



111 Online: Intro to Implementation

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What are we trying to do?

Connect people to the health and care services they need



It's not a 999 emergency.

But you need medical help fast.

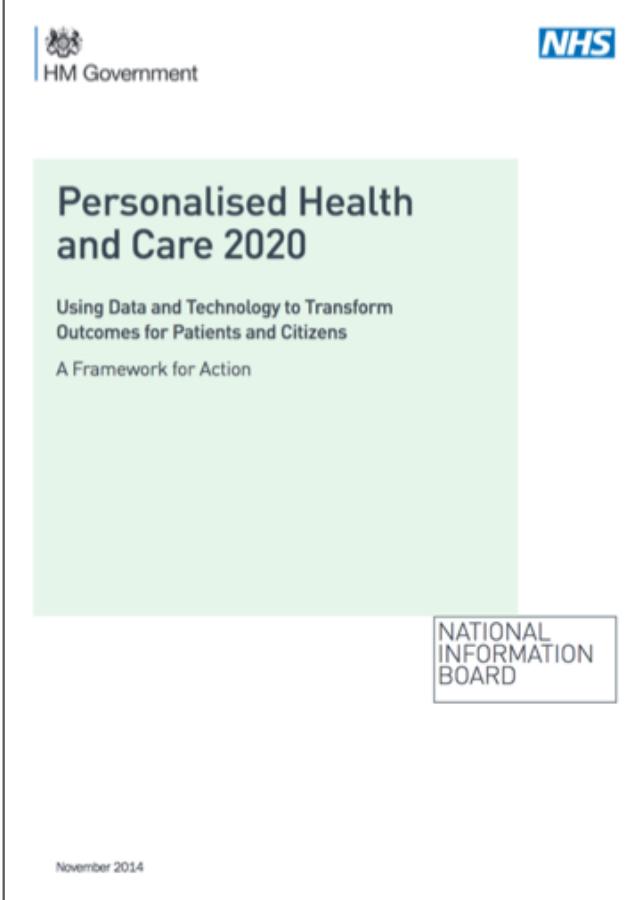
**There's now
number to call.**



when it's less
urgent than 999







Strategy, objectives, vision

Increase convenience for patients through a new digital channel

Provide a lower cost self-serve alternative
to NHS 111

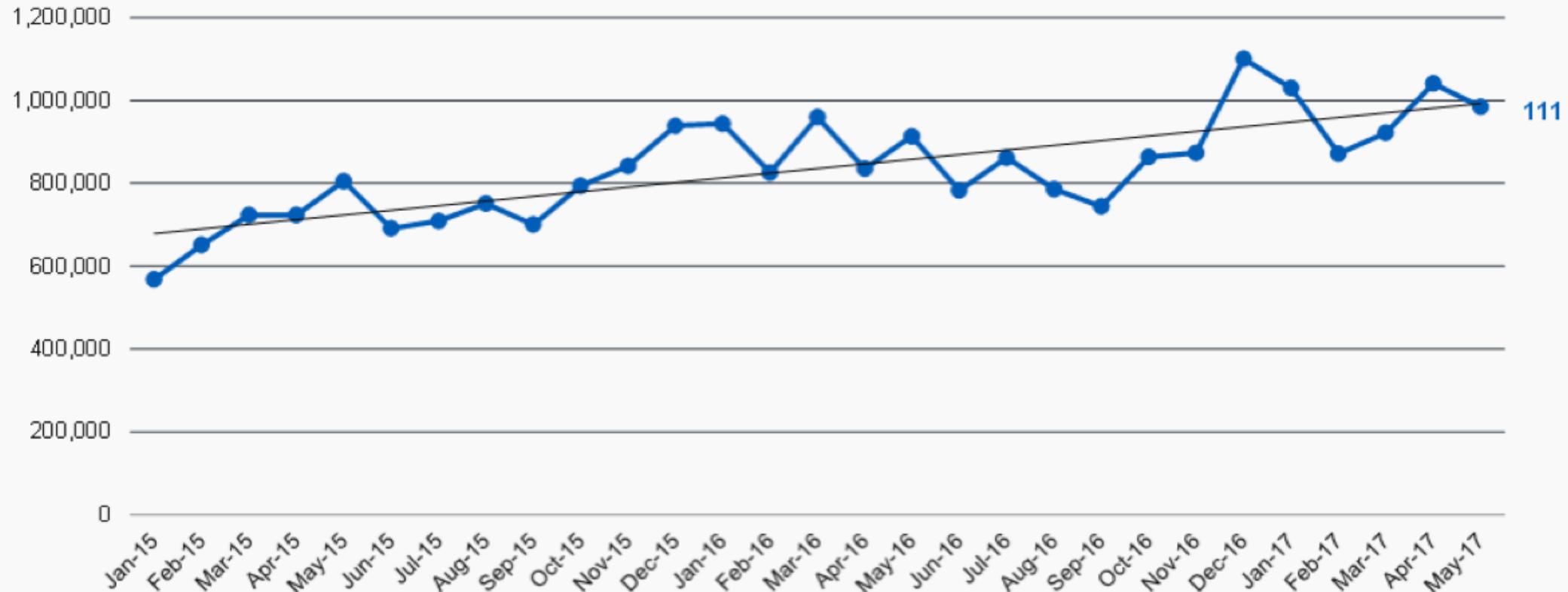
Reduce pressure on 111 phone line

All areas of England are able to access the service

Help ensure patients are treated in the right place

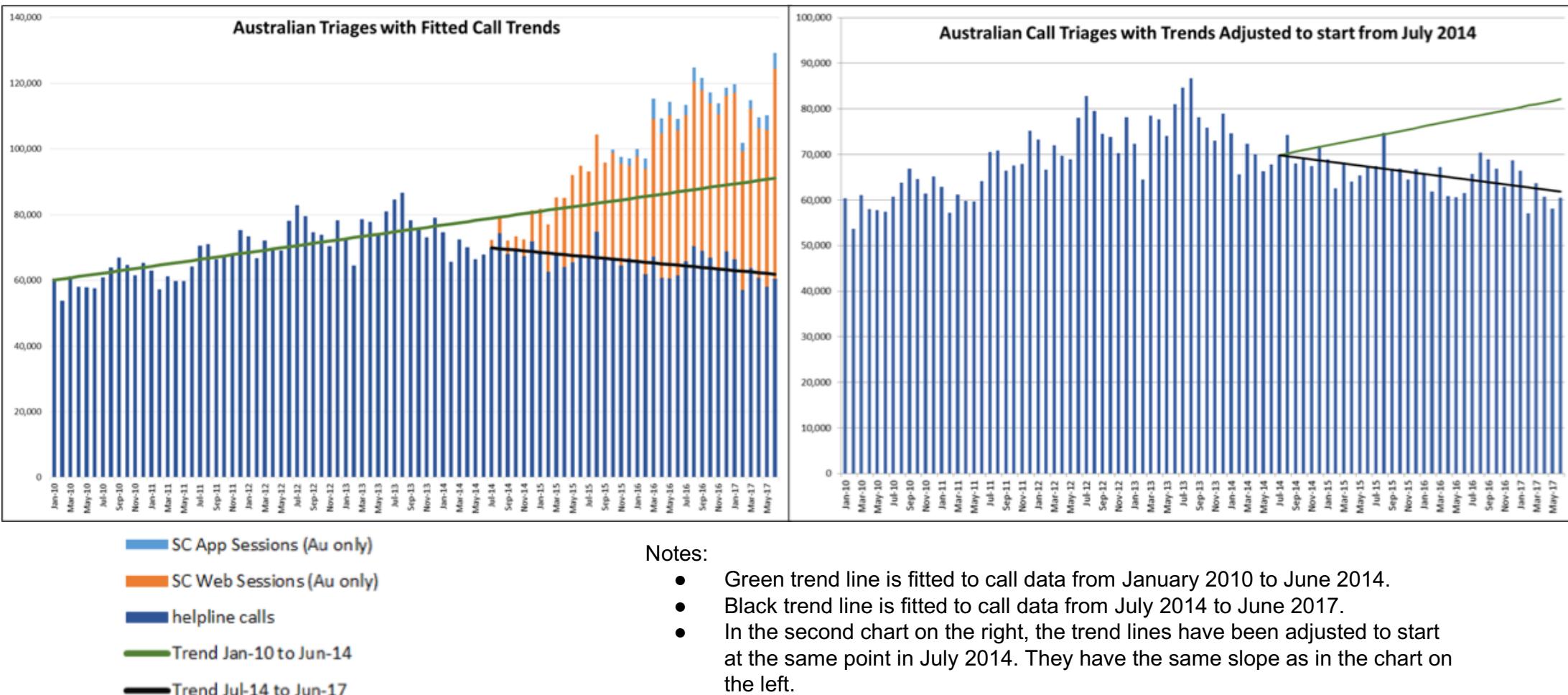
Service Patterns and Trends

No. of Calls



Source: NHS Digital

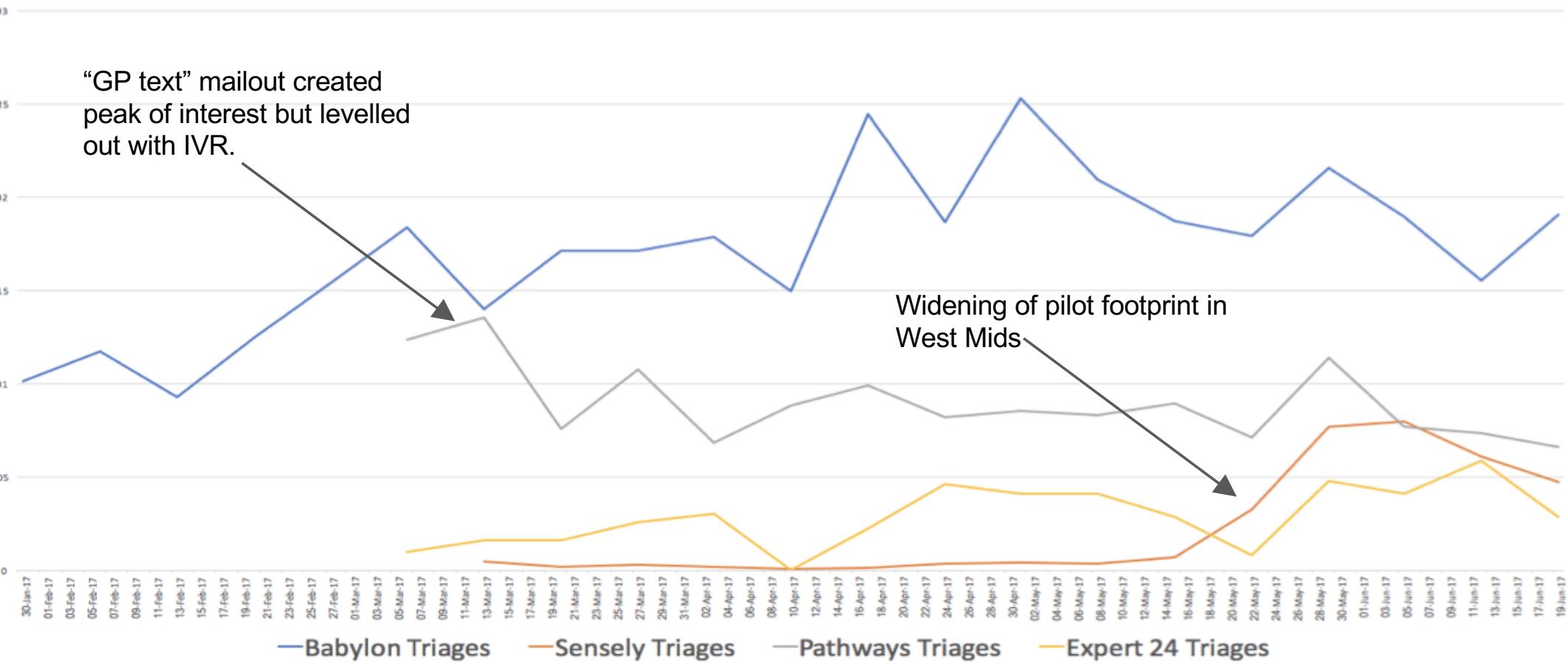
Australian equivalent - HealthDirect



Source: *HealthDirect Australia*



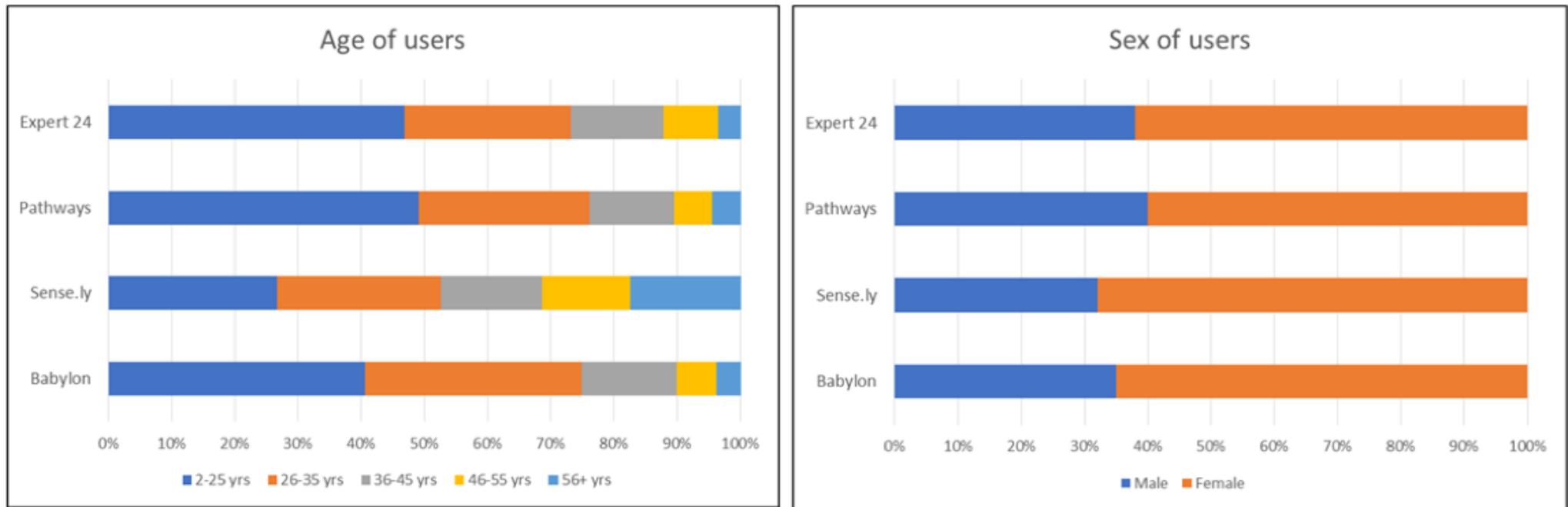
Triages per week (normalised for population)



Source: 111 Online Pilots Data, NHS Digital 2017

