

## **The introduction of NHS 111 in Buckinghamshire Briefing: December 2012**

NHS 111 – the new number for urgent (but not life-threatening) calls – is being introduced in Buckinghamshire early in 2013. This briefing gives an outline of the service. More information will be available for stakeholders in the months running up to the launch.

It is planned that the service will go live in late February 2013, when everyone in Buckinghamshire will be able to use the 111 number. Two stakeholder workshops – aimed at addressing concerns and outlining the steps leading to the launch – are also planned to take place early in the new year. If you would like to take part, please get in touch via the contact details at the end of this briefing.

If you ring NHS 111 before the launch date, you will get a recorded message advising you to ring 999 if it's a life-threatening emergency or to call 0845 46 47 or your GP.

The 0845 number currently in use will be switched off on 21 March 2013. Callers will then be re-directed to NHS 111.

### **What is NHS 111?**

NHS 111 will ensure local people receive the right care from the right person, in the right place, at the right time. It will be available 24 hours a day, 365 days a year; providing a clinical assessment at the first point of contact, without the need to call patients back.

Once the service is introduced, there will only be three numbers; 999 for life-threatening emergencies, the GP surgery or 111.

The NHS 111 service is being introduced nationally on a phased basis and will be live across the country by the end of 2013.

NHS 111 will direct people to the right NHS service, first time, without the need for them to be re-triaged; and will be able to transfer clinical assessment data to other providers and book appointments for patients where appropriate.

NHS 111 will work alongside the 999 emergency service and will be able to dispatch an ambulance without delay and without the need for the patient to repeat any information.

It is intended that NHS 111 is introduced across the country by the end of 2013.

NHS Direct won the contract to provide the service following a rigorous tendering process.

### **How will it work?**

NHS 111 uses a system called NHS Pathways, which enables the call handler to assess patients via telephone, based on the symptoms they report when they call. This initial assessment will help determine the service they need, as well as how urgently they must be seen. The system returns a 'disposition' which defines which clinical service can best meet the patient's need.

This is underpinned by a Directory of Services, which is integrated with NHS Pathways, and provides the call handler with real-time information about services available for the patient locally.

If you would like more information about the introduction of NHS 111, please email [nhs.111@buckinghamshire.nhs.uk](mailto:nhs.111@buckinghamshire.nhs.uk) or call 01494 552286.

