

New Out of Hours Arrangement from 1st August 2018

The new NHS 111 Clinical Assessment Service will begin in North East London on 1 August 2018.

The new service will be delivered by the London Ambulance Service and is now the key point of contact for anyone who requires urgent care advice or treatment outside of normal GP practice opening hours. It means people will get the right care, in the right place, first time.

The service is joined up with other urgent care services such as GP practices, GP hubs, mental health services, and pharmacies across the area. It will also take calls which currently go through three local out-of-hours services. For people who live in Newham, Tower Hamlets, and City and Hackney, this will mean that they will now call NHS 111 instead of a separate out-of-hours GP phone number.

The new service will provide:

- Assessments over the phone – along with advice or treatment recommendations from a range of health professionals if required
- Direct booking appointments, with more appointments becoming available over the coming months
- The ability to prescribe medicines over the phone if required
- Easy access to patients' records and care plans – with details updated after calls
- Quick transfer to mental health crisis services for assessment/advice if required
- Access to personalised, clinical advice on smart phones or computers through a dedicated 111 Online website.

GP Practice frequently asked questions

- **When a patient is feeling unwell and calls the service out of hours, who will they speak to when they first call up?**

The call will be answered by a call handler who has been trained to use the NHS's clinical assessment tool. If further clinical advice or assessment is needed the call handler will transfer the call to the appropriate clinician which will include GP's, nurses, paramedics, pharmacists.

- **In what circumstances will someone who calls 111 speak to a clinician?**

The call will be answered by a call handler who has been trained to use the NHS's clinical assessment tool. If further clinical advice or assessment is needed the call handler will then transfer the call to the appropriate clinician which will include GP's, nurses, paramedics, pharmacists. In addition to this calls relating to people aged under 1 and over 75 will go directly through to a clinician.

- **Does the service include home visits of any kind for specific groups of people?**

As part of the new NHS 111 Clinical Assessment Service, if it is indicated that a home visit is required the service will be able to book an appointment for the patient to be seen at home.

- **Will there be locations in the local area where people can be seen in person by a GP outside of normal GP hours?**

As part of the new NHS 111 Clinical Assessment Service, if it is indicated after a clinical assessment that a face to face appointment is required the person will be booked / or directed into the most appropriate setting according to their need, with more appointments becoming available over the coming months.

- **Are there plans to introduce a digital version of NHS 111?**

Yes, NHS 111 Online, is a national website which asks the same questions as the 111 phone service and provides tailored advice, treatment recommendation, or call back from a healthcare professional where appropriate. It directs people to the right service or treatment, first time, and includes a map to show nearest recommended urgent care service, contact details and opening hours.

The service is already available in Barking and Dagenham, Havering, Redbridge and Waltham Forest. It will extend in August to City and Hackney, Newham, and Tower Hamlets.

- **Is the out of hours phone number changing?**

Yes, in City and Hackney, Tower Hamlets and Newham patients will call 111 instead of the current out of hours GP service from 1 August.

Practices will need to ensure that the practice website, any leaflets and any other practice specific promotional literature reflects the new GP out of hour arrangements – that patients should call NHS 111.

- **Is there a patient reference group?**

London Ambulance Service is setting up a patient reference group to provide a patients' voice to the new service. The group will provide feedback, advice, and work with LAS to help ensure they deliver a high-quality service that meets the needs of local people.

- **Is the service or NHS 111 Online available in other languages?**

Translation services are available for callers who ring NHS 111.

NHS 111 Online is not available in languages other than English. This is in keeping with NHS England Accessible Information and Communication Policy. NHS Digital have written the questions on the website so users can read and answer them easily, even with limited English-language skills. Translation services are available for callers who ring NHS 111.