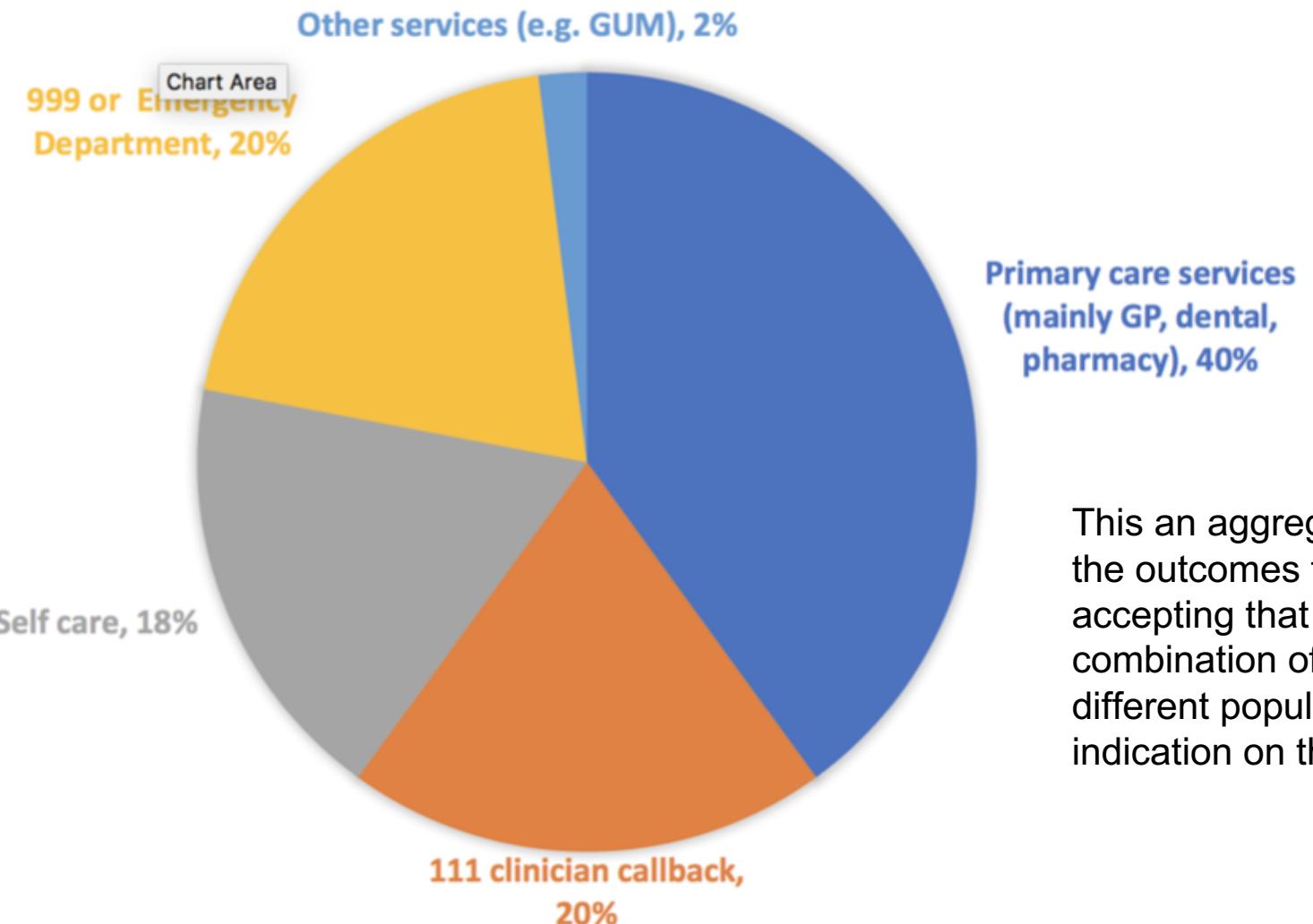


Demographics



Age of user is broadly similar, with the exception of Sense.ly who appear to have older users.

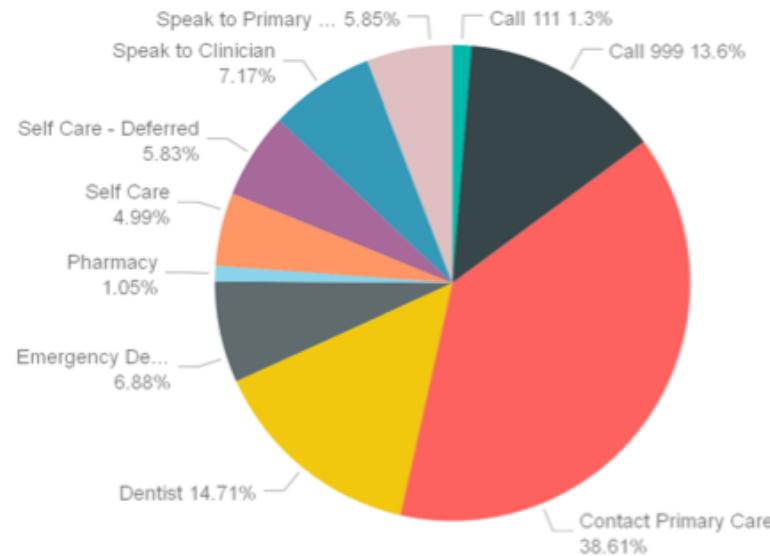
Sex of user is one of the more easily comparable metrics and is broadly similar with all showing a higher % of female users.



This is an aggregated perspective of the outcomes from all the pilots, accepting that this estimates a combination of different pilots and different populations. It provides an indication on the likely sorting.

111 Online (Pathways) Data

Final Disposition



Disposition Breakdown

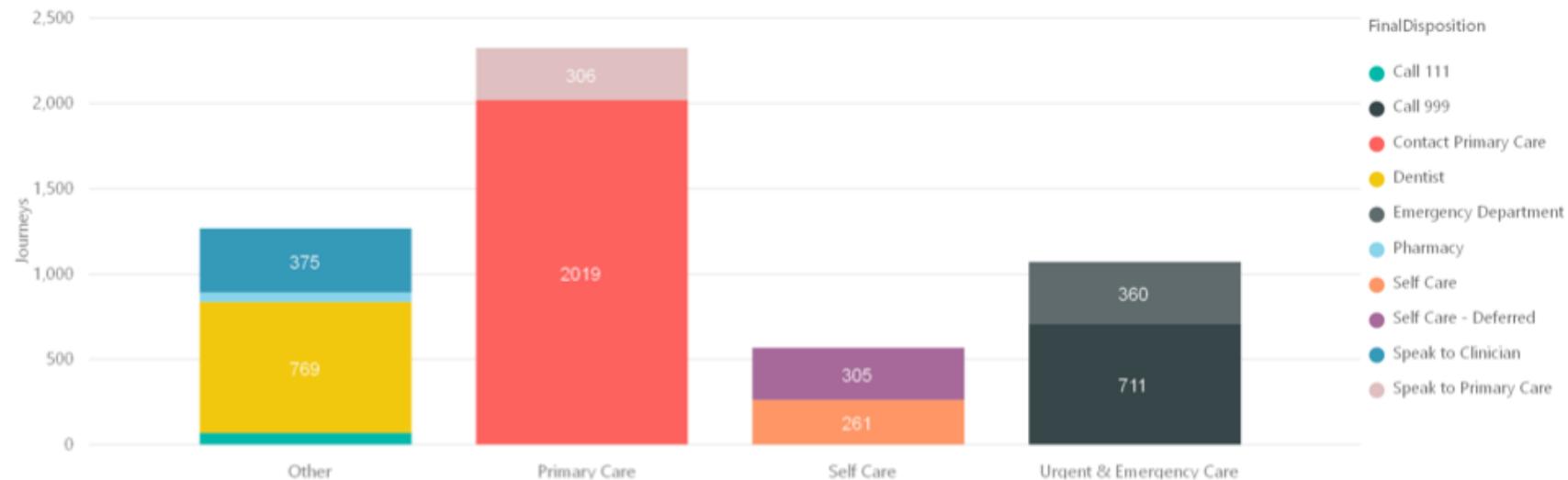
Complete Journeys* Multiple Dispositions**

5229 **588**

*This is based on unique journeys. Users who arrive at multiple dispositions in the same journey are only counted once. All metrics on this dashboard are based only on the final disposition that a user reaches.

**Multiple Dispositions measures how often users have arrived at a disposition, then gone back and changed their answers to arrive at a different disposition.

