

15 September 2015

Agenda Item: X

## **REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH SCRUTINY COMMITTEE**

### **NHS 111 PERFORMANCE UPDATE**

#### **Purpose of the Report**

1. To provide the latest information on NHS 111 performance.

#### **Information and Advice**

2. Members will recall that information on NHS 111 performance was last presented to the Joint Health Committee on 10 March 2015 when Mr Stewart Newman, Head of Performance at NHS Nottingham City attended the committee to present the latest performance information.
3. The committee heard that December 2014 had been a difficult month with a 35% increase in the number of calls compared to December 2013 resulting in an increase in the number of abandoned calls for that month.

Following the briefing the additional information was provided in response to questions:-

- The 'Triage System' used by 111 was agreed with every service provider who were also invited to attend 111 meetings. There was a form for health professionals to feedback when patients had been advised incorrectly by 111 and a 'data warehouse' was being built to monitor if 111 were sending people to the correct service/place.
  - The average call back time to patients was 30-40minutes over the past two months. All calls were monitored for an appropriate call back time; this could take up to 72 hours.
  - Staff recruitment would commence in June, with a 3 to 4 month training period to prepare them for the peak time. It was difficult to predict when the flu season would start.
  - A HR advisor was helping to tackle staff absences and deal with them appropriately.
4. The latest performance information and the service improvement plan are attached as appendices to this report.
  5. Mr Newman and other senior colleagues will attend the committee to brief Members and answer questions as necessary.

## **RECOMMENDATION**

That the Joint City and County Health Scrutiny Committee:

- 1) Receive the briefing and ask questions as necessary
- 2) Schedule further consideration.

**Councillor Parry Tsimbiridis**  
**Chairman of Joint City and County Health Scrutiny Committee**

**For any enquiries about this report please contact: Martin Gately – 0115 9772826**

### **Background Papers**

Nil

### **Electoral Division(s) and Member(s) Affected**

All