

# NHS111 / Integrated Urgent Care Service Engagement Report

## 1. Introduction

Partner organisations across Hampshire and the Isle of Wight are working together to ensure that everyone should be able to access the right service for their needs through NHS111, both by the phone and the online service.

This report sets out the findings from an engagement programme undertaken to seek the views of local people about recent changes that have been piloted and future developments so these can be taken into account as the plans for the service develop.

## 2. Background

South Central Ambulance NHS Foundation Trust (SCAS), North Hampshire Urgent Care (NHUC) and Partnering Health Ltd (PHL) together with nine clinical commissioning groups across Hampshire and Surrey Heath, GP Alliances and NHS England South Wessex Dental, are working together in a partnership known as the Hampshire and Surrey Health Transformation Collaborative to deliver better outcomes for local people through the development and implementation of an effective integrated urgent care service (IUC).

In March 2019 the partners agreed the following four key priorities:

- To continue and evaluate the Clinical Assessment Service pilots
- The development of NHS111 being able to direct book GP appointments (in core hours)
- To increase the ability for patient records to be shared and seen by those caring for them
- Introducing NHS111 online.

The key developments piloted in some areas were:

- Clinicians reviewing NHS111 requests for a 999 ambulance, Emergency Department attendance or GP appointment to ensure these are clinically appropriate
- Mental healthcare professionals working in the service to provide support and advice to patients with mental health needs
- Pharmacists working in the service to provide support and advice about medication requirements
- NHS111 being able to directly book emergency dental appointments for patients with an urgent dental issue and are not registered with a dentist
- Direct appointment booking by NHS 111 into out of hours GP services.

A future potential element of the services is children's healthcare professionals working in the service to provide paediatric support.

In addition, the NHS111 online service was launched nationally and went live locally in January. This has been promoted through a national communications campaign during the winter months which was supported locally. The NHS111 online service continues to be promoted locally as one of the options available to local people needing urgent care.

The pilots have been tested part way through and this has highlighted that a 'one size fits all' approach for a single Integrated Urgent Care Service across Hampshire and the Isle of Wight is unlikely to meet the needs of local communities. It is likely that the services will be developed in local areas with some elements developed across a larger geographical area where it makes sense.

### **3. Previous engagement**

CCGs have carried out extensive engagement activity regarding urgent care services in recent years. This activity has involved work with broadcast and print media, digital-based surveys, and qualitative (face to face) research. Examples include:

- Co-designing the Farnham Integrated Care Centre and Urgent Care Centre in Yateley
- A NHS111/extended access survey carried out in North Hampshire which over 1,000 local people took part in
- Your Big Health Conversation in Portsmouth and south east Hampshire in which almost 2,000 people completed an online survey, with over 20,000 comments, during phase one/two and over 20 groups were visited during phase 2 for face-to-face discussions.

Some of that engagement work has focused on examining people's experience of services as they work now, some has addressed issues of perception, and some has sought views on how services could be improved. A number of programmes have asked people for their views on accessibility including how far they would be prepared to travel, if they have a preference for seeing their own GP in their own practice or if they would be happy to see a more appropriate clinician in a different location.

Among the key themes which have emerged repeatedly throughout this work are:

- Confusion over the service 'offer'. People find it difficult to know where to go, and when. An expansion of choice has – conversely – produced a desire for greater simplicity
- Despite huge amounts of publicity and promotion, key services still have a low profile. Awareness (especially unprompted) of pharmacies and NHS 111 remains low
- People are content to see healthcare professionals who are not GPs, and indeed this suits many people well. There is an acceptance that there are significant pressures on GPs
- There are still perceptions that the NHS remains largely 9-5, and many feel that same-day services need to be more available, more often. Better access to primary care is seen as a key element of reducing strain on urgent care services more generally
- People are prepared to travel for same-day care, and there is no longer a natural expectation that you should be seen by 'your' GP. However, there is wide variation around this, and for some the distance required to travel is a significant factor.