Disposition Breakdown (Bar)



Filters

Date Range

Final Disposition Group

STP

 Select All
 Humber, Coast and Vale
 North East London
 South East London
 West Yorkshire

FinalDisposition

- Call 111
- Call 999
- Contact Primary Care
- Dentist
- Emergency Department
- Pharmacy
- Self Care
- Self Care - Deferred
- Speak to Clinician
- Speak to Primary Care

Completed Journeys

2,000

1,500

1,000

500

0

May 2017

Jul 2017

Sep 2017

Nov 2017

Jan 2018

Completed Journeys by Disposition

800

700

600

500

400

300

200

100

May 2017

Jul 2017

Sep 2017

Nov 2017

Jan 2018

- Other
- Primary Care
- Self Care
- Urgent & Emergency Care

Triages by Date

Filters

Date Range

03/04/2017

24/01/2018

Final Disposition Group

- Select All
- Other
- Primary Care
- Self Care
- Urgent & Emergency Care

STP

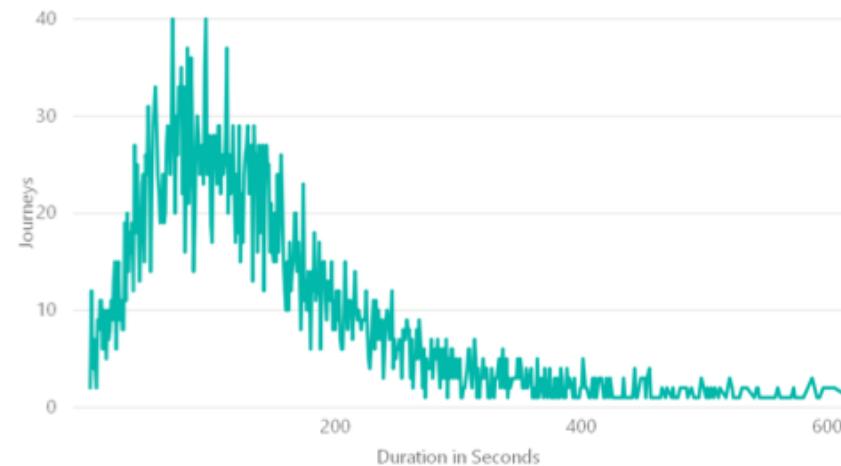
- Select All
- Humber, Coast and Vale
- North East London
- South East London
- West Yorkshire

Completed Journeys by Day of Week

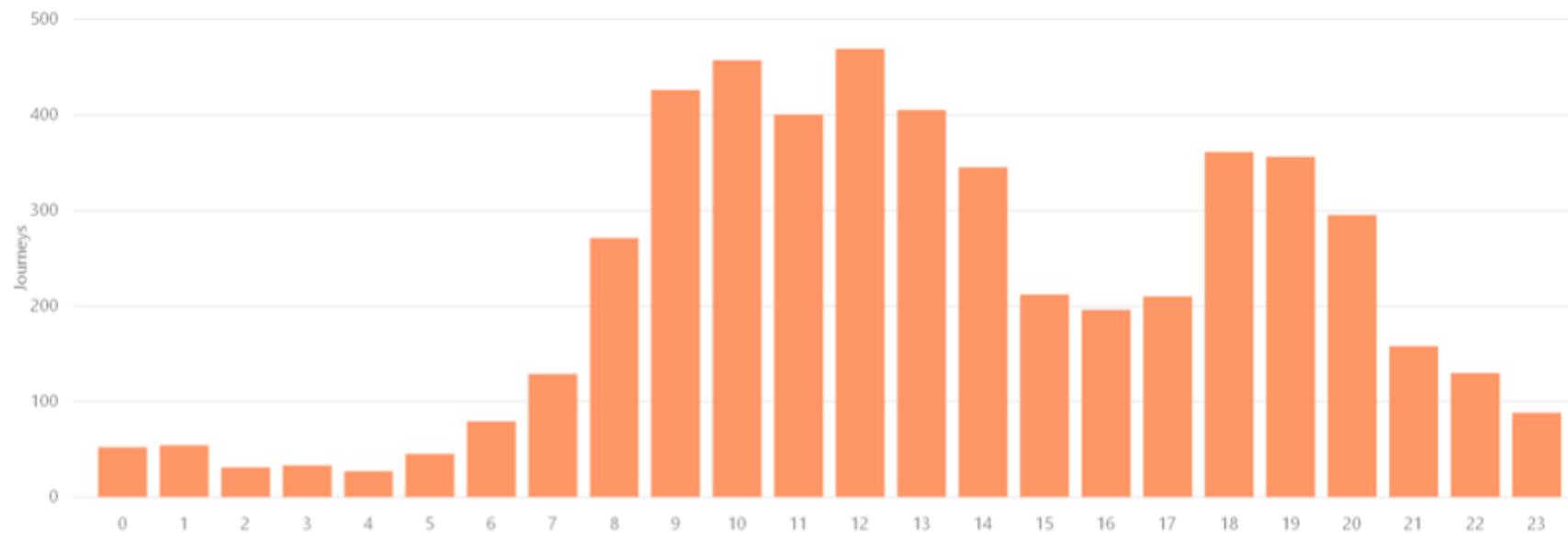


Triages by Time

Completed Journey Duration



Completed Journeys by Time of Day



Filters

Date Range

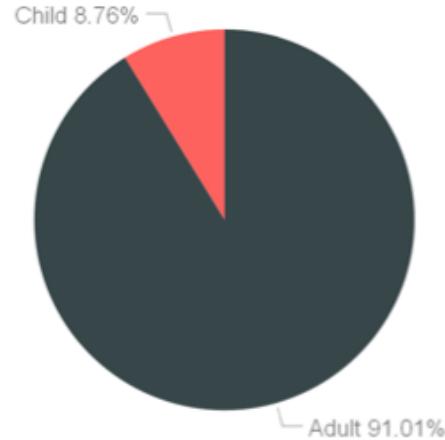
Final Disposition Group

- Select All
- Other
- Primary Care
- Self Care
- Urgent & Emergency Care

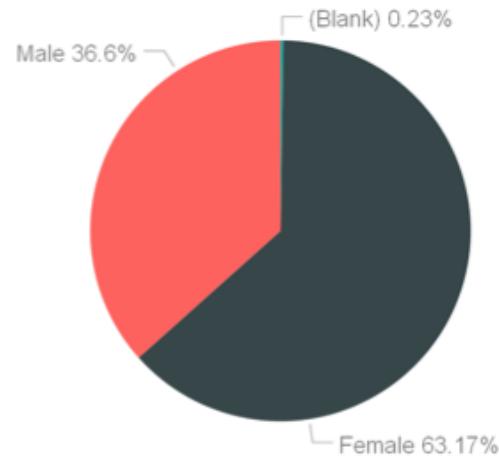
STP

- Select All
- Humber, Coast and Vale
- North East London
- South East London
- West Yorkshire

Age Group



Gender



Demographic Breakdown

Average Age

30.89

Median Age

27

Filters

Date Range

03/04/2017

24/01/2018

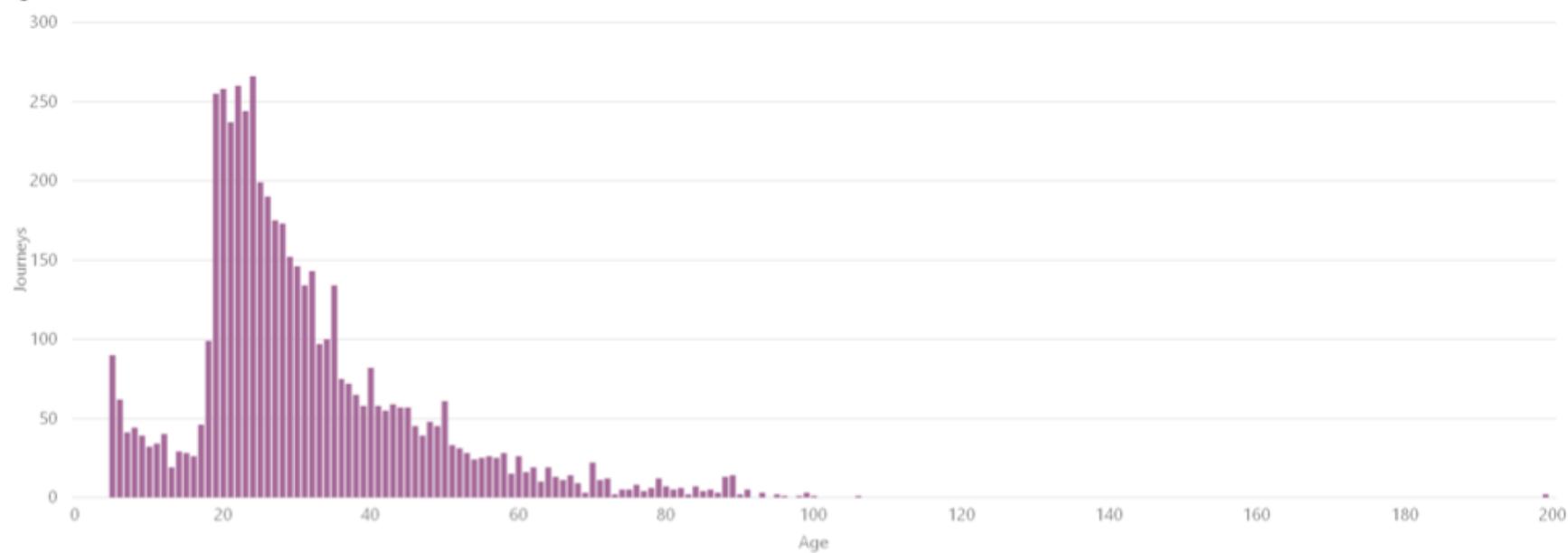
Final Disposition Group

- Select All
- Other
- Primary Care
- Self Care
- Urgent & Emergency Care

STP

- Select All
- Humber, Coast and Vale
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- South East London
- West Yorkshire

