



**Health Partnerships Overview and  
Scrutiny Committee  
11<sup>th</sup> June 2013**

**Report from  
Strategy, Partnerships and  
Improvement**

For Action

Wards Affected:  
ALL

**111 Telephone Number – Service Implementation**

**1.0 Summary**

- 1.1 The Health Partnerships Overview and Scrutiny Committee has previously been informed of delays to the implementation of the 111 number which all Clinical Commissioning Groups (CCGs) are required to put in place by 31 March 2013. Brent CCG has jointly commissioned a service with Harrow, Hounslow and Ealing.
- 1.2 The report outlines some of the key issues that have affected the service and delayed full roll out. Following local and national issues, particularly over Easter, NHS London took steps to ensure a satisfactory service was delivered across London, resulting in a contractual notice being served and a remedial action plan being put in place. This is being monitored by the North West London Commissioning Support Unit on behalf of the four CCGs with clinical leads from the CCGs meeting every Friday to undertake further reviews.
- 1.3 The report states that performance has improved since Easter, with a notable exception of Saturday 11 May, though one continued area of concern, both locally and nationally, is performance against the requirement to call patients back within ten minutes. Mitigating actions such as queue prioritisation have been put in place while the underlying issues of staff numbers and rotas are addressed.

**2.0 Recommendations**

- 2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to consider the report and question officers on the issues that have arisen to date, lessons learnt and current performance, and to further establish and scrutinise the plans to address the issues/problems that still exist with the service.

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