

Directory of Services and NHS 111 Service

What is it?

- The Directory of Services (DoS) is a national web-based directory developed by the Department of Health and populated locally, listing health, social care and third sector services.
- The DoS will be used for two purpose in Suffolk, they are;
 1. **An online directory** - The DoS can be used by GPs and practices who want to access up to date information e.g. to identify alternatives to a hospital admission, such as services available within the community.
 2. **NHS 111** - The DoS will be used to implement the NHS 111 project, which is a national single point of access for unscheduled care, launching in Suffolk in February 2013. The free to call service is available 24-7 and helps patients, via a call-handler using DoS, find the most appropriate service available to them based on distance and medical needs. The NHS 111 service will replace NHS Direct on 31st March 2013.

How does the DOS work?

Online Directory

- Referrers can carry out a simple service search by name or type of service, within a distance from a postcode or in a region. This will produce a 'real time' list of services matching a patient's needs.
- Practice staff can access the system from now. The DoS can be accessed as long as there is an internet connection. To get started, an account will need to be requested. Practice staff can request an account by:
 1. Clicking this link if working on an NHS system (NHS N3 connection)
<https://nww.pathwaysdos.nhs.uk/app/login.php>
or if using a standard web connection (i.e. non NHS system)
<https://www.pcms.nhs.uk/app/login.php>
 2. Select 'request a new account'
 3. Once acknowledgement of the account set up has been received, users can log in using the same link as before and select the 'service search' tab.

NHS 111

- During the NHS 111 implementation the DoS will be fully populated with all services in Suffolk. Details about each service will include; what clinical services they can offer to patients, how quickly the patient can access services, opening times, contact and location information.
- Call-handlers will use the DoS during a 111 call to locate the most appropriate service for the patient.
- Providers listed, including GP practices, will have ownership of their details on the DoS, agreeing and providing clinical sign off for their entry (changes can be made to the DoS within 4 hours if necessary).

How does 111 work?

- i. **Patient telephones 111.**
 - ii. **Initial Assessment:**
 - Calls answered by Health Advisors in 60 seconds.
 - If the patient simply needs information (e.g. where their nearest pharmacy is) this is given immediately.
 - Otherwise a clinical assessment is completed immediately without a call back.
 - The Health Advisor (non-clinical) will use Pathways (the clinical assessment tool element of DoS) to assess the patient's presenting symptoms and locate the most appropriate service.
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- The patient is directed to the nearest, most clinically appropriate service; appointments are booked directly to the OOH service.
 - The caller will be informed how to contact all other services or be transferred as appropriate.
 - iii. **Clinical Assessment:** If required, the Health Advisor can transfer calls to a clinician without the need for a call back. The Clinicians sit with the Health Advisors.
 - iv. **Information Transfer:** The call details and Pathways assessment are transferred directly (PEM – Post Event Messaging) to GP and service provider e.g. OOH, (eliminating the need for callers having to repeat their details and symptoms). The method for transfer will be discussed with every service to ensure the most appropriate and safe method is selected.
 - v. **Real Emergencies:** If an ambulance is needed a message is sent directly to the ambulance service as if the caller had dialled 999 in the first instance.

Launch Details**Online Directory (DoS)**

- The DoS is available now for practice staff to access and locate services to find up to date information.

NHS 111

- The NHS 111 service will go live to the public in Suffolk on Feb 19th 2013.
- In late January the service all OOH calls will be handled by 111.
- The NHS111 service will replace NHS Direct (0845 46 47) telephone service, which will cease taking calls on 31st March 2013.

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