Age



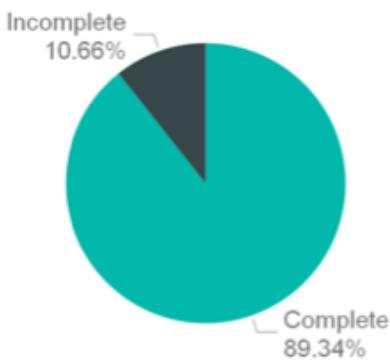
Total Journeys

5853

Complete Journeys

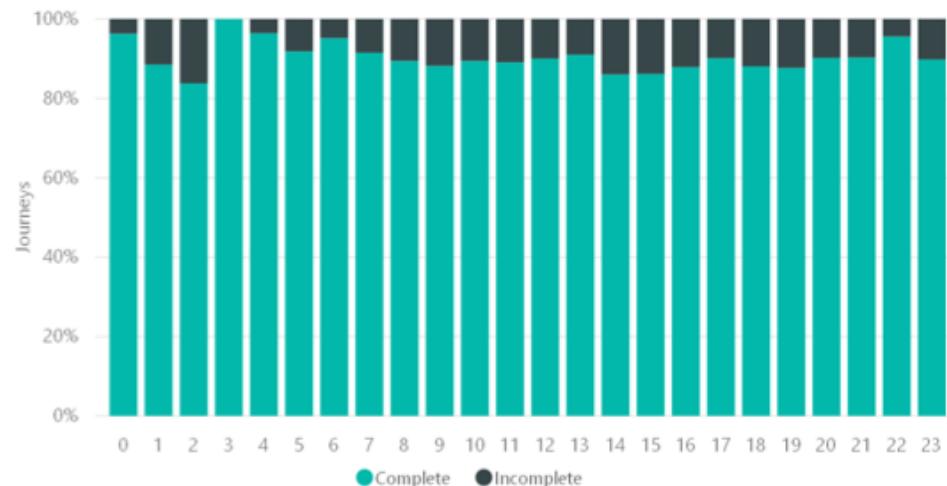
5229

Overall Completion Rate



Incomplete Triages

Completion Rate by Time



Completion Rate by Date



Filters

Date Range

03/04/2017

24/01/2018

Gender

- Select All
- (Blank)
- Female
- Male

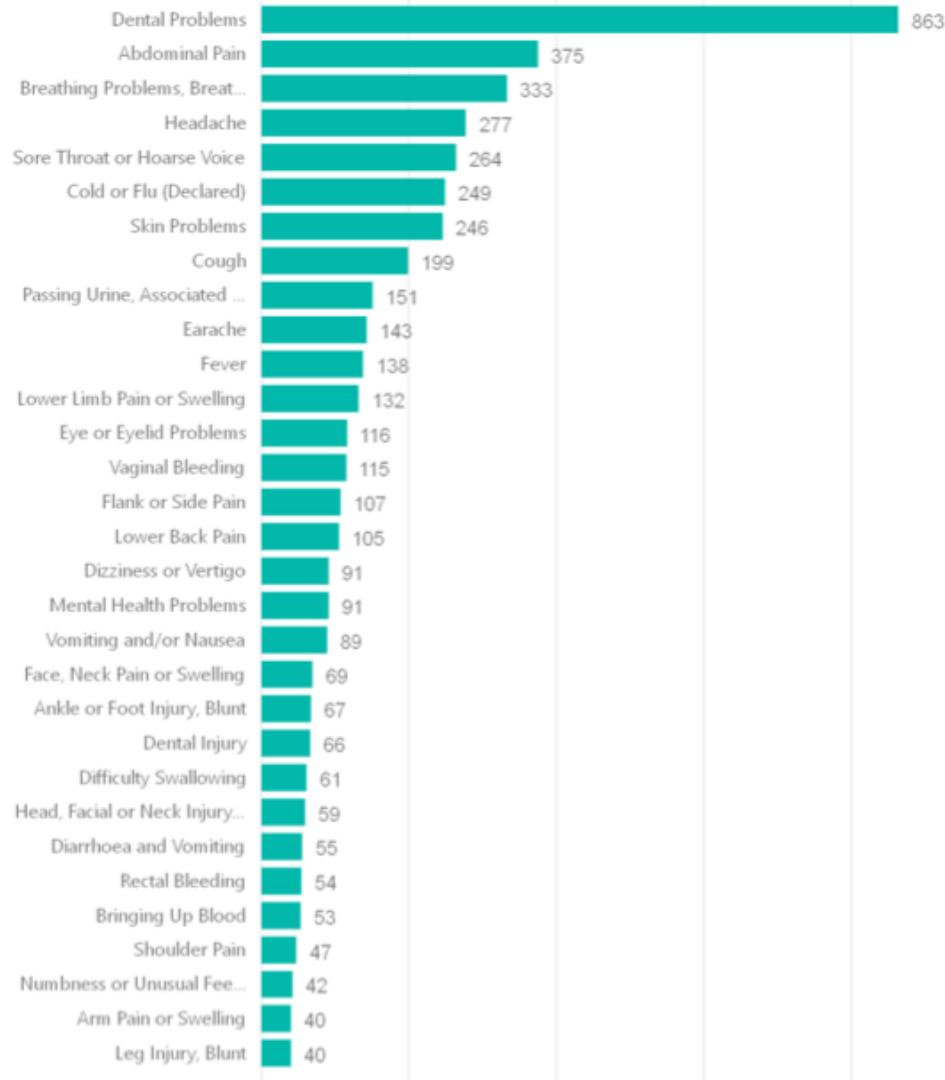
Age Group

- Select All
- (Blank)
- Adult
- Child

STP

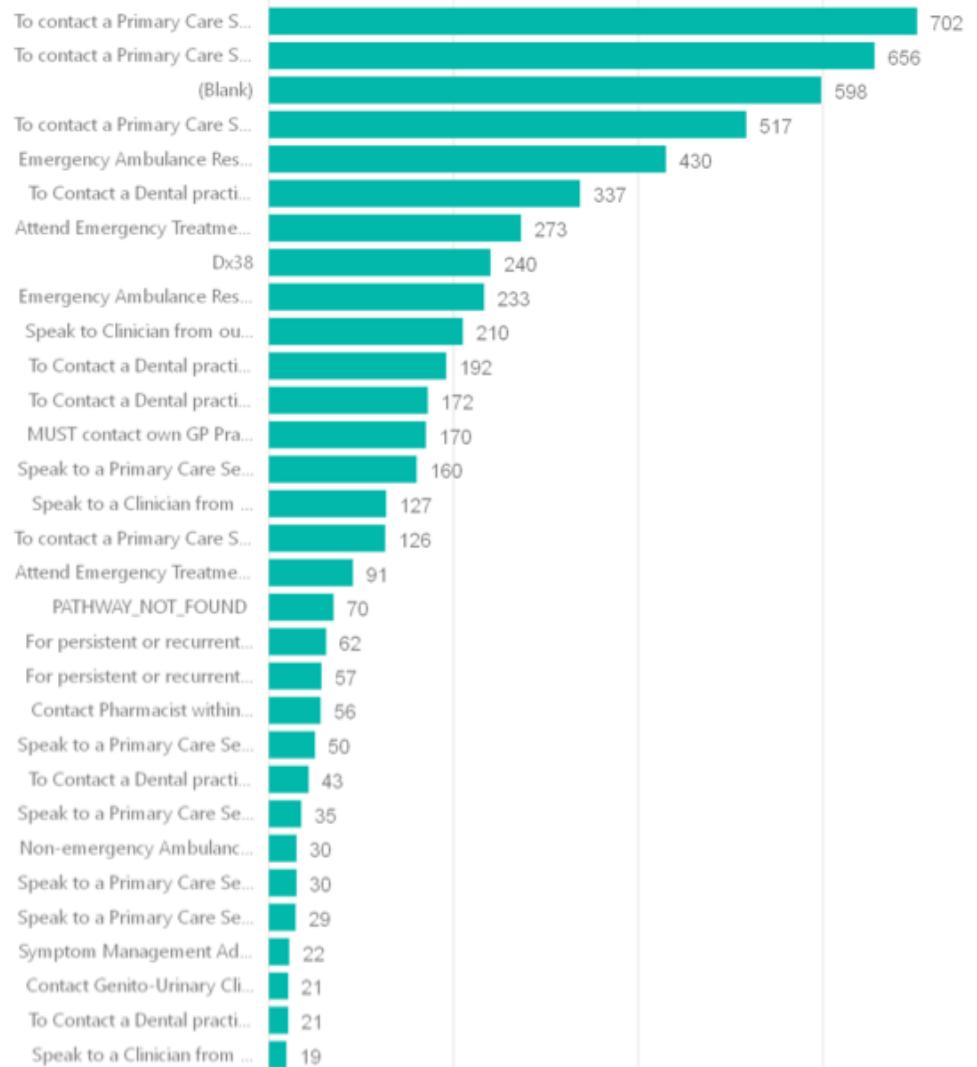
- Select All
- Humber, Coast and Vale
- North East London
- South East London
- West Yorkshire

