



City and Hackney Clinical Commissioning Group
Newham Clinical Commissioning Group
Tower Hamlets Clinical Commissioning Group

3 September 2013

Dear colleague

Re: Step-in provider for NHS 111 in east London and the city

Following last month's update on NHS 111 services in east London and the city (ELC), we are pleased to inform you that City and Hackney, Tower Hamlets and Newham Clinical Commissioning Groups (CCGs) have appointed the Partnership of East London Cooperatives (PELC) as the step-in provider for ELC NHS 111 services.

PELC has significant experience in providing unscheduled care services in outer north east London and as a provider of NHS 111 services in Barking and Dagenham, Redbridge, Havering and Waltham Forest since February 2013. PELC has consistently delivered strong performance against key indicators since the launch of the NHS 111 service.

In making their decision, the CCGs were assured of PELC's capability to deliver a high quality service in ELC. PELC will work collaboratively with London Central & West Unscheduled Care Collaborative (LCW) to deliver the ELC NHS 111 service; this partnership will enable PELC to draw upon LCW clinicians as part of business continuity, and to share calls, IT and training facilities as necessary. This will serve to strengthen their ability to maintain robust services.

NHS Direct will continue to provide NHS 111 services in east London until the service can be safely transferred to PELC. During this transition period, our focus will be to maintain the high standards of performance and service quality that NHS Direct are currently delivering in ELC. We will be closely monitoring NHS 111 performance locally to ensure that local people continue to have access to clinically safe services at all times.

Following a thorough testing and assurance process, the current ELC 111 contract will transfer to PELC. We expect PELC to commence provision of the 111 service in autumn 2013.

We will continue to operate a different 111 model in east London to other areas. Patients who call their GP surgery when the practice is closed will continue to be directed to the existing GP out-of-hours services rather than NHS 111.

In hours, residents with a GP are still encouraged to contact their GP first for urgent or routine health needs. NHS 111 may be useful for those who are not registered with a GP or for those who are unsure of how to access urgent care.

Should you require any further information about the transition to the new provider or queries about NHS 111 in ELC, please contact mariska.barnett@nelcsu.nhs.uk

Yours faithfully,

Jane Milligan
ELC CCG NHS 111 Sponsor, Chief Officer,
NHS Tower Hamlets CCG

Dr Kate Adams
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