



**Healthy London
Partnership**

NHS 111 London IUC * Line Pilots

Supported by and delivering for:



Public Health
England

NHS

SUPPORTED BY
MAYOR OF LONDON

London's NHS organisations include all of London's CCGs, NHS England and Health Education England

The London IUC Pilots | HCP Access to GP Clinical Support

The Case for Change

Data from the London Ambulance Service (LAS) shows a significant number of care homes across London STP/ U&EC Networks frequently ring 999 when another service may be more appropriate

The peak time of day for care homes to request an ambulance is predominantly in hours, around midday and in the afternoon, mid-week.

The ratio for conveyance to EDs is high at 87%.

During this time it is more likely that patients who have been conveyed will be admitted to hospital.

February 2017 Heatmap showing time of 999 incidents at Care Homes

Total	Hour																								Total
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Day																									
Mon	5	4	7	5	8	7	9	15	17	18	16	20	36	21	27	24	24	16	26	22	17	17	13	8	382
Tue	8	7	6	4	8	7	13	15	13	29	20	24	21	30	22	29	16	14	14	11	11	13	17	11	363
Wed	3	7	5	3	4	9	13	9	12	24	16	31	32	26	23	20	23	24	28	21	13	12	11	18	387
Thu	10	5	7	5	6	4	5	10	16	14	28	13	26	26	19	26	20	24	22	27	18	19	16	14	380
Fri	8	11	2	4	6	9	8	15	16	24	22	26	27	30	32	21	22	23	25	21	11	21	22	9	415
Sat	5	5	7	10	6	10	15	16	19	16	27	24	28	22	20	23	21	19	22	14	15	15	17	17	391
Sun	13	4	7	8	12	6	10	11	17	21	27	23	18	27	25	22	22	17	19	14	18	15	10	15	381
Grand Total	52	43	41	39	50	52	73	91	110	146	156	161	188	182	168	165	148	137	156	130	103	112	104	92	2699

NHS 111/IUC services in London rapidly mobilised pilots which aim to deliver improved patient outcomes, improved flows and reduced pressures on the wider system.

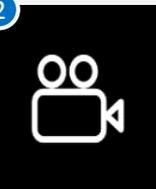
1



Fast access to a GP

✓ Ambulance crews, Care Homes and rapid response nurses wanting to get hold of a GP can now dial 111 24/7, press * 5, 6 or 7 and connect quickly with a GP.

2



Telehealth

✓ Care Home video consultation linkage to GPs

IUC *line Outcomes for Care Homes and LAS Crews

What did we do?

Urgent GP support for ambulance crews this winter from NHS111 Healthy London Partnership NHS






Can't get the patient's GP on the phone? Don't wait, call 111 immediately Follow the instructions below to quickly access a GP Get the right advice and take action straight away!

Dial 111. Press 9 to continue. An automated message may ask you to confirm your location. When you hear the message "This call is recorded for quality purposes", press * wait for the beep, then press 5. You will be connected to a Call Handler at the local NHS 111 service who will transfer you to a GP or arrange for a 20 minute GP call back. To feedback on this service contact england.nhs111submissions@nhs.net.

Urgent GP support for care homes this winter from NHS111 Healthy London Partnership NHS






Can't get the resident's GP on the phone? Don't wait, call 111 immediately Follow the instructions below to quickly access a GP Get the advice you need to care for your resident locally, and avoid unnecessary ambulance calls

Dial 111. Press 9 to continue. An automated message may ask you to confirm your location. When you hear the message "This call is recorded for quality purposes", press * wait for the beep, then press 6. You will be connected to a Call Handler at the local NHS 111 service who will transfer you to a GP or arrange for a 20 minute GP call back. To feedback on this service contact england.nhs111submissions@nhs.net.

What impact has it had?

22,628
*** calls**

23rd Jan – 22nd October
(25% from LAS Crews / 74% from Care Homes/ 1% rapid response)

6.5%
monthly decrease

of care home calling 999 pre *line introduction (prev. was 7% increase year on year)

LAS Crew Feedback after using the *5 service:

88%

said the GP was helpful

Additional

14,503

green ambulance overrides occurred in 2017 compared to 2016 Jan 1st – Oct 1st

61% calls closed

across London by GP in the Hub for * line callers following clinical input vs. overall 111 service has an average closure rate of 14.3%

