



## CHAIR'S NEWS :

### **Solihull Clinical Commissioning Group (SCCG)**

Just a reminder - the SCCG went live on 1 April 2013.

### **NHS 111**

I recently attended a Chairs' Meeting, at which we were given a talk by a lady from **NHS 111** named Serduse Satiq who is part of the Urgent Care Redesign team.

There are currently a number of different services that can be accessed if anyone needs medical care whether the surgery is open or closed - these include A&E, BADGER the GP Out of Hours Service, Walk-in Centre, or a Pharmacy and, of course, 999 in the case of a true emergency.

When we need medical help, it can be a very stressful time and it is often difficult to determine what to do for the best or where to go, and so in order to eliminate confusion the Department of Health has instigated the new **111** service. This is a free call (similar to 999) from both landlines and mobiles, but if using a Pay As You Go mobile it is necessary to have credit of at least 1p although no charge will be made for the call.

So far as the West Midlands is concerned, the **111** service will be run by NHS Direct, and on 19 March 2013 **111** took over the GP Out of Hours Service calls. If you have occasion to telephone the surgery when it is closed, the new message now directs you to call **111**. Other service elements will be included soon, probably late Spring / early Summer.

When calling **111**, in the first instance you will be answered by a call handler who will have been trained to follow clinical pathways in their questioning; they can then correctly triage the condition and determine the best way forward, similar to the way NHS Direct works now.

The call handler, even though highly trained, will always be backed-up by a clinician.

After the call handler has asked you for some personal details, such as whether the call is for you or someone else, name, location, etc., there will be a short series of questions designed to determine whether the person's condition is ranked as an emergency - if this is the case an ambulance will be dispatched straightaway - there are likely to be further questions to glean as much information as possible for the ambulance crew who will be on their way.

If the problem does not require attendance by an ambulance crew, then the call handler will continue to ask questions, the answers to which will lead chronologically along appropriate clinical pathways until the correct outcome is identified. The call handler will then be able to provide you with best advice; for example, whether you should see a doctor, or perhaps go to a pharmacy to buy an over-the-counter remedy, or speak to a **111** clinician.

Please remember, at the moment it is only the GP Out of Hours Service (BADGER) calls that will be handled by **111**. In my next newsletter I hope to be able to provide an update.

**The purpose of 111 is to direct us to  
the Right Service in the Right Place for the Right Care.**

Joyce MacNichol — Chairperson

### **Patient Reference Group**

*Do you have a couple of hours to spare every two or three months?*

*Would you be interested in joining us?*

*Just let us know and we'll be in touch.*

*Drop your name and contact details in the PRG box in the waiting room or let one of the Receptionists know.*

**BE PREPARED**

***Make sure you have enough medication to last over the two  
May Bank Holidays.***

***The Practice will be closed on:***

***May Day - Monday, 6 May***

***Spring Bank Holiday - Monday, 27 May***



**!!! MOBILE PHONES !!!**

The practice continues to receive complaints about the use of mobile phones in the Waiting Room.

Please respect your fellow patients and

**SWITCH OFF**

your phone.

Your co-operation would be appreciated.



**COMMENTS AND SUGGESTIONS**

Please use this cut-off slip for any ideas, comments or suggestions you may have and put it in the PRG box in the waiting room; alternatively, send an email to [sandra.reynolds@nhs.net](mailto:sandra.reynolds@nhs.net) and Sandra will pass them to the PRG

(A £20.00 voucher for John Lewis is available for the best implemented suggestion.)

**Name:** ..... **Date:** .....

When completed, please place in the PRG box in the Waiting Room. Thank you.