

# 111 Performance and System overview

## June 2022

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Hampshire and Isle of Wight Integrated Care System

# System Overview

- HIOW ICS have invested in Integrated Urgent Care services
  - 111
  - Clinical Advise Services (GPs and other clinicians)
  - Specialty desk (mental health, dental, paediatrics)
- This has resulted in one of the highest performing systems in the South East and Nationally
- The whole system is under significant pressure
- New Single Virtual Call Centre national mandate
- New Non-Elective Care programme has highlighted 111 & DOS optimisation as an area for further improvement projects.
  - Reduce variation across the footprint
  - Establish best practice for CAS optimisation
  - Continue to learn from national best practice

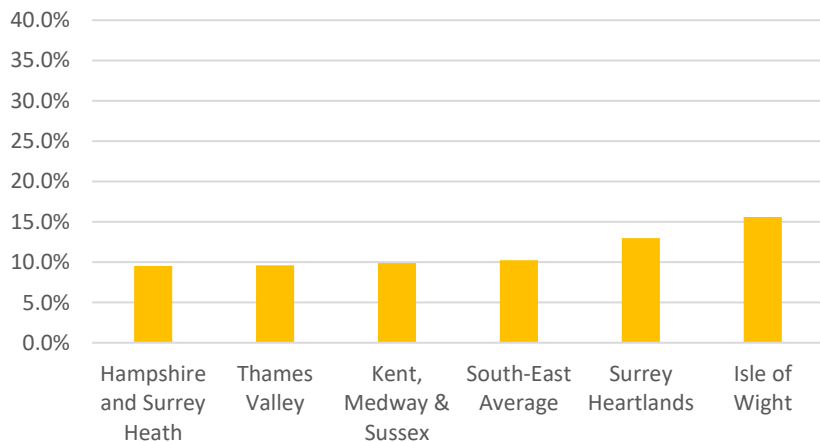
# Hampshire & IOW IUC Approach (111 First)

HIOW implemented a GP Clinical Advice Service across Hampshire and Isle of Wight which ensures that a GP triages all ED and Category 3/4 dispositions. It is useful to benchmark our performance against that of Thames Valley which is also a SCAS run service for the best comparator. We have in addition to the clinicians that SCAS already have procured additional GP led services to re-triage our highest acuity patients and provide a number of ‘speciality desks’ to look at smaller cohorts of patients providing higher quality triage: Paediatrics, Dental, Mental Health,

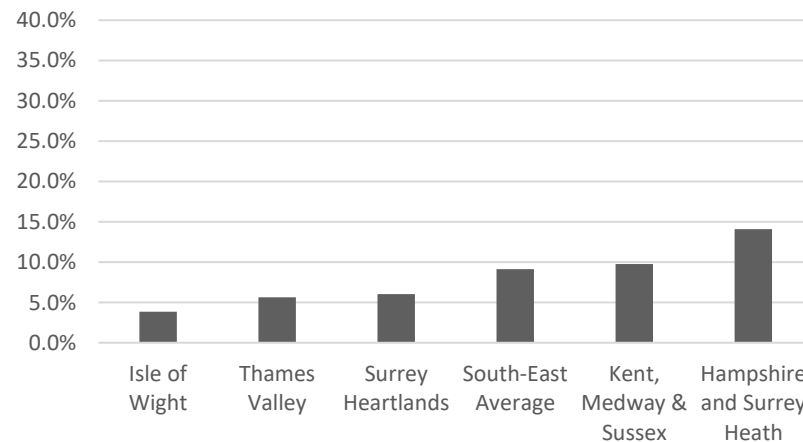
The IUC ADC data set sees the HIOW system achieving the highest rates of self-care dispositions in the South East and the lowest levels of patients advised to contact Primary Care. Similarly HIOW Benchmarks lowest across the SE for ED dispositions through 111. This service is continually evolving and improvement work this year is focused on standardising delivery across our 4 CAS providers and sharing best practice to ensure better outcomes across HIOW.