Completed Triages by Starting Pathway

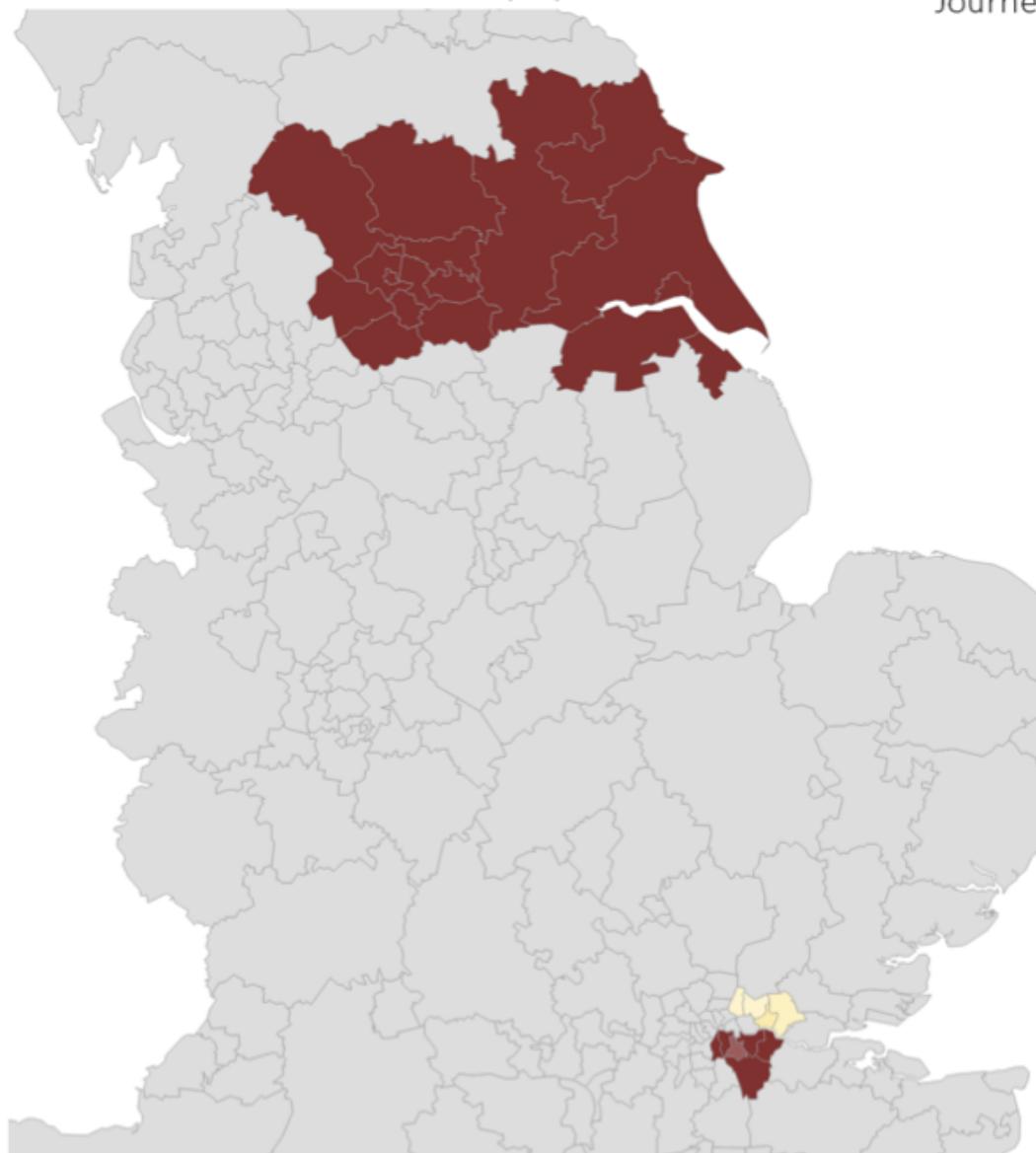


Symptoms and Outcomes

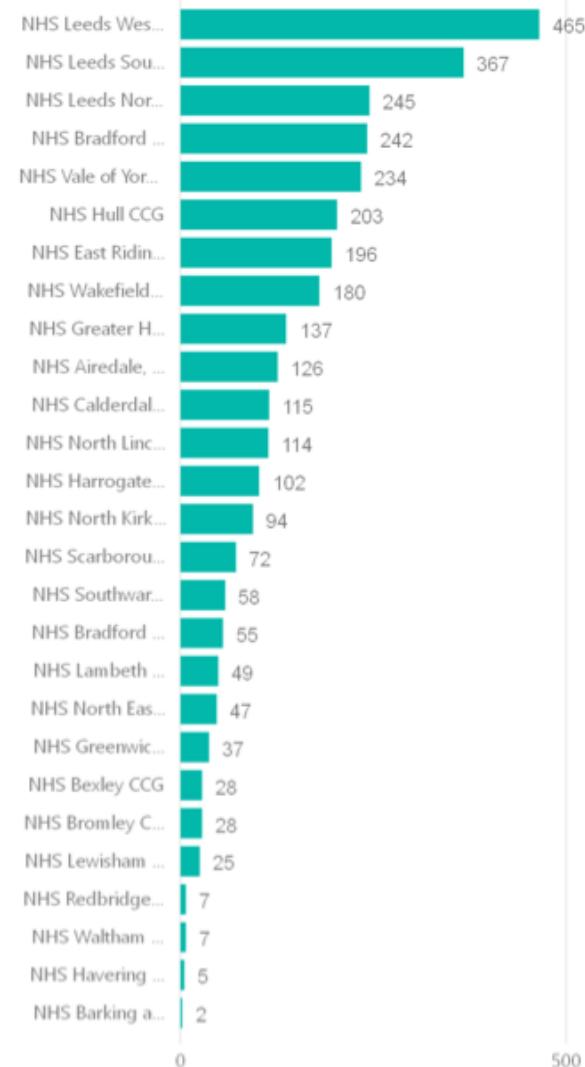
Completed Triages by Final Dx Code



Journeys by CCG



Journey Location



Filters

Date Range

03/04/2017
24/01/2018

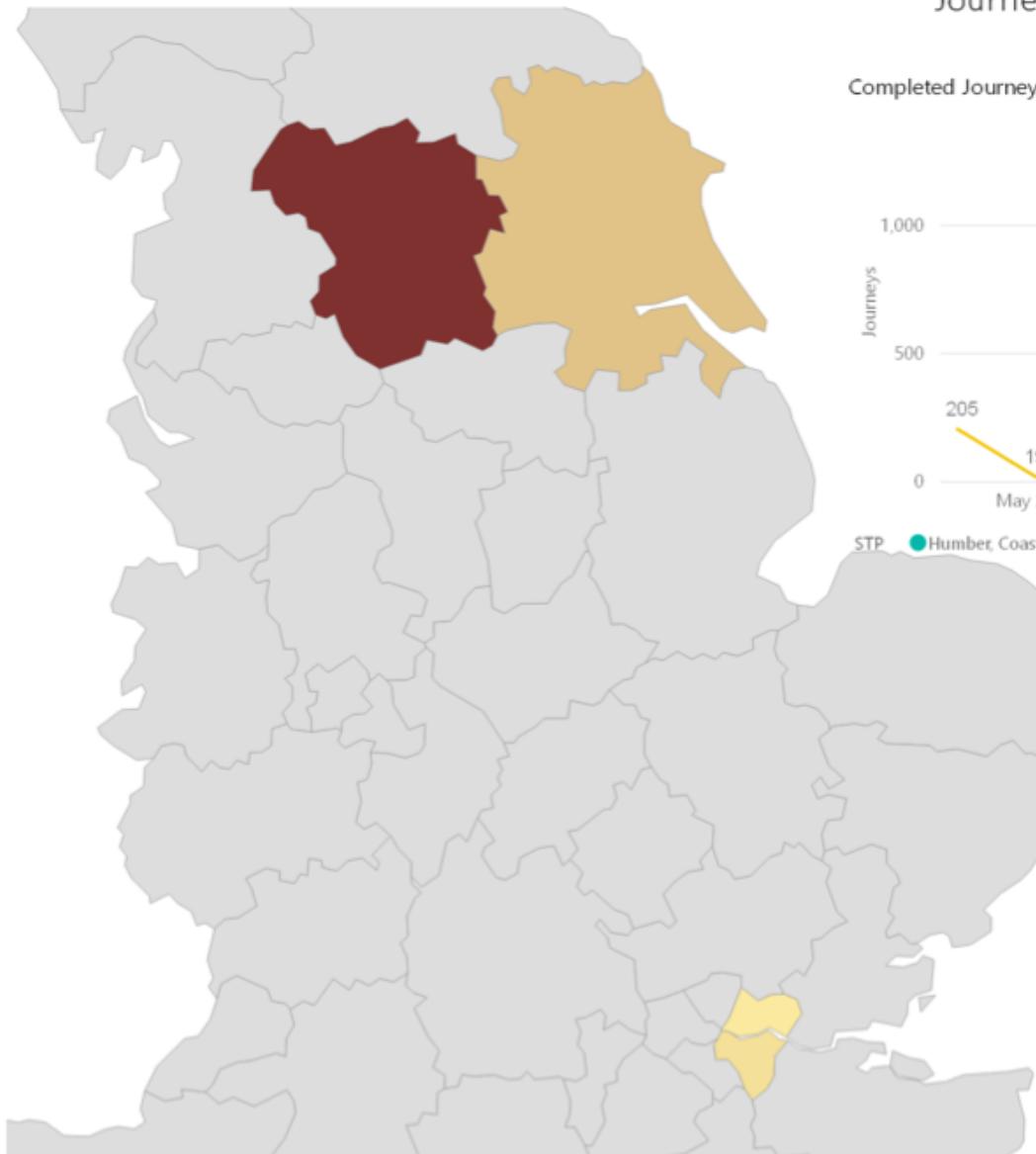
Final Disposition Group

- Select All
- Other
- Primary Care
- Self Care
- Urgent & Emergency Care

STP

- Select All
- Humber, Coast and Vale
- North East London
- South East London
- West Yorkshire

Journeys by STP



Journey Location

Completed Journeys by STP by Month



Filters

Date Range

03/04/2017

24/01/2018

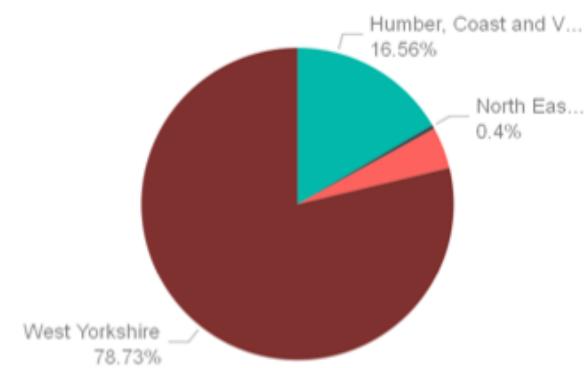
Final Disposition Group

- Select All
- Other
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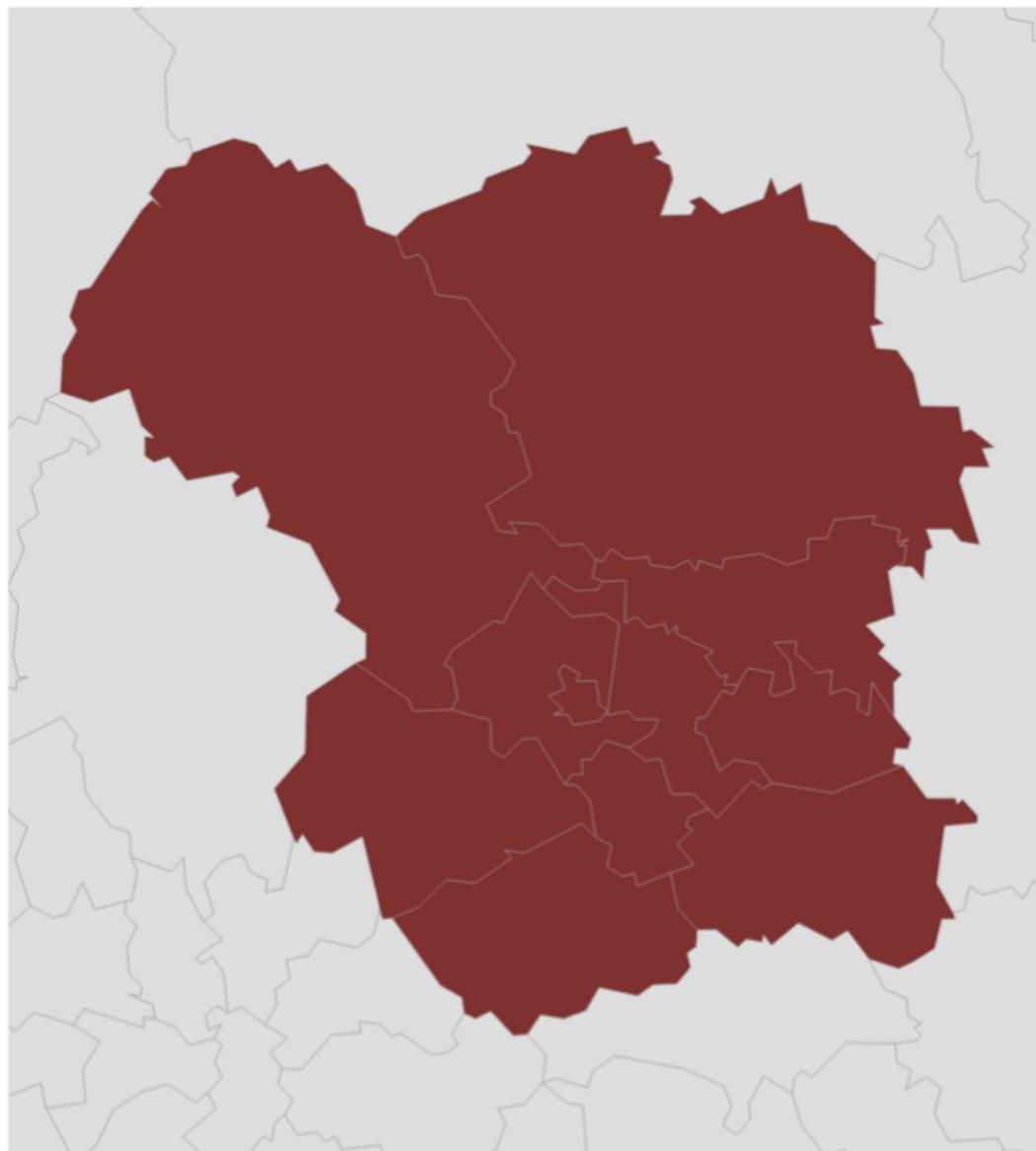
STP

- Select All
- Humber, Coast and Vale
- North East London
- South East London
- West Yorkshire

