

REPORT TO: Health Policy & Performance Board

DATE: 29th September 2020

REPORTING OFFICER: Chief Commissioner, NHS Halton CCG

PORTFOLIO: Health and Wellbeing

SUBJECT: NHS 111 First

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To update the Board on the progress of the NHS 111 First Project

2.0 RECOMMENDATION: That:

- i) The Board note progress and update

3.0 SUPPORTING INFORMATION

3.1 NHS 111 First is a national programme that will be rolled out in all systems by December 2020.

3.2 With COVID still a real and present risk we must maintain our adapted responses to delivery:

- Remote assessment and management where possible
- Avoiding crowding in Emergency Departments and other Face to Face (F2F) services (to minimise nosocomial infection)
- Ensuring we look after vulnerable patients
- Maintaining staff safety

3.3 NHS 111 or your GP practice (both online and telephony) are the first places to go when experiencing a health issue that is not immediately life threatening:

- Encouraging people to access remote assessment first, before attending any services
- Ideally using digital routes to care, but supporting telephony and improved F2F where patients, e.g. in vulnerable groups, need them
- Deploying the optimal level of clinical assessment via the Clinical Assessment Service (CAS)
- Using new technologies to the limits of their capabilities
- Opening up new direct referral routes into services and opportunities to book attendance slots/appointments

- 3.4 The national expectation is:
- 20% (c.400,000) of current “unheralded” “unannounced” ED attendances should access remote assessment via 111
 - 10% reduction in ED attendances
 - Booking solution in all EDs by December 2020:
 - 111 Outcomes to be ‘validated’ by a Clinical Assessment Service (CAS)
 - Triage and streaming solution required at ED front-door
 - National and local communications campaigns
 - Reporting on progress and evaluation into NHSEI
- 3.5 The Warrington system is one of two ‘early mover’ sites in the North West. Blackpool is the other ‘early mover’ site and went live with NHS 111 first on the 25th August 2020. The Warrington system will have gone live with NHS 111 first on the 8th September 20.
- 3.3 The Warrington System in this case refers to all patients who ordinarily use the Warrington Hospital Emergency Department (ED). This covers Warrington CCG population and the Runcorn part of the Halton Population.
- 3.4 The St Helens system will go live later which will include the Widnes population of Halton with a mobilisation date before December 2020.
- 4.0 POLICY IMPLICATIONS**
- 4.1 No anticipated impact.
- 5.0 OTHER/FINANCIAL IMPLICATIONS**
- 5.1 For both Warrington and Halton CCG’s delivery of the In Hours CAS service to support the mobilisation of NHS 111 first will require additional investment. The investment was planned through the new Integrated Out of Hours service due to mobilise on the 1st April 2021, but the CAS element needs to be brought forward.
- 5.2 An interim solution for Warrington CCG has been agreed with PC24 to support mobilisation.
- 5.3 Discussions are ongoing re the bring forward of the Integrated Out of Hours Service In Hours CAS offer in readiness for other systems going live before December. This is being co-ordinated by Liverpool CCG as the lead commissioner for the new service.
- 5.4 CCG Director of Finance and the Warrington Urgent Issues Committee is aware of the plan for the Warrington system go live.

- 6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**
- 6.1 **Children & Young People in Halton** – none anticipated
- 6.2 **Employment, Learning & Skills in Halton** – none anticipated
- 6.3 **A Healthy Halton** – none anticipated
- 6.4 **A Safer Halton** – none anticipated
- 6.5 **Halton's Urban Renewal** – none anticipated
- 7.0 RISK ANALYSIS**
- 7.1 Risks are being managed in the North West Operational Delivery Group and Programme Board.
- 7.2 Local risks are being managed and mitigated through the NHS 111 Project team and escalated through to the North West structure if required.
- 8.0 EQUALITY AND DIVERSITY ISSUES**
- 8.1 An Equality Impact Risk Assessment (EIRA) has been completed and submitted to the CCG Urgent Issues Committee for endorsement. The document is live and expected to be updated as more information and feedback is received from the patient engagement groups and wider system.
- 9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**
- 9.1 None under the meaning of the Act.