Data is ADC date 2021-22

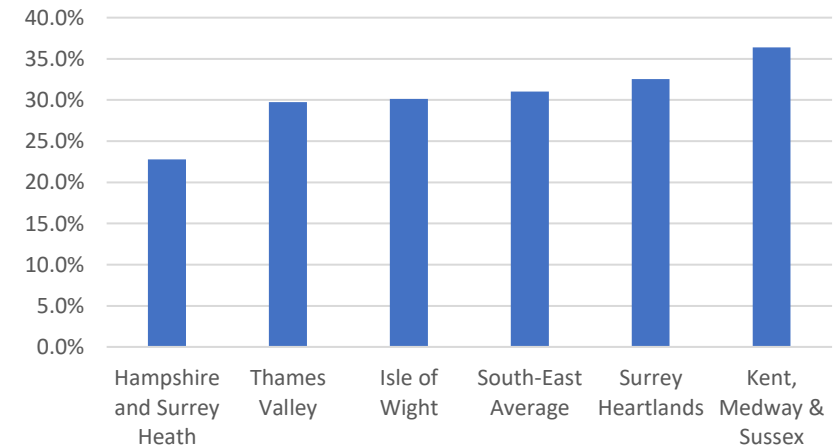
Number of callers recommended to attend an ED



Number of callers recommended self-care



Total number of callers recommended to contact primary care services





# 111 Headlines

## 111 Performance

- 111 performance remains a challenge
- As 111 staffing increases we are answering more calls, with improved abandonment rate and call answer
- Demand 15% up 2019/20
- Covid symptom groups remain high and same level as last June
- Sickness improving but still high, Covid having and impact on staffing as well

## 111 Health Advisors

- 111 HA recruitment is consistently above plan
- This is driven by a strong and consistent pipeline, particularly in the MK area
- Regional call handling has increase are call handling requirement

## 111/IUC outcomes

- 999 performance around 10%, GPs CAS carrying out most of the ED and ambulance validation with positive results
- Referring into ED and booking appointment over 70%
- 50% of 111 clinician referrals

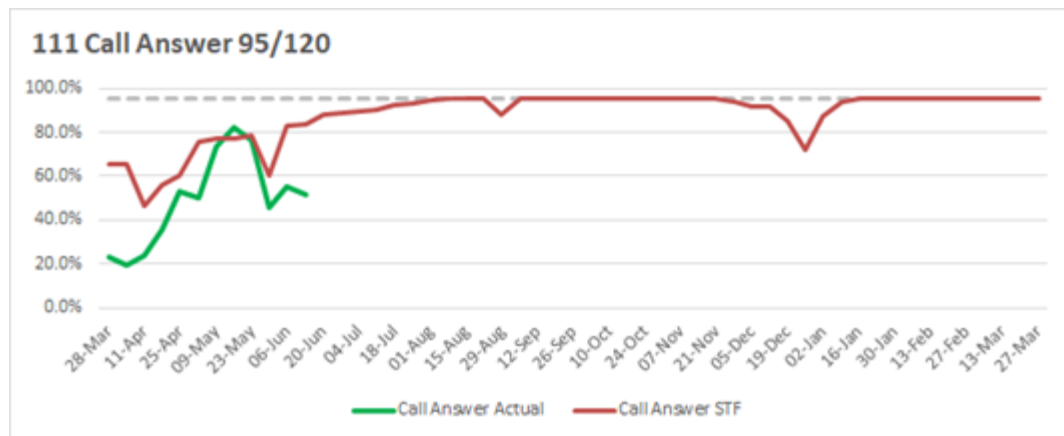


**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

- Call answer performance has recovered after the Jubilee Bank Holiday impact but not to previous levels.