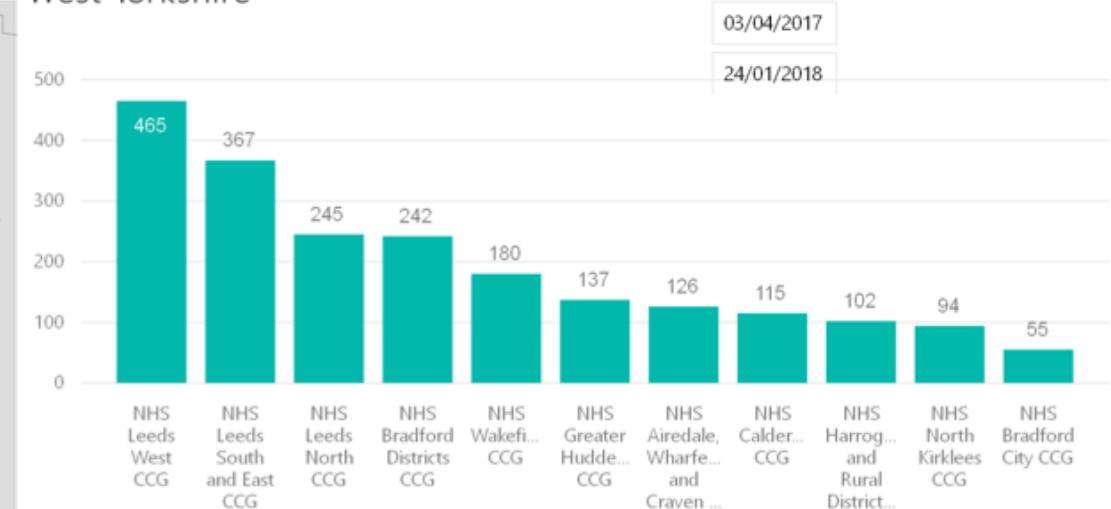
Completed Triages by STP



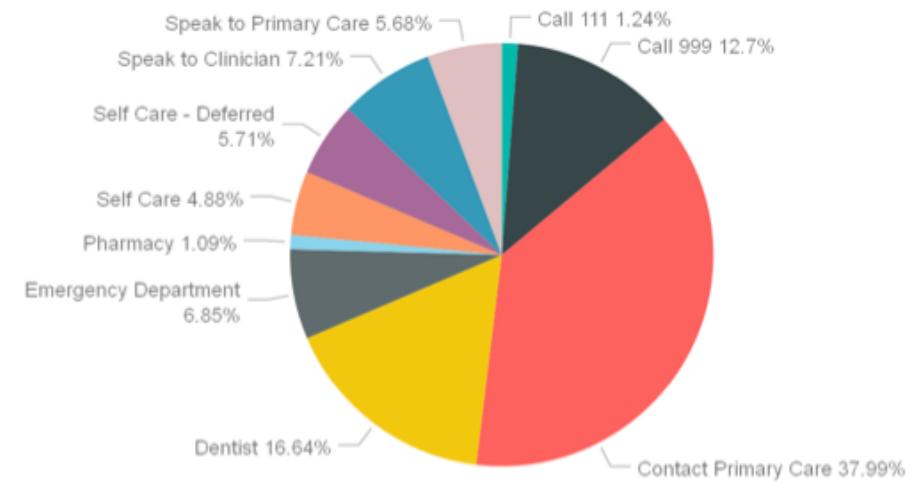
Journeys by CCG



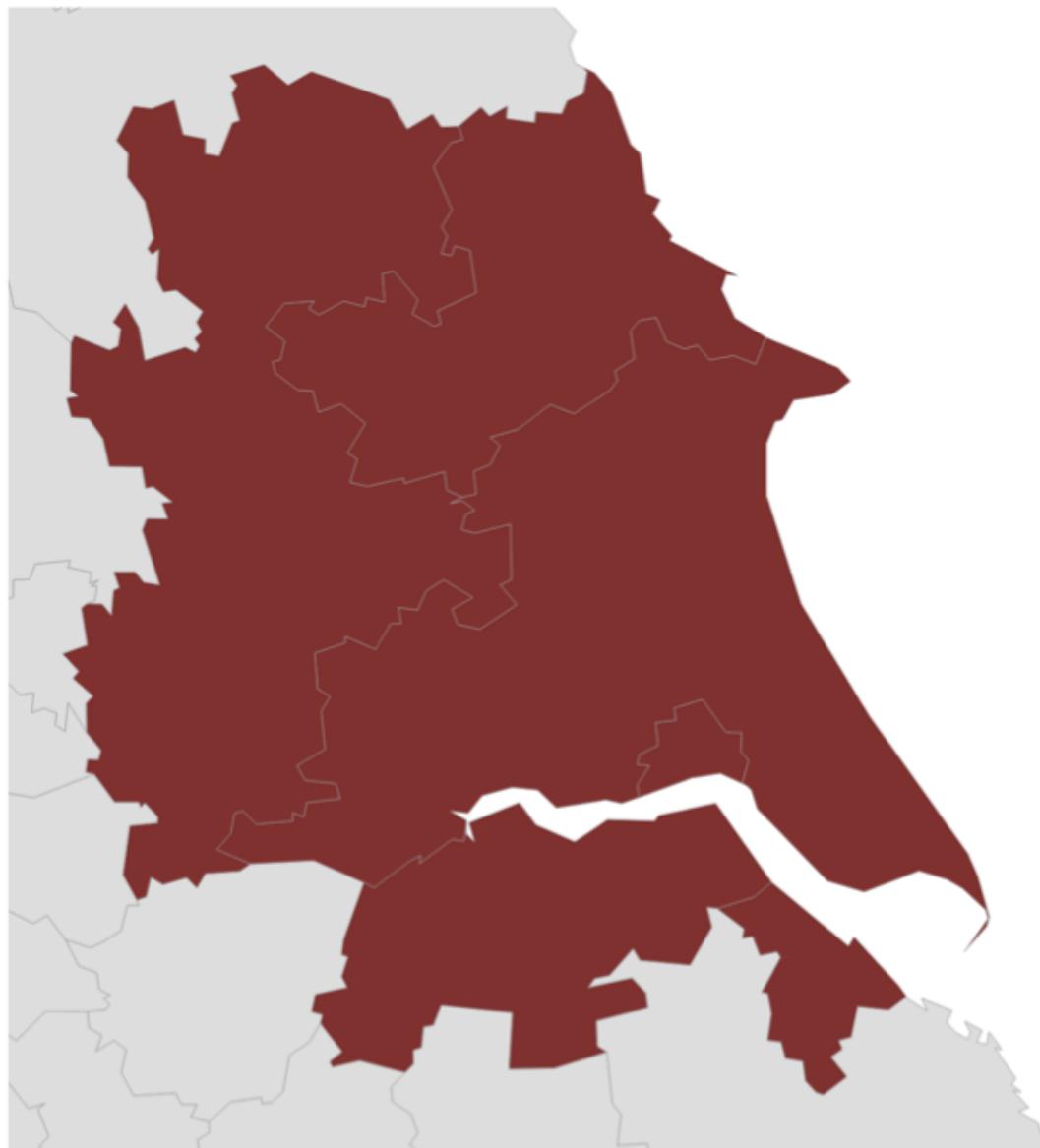
West Yorkshire



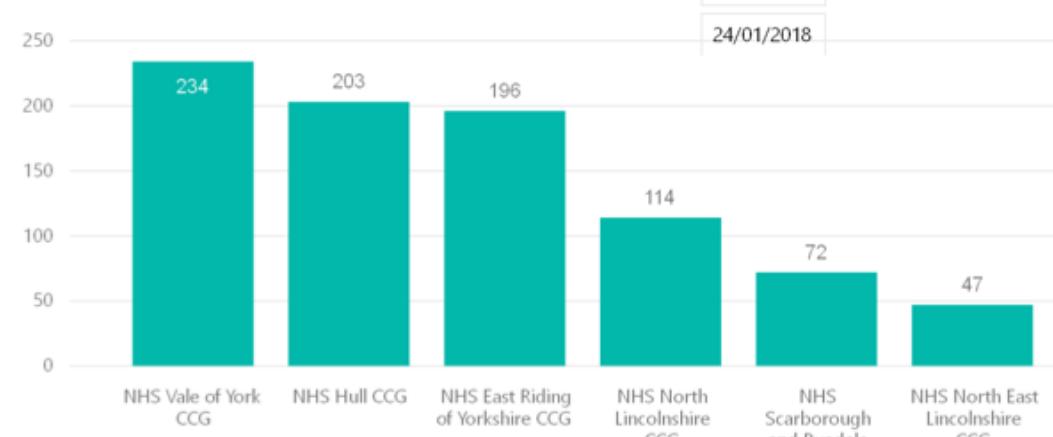
Final Disposition



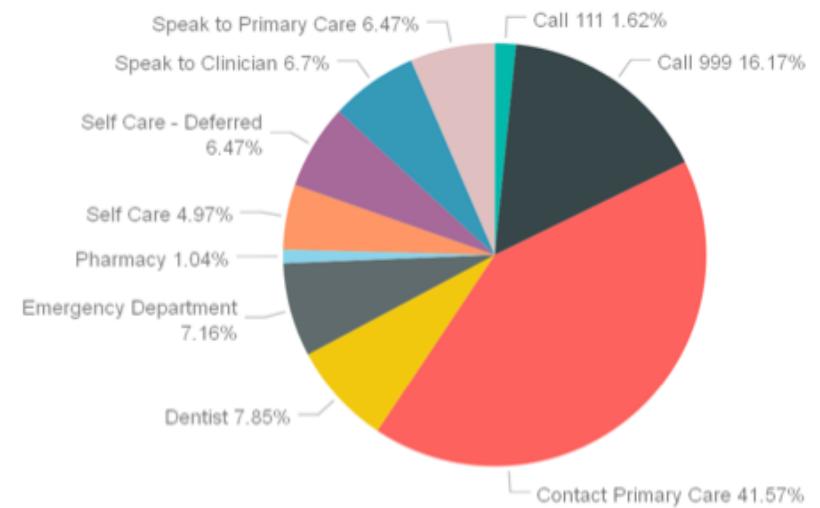
Journeys by CCG



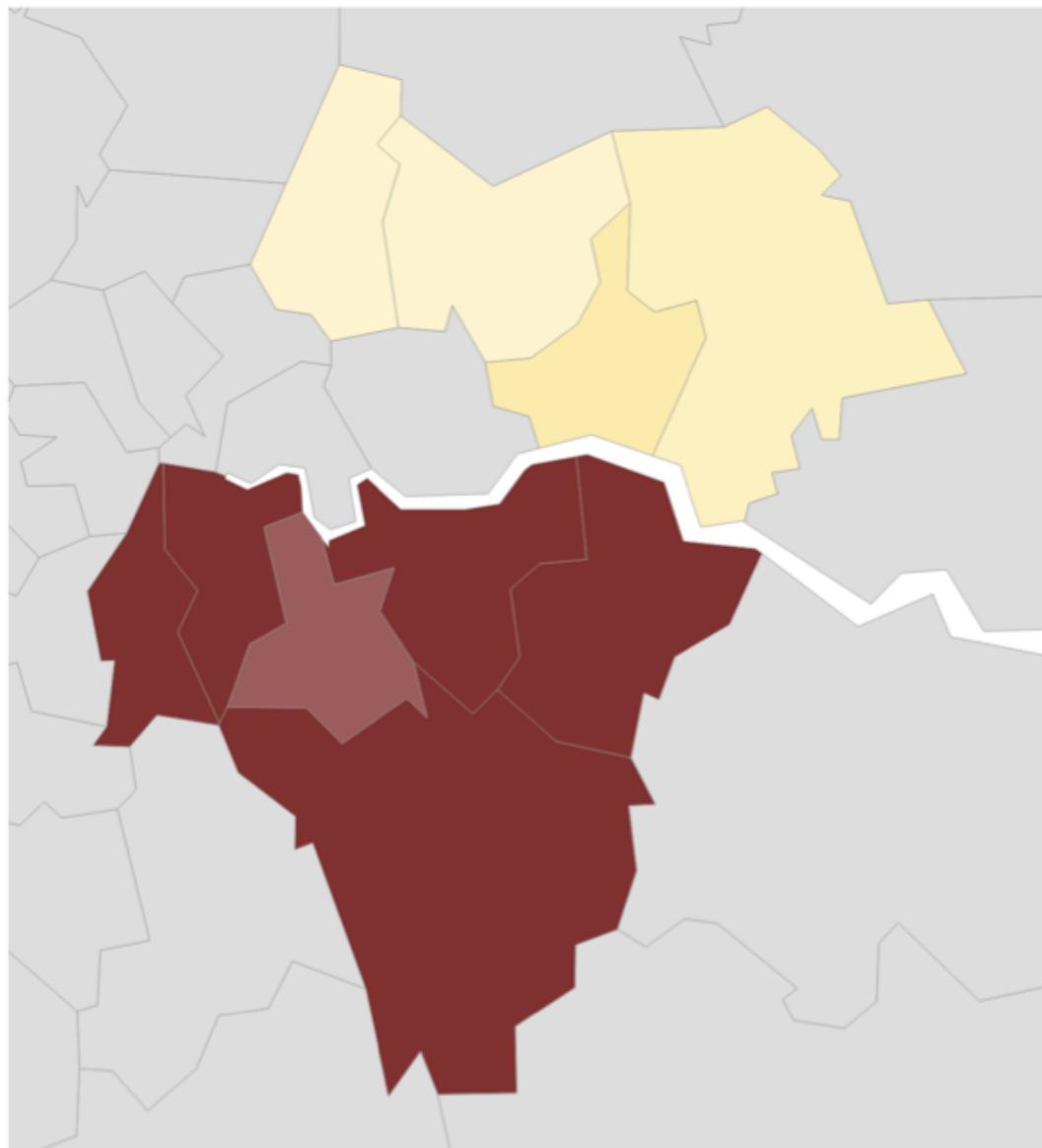
Humber, Coast and Vale



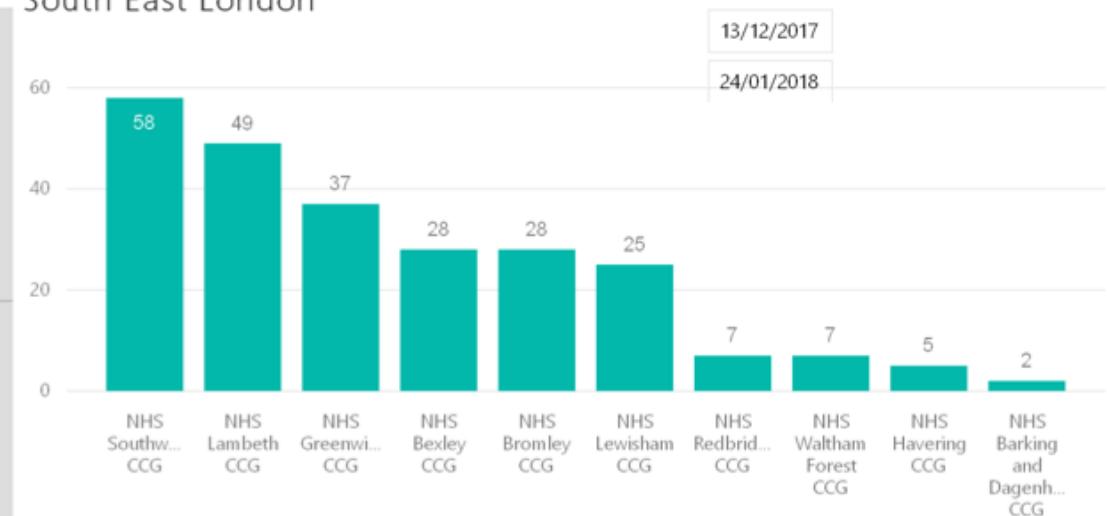
Final Disposition



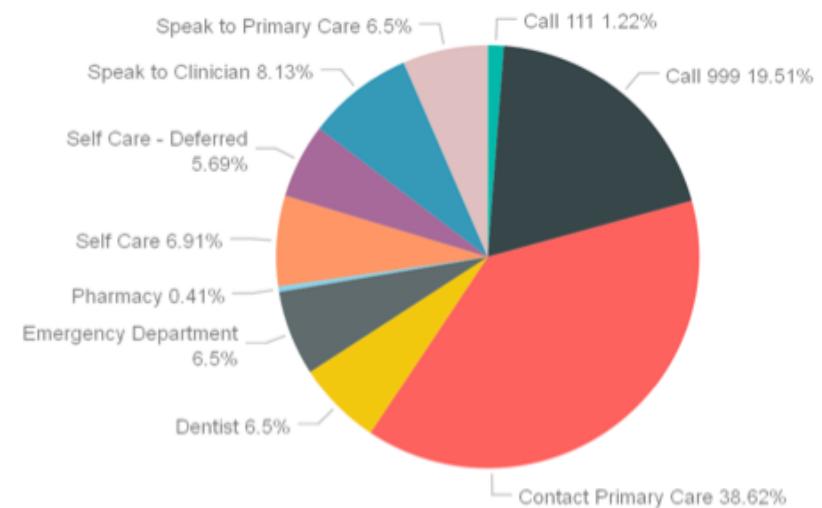
Journeys by CCG



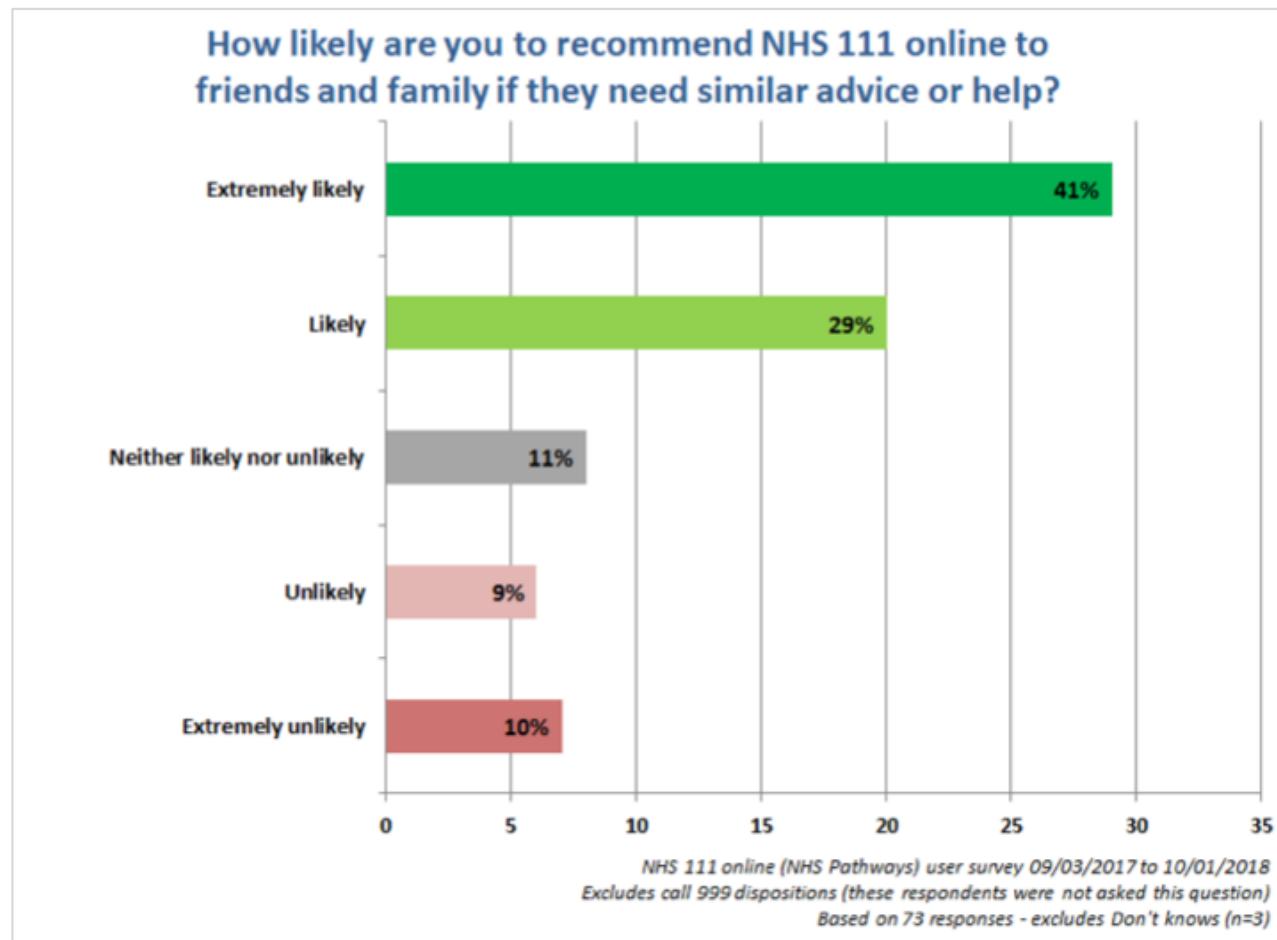
South East London



Final Disposition



70% of respondents likely to recommend 111 online to friends and family



Examples of users' reasons for recommending NHS 111 online to friends and family

“111 Online gave me useful advice to treat my problem.”

08/01/2018, respondent in Leeds

“The out of hours doctor rang me back very promptly and reassured me that I was doing all I could to ease symptoms and that it was likely to take much longer to recover completely.”

31/12/2017, respondent in Harrogate

“It's nice to be able to go through any problems and get advice on medication or the best help.”

10/12/2017, respondent in Harrogate

“Really easy to use, saves time compared to ringing up and waiting on hold.”

24/10/2017, respondent in Leeds

Implementation lessons

We've learned a lot about:

- users and their needs
- content design and accessibility
- business change challenges
- interop
- importance of the “DOS”

How we work





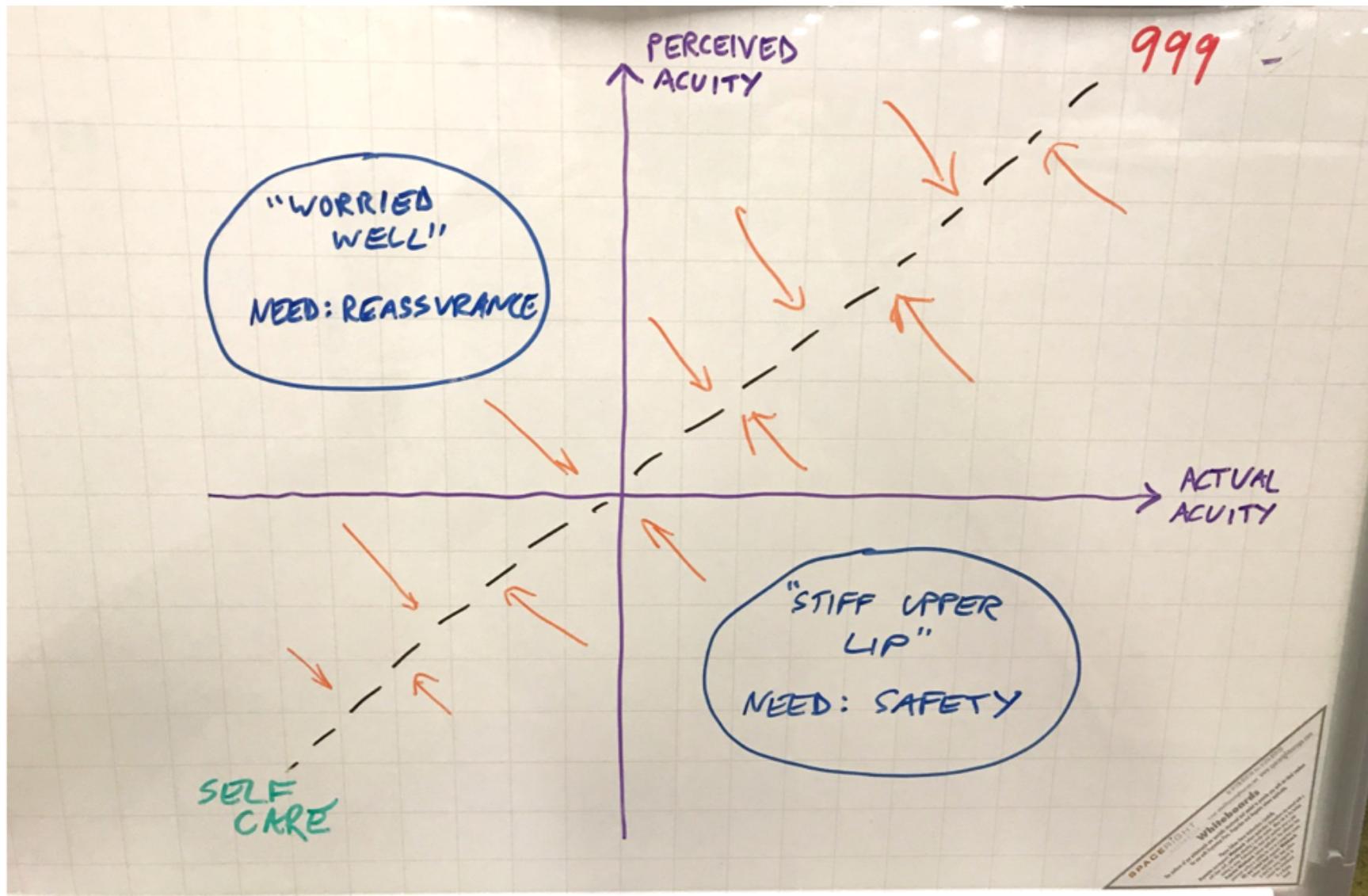


Clinical



Practical

Emotional



Principles of question design for online service:

Minimise cognitive load

Examples rather than subjective terms

Ensure the range of options enables the user to answer

...

Clearer language

NHS 111 BETA

Have you taken any of the following?

