

Ref: DJN/TKT/111

27 June 2013

Dear colleagues

Re: **NHS 111 Implementation in Wiltshire**

We promised to keep you informed about our on-going work with Harmoni – the company contracted to provide the NHS 111 service across Wiltshire and Bath and North East Somerset.

The Wiltshire and Bath and North East Somerset Clinical Commissioning groups (CCGs) are continuing to work very closely with Harmoni and the Rectification plan, put in place in April, is proving effective.

There has been a steady but sustained improvement in performance over the past few weeks. Whilst there remains room for further improvement, we as the Commissioners are now more reassured that the Rectification plan is underpinning the necessary improvements.

We will continue to monitor performance and the work being done by Harmoni to recruit more Health and Clinical Advisors to ensure that all calls to the NHS 111 service are appropriately managed and triaged and that Harmoni is consistently providing a safe and effective service.

The Full Service Commencement has been deferred until such times as we, as commissioners, are satisfied that Harmoni is providing that safe and effective service.

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We will maintain pressure on Harmoni to achieve full delivery and will continue to work hard to deliver the best possible service.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Rowlands', with a horizontal line underneath the name.

Dr Steve Rowlands  
Chair  
Wiltshire Clinical Commissioning Group

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