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

* Does not take into account the costs of service delivery

Based on independent evaluation report published April 2018. This evaluation is based on 10 months of data. * Three non-urgent disposition codes identified as suitable for this intervention: Dx02 – Attend emergency treatment centre within 60 minutes; Dx03 – Attend emergency treatment centre within 4 hours, and Dx89 – Attend emergency treatment centre within 12 hours.