



SCRUTINY: HEALTH AND SOCIAL CARE REVIEW GROUP		AGENDA ITEM 8
DATE OF MEETING:	18 th June 2014	
REPORT OF:	The Chief Officer, Luton Clinical Commissioning Group (CCG)	
REPORT AUTHORS:	Adrian Cullen – Urgent Care, Luton CCG Carol Hill – Chief Officer, Luton CCG	
SUBJECT:	Urgent Care Report on Delivery of NHS 111 Service for Luton – June 2014	

PURPOSE

1. To present to the Scrutiny: Health and Social Care Review Group (HSCRG) a report on the delivery of the NHS 111 Service for Luton.

RECOMMENDATION

2. That the HSCRG review and note the report.

REPORT

3. The NHS 111 Service provided by South Central Ambulance Service (SCAS) has been running since February 2014.
4. Initial delivery of the Service has been successful with good compliance on key performance indicators. The past couple of months however have seen variable compliance against standards, and concerns were raised by Luton CCG and Bedfordshire CCG who jointly commission the service. SCAS responded with an analysis of challenging factors, and a range of actions to address those factors. This has resulted in improvement in standards met, and the progress continues to be monitored.
5. The key indicators which are monitored daily are that 95% of all calls should be handled within 60 seconds, and the number of callers abandoning their call should be no more than 5% of overall calls received. Analysis by SCAS of factors affecting performance has shown that demand, capacity and technical issues have all presented challenges.

6. Demand locally has risen 15% above original expectations: changes to out of hours dental services, which are directing patients to 111 has contributed to this, as well wider use of the service in Bedfordshire. Nationally calls from mobile phones are shared out among all call centres, and number of calls has increased significantly presenting additional pressure.
7. Call centre capacity has necessarily had to increase to meet the greater than expected rise in demand. Staffing in the call centre can vary between 14 and 90 call handlers and supervisors depending on weekly and seasonal variation. Remodelling of demand, using internationally recognised Erlang model, is undertaken about every two weeks using the latest information, and additional recruitment undertaken. SCAS have also responded to the varying demand, which has proved be more volatile than expected especially in early evening and at weekends, by using additional, flexible staff teams at other call centres.
- 8 A number of technical improvements and 'new service' hitches have also presented some additional, temporary challenges in maintaining the expected standards over the period.
- 9 SCAS have been taking seriously the problems encountered and have been active in implementing appropriate actions to ensure improved compliance against standards.
10. Daily reports and weekly telephone conferences keep performance under constant review. Monthly meetings of the Clinical Governance Group, which bring together the CCGs, SCAS and Local Service Providers to review operational and quality issues, including confidential review of individual calls / care pathways, ensures ongoing improvement in service delivery.
11. The present SCAS Service is a caretaker service, with procurement for a substantive service to begin later in year once new national standards are agreed.

Adrian Cullen – Urgent Care, Luton CCG – June 2014