

NHS 111 feedback report

Audience: Health, Adult Social Care Communities and Citizenship Scrutiny Sub-Committee

30th August 2013

Below provides a brief summary of our feedback received based on the NHS 111 service and our involvement in current local NHS 111 developments.

1. Public feedback.

We have only received a couple of feedback responses relating to NHS 111. The experiences have been described below, which seems to highlight wider key issues. This was received in May 2013. Our response to the experiences is also included.

- Individual required health advice and information relating to her condition. She called her GP practice, where the voice message told her to call NHS Direct. She called NHS Direct answering a long list of automated questions, before being advised to call NHS 111. (She was incensed at this point!)
- She called NHS 111, again followed the list of automated questions before speaking to a call handler and being advised to go to A&E which she did after spending time in the waiting room.
- She felt that her query was only seeking assurance and could have been dealt with over the phone. She did not feel it was appropriate for an elderly lady to travel during the evening and wait at the A&E department, nor did she feel that it was the best use of A&E resources and waiting time.
- She was very angry with the service and wanted to know how to complain.
- Other feedback from the public also agreed that the NHS 111 process to get to speak to someone is quite long

Key issues highlighted:

- process of service
- Access and awareness of GP out of hours service (SELDOC), and GP practice role in this.
- Long automated list of questions before speaking to NHS 111
- No clear way to complain or feedback about NHS 111
- NHS 111 signposting to local services
- Quality of NHS 111 advice, including the option to speak to a health care professional

Our response:

- We passed these issues to NHS CCG commissioner overseeing urgent care, who informed us of the complaints process to South London CSU or completing the NHS 111 feedback form

- We sent the patient the feedback form, the e-mail address she was to send it to and outlined the process to her. She said she did not complain not as felt it was quite 'fiddly' and came in a PDF format.
- Forwarded her comments to the Public Rep at the Urgent Care Board

2. Current involvement in the NHS

Healthwatch Southwark produced a **Signposting document** on how to access important local health and social care services in Southwark. Following discussion with Southwark CCG, we followed their advice and did not publicise the NHS 111 service in Southwark. This is because NHS 111 is not fully rolled out in Southwark, Lambeth and Lewisham.

We are involved in two groups:

a) Patient Involvement Sub-group of the SEL Clinical Governance Group

In South East London, NHS 111 is currently being developed and led by the South East London Clinical Governance Group (CGG). It was acknowledged that there was a lack of patient engagement on local NHS 111 developments. A **Patient Involvement Sub-Group** of the SEL Clinical Governance Group was created with all six SEL Healthwatch organisation's involved, chaired by the CGG Lead. The Group are focusing on:

- Equality and Diversity issues and data with a view to monitor and shape future actions and development to ensure the NHS 111 service is accessible to the local population and is represented in the caller demographics.
- Community engagement and publicity, especially on the protected characteristics and borough specific groups with Bromley, Bexley and Greenwich (BBG) boroughs taking the lead where 111 is fully rolled out. Learning from the BBG will inform future Lambeth, Southwark and Lewisham developments.

b) Lambeth and Southwark Urgent Care Network

Cross section of commissioners, providers and London Ambulance Service, focusing on emergency attendance and admission pressures on the acute hospitals, in the current climate and with incoming winter pressures.