



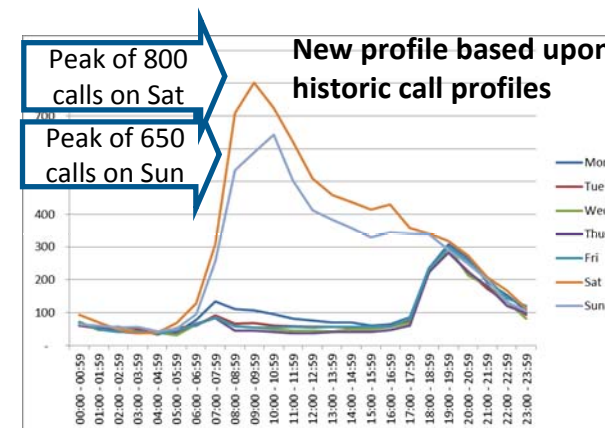
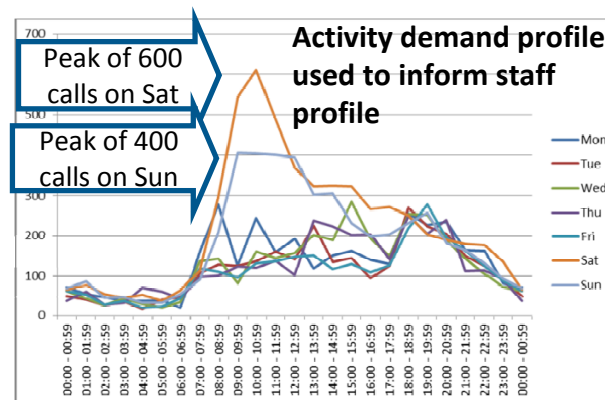
Briefing from KMSS NHS 111 to Medway HASC 25th June 2013

Since go live...

Shortly after go live it was clear the service was having more than the “usual” teething problems.

After further analysis it was agreed the key reasons for this were:

- An incorrect activity demand profile resulting in an incorrect staffing model
- Insufficient management and clinical leadership to cope with the increased pressures due to the model being incorrect





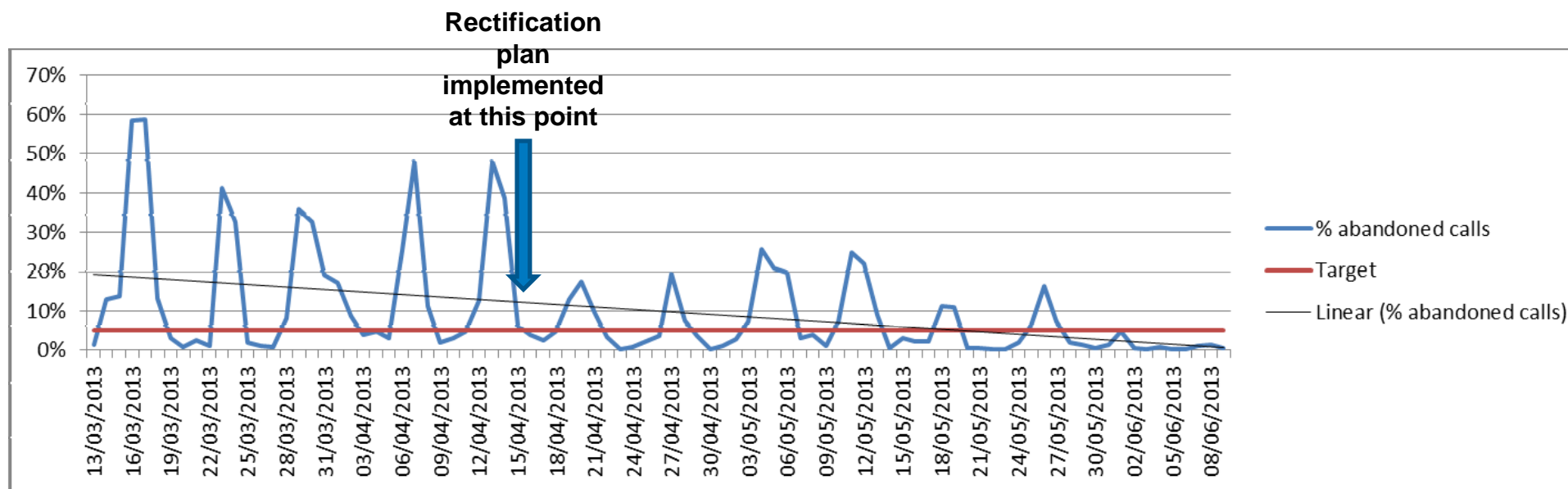
Our plan to get back on track

NHS 111 developed a rectification plan focusing on a number of areas and key issues.

Workstreams feeding into the rectification plan include:

- Clinical Governance – monitoring of HCP feedback, Complaints, PALS, SIRIs
- Workforce – Increasing number of Health Advisors, Clinical Advisors and GPs
- Operations – reviewing operating procedures, performance management, management structures
- Technology and Business Information – reviewing IT infrastructure and improving access to Business Information

How are we doing?



When the service went live we experienced high levels of calls being abandoned at weekends. This has reduced significantly and is currently in line with the levels expected