



NHS 111 ONLINE

IMPLEMENTATION BRIEFING

JULY 2018

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2 Background

NHS 111 Online is a national service provided by NHS Digital. Although it carries the same branding as the NHS 111 telephony service, it is not connected to the NHS 111 telephony service in the North West.

From 23rd July 2018 patients in Greater Manchester will be able to access the same urgent medical advice from the NHS 111 telephone service online at www.111.nhs.uk

This is a new, national service which provides a fast and convenient digital alternative to the phone line and helps to manage the increasing demand on 111 telephone services. It has been developed in response to user feedback and insights from patients who have accessed other emergency care services.

111 Online helps people get urgent healthcare using their smartphone, laptop or other digital device. People answer questions about their symptoms and receive tailored advice on what to do next and where to go.

The questions are based on NHS Pathways, thereby mirroring the same clinical assessment questions that are used in the NHS 111 telephone service.

If appropriate, the 111 Online service will arrange for them to receive a call back from a nurse, doctor or other trained medical professional.

Initially, people will be signposted to the service via a recorded message when they dial 111, and optional SMS text message offering an internet link to the online service.

3 Implementation Time Line

Planning for the whole of the Greater Manchester area to go live with 111 Online has been ongoing for a number of weeks; this has primarily focussed on development of the Directory of Services profiles and the testing of all the technical links between NHS Digital and provider services.

All CCG's are requested to have their End User Agreements agreed, signed and returned by Tuesday 10th July 2018. The final elements of the governance sign off processes are planned to be completed before 19th July, to enable a go live on the 23rd July at 12:00. The telephone recorded message (that will be heard when a patient calls 111, to direct them to the 111 Online option) will go live on the 25th July at 12:00.

It is anticipated, (subject to SMS launch date) that callers will also have the option to have the URL link sent to their telephone by SMS text, allowing them to choose the web based assessment in preference to the telephone service.

It is estimated that there will initially be between 500 and 600 111 online referrals per week in Greater Manchester. This compares to circa 9,000 calls to the NHS 111 service.

4 Provision of Outcome Data

NHS Digital will provide a monthly summary of the number of patients accessing the online system, including which symptoms were assessed, and the recommended course of action suggested to them.

Services receiving electronic referrals will be also be expected to report on these, including the assessment outcome and the time taken to carry out the next phase of their clinical assessment. This is the same as any other electronic referral received from NHS 111, though providers must be able, if requested, to disaggregate the referrals received from 111 Online and report on these separately.

5 Incidents and Complaints

Incidents will be managed by the 24/7 NHS Digital Helpdesk.

This can be accessed on 0300 303 5678 (select option 3)

Issues relating to patient referrals from 111 Online should NOT routinely be referred to the North West NHS 111 telephone service. As they are not the source of the referral, they are unlikely to hold any record.

In Greater Manchester all providers should continue to report serious incidents and StEIS reportable incidents through the existing local reporting channels.

An incident reporting process flow is attached to this briefing at Appendix 1

6 Business Continuity Arrangements

All the provider services who receive electronic referrals via 111 Online **must** amend their local business continuity plans to include early notification of a local service delivery failure to NHS Digital.

In the event of a loss of technical systems the NHS Digital Helpdesk must be informed; otherwise the 111 Online service may continue to send electronic referrals into the unavailable system. This would clearly create a major patient safety risk.

This can also be accessed on 0300 303 5678 (select option 3)

7 Local Standard Operating Procedures

All Greater Manchester providers will be expected to manage 111 Online referrals in accordance with their presenting clinical need and within the agreed assessment time frames. This will be the same as with the existing NHS 111 (telephony) service referrals.

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Providers are required to amend their local standard operating procedures to include the presence of NHS 111 Online referrals in their systems (from NHS Digital), and to ensure that their case management procedures mirror those of existing NHS 111 (telephony) activity.

111 Online calls around traditional in/out of hours 'shoulder times' should be managed in the same way as mainstream NHS 111 calls

8 No Contact Procedure

In the event that a provider is unable to make contact with the patient using the details available, they must have in place a robust no-contact procedure which ensures that the patient's care is not compromised.