# 111 Performance

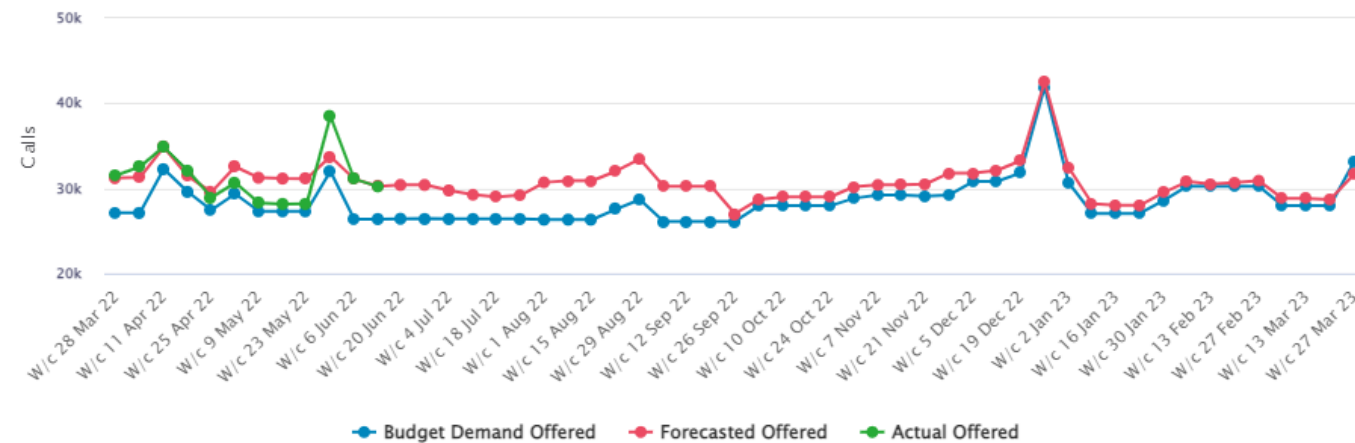




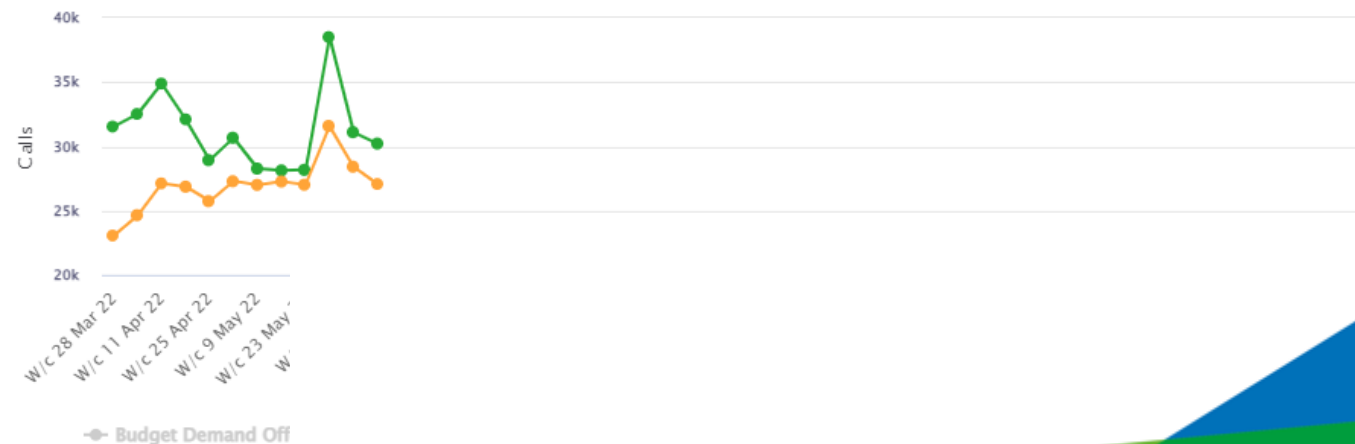
# 111 Demand

- Calls offered have continued above budget level post Bank Holiday
- An element of this will be growth in churn with poorer call answer performance