More than the maximum dose of paracetamol

[What does this mean?](#)

More than the maximum dose of any other painkillers

[What does this mean?](#)

3 or more different kinds of painkillers

[What does this mean?](#)

I'm not sure

No

Next question >

< Previous question

Tell us if this page isn't clear

NHS 111 BETA

Have you taken too many painkillers?

I have taken more than the maximum amount of paracetamol

I have taken more than the maximum amount of other painkillers

I have taken 3 or more different types of painkillers

I'm not sure

I've taken the recommended amount of painkillers or less

Next question >

< Previous question

Tell us if this page isn't clear

Split questions

Do you feel severely ill with a new rash, like bruising or bleeding, under the skin?

We're looking for signs and symptoms of a serious infection. People who are severely ill may feel something is very seriously wrong with them. Illness is severe when it prevents you from thinking about or doing anything else.

Yes - both, I have a new rash and feel severely ill

[What does this mean?](#)

I'm not sure

[What does this mean?](#)

No

[« Previous question](#)

[Next question »](#)

NHS 111 BETA

Do you feel so ill that you can't think of anything else?

For example, you feel worse than you've ever felt in your life and you have a feeling that something is very wrong.

Yes

I'm not sure I feel that ill

No - I am not that ill

[« Previous question](#)

[Next question »](#)

NHS 111 BETA

Do you have a new rash, like bruising or bleeding, under your skin?

The rash may be red-blue, purple, brown, pin prick size or larger blotches. This rash won't disappear or go white when you press it. On darker skin, check the paler areas such as inside the mouth, palms or soles.

