



Agenda Item Introduction

Committee	POLICY AND SCRUTINY COMMITTEE FOR HEALTH AND SOCIAL CARE
Date	5 JUNE 2023
Topic	111 SERVICE

BACKGROUND

NHS 111 is a free telephone number available 24 hours a day, seven days a week that patients can call when they need medical help or advice, or signposting on where to go to get the right help. Trained NHS 111 advisers and experienced clinicians assess individual needs and provide the appropriate information, advice and guidance.

The NHS 111 First service is a national programme that was launched on the island in December 2020 in the hope of improving health outcomes and patient experience as well as to help ease the pressure on the NHS during the Covid-19 pandemic and peak times such as winter.

FOCUS FOR SCRUTINY

- What role does the 111 service play in aiding GP surgery and NHS dentistry service challenges currently being faced on the Island?
- What is the current demand experienced by the 111 service; in terms of call volumes, call duration, the nature of 111 calls in terms of services requested/signposted into, the clinical support available to call handlers and the process for call navigation, the number of aborted calls, staffing capacity and pressures and how these compare with national performance and pre-covid performances?

APPROACH

A presentation to be delivered at the committee meeting.

APPENDICES ATTACHED

Appendix 1 – IW NHS Trust Slides

Contact Point: Melanie White, Scrutiny Officer, ☎ 821000 ext 8876
e-mail melanie.white@iow.gov.uk