#### 4. Survey

A survey, available in full in Appendix One, was developed with members of the IUC Co-production Group which asked people about their experience of NHS 111 and for their views on:

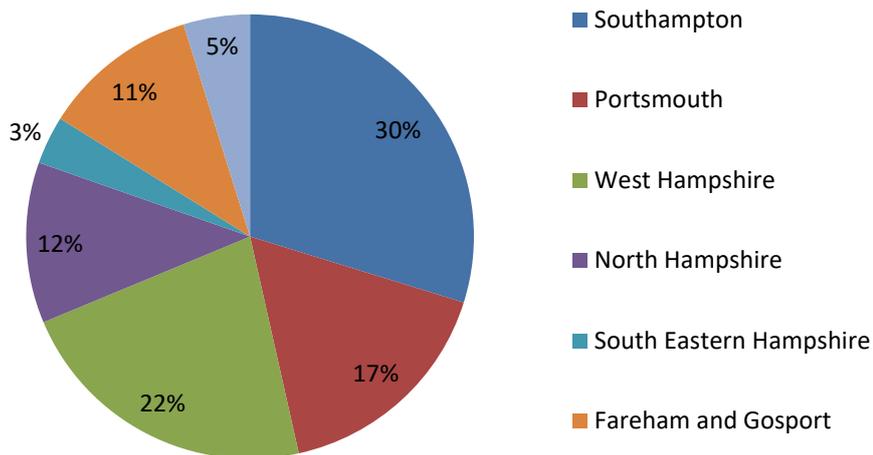
- Speaking to a clinician before being sent an ambulance
- Access to medical records
- NHS111 direct booking for GP appointments
- NHS111 online awareness.

The survey was tested with patients before being published and promoted. We promoted it widely across all of the CCGs through social media, CCG websites, patient groups and the voluntary sector. Provider Trusts promoted the service to their members and through their engagement/communication routes.

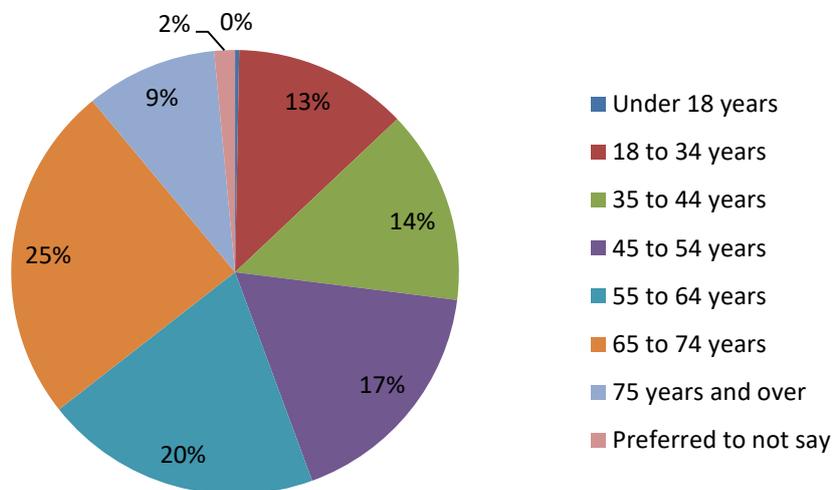
#### 5. Survey respondents

The survey was completed by 464 people. Of these:

- There were respondents from each CCG area



- The majority (64.1%) were working age (18 to 64 years)



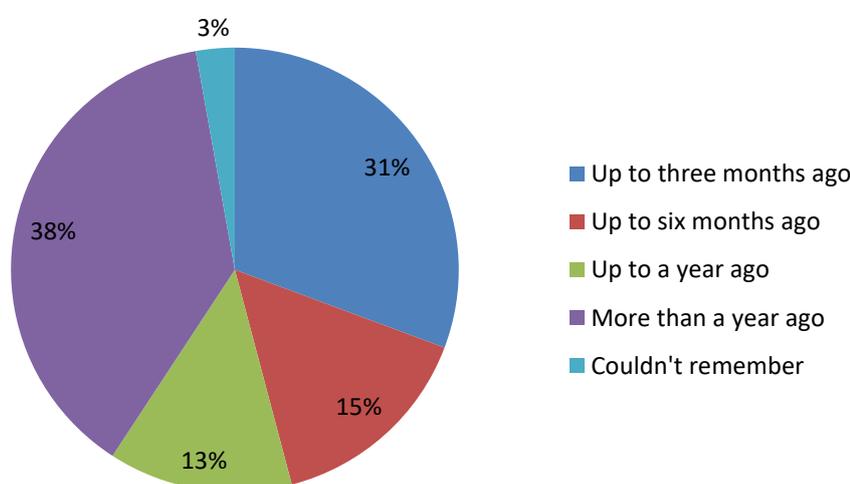
- 29.7% said their day-to-day activities were limited because of a long-term health problem or disability
- 92.23% were white
- 52.1% described their religion as Christianity with 33.3% stating they didn't have a belief
- 72.3% were female and 24.1% were male, with 3.6% preferring not to disclose their sex
- 16% said they are a carer.

