

NHS 111 Wiltshire

NHS 111 is a new telephone service introduced in Wiltshire in February 2013 to make it easier for the local population to access local health services when they have an urgent need.

In Wiltshire this service is provided by Harmoni. This service will replace NHS Direct & the call element of the Out of Hours Service provided previously by Wiltshire Medical Services & provides a specific number for people to call when:

- They need Medical help fast & it is not an emergency
- They don't know who to call for Medical help or don't have a GP to call
- They think they need to go to Accident & Emergency or another NHS Urgent Care Service
- They require Health Information or reassurance about what to do next

The service is available 24 hours a day, 365 days a year & calls from Mobiles & landlines are free. Harmoni deliver the service from a call centre in Bristol using fully trained Health Advisors who are supported by experienced Clinicians.

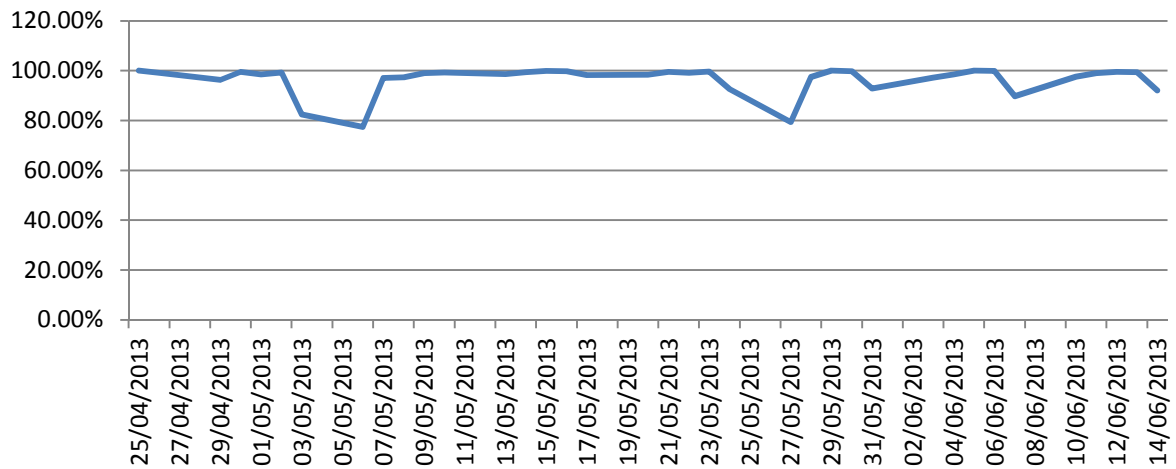
The Health Advisors use a Clinical Assessment system, called Pathways, which enables them to assess a callers needs safely and effectively directing them to the right local NHS service using the local electronic directory of service.

NHS 111 Performance

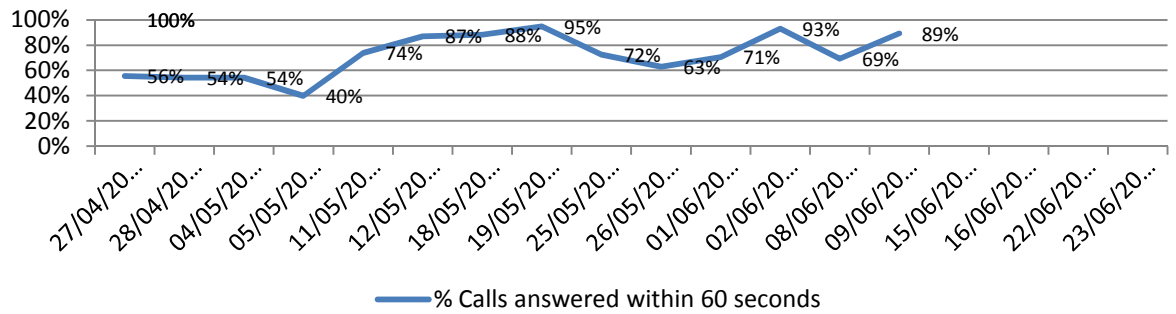
Harmoni are performance managed by the local Commissioner against a number of Key Performance Indicators. The graphs detailed below highlight Harmonis Performance for the period April – June 2013 in the following four Key Performance Indicators:

- Percentage of calls answered within 60 Seconds (weekdays)
- Percentage of calls answered within 60 Seconds (weekends)
- Percentage of calls abandoned within 30 Seconds (weekdays)
- Percentage of calls abandoned within 30 Seconds (weekends)

% Calls answered within 60 seconds - Weekdays

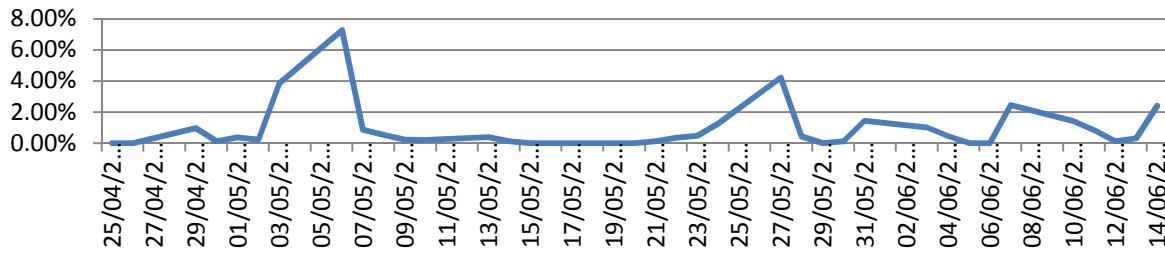


% of Calls Answered within 60 Seconds (Weekends)



Key Performance Indicator >95%

% Calls abandoned after 30 seconds - Weekdays



Key Performance Indicator <5%

% of Calls Abandoned after 30 Seconds (Weekends)

