

111 GP Triage Service

A service to reduce the number of non-urgent* referrals to the Emergency Department (ED) from the 111 service by offering patients a call with a GP within 15 minutes of their 111 call.

A phone consultation is offered as an alternative to attending the ED.

This service was delivered as part of the **Happy, Healthy, at Home Vanguard programme**.

The service does not aim to prevent an ED attendance, where ED is the appropriate place for treatment.

The service aims to:

1

Receive 191 non-urgent calls per month

2

Divert 30% of patients away from ED

3

Reduce waiting times for treatment by offering a call back within 15 minutes

4

Increase patient satisfaction

5

Reduce the overall ED workload



Launched in April
2017



Operates

7pm – 11pm
on weekdays, 8am to 11pm
at weekends and bank holidays



Staffed by GPs from North Hampshire Urgent Care out-of-hours service



52

referrals per month (average) - which is less than target



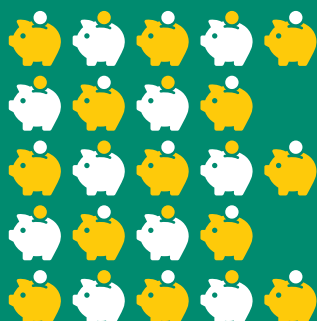
59%

of patients spoken with were diverted from ED



85%

of callers received a call within 15 minutes



Over the first 10 months, the service saved **£25,000** in treatment costs for 521 patients[^]

If the service achieved 191 referrals a month, it could save

£110,000

per year in treatment costs



Evaluation identified 111 call handlers need more awareness of the service – this is an opportunity for service improvement