

10 Sep. 182018

The Five year forward view mandates that by winter 2018 it will be possible to book all patients who call NHS 111 In-hours directly into an appointment in their own GP practice or GP hub.

Frequently asked questions

Will 111 be able to see the whole GP appointment book?

No. 111 will only be able to see the dedicated slots that the GP practice assigns to 111. It is agreed that this is one slot in the morning and one in the afternoon.

Once the dedicated slots have been configured to be made visible to 111, this is all they will be able to see.

Will I receive unregistered patients?

No. 111 will only book patients into your practice that are registered at your practice, this is controlled via the Patient Demographic Service check undertaken by NHS 111

Are appointment slots the same time in the morning and afternoon?

Yes

Do patients receive a text message reminder from 111 or the practice?

Reminders will not come from 111, but will depend on individual practice set up

What is the process for patient cancelling their appointment?

Patient will need to contact their practice in the normal way

Is this an easy way for patients to get an appointment?

No. Patients will go through clinical triage with a number of questions, and only booked into your practice if deemed appropriate.

What disposition codes will be linked to in-hours general practice?

DX 06, to contact a Primary Care Service in 6 hours.

DX 07, to contact a Primary Care Service in 12 hours.

DX 08, to contact a Primary care Service in 24 hours.

DX 115, GP next day

Will I be seeing patients that need urgent medical treatment?

No. If the outcome of the clinical triage suggests that the patient requires urgent medical help, they will be directed to the most appropriate service, likely to be an Urgent Treatment Centre.

After a patient has been triaged by 111 a disposition code is generated, and the most appropriate service is identified by the local directory of services.

Will patients be able to request repeat prescription through 111 ?

No - patients can only request repeat prescription through their normal GP routes

Would 111 triage patients before booking into practice slots?

(Yes, using algorithm and this is only for urgent care)

Will I receive a summary of triage from provider 111?

Yes

What happens if 111 do not book into the available slot?

If the appointment is not used between 30-120 minutes before allotted time the surgery will utilise this slot for other purposes.

Will the practice need to sign up to sharing agreements with 111?

No. 111 will not have access to any data; they will only see that certain timeslots are available to be booked into.

Will practices get a choice as to whether the slots are face-to-face or telephone slots?

All slots will initially start as a telephone slot

If telephone slot is offered, what if the patient needs to be seen face-to-face?

GP practice will call back the patient and decide most appropriate action and discuss with patient accordingly

Some patients might use this avenue to always bypass the practice and request for appointments from 111

(Patients will be triaged and appointments are only for urgent care, to keep a log and share with 111)

Does offering 2 appointments slots to 111 count towards increasing usage at General Practice- No

(All patients are registered with that practice)

What if this is over a weekend, where is there to re-direct a patient to?

This is a Monday to Friday service (excluding bank holiday)

Remind people that there are extended access primary care hubs on evenings and weekends which 111 are already directly booking patients into over the weekend.

What time of day are the slots required to be available? Is it best to request earlier in sessions?

We have said one in the morning and one in the afternoon to cover all possibilities

Has the LMC been consulted?

Statement to be inserted

DRAFT