Yes - I have a rash that doesn't disappear if I press it

I'm not sure

No - I don't have a rash like that

[« Previous question](#)

[Next question »](#)

Accessibility

NHS 111 online

BETA This is a new service, your [feedback](#) will help improve it.

Is there any colour change in the limb?

- Yes
- I'm not sure
- No

[Next question](#)

[Change my previous answer](#)

► [Help us improve this question](#)

The King's Fund



OOH Case 39223291

Duplicate case exists. We cannot determine if this patient has been seen within the last 96 hours. Please check with the patient if they have contacted an OOHASE service within the last 96 hours.

ID: 39223291 Status: Appointment Booking Required
Type: Dental Priority: Less Urgent Current Location: 76 The Avenue, Alwoodley, Leeds, LS17 7NZ, LS17 7NZ, Contact Number: 07929 278656

[Pin Ownership](#) [Amend Details](#)

[Book Appointment](#) [Cancel Appointment Booking Required](#) [View Record](#) [View Record & Leave Window Open](#) [Perform Other Consultation](#) [Record Emergency Call](#) [Record Call to Patient](#) [Record Call from Patient](#) [Record Call to Third Party](#) [Record Case Exception](#) [Record Patient Service Complaint](#) [Pass to Primary Care Centre](#) [Record Transport Details](#) [View NHS 111 Message](#) [View Rendered NHS 111 Message](#) [Match to Patient](#) [Print Fax](#) [Close Case](#) [Delete Case](#)

[Previous Contacts](#) [Case Narrative](#) [Transport Details](#) [Duplicate Case 37895518](#) [Duplicate Case 37891316](#) [Duplicate Case 37891315](#) [Duplicate Case 38755867](#)

Current Location: Fri 10 Mar 16:34
Location: 76 The Avenue
Alwoodley
Leeds
LS17 7NZ
LS17 7NZ

Started: Fri 10 Mar 16:34
Comments: Patient's Reported Condition
Reported condition not available

Received by SystemOne: Fri 10 Mar 16:34
Comments: Sent by NHS Digital Message Engine

Call on Behalf of Patient: Fri 10 Mar 16:34 [Delete](#)
Contact Details: Self

Contact Telephone Recorded: Fri 10 Mar 16:34
Telephone number: 07929 278656

Definitively Clinically Assessed: Fri 10 Mar 16:34 [Delete](#)
Priority: [Less Urgent](#)
Pathways Disposition:
Disposition:
To Contact a Dental practice within 5 working days(Dv2)
Selected care service:
Dental Emergency - Leeds, West Yorkshire (Unplanned Booking Service)

Consultation Summary:
There was a dental problem other than bleeding or toothache.
The problem was a broken tooth.
The individual had kept the tooth or filling.
There was no pain from a rough edge or inability to eat.

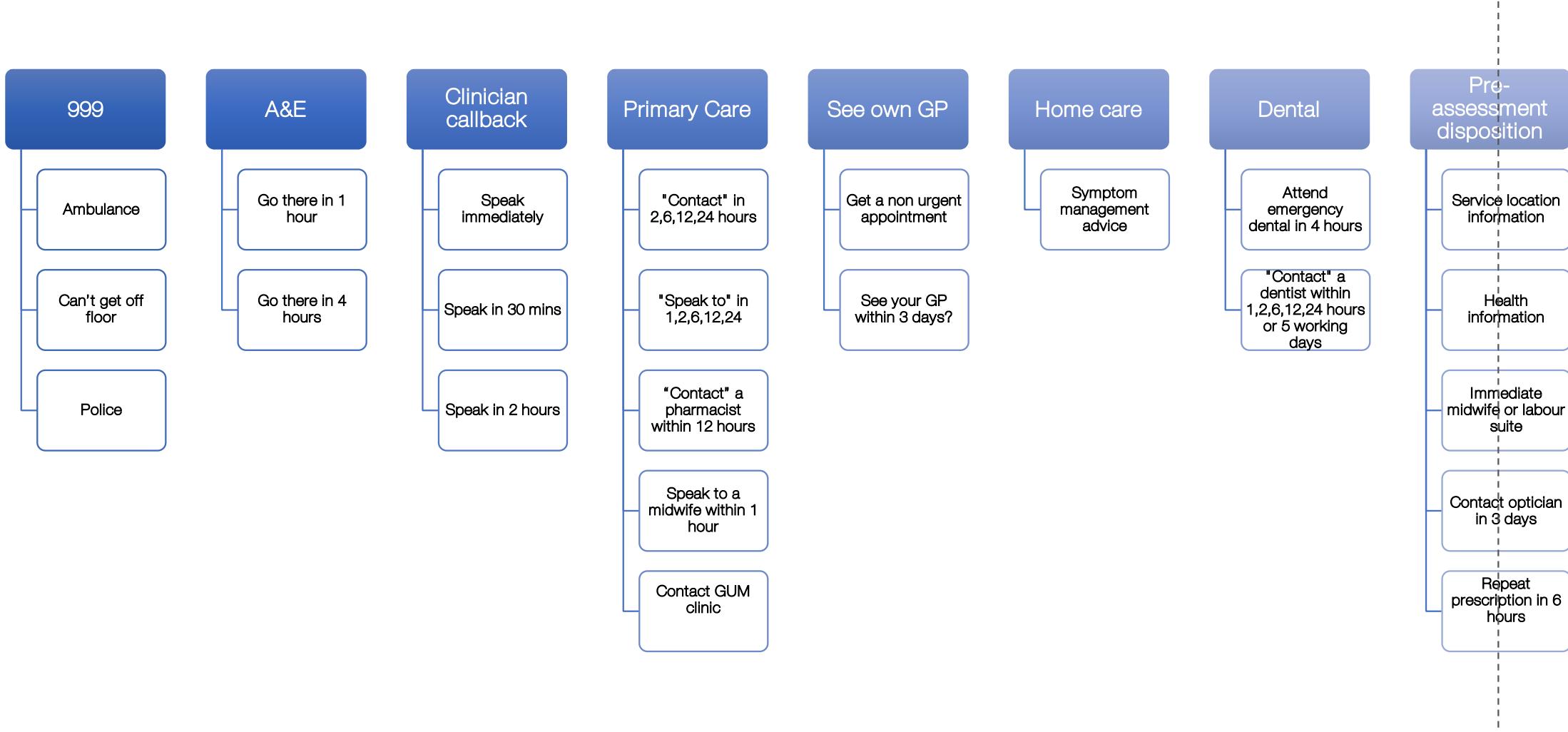
Definitive Clinical Assessment Complete: Fri 10 Mar 16:34 [Delete](#)

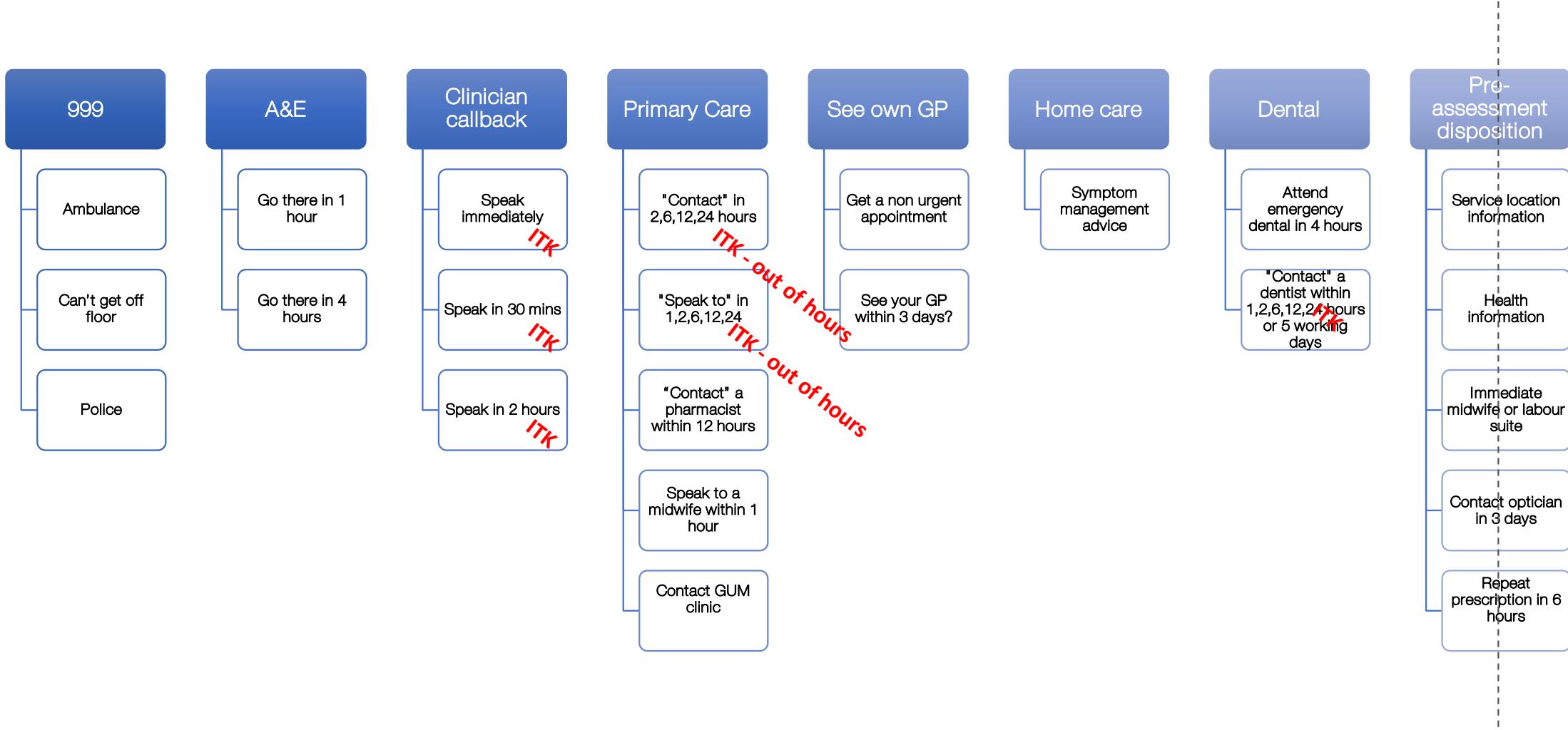
Appointment Booking Required: Fri 10 Mar 16:34 [Delete](#)

Directory of Services



Demo





When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Based on your answers, you can look after yourself and don't need to see a healthcare professional

If there are any new symptoms, or if the condition gets worse, call 111 for advice.

Looking after yourself

Medication, pain and/or fever

- Paracetamol or ibuprofen can be used to relieve pain or a fever. Don't take if you've been told not to, or you've already taken some. Read the instructions on the packet, or talk to a

When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Your answers suggest you should contact a pharmacist within 12 hours

Find a pharmacy

Postcode

YO126QL

Find a pharmacy

Did you know?

In an emergency, some NHS pharmacies can supply prescription medicines outside normal opening hours.

When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Speak to your GP practice today

You should speak to your GP practice within the next 12 hours

If you can't speak to your GP practice

► [Phone a service](#)

▼ [Visit a service](#)



Walk-in Centre: **Lokford Polyclinic, Redbridge, London**



When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Your answers suggest you should dial 999 now for an ambulance

[Change my previous answer](#)

When you've finished, help us improve by taking a [short survey](#)

[Terms and conditions](#)

[Privacy statement](#)

[Cookies](#)

NHS

When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Your answers suggest you need urgent medical attention within 1 hour

Find a service that can see you

Postcode

SE18 4QH

[Find a service](#)

Advice before you go

- don't drive yourself, get someone else to take you
- take all your current medicines with you

What you can do in the meantime

When you've finished, help us improve by taking a [short survey](#)

NHS 111 online

BETA This is the first version of a new service.

Services for SE18 4QH

Visit a service



Emergency Department: Queen Elizabeth Hospital, Greenwich, London

Queen Elizabeth Hospital
Stadium Road
London
SE18 4QH

Open today: 24 hours

This service doesn't require an appointment
[Get directions](#)



111 Online
chris.fleming@nhs.net
@e17chrisfleming