## 6. Survey results

The survey results, by question area, were:

### Experience

- 79.9% of respondents had used NHS111 for themselves or someone else
- 93.9% of those who had used the service contacted it by telephone with 5.8% using both the telephone and online service
- Those who had used the service had used it:



- 86.1% of respondents who had used the service did not contact another service before contacting NHS111. 11.9% of respondents did contact another service first and these included:
  - Their GP practice – 60.5%
  - Their local pharmacy – 18.60%
  - A community health team – 4.7%
  - Other – 27.9% including:
    - Local dentist
    - The Police
    - Local hospital/hospital team
    - Internet (including NHS website and NHS111 online)
- Those who had used the service were:
  - Asked to speak to a clinician in the service – 46%
  - Advised to contact another service with an appointment made for them – 20.7%
  - Advised to contact another service and told how to do that – 26.8%

### Speaking to a clinician before being sent an ambulance

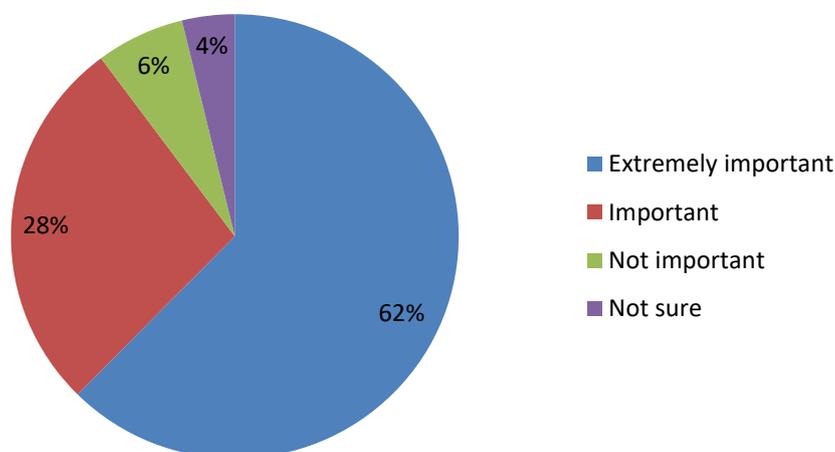
- Respondents were asked what was/would have been important to them the last time they contacted NHS111:

- Advice from a clinician on how to look after themselves/the patient – 42.6%
  - Advice on local services that could help them and how to get to them – 13.5%
  - Advice on whether they needed to see a clinician with an appointment being made for them – 47.2%
  - Speaking directly to a clinician who could provide the specialist advice they needed – 55.5%
  - Advice on where they need to see a clinician without an appointment being made – 20.3%
- Respondents were asked if they thought it would be helpful to speak to a clinician first if a call handler thinks the patient should be sent an ambulance or go to A&E. They were also asked why they responded as they did:

Would it be helpful to speak to a clinician first?	Why did you say this?
Yes – 58.7% of respondents	<ul style="list-style-type: none"> <li>● Call handlers use set questions which are too cautious and are not clinically qualified so are unable to get to make sure you receive the best option</li> <li>● Clinicians will offer a professional opinion to ensure you receive the best option for your need</li> <li>● Unneeded trips to A&amp;E or ambulances should be avoid to save time and resources</li> </ul>
No – 26.5%	<ul style="list-style-type: none"> <li>● Call handlers are, or should be, trained to determine the best option</li> <li>● Talking to a clinician after a call handler would lead to time delays</li> </ul>
Not sure - 14.8%	<ul style="list-style-type: none"> <li>● It depends on the situation</li> <li>● Talking to a clinician after a call handler could lead to time delays</li> <li>● Depends on the call handler training – they should be trained to determine the best option</li> </ul>

