical capacity required to validate NHS 111 ‘Emergency Treatment Centre’ dispositions and arrangements for the electronic transfer of these cases.



Completion of local DoS review; ensure that NHS 111 ‘Emergency Treatment Centre’ outcomes are mapped effectively and that patients are directed to the most appropriate service to meet their needs (i.e. Urgent Care/CAS referral or ED by appointment)

COMMUNICATIONS AND ENGAGEMENT

A North West NHS 111 First communications plan is in place developed by the regional communications and engagement sub-group co-chaired by NWS and NHSEI. This group has established links into wider national groups and 'early mover' sites to provide information and resources to local communication and engagement teams to support planning and deployment.

A NHS 111 First communications toolkit is now available to support localities in initially briefing staff and stakeholders with further iterations planned to inform the public about the new national NHS 111 First programme. The toolkit will be regularly updated and shared as new content becomes available.

'Do once' communications approach. Regional communications toolkit to include:

- Template comms plan
- Written briefing statements
- FAQs
- National interim creative material (posters/leaflets/social media/ads) for localising

National and regional NHS 111 First marketing campaigns planned as part of the winter access campaign from early December.

QUESTIONS AND DISCUSSION

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