Forecasted Demand vs Actual Offered



Forecasted Demand vs Actual Offered with STAT

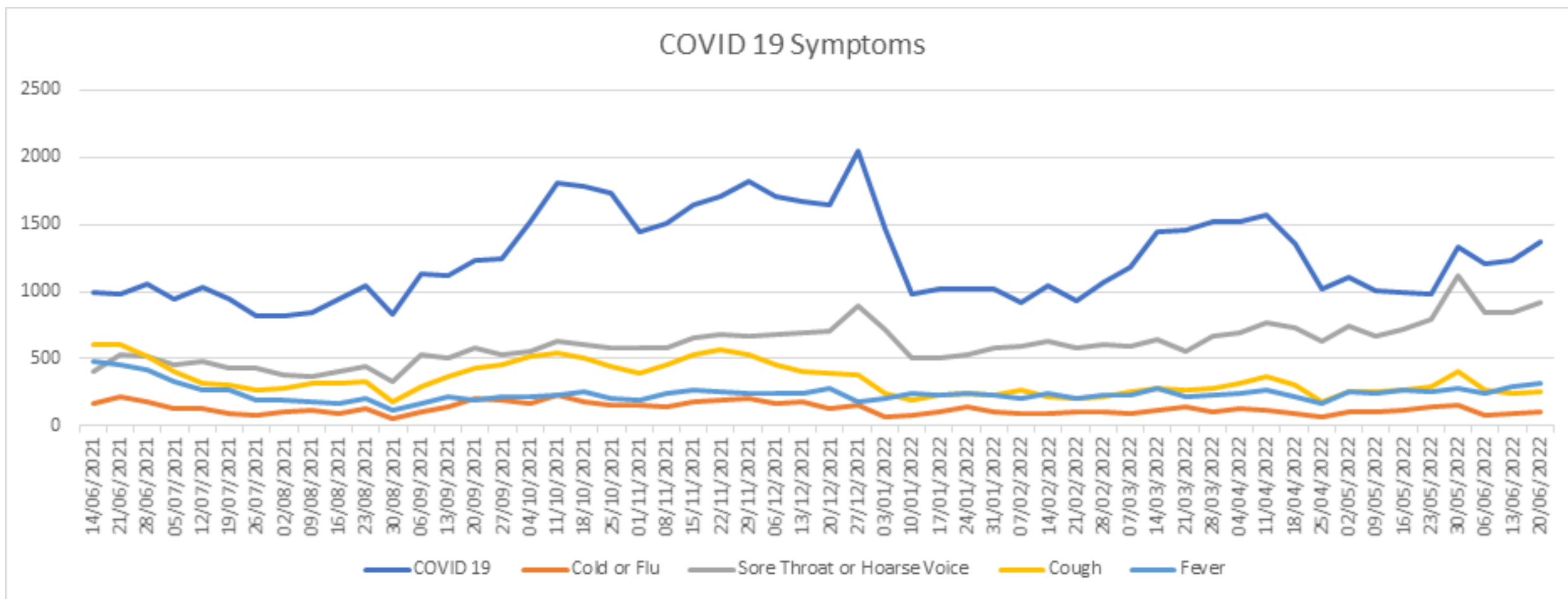




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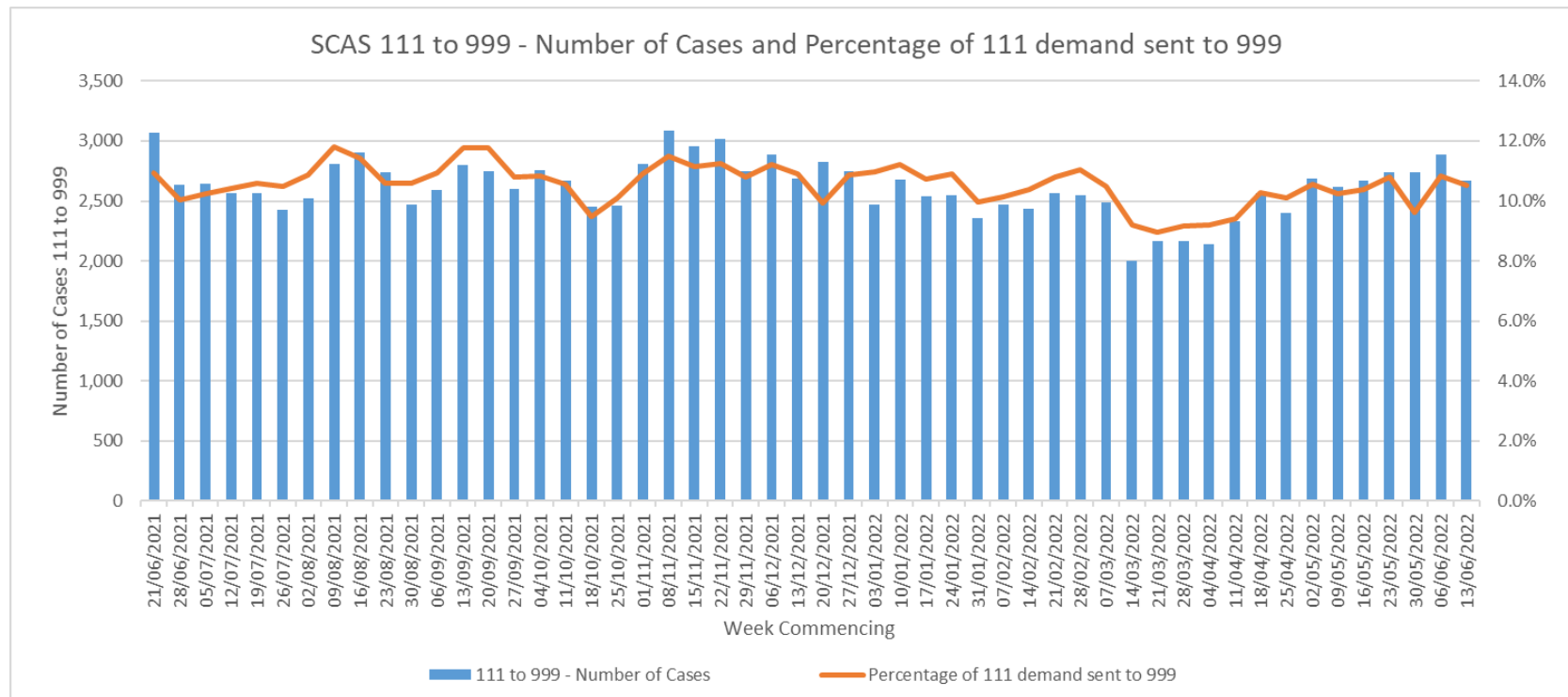
# Symptom Groups





