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**To: Health and Social Care Scrutiny Board (5)**

**Date: 4<sup>th</sup> December 2013.**

**Subject: NHS111 Update**

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**1 Purpose of the Note**

- 1.1 During the last municipal year the Scrutiny Board considered the plans developed by the then West Midlands Primary Care Trusts to commission a new NHS111 non-urgent care service. This briefing note is intended to provide the Board with a brief update on the plans for further commissioning activity related to this service.

**2 Recommendations**

- 2.1 The Board are recommended to note this Briefing Note.

**3 Information/Background**

- 3.1 Members will be aware of a significant amount of national publicity surrounding the introduction of a new single non-urgent care telephone service – NHS111. NHS111 was intended to be able to connect patients to all non-urgent medical care including information about local providers and health prevention programmes, making appointments and diagnosis of symptoms, with links to the emergency 'blue light' services for those who had underestimated the severity of their health needs.
- 3.2 NHS111 replaced the old NHS Direct telephone service in April of this year. The new service once introduced was immediately beset by difficulties which eventually led to the West Midlands provider (NHS Direct) relinquishing its contract and this work being transferred to the West Midlands Ambulance Foundation Trust.
- 3.3 Attached is a briefing note prepared by the lead commissioner for the West Midlands Clinical Commissioning Groups, who work together to commission this service. This briefing sets out the timetable for the formal re-commissioning of the service, with a new provider formally expected to be in place with a new contract by April 2015 at the earliest.
- 3.4 This information has been provided by the Coventry and Rugby Clinical Commissioning Group (CCG); however Members will understand that they have only limited scope to influence the timetable contained within and the national developments with regards to the development of this service.
- 3.5 This item is intended to be for information only; the CCG has not been invited to discuss the Briefing due to priority being given to other items on the agenda. They are however attending the January Board meeting and will be able to provide additional clarifications at that time.
- 3.6 The Board may wish to see how the new becomes established and request a progress report for some time early in the new municipal year.

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27<sup>th</sup> November 2013.