

6. 111 Service

To consider the demands placed upon the 111 Service and how it interlinks across health and social care.

Joe Smyth

Role of NHS111

Provide health advice

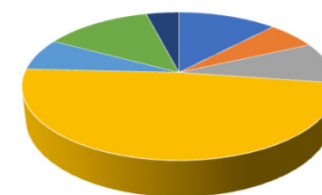
Referrals to right place, first time

Booking appointments

Signpost to services

Accessible to all

IOW Service Referrals April 2023



- Ambulance 12%
- Urgent Treatment Centre 9%
- Dental Services 7%
- Self Care 4%
- Emergency Department 6%
- Primary care / Community nursing 48%
- Other Services 13%



**Average call length
6 minutes 31 seconds**
(national average 7m 51sec)

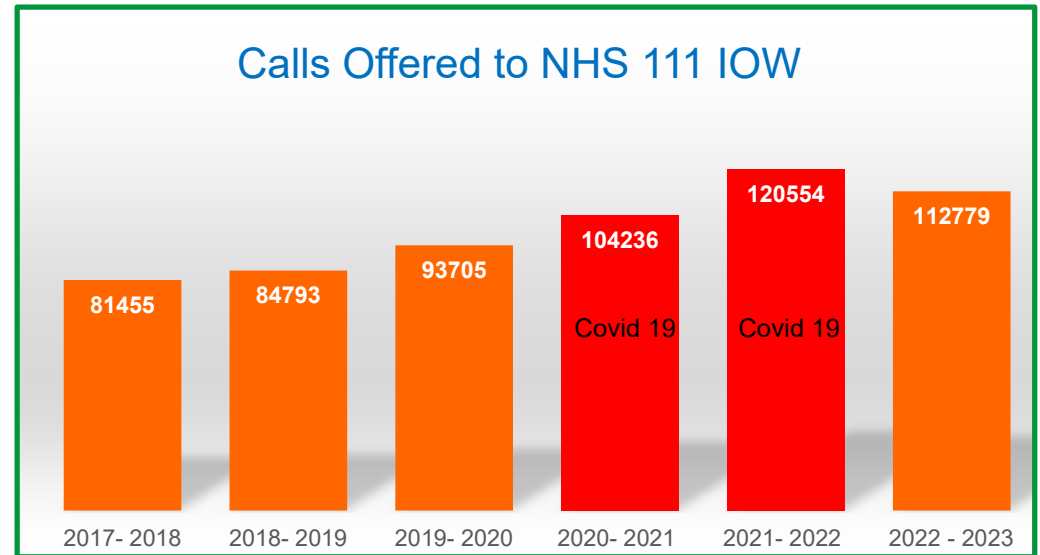


NHS111 Isle of Wight



Demand and Capacity

- The Isle of Wight Ambulance service has been commissioned to provide NHS111 services locally on the Island since 2012.
- The 111 service comprises of health advisors and clinicians and is co-located in the Integrated Care Hub at St Marys Hospital alongside 999 call takers (IOW and South Central) ambulance dispatch, patient transport dispatch, Specialist Paramedics, pharmacy, Labour line
- There are approximately 23 providers of 111 services across England
- 111 can be accessed 24 hours a day by telephone or online
- IOW call demand has increased year on year, a 38% increase in the last 5 years
- Currently averaging between 8500 – 10000 calls a month
- 2500 triages a month are completed online with approximately 500 journeys referred to our clinical support desk for further consultation
- Health advisor staff levels have increased by 25% over the last 5 years





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NHS111 Service Referrals

111 Triage Referral Paths to Services

- 111 health advisors use NHS Pathways to triage calls and have a Clinical Support Desk to get support from clinicians during a call or to transfer more complex calls to.
- 111 clinicians have clinical input on between 50 - 60 % of calls on average
- 111 clinicians validate over 50% of Category 3 and 4 ambulance dispositions
- 111 clinicians are able to arrange onward care with **specialist services**
- Clinical navigation of cases are managed using Adastra software
- Following a 111 triage patients are directed to an appropriate service using a web based directory of services.
- 111 can book into GP practice appointments for a call back and an arrival time at the emergency Department

Refer for face to face care	Refer for telephone / remote consultation	Signpost patient to service
Ambulance Service	GP Surgeries	Dental Walk in Centre
Emergency Department	GP Urgent Triage Clinical Assessment Service	Maternity Unit
Community Rapid Response Team	Community Nursing	Health Visitors
Mental Health Rapid Response Vehicle	GP Out of Hours Service	Urgent Treatment Centre - Injuries
Specialist Paramedics	Emergency Department Validation	Dental Practices
Wightcare Community Response Service	Urgent Treatment Centre	Sexual Health Services
Same Day Emergency Care - Medical	Mental Health Triage Desk	Palliative Care Services
Same Day Emergency Care - Maternity	Covid at Home Service	Opticians
Safeguarding Teams	Respiratory Virtual Ward	Community Pharmacy Consultation Service
	Community Urgent Eyecare Triage Service	Pharmacies - Repeat Prescription
	Dental Advisory Service	



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NHS111 Isle of Wight Performance

National Key Performance Indicators							
		Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Number of Calls Answered	IOW	7584	7515	8,204	6980	6407	7149
	National	1,422,140	1,383,564	1,585,604	1,471,934	1,356,067	1,464,301
Number of Calls Abandoned	IOW	1574	1362	4285	1,762	1957	2732
	National	242,918	244,035	1,089,045	208,301	236,572	288,615
Proportion of Calls Abandoned	IOW	17.2%	15.3%	34.3%	20.2%	23.4%	27.6%
	National	14.6%	15.0%	40.7%	12.4%	14.9%	16.5%
Proportion of Calls to Receive Clinical Input	IOW	56.0%	55.9%	54.4%	59.3%	57.6%	54.0%
	National	46.7%	47.5%	47.6%	47.8%	46.9%	44.7%
Category 3&4 ambulance dispositions validated <30 mins	IOW	45.4%	47.8%	45.4%	51.4%	47.3%	49.7%
	National	32.9%	28.0%	35.3%	40.8%	38.0%	40.6%
Proportion of calls where the caller was booked into GP service	IOW	79.9%	81.6%	82.5%	83.5%	82.9%	80.5%
	National	55.7%	58.0%	52.4%	54.5%	55.5%	54.9%