



NHS 111 NEWSLETTER

111 ONE NUMBER FOR ALL YOUR HEALTH CARE CONCERNS THAT AREN'T LIFE-THREATENING

From October 2012, anyone living in, or visiting Hertfordshire, has been able to call 111 when they need medical help fast. 999 is still available too, but should be reserved for emergency or life-threatening situations.

NHS 111 provides a new way to ensure people receive the right care, from the right person, in the right place, at the right time. They will be assessed, given advice and directed straight away to the local service that can help them best. That could be an out of hours GP, a minor injuries unit, community nurse, community pharmacist, an urgent care centre or A & E.

In Hertfordshire, the NHS 111 service is provided by Herts Urgent Care, which currently provides the GP out of hours service. The 111 number is available 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free.

Every pharmacist has been supplied with the orange leaflets advertising this new service - please ensure you are signposting your patients where appropriate. This is especially important when your pharmacy is still open but the local surgery is closed ie. in the evenings and at weekends.

Hertfordshire LPC

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NHS 111 FEEDBACK

It is essential to the smooth running of the service that you feedback your experiences of the service and you encourage any patients that are referred to you as well.

PATIENT FEEDBACK

Enclosed with this newsletter are some Patient Comment Cards. Please encourage every patient referred to you to complete the card and return it to NHS 111 themselves.

This feedback is essential as it informs the training of our call handlers to ensure the best experience for the patients.

If you need further supplies of these cards please email Kay Suckling at Kay.Suckling@centraleasterncsu.nhs.uk

PROFESSIONAL FEEDBACK

NHS 111 also needs to hear from you about the types of referrals you are receiving,

- ⇒ are they appropriate?
- ⇒ was the patient satisfied?
- ⇒ did you have to signpost or refer the patient elsewhere?

This feedback is important as the Directory of Services is constantly being reviewed to ensure that patients are referred to the correct services.

Please contact NHS 111 on hertfordshire.nhs111@nhs.net with your feedback.

If you have feedback that does not fit into these two areas, please contact Lisa Olins at the LPC office as she attends the regular Clinical Governance meetings on your behalf.

NHS

It's not a 999 emergency. But you need medical help fast.

There's now  number to call.

If you need medical help fast, but it's not a 999 emergency, you can now call 111. It's available 24 hours a day, 7 days a week and calls are free, including from mobiles.

You'll be asked some questions to assess your symptoms, given advice and directed straightaway to the local service that can help you best. If you do need an ambulance, one will be sent just as

quickly as if you had dialled 999. The NHS 111 service is now available to callers living in or visiting Hertfordshire.
For more information visit www.nhs.uk/111

