

Dear Community Partner

NHS 111 public launch in Gloucestershire – article for newsletters and websites

I am writing to inform you that the new NHS 111 service will move to full public launch on Monday 28 October.

Following steady improvement in performance, NHS Gloucestershire Clinical Commissioning Group, as commissioner of the service, agreed that the NHS 111 service could take on 0845 NHS Direct calls 24/7 in the county from 16 September.

Since the NHS 111 service started taking out of hours (outside of GP surgery opening hours) calls in February, the CCG has been working with the provider, Harmoni and other local healthcare partners to ensure continuous improvement in levels of service.

During the Spring and Summer, a number of steps were taken to strengthen resource and improve quality of service. This included increasing the pool of clinical advisors and call advisors and putting in place further targeted training which continues.

Paramedics have also been working closely with call advisors to make sure that ambulances are dispatched appropriately. In addition, call advice is being regularly reviewed and audited to ensure continuous learning.

There has been gradual and sustained improvement in the service including call response times, patient triage (assessment of patients) and reductions in the number of abandoned calls.

Patient safety and the quality of care that people in Gloucestershire receive is of paramount importance to us and we will continue to monitor 111 very closely to ensure that every aspect of the service is working to the high standards we expect.

As such, we will work closely with Harmoni and act on feedback from local healthcare professionals and the public.

Please find below an article for community newsletters and websites. We would be very grateful for your help in spreading the word about the service.

Yours sincerely

Dr Jeremy Welch
Clinical Lead
NHS Gloucestershire Clinical Commissioning Group

NHS 111 in Gloucestershire

**It's not a 999 emergency.
But you need medical help fast.
There's now**  **number to call.**

NHS



The NHS 111 Service is now available in Gloucestershire.

This three-digit number gives patients access to advice and local NHS healthcare services 24 hours a day, 365 days a year. Calls from landlines and mobiles are free.

NHS 111 gets you through to a team of fully trained call advisers, who are supported by experienced clinicians.

They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you to the right local service. If they think you need an ambulance, they will send one immediately.

You should call NHS 111 if:

- You need medical help fast, but it is not a 999 life threatening emergency
- You don't know who to call for medical help; or
- You don't think it can wait for an appointment with your GP (or if you don't have a GP).

For more information on your healthcare options, including services provided by your pharmacy, GP surgery and community minor injury unit, visit:

www.choosewellglos.nhs.uk