A GM specific 'no contact' procedure is attached below at Appendix 2 for reference.

9 Cross CCG Patient Transfers

The NHS 111 Online system currently works in accordance with 'where the patient is physically located at the time of the assessment', NOT where they are registered with their GP. In these instances the provider should continue with the assessment as if the patient were a visitor to the area, unless there is a specific clinical need to transfer them over to an alternative provider.

The NHS 111 telephony service has also realigned itself to this with the application of DoS limits so that only the local Out of Hours Provider will return.

10 Staff Briefing Process

Provider services must brief their staff about NHS 111 Online in preparation for its go live on the 23.7.18, specifically in respect of the contact details for the NHS Digital Helpdesk, (see sections 5 and 6 above).

There will be no official publicity or marketing of the services across GM, although there will be communications to all relevant providers and other Health Care Professionals to advise them of the NHS 111 Online service going live. As detailed in section 1, above, the patient calling 111 will be given an option to use the 111 Online service instead.

Failed Contact Procedure

(See flowchart below at Appendix 2)

Scope

This procedure applies to all Greater Manchester service providers who receive a 111 online referral via electronic transfer.

The purpose of this document is to manage the risk of failed contacts and to inform service providers on how best to manage these.

Responsibility

All staff working within each service provider has a responsibility to ensure that they are fully aware of this SOP and that they comply with the agreed procedure.

All clinical staff have a responsibility to ensure that clinical judgement is applied when reviewing failed contacts and appropriate action is taken where required.

Clinical Commissioning Groups (CCGs) have responsibility for ensuring that all their service providers amend local procedures to include this specific procedure

Procedure

Following receiving an electronic referral for a patient from 111 Online, the service provider should attempt to contact the patient, using the telephone number provided by the online user, within the disposition timeframe stated on the referral to continue the patient's care.

Should the first attempt to contact the patient fail, the staff member should ensure they have dialled the number as stated on the referral. If the number has been dialled incorrectly, the staff member should make another immediate attempt to contact the patient using the correct telephone number.

Should the first attempt to contact the patient fail with the correct telephone number being used, if a voicemail facility is available, an appropriate message should be left by the service advising their reason for the call and that the service will try again to contact the patient within the next 15 minutes. The service should then attempt to contact the patient again within the next 15 minutes.

Should the second attempt to contact the patient fail, if a voicemail facility is available, an appropriate message should be left by the service advising this is their second attempt to contact the patient and they will try again to contact the patient within the next 15 minutes. One final attempt to contact the patient should be made again within the next 15 minutes.

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Should the third attempt to contact the patient fail, if a voicemail facility is available, a message should be left with the patient advising that should the patient still require care, they must contact NHS 111 by dialling “111”.

Should the service be unable to contact the patient after 3 attempts, the service should contact NHS 111 on **01204 479311** to query whether the patient has contacted NHS 111 or 999 in the time since the service provider received the 111 Online referral.

If the patient has contacted NHS 111 or 999 then no further action is required by the Service Provider regarding the 111 online referral.

If the patient has not contacted NHS 111 or 999, a senior clinician within the Provider Service should be made aware of the case details and a clinical judgement should be made as to the appropriate next steps.

- **No risk of compromise to Airway, Breathing or Circulation/no acute clinical concern** – no further action required. 111 online already advises the patient to contact 111 should they not have contact with the service provider within the disposition timeframe. The 111 Online user is also presented with advice to contact 111 should anything with the patient’s condition change or worsen.
- **Risk of compromise to Airway, Breathing or Circulation/acute clinical concern** – the reviewing clinician should use their clinical judgement to determine whether escalation of the case to 999 is the appropriate course of action. If so, the clinician should contact 999 and provide the patient’s demographics as received electronically from 111 Online and a clinical rationale for requesting an ambulance.