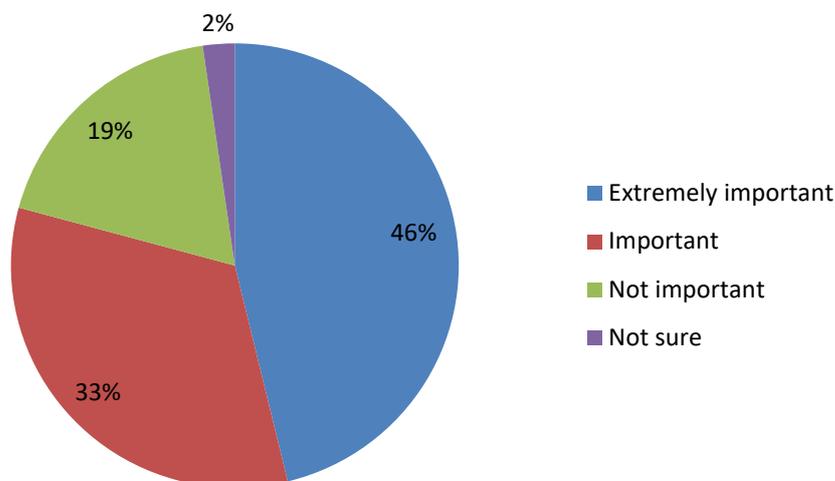
### Access to medical records

When asked how important it was to them that NHS111 staff, with their consent, could access and update their medical records, the vast majority (89.8%) said it was extremely important/ important:



## NHS111 direct booking for GP appointments

When asked how important it was to them that NHS111 could book an appointment for them directly with their GP or another NHS service when they need to be seen but it's not urgent, the vast majority (79.2%) said it was extremely important/important:



## NHS111 online awareness

- 54.8% of respondents were aware of NHS111 before reading the survey
- Respondents were asked if they would use NHS111 online in the future. They were also asked why they responded as they did:

Would you use NHS111 online in the future?	Why did you say this?
Yes – 58.2% of respondents	<ul style="list-style-type: none"> <li>• It is quicker, more convenient and accessible and also frees up NHS111 call lines to those who really need them</li> <li>• It is a good system that works well</li> <li>• It provides useful advice and information and can be a helpful starting point if you're not sure if you need to call</li> </ul>
No – 11.9%	<ul style="list-style-type: none"> <li>• I would prefer to speak to someone</li> <li>• The online service does not provide you with the support you need</li> </ul>
Not sure – 29.9%	<ul style="list-style-type: none"> <li>• I think I would prefer to speak to someone</li> <li>• It depends on the situation</li> <li>• I need to try to service to see if I would use it again</li> <li>• It depends if I am able to go online when I need to contact NHS111</li> </ul>

## 7. Further comments

Respondents were invited to share any further feedback they thought should be considered as the service is developed further. The key themes from the feedback received were:

Theme	Number of people
The number of staff in the service needs increasing with call handlers able to access or pass calls to more clinicians with less use of automated algorithms when they're not suitable	75
Clearer, shorter timescales for call backs/visits should be given to callers with regular updates	21

The NHS111 service is really good	18
NHS111 should add a further range of services – for example, community staff ophthalmologists, mental health and the voluntary sector	16
There needs to be better promotion of when not to go to your GP or A&E and what options are available	11
Support for the new developments	11
More focus should be put on increasing the number of GPs rather than NHS111	6
Call handlers need to take the distance to travel to services into account and ignore boundary issues	6
NHS111 needs to ensure it is accessible for non-English speakers and those with sensory loss	6
Ensure you can call NHS111 as well as use the online system with calls being free	6
Consider using video consultations	4
Ensure the developments simplify the system	3
NHS111 online could provide a wider range of information and must be accessible on different mobiles, tablets	2
Direct booking of GP appointments could lead to queue jumping	2
Patients should be provided with a write up of their call/contact with the service	2
Transport to appointments should be offered to those who need it	1
Children and the elderly should be prioritised	1

## 8. Conclusion

Whilst it is recognised that the response rate to the survey was low for the area it cover, it is important to remember that people have been asked their views about urgent care services, including NHS111, a number of times before (as detailed in section three).

The key themes from this engagement programme were respondents:

- Value receiving advice from a clinician, especially one who can provide the specialist advice they need
- Think it is helpful to speak to a clinician before an ambulance is sent to them or they are advised to go to A&E, though a number of respondents raised concerns about this potentially delaying how quickly someone receives the care they need
- The majority of respondents think it is important that NHS111 staff, with their consent, are able to access and update their medical records
- The vast majority also think it is important that NHS111 can directly book an appointment with their GP or another NHS service
- Just over half of respondents were aware of NHS111 with just over half also saying they would use it in the future.

