



The Community Voice

MONITORING THE **NHS** IN
NW LONDON AND SW HERTS

254th Meeting, Thursday 7th July, 2016, Mount Vernon Hospital

1. WELCOME AND ANNOUNCEMENTS:

Welcome: The Chairman welcomed all present including our guest speaker Dr. Kuldhir Johal speaking about "The 111 Service as part of Urgent Care"

Apologies: Tony Ellis (*Northwood Live at Home Scheme*), Valerie Mellor (*Northwood RA*), Connie Evans and Chris Hickman (*Oak Farm RA*), James Kincaid (*The Pinner Association*), Dianne Passmore (*Rickmansworth RA*), Carol Melvin (*Ruislip, Northwood & Pinner Conservative Assoc.*), Sadie Wright (*Southbourne WI*), Janet Baddeley, Neville Hughes, Jenny Stephany, Mervyn Stone (*Individual Members*)

2. GUEST SPEAKER: Dr. Kuldhir Johal, a Hillingdon GP, and Board Member of Hillingdon Clinical Commissioning Group. The main points in her address were:

- a. The 111 service has been operational in Hillingdon for the past four years to give telephone support and information to patients whose needs are urgent but do not rank as an emergency. This was the first London Borough to operate this free service as an alternative to the emergency 999 service. Callers are given advice and directions on where to turn for further help. However potential users may still need reassurance that this is a knowledgeable service.
- b. There are multiple providers of the 111 service across London. They work together to provide a consistent quality of service. The service has developed to provide more clinical input and to ensure that callers are appropriately directed depending on their needs.

After this brief introduction the speaker invited questions from her audience, which raised many interesting responses including:

- c. To answer questions relating to pharmacy and dental services, the 111 service has access to systems which serve the whole of London.
- d. Access to patient notes is still only "work in progress".
- e. Texting is used when appropriate.
- f. The quality of calls is carefully monitored, and also the costs.
- g. Algorithms are used for diagnosis and advice by both the 111 and 999 services. The data is constantly updated and it is monitored by the Royal Colleges, with tight audit programmes.
- h. To assist callers, the advice they receive is routinely relayed to their GPs.
- i. Difficulties in recruitment and limited resources lead to too few clinical staff to meet all demands. Improved staff recruitment and retention are key targets for the service.
- j. The service provides advice on both physical and mental health issues.
- k. Work continues to standardise contracts to ensure both service quality and value for money. Contracts are currently yearly but extensions are under consideration.
- l. In common with other sectors of the NHS, the service faces financial pressures, but application of resources to the best use also needs to be improved.

Barbara Kalopsidiotis gave a vote of thanks, which was endorsed by applause from the audience.

PART II

3. MINUTES OF LAST MEETING: The draft Minutes for Thursday 2nd June were agreed as a correct record and were signed.

4. MATTERS ARISING: There were none.