

111 (Care UK) 2014

111 SERVICE REPORT

Notes from Visit to Care UK (previously Harmoni) Call Centre
May 1st 2014

Visitor: Leslie Robertson Patient Representative Sutton and Merton CCG 111 and OOHrs Service CGG; Member of Patient Forum LAS. Any conflicts of interest were declared at CGG as the question arose as to LAS being a 111 competitor. The visit was agreed as this is a Patient Group being represented.

CCG/LAS members were welcomed by Louise Howes Service Manager for Care UK (previously Harmoni) to the 111 Call Centre located at Navigator Park Southall UB2 5NH. There are 2 other link sites in Bristol and Colchester. The medical lead is Dr Caroline Warren. It covers Hounslow, Hillingdon, Kingston, Richmond, Wandsworth, Croydon and other contractual areas including Sutton and Merton CCGs.

Centre information was given by Louise Howes; a presentation on the NHS pathways was given by Richard Berry, following which some calls were listened into by visitors.

Telephone calls are received by Health Advisors, who use an algorithm of questions to take/triage a detailed case history and may either provide non-clinical advice/signposting, or refer to a clinical adviser, who may speak to the caller immediately or will phone back. In some cases 111 may refer the patient to ambulance 999 services or other services through a Directory of Services (DOS); or an on-call GP if the call is out of usual working hours.

Calls involving ambulances - LAS 'measure' Ambulance calls and will either work with patients at their location, or take them to hospital. Autodispatch coordinates information in codes, for safe and speedy communications with the Ambulance Service. Stats which would be of use to PF to be identified and provided at a later date e.g. % of calls taken that result in an ambulance being called over a given month and then of those calls how many patients were conveyed to hospital. Any other lines of enquiry to be requested?

New NHS Pathways will be implemented from June 17th. There are 798 pathways for 2000 medical conditions. The questions are always under review with Care UK giving feedback to NHS Pathways as to their

effectiveness. Questions are linked to any medication, are age related (including demonstrated differences between children and adult care requirements) and are evidence based (safety netted) by reference to clinicians. The system includes information as to when not to use a certain pathway and compiles Question & Answer information on the right of the screen until the disposition (outcome) and relevant coding is reached.

Language Line interprets information into other languages. A 3way call with interpreters (from anywhere in the world) can take up to 45minutes if necessary.

Safeguarding - there are medical and child leads.

A new suite of **Mental Health Pathways** are under preparation (Version 10) for assessing behavioural changes. Calls include some suicide cases when callers may be talked down from buildings when saying 'they are going to kill themselves' as they do not wish to talk to the police or other agencies - Southall is near Heathrow Airport.

Call Handlers – Health Advisors (HA) take 85% of calls reaching competence within 6 months. HA are relatively easy to recruit and range from graduates to older recruits with a variety of life skills. They undergo open interview and usually self-select within the first two weeks of commencing their new role. DL packs are issued two weeks before they start. HA undertake an initial 4 week training course.

Week 2 training involves completing medical and pathway assessments and a series of 3 calls. The latter must be passed all in a row with only one more attempt so indicating the pressures of the work involved, the 'real world' and not utilising the wrong pathways. Some failures do occur.

Week 3 includes telephony skills, Adatastra computer system, mandatory/statutory requirements, Coordinate my Care call requirements, and safeguarding.

Week 4 involves preceptorship - listening to calls, conducting them with an experienced listener and then taking 5 calls themselves on their own.

Calls thereafter are audited monthly.

Shifts include weekends and night or days, and may total 18, 24 or 30hrs of 6 or 12 hour shifts with regular breaks. Recently shift and other policies have been reviewed. Sickness is said to have recently 'bottomed out' as a result.

Clinical Advisors are either paramedics or nurses. They must all participate in a five week training programme followed by 12 weeks of modules based on pathways and life thinking, through eLearning, workbooks, training shifts and assessments requiring much commitment. Clinicians are not so easy to recruit as they have a wider variety of career options.

Evaluation of 111 Service

- **Contractual reviews** are regularly undertaken by Commissioners.
- **CCG Clinical Governance meetings** with representatives of organisations involved and patient representatives. Links are made with Healthwatch. Reports are given re service and performance to include incidences, frequent callers, complaints, compliments, quality, workforce, and OOhrs links. DOS is updated according to feedback. Anonymous **Call Reviews** are undertaken on a regular basis.
- **Patient Surveys** – are continually under preparation and review

Issues Arising

1. Sickness is generally said to be high in all call centres.
2. Impact of 111 service on 999 calls
3. Deloitte are conducting a review of the 111 service

Thanks are extended to all those who arranged and conducted a most interesting and positive visit to Southall Call Care UK Centre in understanding its work and hearing the latest pathways developments. It was most helpful and informative to also be able to listen in to calls at the time they were occurring.

Leslie Robertson May 2104