# 111 to 999

- The number of transfers to 999 are growing as the number of calls answered grows
- The overall percentage has also increased from March low levels

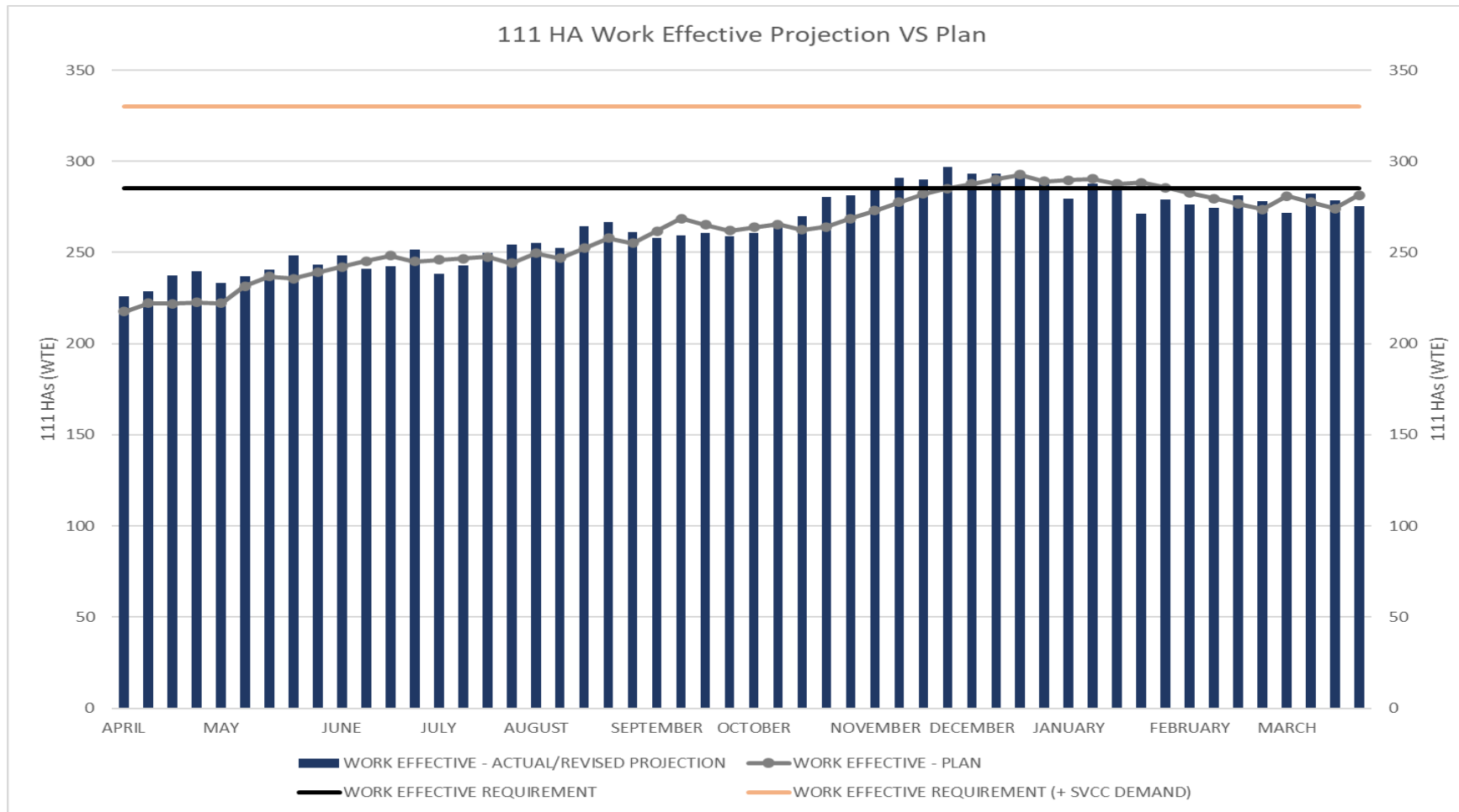






Awaiting revised workforce numbers

# 111 HAs are due to hit current target in October, however increased SVCC demand adds additional risk



# Thank you

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