## 9. Considerations

The following key themes should be taken into consideration as plans for NHS111/ Integrated Urgent Care Services are developed:

- Patients calling NHS111 are reassured that speaking to a clinician before an ambulance is sent or they are advised to go to A&E will not impact or cause a delay in a patient receiving any care or treatment they need
- The range of clinicians available to speak to patients about their health concerns via NHS111 is expanded

- The pathway should be reviewed to ensure that NHS111 being able to direct book GP appointments will not enable people to 'queue jump' for routine appointments
- NHS111 online and the benefits this offers local people continues to be promoted
- Service providers to promote the role and training of NHS111 call handler to increase public confidence
- Call handlers let patients calling NHS111 know when they can expect to be called back or visited at home with regular updates provided if this will be delayed as the system is developed.



## Developing how NHS111 helps you

NHS111, ambulance services, GP services and community services are working even closer together to provide local people with the right care in the right place at the right time.

Not everybody needs the same help when they call NHS111. One person may want to know where their local pharmacy is, another may need a community nurse and someone else may need to speak to a doctor.

Working together we are developing access to healthcare professionals who will be able to advise on the most appropriate clinical care, including callers with mental health problems, medication requirements and children's health issues.

To ensure patients receive advice or treatment tailored for their needs our healthcare professionals are starting to review some 999 calls and calls that advise a caller to go to their local Accident and Emergency Department (A&E), so that ambulances are dispatched only to patients who need one and to avoid unnecessary journeys to A&E.

We have also introduced **NHS111 online** as another way of using the service to make it easier for local people to get the urgent advice and support they need.

### How is the service changing?

We are introducing clinical advisors in some areas who are able to review cases and support the person who takes your call. This means that now patients may be:

- Offered care and advice from a range of healthcare professionals within the service which include mental health nurses, child health clinicians, GPs and pharmacists, *and speaking directly to the person they need*
- Advised they need to see a healthcare professional urgently, which includes mental health nurses, child health clinicians, GPs and pharmacists, *and offered an appointment which the service can book for them*
- Advised they need to see a GP in the next few days with, in some areas, *the service making an appointment.*

We would welcome your thoughts to help us as we develop the service in the future.

The deadline for all responses is June 9.

Thank you for taking the time to complete the survey.

## Section 1 – What do you think?

1.	<p>To help us understand where you live which local authority area do you live in?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Southampton</li><li><input type="checkbox"/> Portsmouth</li><li><input type="checkbox"/> New Forest, Eastleigh, Test Valley or Winchester</li><li><input type="checkbox"/> Basingstoke and Deane or East Hampshire (Alton area)</li><li><input type="checkbox"/> East Hampshire (but not Alton) or Havant</li><li><input type="checkbox"/> Gosport or Fareham</li><li><input type="checkbox"/> Rushmoor, Hart, Waverley, Surrey Heath or Farnham</li></ul>
2.	<p>Have you used NHS111, for yourself or someone else before? (if no, please move to question 9)</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li></ul>
3.	<p>How have you contacted NHS111 when you have used it?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> By telephone (111)</li><li><input type="checkbox"/> Online (NHS111 online)</li><li><input type="checkbox"/> Both</li></ul>
4.	<p>When did you last use NHS111?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Up to three months ago</li><li><input type="checkbox"/> Up to six months ago</li><li><input type="checkbox"/> Up to a year ago</li><li><input type="checkbox"/> Over a year ago</li><li><input type="checkbox"/> Can't remember</li></ul>
5.	<p>Did you contact any other service before calling NHS111?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li><li><input type="checkbox"/> Can't remember</li></ul>
6.	<p>If yes to question 5, who did you contact?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> My GP practice</li><li><input type="checkbox"/> My local pharmacy</li><li><input type="checkbox"/> A community team – for example, health visitor, community nurse, mental health team</li><li><input type="checkbox"/> Other – please state</li></ul>

