

Clinical Commissioning Group (CCG) Update

Subject:	NHS 111 implementation in Wiltshire, Swindon, Bath and North East Somerset and Gloucestershire
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On Monday 21st October, the Clinical Commissioning Groups were advised that the national panel overseeing the implementation of the NHS 111 service has agreed our recommendation that the service goes to full service commencement on Monday 28th October.

Working closely with us, Harmoni has shown a steady and sustained improvement in performance over the summer, giving Commissioners confidence that it is providing a safe and effective service to our communities. As you are aware we initially had experienced some difficulty with the delivery of this service, but I am pleased that after significant hard work and endeavour by both Harmoni and Commissioners, we have reached this important milestone. Naturally, as part of the enduring contractual obligations, performance will be monitored and managed routinely to ensure that the service provided continues to be of a safe and effective standard.

Running up to and going beyond the launch date, there will be a range of activities to raise public awareness about when to call NHS 111 with leaflets and posters also being distributed in the coming weeks to GP surgeries and public and community spaces.