

Our Ref: 00557 [V9]
ROCR approval applied for

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To: NHS England Regional Directors
NHS 111 Providers
Lead CCG Commissioners for NHS 111
Lead Area Teams for NHS 111

Cc: Regional NHS 111 Leads
NHS Trust Development Authority Delivery and
Development Directors
Monitor Regional Directors
CCG Accountable Officers
NHS England Regional Directors of Operations and
Delivery
NHS England Area Teams

25 October 2013

Dear Colleague,

Re: NHS 111 Daily SitRep Reporting Arrangements Transfer Period and Winter

As many of you will know, from 29 October 2013 a period of transfer will begin for the five remaining service areas provided by NHS Direct to the 'step in' providers. This is prior to the beginning of national A&E Winter daily SITREP reporting on 4 November 2013. In order to support this period of transfer, NHS 111 Service Areas transferring prior to this date will be required to submit daily SITREP early. Annex A summarises the start dates for daily SITREP reporting across the country.

The Daily SITREP return will record:

- Percentage of calls answered in 60 seconds
- Percentage of calls abandoned after 30 seconds
- Percentage of calls triaged
- Percentage of calls where a call back was offered

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- Percentage of call backs within 10 minutes
- Dispositions of calls
- Details of actions being taken if the area has experienced serious operational problems.

Winter Reporting Arrangements

National Winter Reporting Arrangements will commence from Monday 4 November 2013 and will be reviewed at the end of February 2014. In order to ensure the whole system of urgent and emergency care is fully supported and well managed, NHS 111 service areas will be required to also submit daily SITREPs throughout this period until this review takes place in February, at which time further correspondence will be sent out.

The quality of daily SITREPs remains extremely important, as does completing them on time on each reporting day. It is the responsibility of each service area to ensure their return is accurate, complete, and fit for purpose; Lead CCG Commissioners should ensure there is a process in place to monitor the submission quality and timeliness.

In order to ensure that the NHS England Operations team can complete collation of daily figures and publish the data on the UNIFY2 system, returns must be provided no later than 11am. This will allow for publication on UNIFY2 where it can be accessed by local and regional stakeholders to monitor and address any operation problems.

Reporting period

In line with A&E Daily SITREP reporting, NHS 111 Daily SITREP reporting will also commence from Monday 4 November 2013, except for NHS 111 Service Areas to be transferred from NHS Direct to 'step in' providers prior to this, and Service Areas going live after this date. For service areas transferring after 4 November 2013 (with the exception of East London City NHS 111) it should be noted that NHS Direct will need to provide daily SITREP from 4 November 2013. Annex A summarises the start dates for daily SITREP reporting across the country.

This means that for the majority the first collection will be on Tuesday 5 November 2013 in respect of the previous 24 hours from midnight to midnight for the day prior (Monday 4 November 2013). Providers will be expected to submit a daily SITREP 7 days a week; returns that cover the performance data for Fridays and Saturdays have a deadline of Monday 11am, the same as the return for Sunday performance data. Annex B summarises report deadlines by day of week.

For the Christmas period, it is intended that information covering 12am 24 December 2013 until 12am 27 December 2013 will be submitted in a single SITREP on 27 December 2013. There will be no SITREP on 1 January 2014. The SITREP on 2 January 2014 will cover the period from 12am 31 December

2013 to 12am on 2 January 2014. Daily reporting requirements will be reviewed at the end of February 2014.

Please note that although daily SITREPs via UNIFY2 are only required on working days, serious operational problems, which occur on non-working days, should be reported by service areas by 11am the following day in order for information to be fed into daily reporting arrangements.

Contingency and Winter Planning

Can I also take this opportunity to stress the importance of full business continuity arrangements being in place over this period to ensure the system can cope with any unforeseen surges of activity or system failure; please do revisit your arrangements to ensure they are robust.

Commissioners are asked to ensure that they review and implement the recommendations within the NHS 111 Winter Pressures Guidance Document published this month, which is to support winter planning and discussions between Area Teams, CCGs and providers about capacity and contingency planning required to meet the higher demand for NHS 111 services during winter.

As part of the Winter Funding from the DH, NHS England has commissioned additional NHS 111 Contingency Call Capacity, which will be provided by South Central Ambulance Service from 26 November 2013. Details of processes for accessing contingency capacity, national oversight of the NHS 111 system and escalation procedures and responsibilities when there are systems outages will follow shortly.

Thank you for your continued work and support.

