

NHS 111 First

What is 'NHS 111 First'?

'NHS 111 First' is a national programme that aims to improve the way that patients access urgent care by ensuring that they receive the right care in the most appropriate setting first time, with the lowest level of risk of acquiring a hospital or health care related infection.

This need has always been present but has been brought into focus during the coronavirus pandemic, which now moving to the endemic phase is a catalyst for such change to occur more quickly.

Based on 'talk before you walk' principles, the programme will focus on using NHS 111 – online and by phone - to reduce unnecessary attendances to Emergency Departments by supporting the public to access the right services in their area. The programme will allow NHS 111 to book patients directly into a variety of services out of hospital - including Urgent Treatment Centres and primary care for urgent appointments or call backs - and within assessment areas within acute hospitals.

NHS 111 will also be able to book patients into the Emergency Department if they assess that to be the most appropriate setting for their care.

What does this mean?

Use NHS 111

The public will be strongly encouraged to contact NHS 111 first – before going into an Emergency Department – either on-line or by phone if they have an urgent but not life-threatening medical need that they think might require treatment at an Emergency Department.

Waiting areas

Introducing arrival times and booked slots at Emergency Departments will help to manage the flow of people in waiting areas and minimise COVID-19 infection risks.

Booking for urgent care

NHS 111 is already able to refer and book people into a number of services, such as Urgent Treatment Centres, primary care and pharmacies. In the coming weeks, this will include Emergency Departments and assessment areas within acute hospitals. This will apply both to Derby and Derbyshire residents and to anyone visiting the area.

Advice on getting the right treatment at the right place

In the future people arriving at Emergency Departments without an allocated time slot may experience longer wait times unless they need immediate treatment.

Clinical staff will advise if other more appropriate clinical centres are available and will have the ability to allocate an arrival time. As a result, people could be treated sooner.

Arrangements will not change for people with serious or life-threatening illnesses or injuries. People will be advised to continue to dial 999 as before.

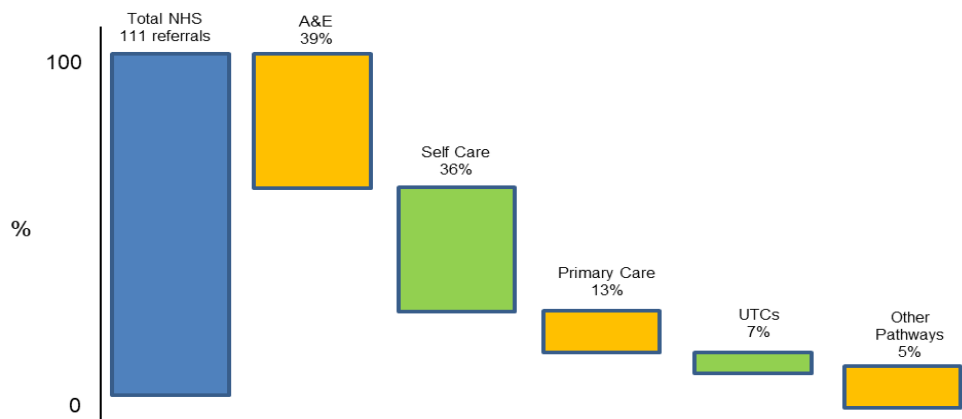
Nobody that attends an Emergency Department without having contacted NHS 111 beforehand will be turned away.

What are the benefits for patients?

Receiving clinical advice earlier	Reduced waiting times	Reducing risk of COVID-19 transmission
Patients will get to speak with a senior clinician earlier. When appropriate, Urgent Treatment Centres will also utilise video consultation technology.	If NHS 111 First determines that a patient does need to be seen in an Emergency Department, this can be arranged immediately, without any further delay. They will know exactly where to go, and be given a time slot. This will help to reduce waiting times for all patients as the patient's information will be shared with the receiving service in advance of the patient's arrival.	Advising people where and when to go, will help to manage the flow of people in waiting areas and significantly reduce the risk of COVID-19 transmission.

Where will patients be seen?

We expect that our patients will go to a range of services once they have made the call to NHS 111. The chart below shows how we think this might look. Some patients might still be advised to visit the emergency department.



The Derbyshire plan

The programme is taking a phased approach to implementation to ensure that systems can connect without undue pressure and that the activity impact on 111 and other services can be monitored. External communications for the programme will only be issued at the point that we have assurance on systems and capacity. The headline timetable for the programme is:

Go-live of programme: GP systems and directly bookable appointments available at Urgent Treatment Centres	28 October 2020
Launch of emergency department bookable appointments at Chesterfield Royal Hospital	2 November 2020
Launch of emergency department bookable appointments at Royal Derby Hospital	11 November 2020
Go-live of local communication campaign	Late November 2020 (date to be confirmed)
Go-live of national communications campaign	December 2020 (date to be confirmed)

Previous briefings and enquiries

The first stakeholder briefing is available [here](#). If you have any questions relating to NHS 111 First, please contact DDCCG.Communications@nhs.net.

Joined Up Care Derbyshire

