

**Inner North East London
Joint Health Overview and Scrutiny Committee**

13th December 2016

**Overview of NHS 111 Integrated Urgent Care
Procurement**

Item No

4

OUTLINE

NHS partners across north east London are currently redesigning the NHS 111 service to better meet the needs of residents.

NHS 111 is a free telephone number available 24 hours a day, seven days a week that patients can call when they need medical help or advice, or signposting on where to go to get the right help. Trained NHS 111 advisers and experienced clinicians assess individual needs and provide the appropriate information, advice and guidance.

There are plans to introduce direct streaming from NHS111 to clinicians for patients with specialist or priority needs, such as those who are over 75 and parents with children under one, as well increasing the number of calls that are booked or transferred directly into other services over the phone (including pharmacy, dental service and GP Out-of-Hours services).

INEL JHOSC has requested an update on the development of the new service to be presented to the committee to scrutinise the impact this will have in north east London.

ACTION

- The Committee is requested to give consideration to the report and discussion and provide comments.