

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

30 SEPTEMBER 2020

NHS 111 FIRST

Summary

1. The Health Overview and Scrutiny Committee (HOSC) is to be briefed on improvements being made to urgent and emergency care services across Worcestershire.
2. The NHS 111 phone service is locally commissioned to a national NHS standard. Different providers run the service in each area and in Worcestershire the service is provided by West Midlands Ambulance Service.
3. Representatives from NHS Herefordshire and Worcestershire Clinical Commissioning Group will be present at the meeting to provide an overview of the changes that are being introduced.

Background

4. 'NHS 111 First' is a national programme that aims to improve the way that patients access urgent care by ensuring that they receive the right care in the most appropriate setting first time, with the lowest level of risk of acquiring a hospital of health care related infection.
5. This need has always been present but has now been brought into focus during the coronavirus pandemic.
6. A number of 'first mover' areas across the country have already introduced the NHS 111 First principles, including Portsmouth and London. It is expected that all areas across the country will develop a similar model ahead of this coming winter.
7. Herefordshire and Worcestershire has been asked to be one of the first systems in the Midlands to introduce this model. Partner organisations across Herefordshire and Worcestershire have already begun to test the system, ready for a widespread public launch later in October.
8. The attached stakeholder briefing note (Appendix 1) was circulated to HOSC Members in July and a further stakeholder briefing note (Appendix 2) provides additional detail on the initiative.

Purpose of the Meeting

9. Members are invited to consider the information provided on the new national NHS 111 campaign and agree whether any further information is required at this time.

Supporting Information

- Appendix 1 – Stakeholder Briefing (July 2020)
- Appendix 2 – Stakeholder Briefing (September 2020)

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), there are no background papers relating to the subject matter of this report.