



The NHS
non-emergency
number

111 Public Members Network

25 May 2018



On behalf of the seven Sussex CCGs:
NHS Brighton and Hove, NHS Coastal West Sussex, NHS Crawley, NHS Eastbourne Hailsham &
Seaford, NHS Hastings and Rother, NHS High Weald Lewes Havens, NHS Horsham & Mid Sussex



Object and Purpose



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The aim of this network is to provide the public voice to inform and support the new NHS 111 – Clinical Assessment Service (CAS) for Sussex



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Background



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- ❑ Lessons learned from other pan-Sussex contracts
- ❑ Importance of public engagement
- ❑ Different communities = different needs



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What is happening?



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- ❑ 111- Clinical Assessment Service
- ❑ Urgent Treatment Centre's (UTC)
- ❑ GP Extended Access

- Transformation
- Development
- Requirements
- Value for money
- Improved patient journey



111 / Clinical Assessment Service



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NHS 111 is being enhanced so that patients access to urgent care services are fully integrated.

Patients calling NHS 111 who need clinical input will be transferred to a Clinical Assessment Service (CAS) and will speak directly to a clinician who will seek to complete the call there and then without the need to transfer the patient elsewhere.

If the clinician feels the patient needs to be seen (face-to-face) the CAS team will be able to directly book patients into an appointment at an Urgent Treatment Centre or GP Extended Access following their clinical assessment over the phone.

Their information will follow them.



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Urgent Treatment Centres



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Urgent treatment centres will be GP-led and open at least 12 hours a day, every day, and will be equipped to diagnose and deal with many of the common ailments people attend A&E for.

Urgent treatment centres will ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases. The urgent treatment centres offer a decreased attendance at A&E, or, in co-located areas, the opportunity for streaming at the front door.

NHS 111 will be able to directly book appointments into urgent treatment centres.



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GP Extended Access



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The [General Practice Forward View](#) was published in April 2016.

It sets out plans to enable Clinical Commissioning Groups (CCGs) to commission and fund additional GP access capacity across England offering routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.



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Questions?



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What we need you to do...



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What do we need you to help us with?



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- Be our eyes and ears to ensure we have valuable feedback from the public
- To proactively engage with your PPGs and community networks about the changes we are looking at making
- To be a positive voice for the changes we are looking to make around urgent care



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Engagement Packs



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What do you want?

- Leaflets
- Posters
- Surveys
- Postcards
- Presentation



How would you like these?

- Hard copy
- Soft copy





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Review of Terms of Reference



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Meeting Dates



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07 September 2018

Time:

10.00 to 13.00

30 November 2018

Venue:

Hendy Lounge

01 March 2019

American Express Community Stadium
Falmer

BN1 9BL



111 Transformation Team



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Colin Simmons
Programme Director



Kerry Exley
Senior Project Manager



Morven Banks
Senior Commissioning
Manger



Nicola Kemp
Senior Communications
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Aileen Phillip
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Caroline Butler
Digital Project Manager



Vinny Hanley
Directory of Services
Project Manager



Dawn Fourniss
Programme Support
Officer

You can contact the team on:

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