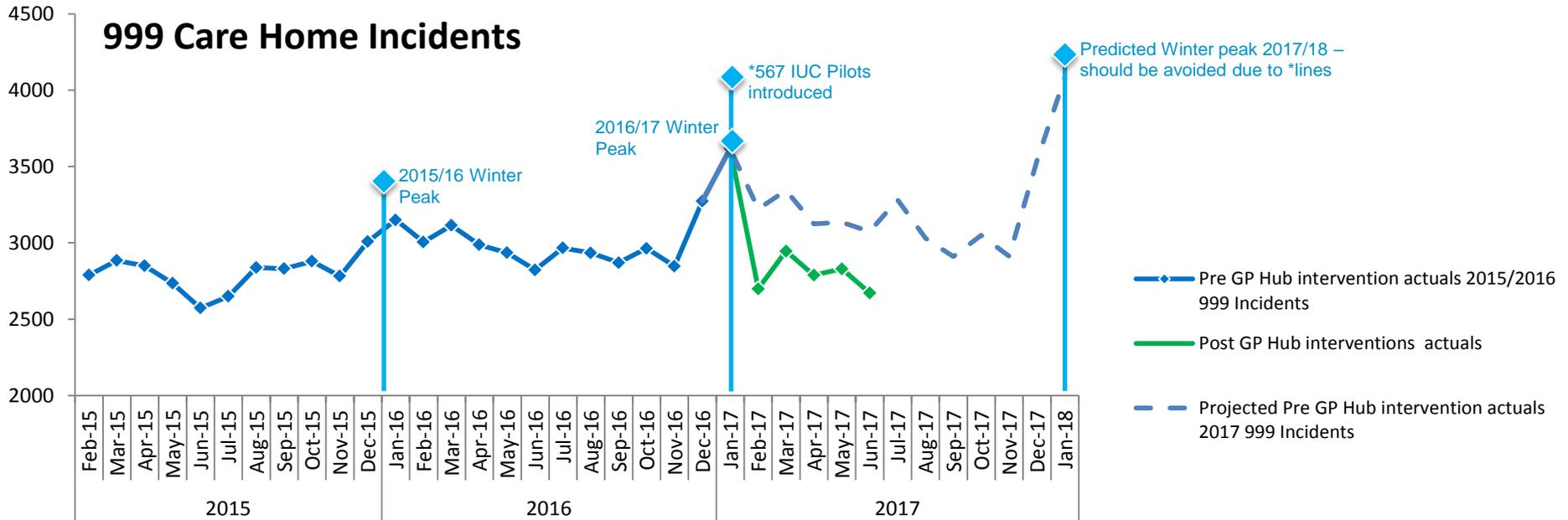


2% of cases

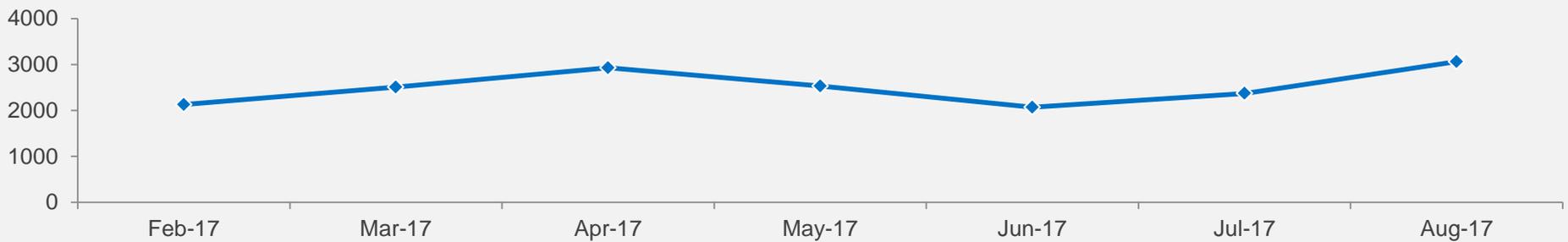
were identified as attending ED after GP input compared with overall NEL 111 service of 13% identified as attending ED (NELCSU data linkage evaluation)

999 Care Home Incident Data

The highest number of 999 incidents at Care Homes can be seen in the Winter period and the number of incidents has been increasing each year (7% yearly increase). Since February 2017 this figure has decreased, which we predict to continue into Winter 2017/18



111 * line calls



Evaluation and What's Next

Critical Success Factors

The PRM

Daily Stand Ups

Infographics

Flexibility

Learnings so far

- 1 Understand the data requirements at the start
- 2 Fully utilise the GP resource
- 3 Ensure clarity for end users on the service expectation
- 4 Get users of service to promote service
- 5 Ensure a user feedback loop for service improvements

User Feedback – LAS Crews

Anonymous feedback received via text from LAS Crews is recorded on the 111 PRM dashboard and some recent examples are below:

79% thought *5 was an alternative to conveyance

43% would have made an ED referral without *5

81% found the GP helpful

“It was a prompt service and it was effective. Thank you.”

“Easy to use, quick return call, convenient for patient, saved unnecessary trip to A&E. Thank you.”

“Great GP and friendly professional call handler”

Independent Evaluation Feedback

Picker were commissioned to undertake qualitative research exploring staff experiences of using and delivering new programmes in NHS 111. They were viewed as a positive expansion to the NHS 111 service. **24** interviewed:

Care Home Staff

NHS Supervisors

GPs

Paramedics

“I think it’s a really good to start making improvements within NHS 111 and I hope we’re able to continue with it and expand on it.”

“it’s certainly helped us sort of not convey people to urgent care centres or hospitals”