

NEW Proposed 111 Standards	Source	Description of measure	What are we trying to achieve
PART A	Telephony /IT system	National – 111 Local – LHB	Descriptor
Abandoned calls No more than 5% of calls hang up within 60 seconds of the end of the message.	Telephony	National	To measure the percentage of calls where people hang up because their calls are not answered.
Answered calls 95% of calls are answered within 60 seconds of the end of the message.	Telephony	National	To measure the percentage of calls answered within the timeframe specified.
% of calls where the caller indicates that they wish to conduct the call in Welsh (Welsh speakers are able to opt for a Welsh response at call handling stage of the 111 service)	Telephony	National	Identify the percentage of callers that opt for a welsh speaking call handler

ASSESSMENT	<p>Call Handler (CH)</p> <p>Timely clinical triage of patients:</p> <p>Bob Colgate Model</p> <ul style="list-style-type: none"> • A = % that receive an immediate referral • B = % that receive a response within 4 hours • C = % that receive a response within 24 hours • D = % that receive a response within 72 hours • E = % that receive a response within 4 weeks • F = % of patients referred for advice outside MH • G =% that receive advice / information
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	Track impact on other services			
	Positive or negative impact on referrals to;			
	<ul style="list-style-type: none"> • CAMHS • CRISIS Team • Liaison Teams • CMHT • EU • OOHs • GP Practices 			
	PART B – Quality improvement standards			
Q U A R T E R L Y	95% of call handlers are trained to use the structure decision support tool and are trained in critical thinking = register of call handlers and their training log reviewed	IT System	National	95% rather than 100% allows for new call handlers to undertake the necessary training
	The 111 service to be staff by trained clinical staff - audit of training requirements	Training log	National & local	To ensure staff working within 111 are trained and competent on the processes used.
	100% reporting of significant events to Welsh Government in agreed timescale.	DATIX	Local	Ensuring significant events are reported

	Proposed Standards	Source	Description of measure	What are we trying to achieve
QUARTERLY	Serious incidents reported through Health Board governance processes = a clinical audit to review reporting is in line with guidelines - quarterly	DATIX	Local	Ensuring serious incidents are reported

	% of patients with unplanned re-contact with the 111 service within 72 hours = audit of cases and produce report on frequent flyers – link with patient navigation projects	IT system	National & Local	Ensure frequent flyers are reviewed and supported appropriately to reduce demand in future
BI ANNUAL	Service compiles with All Wales standards for equality = Audit of language needs - See DSCN 2017/11 – reference data source for recording of language information - see reporting of Welsh callers in PART A and information associated with patients with sensory loss should be recorded - See DSCN 2018/01 = Audit of sensory loss requirements	NHS Delivery Framework returns	Local	LHBs to ensure the response to DSCN 2017/11 and DSCN 2018/01 is captured
AS REQUIRED	Clinical content for the 111 press 2 service is continually reviewed and change made through governance framework.	111 system	National	Ensure that there are reviews when there is a change to the clinical content of the 111 algorithms
	All records across 111, GP OOH and ED with an NHS number are data matched to determine whether patients contacting other parts of the urgent care service	WAST data linking	National	Patients can be tracked to see what advice they followed

	within hours of contacting 111			
ANNUAL	Length of introductory message – no longer than 30 seconds to provide life threatening information, but can contain additional information thereafter - 60 seconds for total message.	IT system	National	To provide consistency check if changes have been made to the introductory message.
	Pathways developed that enable the callers to be directed to the right service including the range of community services = audit of DOS and outcome dispositions of patients the system	DOS & IT system	National & Local	To audit the use of DOS by 111 Call Handlers and Nurses, HUB staff