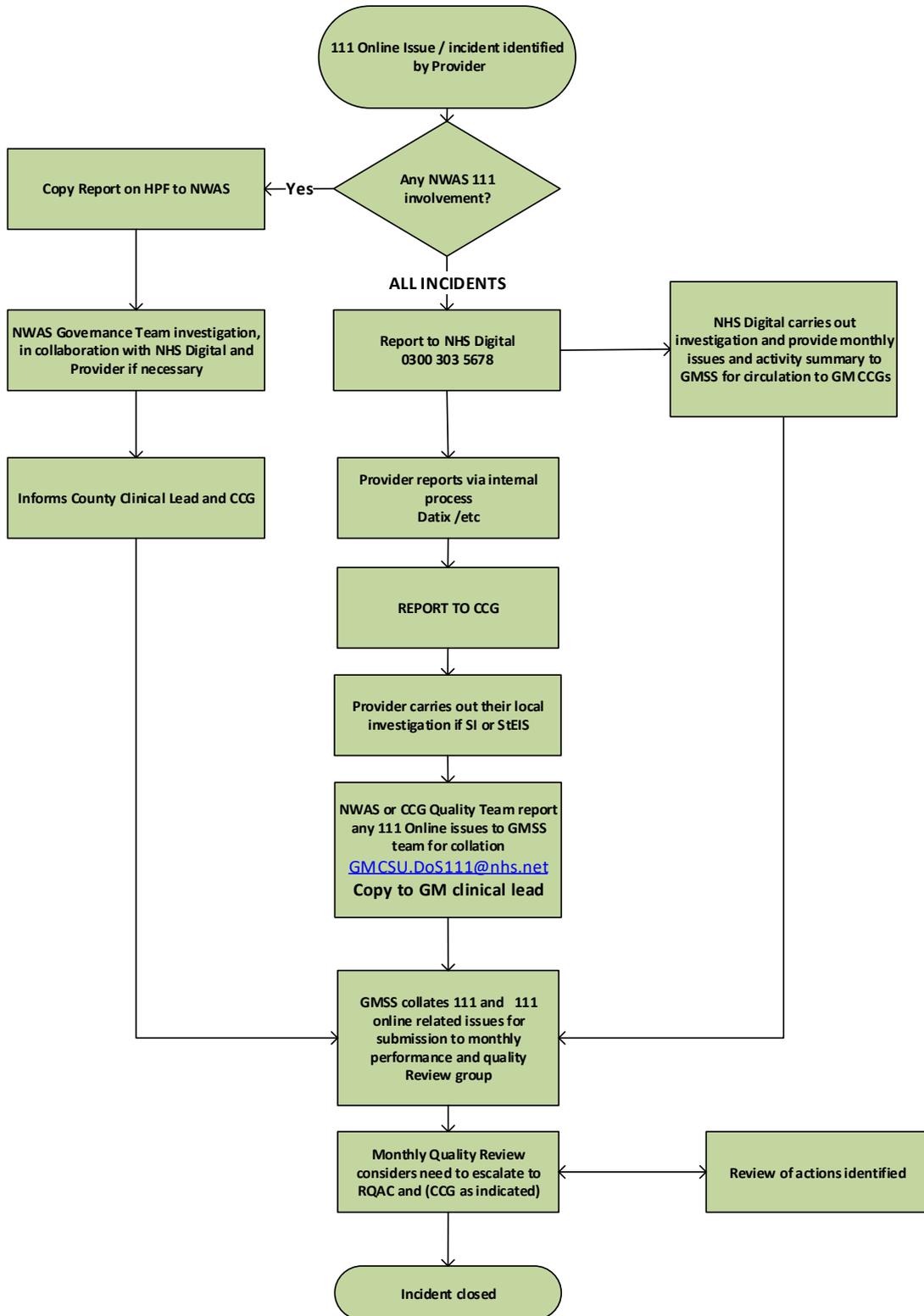
If a clinician feels necessary, they can use their judgement on whether or not it would be appropriate to try and contact the patient again.

Failed contact reporting

Issues arising from failed patient contacts should be reported locally by Service Providers in line with their existing governance processes.

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Appendix 1 - Incident Reporting Process

NHS 111 Online incident reporting process July 2018



Appendix 2 - Failed Contact Process