7.	<p>What happened when you last contacted NHS111?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I was asked to talk to a clinician in the service</li> <li><input type="checkbox"/> I was advised to contact another service and an appointment was made for me (for example your GP practice or an Urgent Care Centre)</li> <li><input type="checkbox"/> I was advised to contact another service and told how to do this (for example A&amp;E or a local pharmacy)</li> <li><input type="checkbox"/> Can't remember</li> </ul>
8.	<p>When you last contacted NHS111, which of the following were/would have been the most important to you? Please tick up to three options</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advice from a clinician on how to look after myself/the patient</li> <li><input type="checkbox"/> Advice on whether I needed to see a clinician with an appointment being made for me/the patient</li> <li><input type="checkbox"/> Advice on where I needed to see a clinician without an appointment being made for me/the patient</li> <li><input type="checkbox"/> Advice on local services that could help me/the patient and how to get to them, for example a local pharmacy (chemist)</li> <li><input type="checkbox"/> Speaking directly to a clinician who provided the specialist advice I needed, for example a mental health nurse, child health clinician or pharmacist</li> </ul>
9.	<p>If a call handler feels you should be sent an ambulance or go to A&amp;E do you think it would be helpful to speak to a clinician to make sure it is the best option for you?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Not sure</li> </ul>
10.	<p>Why did you choose the answer you did for question 9?</p>
11.	<p>How important is it to you that NHS111 staff, with your consent, are able to access and update your medical records to help make informed decisions about the care you need?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Extremely important</li> <li><input type="checkbox"/> Important</li> <li><input type="checkbox"/> Not important</li> <li><input type="checkbox"/> Not sure</li> </ul>

12.	<p>How important is it to you that NHS111 could book an appointment for you directly with your GP or another local NHS service when you need to be seen but it's not urgent?</p> <p><input type="checkbox"/> Extremely important <input type="checkbox"/> Important <input type="checkbox"/> Not important <input type="checkbox"/> Not sure</p>
13.	<p>Were you aware of NHS111 online before reading this survey?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
14.	<p>Would you use NHS111 online in the future?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / not sure</p>
15.	<p>Why did you choose the answer you did for question 14?</p>
16.	<p>Is there anything else you think we need to consider as we develop the service further?</p>

## Section 2 – About you (optional)

We want to make sure that we listen to everyone, whatever their background. You can help us do this by letting us know about you which will help us to improve how we seek the views of local people. We know this information is sensitive. We abide by very strict laws to make sure that we protect your information, keep it securely and use it responsibly in an anonymised way.

<b>Age</b>	<p>How old are you?</p> <p> <input type="checkbox"/> Under 18      <input type="checkbox"/> 18 to 34      <input type="checkbox"/> 35 to 44      <input type="checkbox"/> 45 to 54  <input type="checkbox"/> 55 to 64      <input type="checkbox"/> 65 to 74      <input type="checkbox"/> Over 75      <input type="checkbox"/> Prefer not to say         </p>
<b>Disability</b>	<p>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</p> <p> <input type="checkbox"/> Yes, a lot      <input type="checkbox"/> Yes, limited      <input type="checkbox"/> No      <input type="checkbox"/> Prefer not to say         </p> <p>If you have answered 'yes', please indicate your health problem or disability:</p> <p> <input type="checkbox"/> Vision (partial sight or blindness)  <input type="checkbox"/> Hearing (partial hearing or deafness)  <input type="checkbox"/> Physical disability  <input type="checkbox"/> Learning disability  <input type="checkbox"/> Mental health  <input type="checkbox"/> Long term condition (eg diabetes, heart problems, epilepsy)         </p>
<b>Ethnicity</b>	<p> <input type="checkbox"/> White      <input type="checkbox"/> Black      <input type="checkbox"/> Asian      <input type="checkbox"/> Mixed  <input type="checkbox"/> Prefer not to say      <input type="checkbox"/> Other (please state)         </p>
<b>Religion or Belief</b>	<p> <input type="checkbox"/> No belief      <input type="checkbox"/> Buddhism      <input type="checkbox"/> Christianity      <input type="checkbox"/> Islam  <input type="checkbox"/> Hinduism      <input type="checkbox"/> Sikhism      <input type="checkbox"/> Other (please state)         </p>
<b>Sex</b>	<p> <input type="checkbox"/> Male      <input type="checkbox"/> Female      <input type="checkbox"/> Other gendered      <input type="checkbox"/> Prefer not to say         </p>
<b>Sexual Orientation</b>	<p> <input type="checkbox"/> Gay man      <input type="checkbox"/> Gay woman/lesbian      <input type="checkbox"/> Heterosexual      <input type="checkbox"/> Bisexual  <input type="checkbox"/> Other (please state)      <input type="checkbox"/> Prefer not to say         </p>
<b>Carer Status</b>	<p>Are you a carer? A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.</p> <p> <input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Prefer not to say         </p>

**Thank you again for completing this survey**