

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

28 JANUARY 2014

NHS 111 UPDATE AND REPORT ON PUBLIC ACCESS DEFIBRILLATORS

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Summary

This report sets out an update from South East Coast Ambulance Service (SECAmb) in relation to NHS 111 and gives initial information about the concept of public access defibrillators.

1. Budget and Policy Framework

1.1 Under the Council's constitution (Chapter 4, Part 5, paragraph 22.2(c), there are terms of reference for Health and Adult Social Care Overview and Scrutiny Committee to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

2. Background

2.1. At the Health and Adult Social Care O&S Committee meeting on 25 June 2013, Members received a report on the introduction of new NHS 111 service, which had not gone smoothly. At that meeting a further update was requested on a date to be advised.

2.2. This meeting is to consider the following two matters:

2.2.1. Attached as Appendix 1 is an update on the NHS 111 service, which will be introduced by the Director of Commercial Services, SECAmb.

2.2.2. Attached as Appendix 2 is a briefing on the concept of public access defibrillators, which will be introduced at the Committee.

3. Risk management

3.1. There are no specific risk implications for Medway Council arising directly from this report.

4. Legal and Financial Implications

4.1. There are no legal or financial implications for the Council.

5. Recommendations

5.1. Members are asked to consider the briefing on NHS 111 and the introduction to Public Access Defibrillators.

Background papers:

None.

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South East Coast Ambulance Service NHS Foundation Trust

Health Overview and Security Committee

13th January 2014

NHS 111 Update

What is NHS 111

The NHS 111 service has been introduced to provide a single point of access for people needing urgent NHS healthcare, when it is not an emergency. One of the aims of NHS 111 is to alleviate the inappropriate use of services such as 999 and local A&E departments, so they can focus on life-threatening emergencies.

The NHS 111 service has replaced NHS Direct as the single number to call for urgent care advice in Kent, Medway, Sussex and Surrey (KMSS). Calls to the existing out-of-hours services in Surrey, Sussex and Kent have been diverted to the new 111 number and information about the number is now being promoted to the wider public.

NHS 111 is staffed by a team of fully trained advisers, supported by experienced clinicians, who ask callers questions to assess symptoms, give healthcare advice and direct to the right local service as quickly as possible. This can include a local GP, GP out-of-hours service, urgent care centre, community nurses, emergency dentist or late-opening pharmacy.

Call handlers undergo an extensive training and induction programme. This includes six weeks' training to use NHS Pathways, plus additional training and coaching as part of their induction. On average, there is one clinician to every four call handlers in KMSS.

When someone calls NHS 111, they are assessed straight away using the nationally clinically validated NHS Pathways assessment tool. If it is an emergency, an ambulance is despatched immediately without the need for any further assessment. For any other health problems, the NHS 111 call advisers are able to direct callers to the service that is best able to meet their needs. Between 15 and 20% of calls are transferred to a clinician within the NHS 111 service and 10% are advised by a GP within the service.

The inclusion of GPs within the NHS 111 service was agreed locally in KMSS, and goes beyond the national specification. NHS 111 is staffed 24 hours, 365 days a year. Calls from landlines and mobile phones are free although, due to a national quirk in the system, 'pay as you' go mobile phone users must have 1p credit in order to use the service.

The NHS 111 service went live in Medway on 17th September 2013.

To raise awareness of the service following public launch, NHS 111 materials, including wallet cards, leaflets, easy-read leaflets and posters were sent to libraries, children's centres,

Gateways, GP surgeries, pharmacies, hospitals, community services, mental health services and other outlets.

Performance

The NHS 111 service nationally experienced some difficulties early in 2013. The KMS NHS 111 service recovered from these early issues by end July 2013. The Medway call volume was introduced into the KMSS NHS 111 service in September and there were some early issues regarding activity modelling and appointment booking within GP Out of Hours services. These issues were overcome by the end of October and the service has been performing well. As with many healthcare services during Christmas and New Year the service came under extreme pressure and there were some performance issues on certain days.

The performance against clinical KPIs is the key area that the service will be focusing on during 2014. We aim to provide immediate transfer to a clinician if a clinician is required to complete a call. Currently we manage this 50% of the time and our target is 98%. This is a challenging target but one which will continue to increase patient satisfaction when accessing urgent care services.

Plans for the Future

Some of the key areas for development are dependent on the national system and governance arrangements. The priorities for further development include:

- Further development of the special patient notes and End of Life register information.
- Development of local protocols, for example for accessing repeat prescriptions
- Improvements in the way the information is provided back to the patient's own GP
- Review and development of the mechanisms for direct appointment booking and direct transfer of information to a wider range of providers; this is currently only done with MedOCC, the out of hours provider, within Medway.
- Development of the service to meet the needs of more mental health patients.
- Information about the service to be available more readily to the public. (The challenges of delivery of NHS 111 in some areas elsewhere in the country has meant the national publicity has not been provided.)

South East Coast Ambulance Service NHS Foundation Trust

Voluntary Services

13th January 2014

Public Access Defibrillator Update

What are Public Access Defibrillators?

Defibrillation is one of a crucial stage in a sequence of events which need to occur for the resuscitation of a victim of sudden cardiac arrest (SCA). This sequence, or 'chain of survival' starts by summoning the emergency services as soon as possible. The second stage is providing basic cardiopulmonary resuscitation (chest compressions alternated with rescue breaths) to keep the victim alive until the third stage (defibrillation) can be performed.

The automated external defibrillator (AED) has been described as the single most important development in the treatment of SCA. These devices are now widely available and increasingly used by people, often with little or no training, to re-start the heart of a victim of SCA. Under ideal circumstance, when used very soon after collapse (within two or three minutes), many can survive.

The crucial determinant of survival is the interval between collapse and the use of the AED to deliver a shock. The strategy, therefore, is to have an AED installed at a place where it might be needed so that it can be accessed quickly by someone nearby, taken to the person who has collapsed, and used before the arrival of professional help. This arrangement is known as Public Access Defibrillation.

SECAmb's role

Within our region there are currently approximately 1500 Public Access Defibrillators. These are recorded on our Computer Aided Dispatch (CAD) system, and are activated when in close proximity to a cardiac arrest.

The Voluntary Services department provides advice and guidance to members of the public wishing to establish PAD sites on their premises, and supports applications for grants made to organisations such as the British Heart Foundation.

Our responsibility includes downloading data recorded when an AED has been used.

Plans for the Future

The department recently recruited a dedicated member of staff to administer PAD sites in the SECamb catchment area.

Work is currently taking place to verify the information currently held for existing PAD sites, including hours of availability and exact location on the PAD site premises. This information, when collated will inform a monthly checking and maintenance programme.

Once this work is complete we will be in a better position to advise whether we require further PAD sites in the Medway HOSC area and we may seek your assistance at this time.

In the longer term, there is an intention to develop a smart phone application to identify the closest AED, alongside a parallel search function on the Trust website.