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Date	Tuesday, 20 November 2018
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Title of paper	111 In-Hours Direct Appointment booking
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Presenter	Coral McNeilly Hammersmith & Fulham Clinical Commissioning Group (CCG)				
Author	Peter Merrifield-Project Manager				
Responsible Director	Lizzy Bovill Director of Performance and Delivery NW London Approved report Yes				
Clinical Lead	Not applicable.				
Confidential	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so
Assurance Level Agreed by Responsible Director	Good <input checked="" type="checkbox"/>	Adequate <input type="checkbox"/>	Limited <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>	

The Committee is asked to:
Note what?

Summary of purpose and scope of report
<p>The Next Steps on NHS Five Year Forward View focuses on the NHS taking practical action to take the strain off A&E, with patients with less severe conditions to be offered more convenient alternatives, including GP appointments. NHS 111 is now required, as part of the NHS England Integrated Urgent Care (IUC) reconfiguration, to make direct bookings into GP practice in Primary Care.</p> <ul style="list-style-type: none"> NW London have agreed to roll-out the functionality of direct booking in-hours across all CCGs in NW London by winter 2018 as part of the Integrated Urgent Care agenda and effort to reduce pressure on Urgent Care, through appropriate redirection and

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- prevention.
- This means that if a patient registered at a practice calls 111 during the hours that a surgery is open the Integrated Urgent Care Service will be able to book them into one of your reserved GP appointments following a clinical triage assessment.
 - NHSE have set a national target that 30% of all suitable 111 patients are directly booked into primary care, in-hours by March 2019
 - In NW London, Hounslow are the first area to implement in-hours direct booking. Callers will be able to have an appointment booked with their GP practice or other GP/Primary Care service. This is the first CCG in London to have full coverage.
 - West London has now gone-live.
 - Hammersmith and Fulham are in the progress of configuring and testing with the expectation they will all be live by the end of November.

- Quality & Safety/ Patient Engagement/ Impact on patient services:**
- In-hours is the next step from the current business as usual of direct booking into extended hours and hubs. This additional facility for patients is not deemed to have any adverse impact on quality of service and patient safety.
 - This proposal will ensure all patients are triaged in the first instance and their needs assessed and then referred into the right services.

- Finance, resources and QIPP**
- It is not expected to have a negative financial impact on primary care resources and is not part of a QIPP.

Equality / Human Rights / Privacy impact analysis

N/A

Risk	Mitigating actions
<p>Technical issues with the interface between different systems and providers leading to slots not being visible to either practices or providers.</p> <p>Within Hammersmith and Fulham there are a number of practices reluctant to participate at this time.</p> <p>Not enough resources allocated to the</p>	<p>Arranged additional technical resource from TI facilitator allocated to each CCG to ensure delivery of the facility.</p> <p>CCG to work with practices to understand their concerns.</p>

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project.

Supporting documents

Include only what the meeting requires for decision making/ action, and list documents below. If documents are available online, please include the link.

- In-Hours Direct Booking FAQs Final Draft v0.8 180911

Governance and reporting

(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)

Committee name	Date discussed	Outcome
Name	DD/MM/YYYY	