

## NHS 111 Stakeholder Briefing – Latest Update

**Friday 26<sup>th</sup> April 2013**

You will be aware that there have been reports in the local and national media about NHS 111.

To clarify the position in Worcestershire - the NHS 111 service was launched on 19th March (across Worcestershire and the West Midlands) for out of hours calls only and encountered some significant operational and technical issues on implementation.

In order to give the 111 service time to resolve the problems, all three Clinical Commissioning Groups (NHS South Worcestershire, NHS Redditch and Bromsgrove and NHS Wyre Forest), NHS England, and the Regional 111 Project Team – have agreed that all 111 calls out of hours are transferred automatically to the previous GP out of hours provider Harmoni. This is a temporary measure.

This decision has been taken to ensure service quality and that patient safety is not compromised. The changeover took place on Thursday 18th April 2013 and is working well so far. Callers who go through to the NHS 111 service 'in hours' will be diverted to the NHS111 provider - NHS Direct – who will advise patients appropriately.

It is important to remember that NHS 111 is working well in some parts of the country. In Worcestershire we will continue to monitor the service. Once it has been fully tested and any operational and technical issues have been rectified, our intention is to return to the NHS 111 service and agree a public launch date.

Finally, our advice for anyone wanting out of hours care at the moment is to contact GP surgeries as normal and follow the instructions given on their answerphone message.

There are a number of other existing options for health care advice and support out of hours, which include:

- **Worcester Walk-in Health Centre, Health Centre, Farrier House, Farrier Street, Worcester, WR1 3BH, visit [www.worcesterwalkin.co.uk/](http://www.worcesterwalkin.co.uk/) for details.**
- **Minor Injury Units. For more details visit [www.hacw.nhs.uk/our-services/minor-injuries-units/](http://www.hacw.nhs.uk/our-services/minor-injuries-units/)**
- **Pharmacies – many are now open longer hours. Visit [www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10](http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10) to find one near you.**

For general health advice you can visit [www.nhs.uk](http://www.nhs.uk)

Regards

Sent on behalf of

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