

NHS 111 First – stakeholder briefing

On 1 November, the NHS in Oxfordshire will be launching a new service which will assess patients with urgent care needs via the 111 telephone service to determine the right service for that patient. If clinically appropriate, a patient could be booked a timeslot at the John Radcliffe or Horton General Hospital's Emergency Departments (also known as Accident and Emergency departments). People with potentially life-threatening illnesses or injuries should still contact 999.

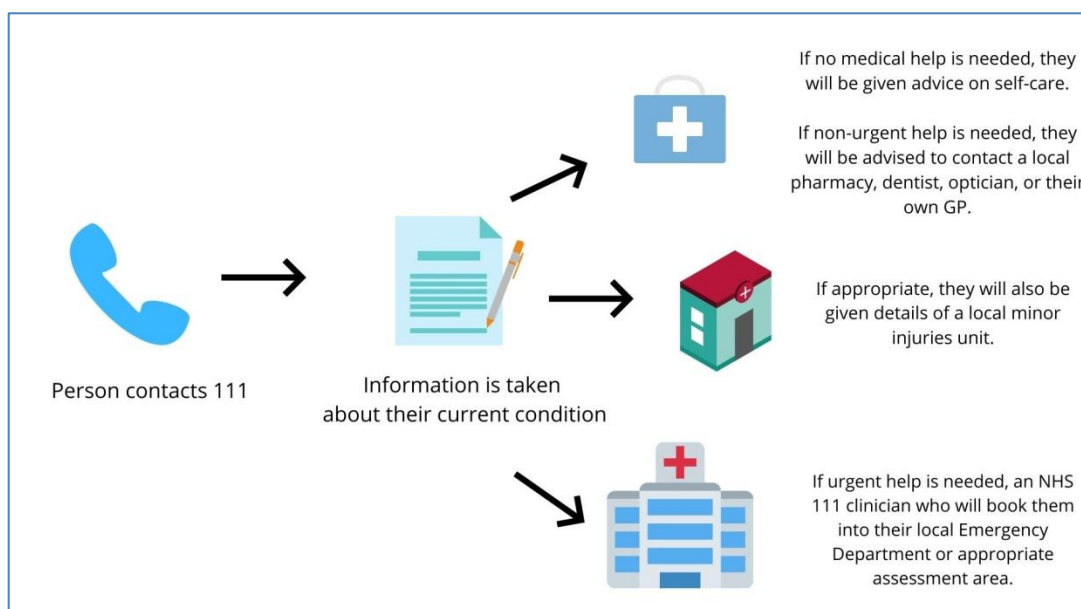
Oxfordshire is one of the areas in the South East region to launch the service ahead of the national launch on 1 December. The national NHS 111 First programme is being introduced to reduce the risk of hospital acquired infections during the current pandemic by preventing over-crowding in assessment areas. This should help to improve outcomes and patient experience in healthcare settings, as well as providing a long-term model of access to urgent and emergency care services within Oxfordshire.

From 1st November 2020, people in Oxfordshire who need urgent care but whose condition is not serious or life-threatening will be advised to contact NHS 111. A public campaign will be launched to inform the public of this new service.

How will it work?

- Anyone with an urgent care need who contacts NHS 111 in Oxfordshire will have their details taken by a call handler and asked an important set of initial questions, to ensure that an emergency response (for serious or life-threatening illness or injury) is not required and to gather key information.
- If a clinical opinion is needed, the call handler then passes all the information to a clinical team member, who will call the patient back. These are experienced senior clinicians with local knowledge, who are able to offer informed advice and/or refer the patient to the most appropriate clinical setting for assessment.
- If the patient needs to be seen in their local ED they will then be issued with a timeslot for their arrival.

Below outlines the patient pathway:



If patients attend ED without having gone through NHS 111, they will be assessed in a timely way by a clinical staff member and will receive emergency care and treatment if they need it.

This will help the NHS to help patients get the right care in the right place.

This new arrangement in Oxfordshire is not unique, and other areas around the country are developing similar responses to develop their urgent care services. It builds on the existing role of NHS 111 in advising people on what treatment they need, and where to go for it.

For more information contact occg.media-team@nhs.net