Yours sincerely,



Sarah Pinto-Duschinsky

Director of Operations and Delivery

ANNEX A

Key:				
<i>These Service Areas are currently not live.</i>				
<i>These Service Areas are transferring</i>				
Region	Service Area Code	Service Area Name	Daily SITREP start date	Date of First Daily SITREP Report Submission Via Unify 2
North	111AA1	North East England NHS 111	04/11/2013	05/11/2013
North	TBC	<i>North West NHS 111</i>	29/10/2013	30/10/2013
North	TBC	<i>Blackpool NHS 111</i>	04/11/2013	05/11/2013
North	111AD9	Yorkshire And Humber NHS 111	04/11/2013	05/11/2013
Midlands & East	111AA2	Lincolnshire NHS 111	04/11/2013	05/11/2013
Midlands & East	111AA3	<i>Luton NHS 111</i>	TBC	TBC
Midlands & East	111AA4	Nottingham City NHS 111	04/11/2013	05/11/2013
Midlands & East	111AA5	Derbyshire NHS 111	04/11/2013	05/11/2013
Midlands & East	111AB2	Hertfordshire NHS 111	04/11/2013	05/11/2013
Midlands & East	111AB3	Great Yarmouth And Waveney NHS 111	04/11/2013	05/11/2013
Midlands & East	111AB9	Norfolk NHS 111	04/11/2013	05/11/2013
Midlands & East	111AC2	Suffolk NHS 111	04/11/2013	05/11/2013
Midlands & East	111AC3	<i>North Essex NHS 111</i>	05/11/2013	06/11/2013
Midlands & East	111AC4	South Essex NHS 111	04/11/2013	05/11/2013
Midlands & East	111AC5	<i>Cambridgeshire & Peterborough NHS 111</i>	12/11/2013	13/11/2013
Midlands & East	111AC6	Northamptonshire NHS 111	04/11/2013	05/11/2013
Midlands & East	111AC7	Milton Keynes NHS 111	04/11/2013	05/11/2013
Midlands & East	111AC8	Leicestershire & Rutland NHS 111	04/11/2013	05/11/2013
Midlands & East	TBC	<i>West Midlands NHS 111</i>	04/11/2013	05/11/2013
Midlands & East	TBC	<i>Staffordshire NHS 111</i>	31/10/2013	01/11/2013
Midlands & East	TBC	<i>Worcestershire NHS 111</i>	04/11/2013	05/11/2013
Midlands & East	TBC	<i>Bedfordshire NHS 111</i>	TBC	TBC
London	111AA7	Inner North West London NHS 111	04/11/2013	05/11/2013
London	111AA9	Hillingdon London NHS 111	04/11/2013	05/11/2013
London	111AB1	Croydon NHS 111	04/11/2013	05/11/2013
London	111AD1	Wandsworth NHS 111	04/11/2013	05/11/2013
London	111AD2	<i>Sutton & Merton NHS 111</i>	04/11/2013	05/11/2013
London	111AD3	Kingston & Richmond NHS 111	04/11/2013	05/11/2013
London	111AD4	North West London NHS 111	04/11/2013	05/11/2013
London	111AD5	North Central London NHS 111	04/11/2013	05/11/2013
London	111AD6	Outer North East London NHS 111	04/11/2013	05/11/2013
London	111AD7	<i>South East London NHS 111</i>	04/11/2013	05/11/2013
London	111AD8	<i>East London & City NHS 111</i>	05/11/2013	06/11/2013

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South	111AA6	Isle Of Wight NHS 111	04/11/2013	05/11/2013
South	111AB4	Oxfordshire NHS 111	04/11/2013	05/11/2013
South	111AE1	Mainland Ship NHS 111	04/11/2013	05/11/2013
South	111AE2	<i>Buckinghamshire NHS 111</i>	04/11/2013	05/11/2013
South	111AE3	Berkshire NHS 111	04/11/2013	05/11/2013
South	111AE4	South East Coast NHS 111	04/11/2013	05/11/2013
South	111AE5	Dorset NHS 111	04/11/2013	05/11/2013
South	111AE6	Banes & Wiltshire NHS 111	04/11/2013	05/11/2013
South	111AE7	Bristol, North Somerset & South Gloucestershire NHS 111	04/11/2013	05/11/2013
South	111AE8	Gloucestershire & Swindon NHS 111	04/11/2013	05/11/2013
South	111AE9	<i>Somerset NHS 111</i>	04/11/2013	05/11/2013
South	111AF1	<i>Cornwall NHS 111</i>	04/02/2014	05/02/2014
South	111AF2	Devon NHS 111	04/11/2013	05/11/2013

ANNEX B

Deadlines for submission of daily SITREP reports are summarised below:

Data for the day (midnight to midnight)	Deadline for submission on Unify2
Monday	Tuesday 11am
Tuesday	Wednesday 11am
Wednesday	Thursday 11am
Thursday	Friday 11am
Friday	Monday 11am
Saturday	Monday 11am
Sunday	Monday 11am