

# NEL 111 Service (Integrated Urgent Care – IUC)

City of London Corporation Scrutiny, 1<sup>st</sup> May  
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# The Vision

- *Access, Assessment, Advice, Treatment*
- *The vision:*

*If I have an urgent need, I can phone a **single number** (111) and they will, if necessary, arrange for me to **see or speak** to a **GP**, or other appropriate **clinician / healthcare professional** – any **hour of the day** and any **day of the week**.*

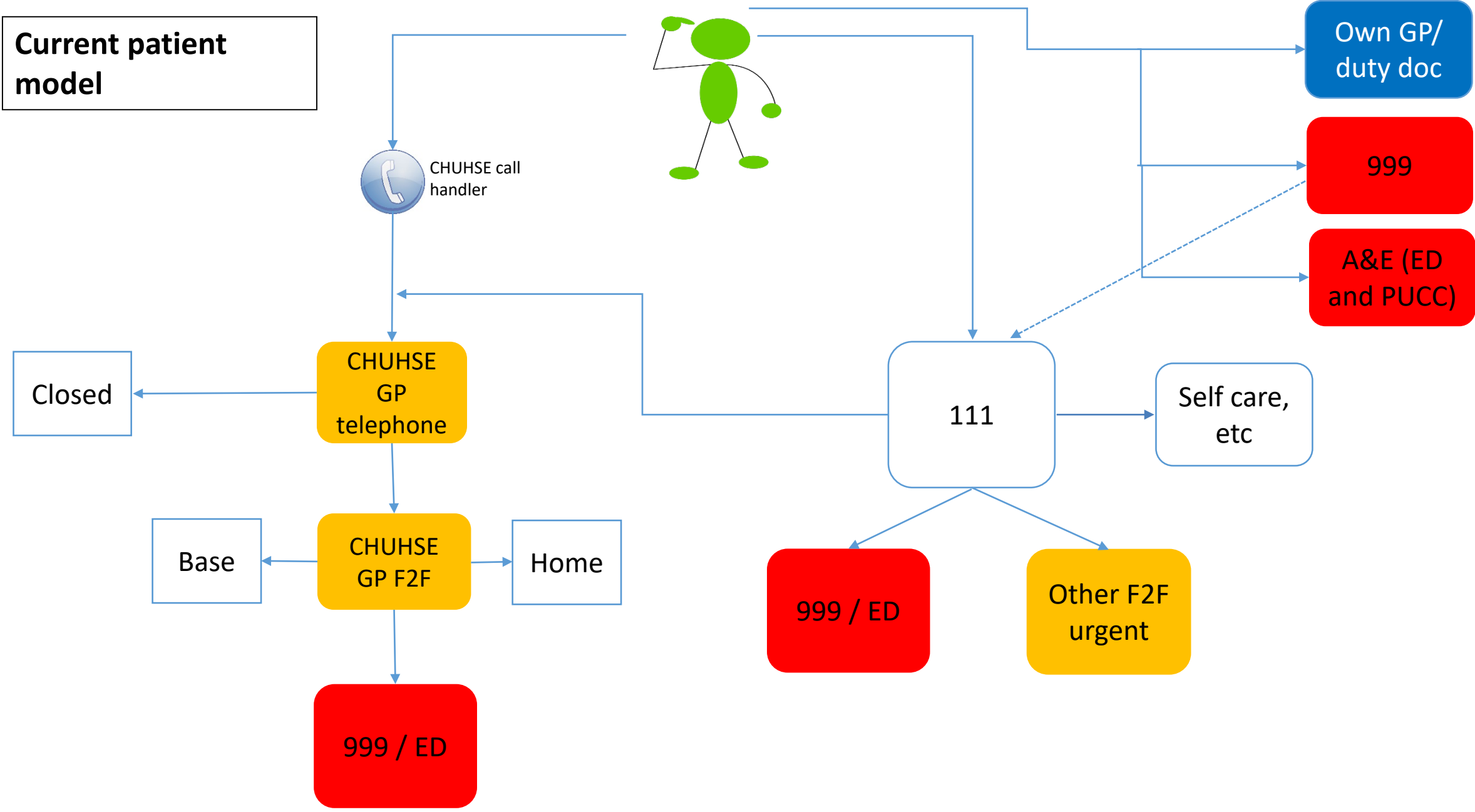
# 8 key elements of the 111 service

## **The NHSE specification**

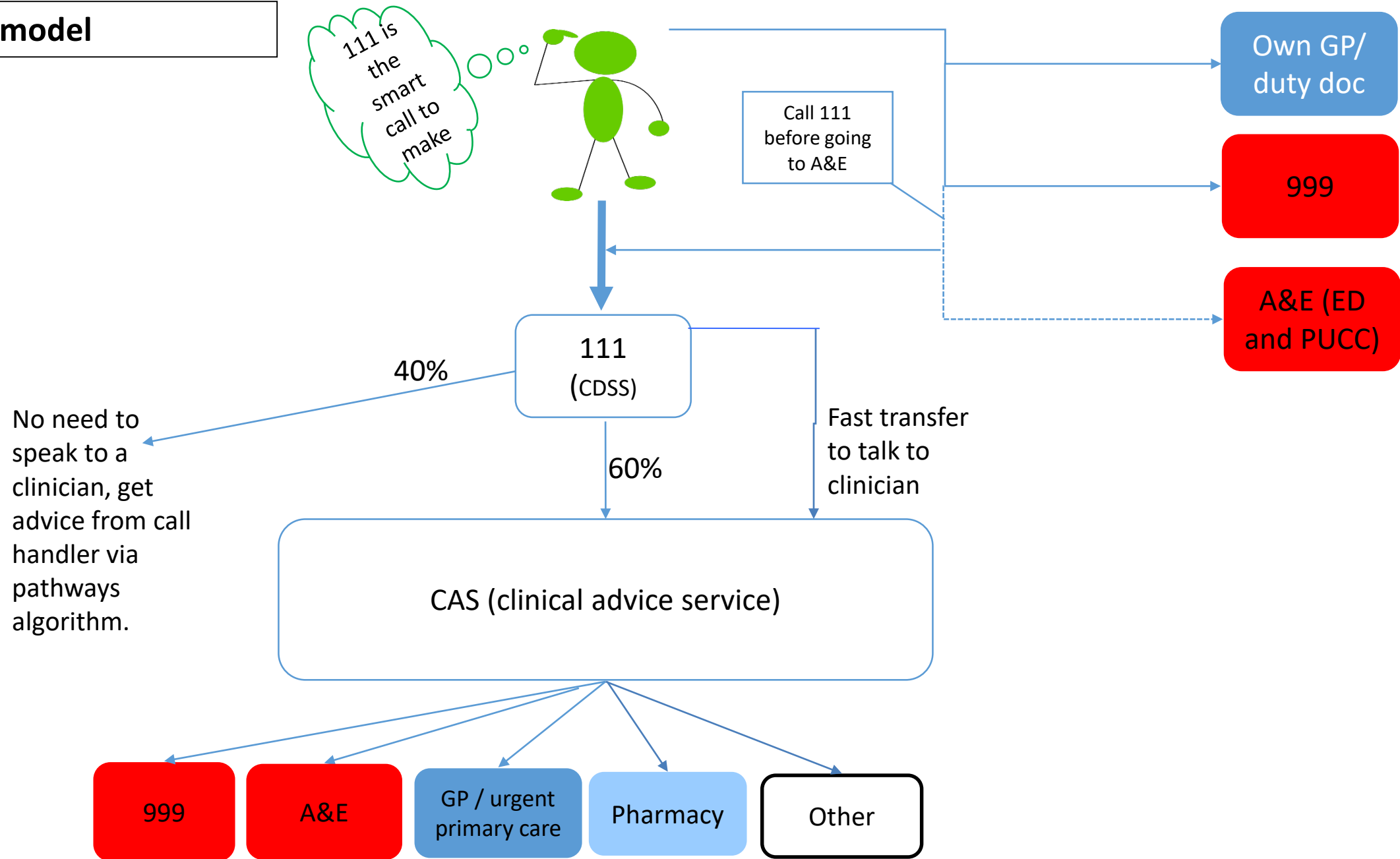
1. A single call to get an appointment Out of Hours (OOHs)
2. Data can be sent between providers
3. The capacity for NHS111 and OOHs is jointly planned
4. The Summary Care Record (SCR) is available in the hub and elsewhere
5. Care plans and patient notes are shared
6. Appointments can be made to in-hours GPs
7. There is Joint governance across urgent and Emergency Care providers
8. There is a Clinical Hub containing GPs and other health care professional

# From the patients' perspective

- A ***single number*** – NHS 111 – for all your ***urgent health needs***
- Be able to ***speak*** to a ***clinician*** if needed
- Your ***health records available*** to clinicians treating you wherever you are (111, 999, community, hospital)
- To be ***booked*** into the ***right*** service for you, when ***convenient*** to you
- A clinically ***appropriate response to 999*** which may be: treatment advice by phone, in person by ambulance staff, or taken to hospital
- Care ***close to home*** (or at home) unless you need a specialist service
- ***Access to specialist care services*** (e.g. major trauma/stroke) through a network that includes specialist hospitals in your wider area



# Proposed model



# Time-frames

- February 2018: LAS awarded contract for NEL 111 service
- 1<sup>st</sup> August 2018: Go live for new service. At this point the CHUHSE telephone service will cease, but CHUHSE will continue to provide a face to face GP out of hours service until end March 2019
- We are working to develop our new face to face GP out of hours service to replace CHUHSE from 1<sup>st</sup> April 2019

# What this means for City residents

- Patients that need an urgent GP appointment will be directed to the extended access hubs during their opening hours – there are 2 hubs in the south of the borough –the Hoxton practice during weekday evenings and the Neaman on Saturdays. We are scoping the possibility of having more hubs
- The out of hours GP home visiting service will continue for those patients that need to see a GP but cannot leave their home
- If a patient needs to go to a UTC or ED, these do not need to be within borough boundaries and the 111 service will take account of the patient's current location in determining which one they recommend. We are working with the 111 team to ensure that this works for City patients