**111 Providers Survey**

The North East London Integrated Care Board (NEL ICB) has started the discovery phase of designing a new 111 model of care for our residents. Our current 111 Integrated Urgent Care (111 IUC) service contract is due to expire in July 2025.

Given the changes during and after the Covid-19 pandemic to 111 services, NEL ICB is working to develop a new model that considers other key transformational deliverables across our sector, including the Fuller Review Recommendations and Single Enhanced Access Services.

We are reaching out to 111 IUC providers to better understand your views of 111 in general; and to also understand what directly impacts your organisation’s decision to bid for potential new services.

We are looking for candidate responses to support us in transforming 111 for the future and appreciate your time in completing the survey.

**Current**

1. Currently, how many 111 IUC service contracts do you provide?

1-3

4-6

7-10

More than 10

1. Do you hold a 111 IUC contract in London?

Yes

No

1. Of the contracts you provide, are your services based on a ‘traditional’ 111 IUC service that aligns to the national 2017 Integrated Urgent Care Service Specification?

Yes

No

1. Do you manage the telephony portion of the 111 IUC service for your contract/s?

Yes

Yes – but not all of our contracts

No

1. Do you manage the Clinical Assessment Service portion of the 111 IUC service for your contract/s?

Yes

Yes – but not all of our contracts

No

1. Does your service/s run a Clinical Assessment Service which acts as the front door to GP Out of Hours (providing first clinical triage)?

Yes

Yes – but not all of our contracts

No

1. Are your 111 IUC contract/s managed only by your organisation, or do you have alliances / partnerships / sub-contracts with other organisations to deliver the whole service?
2. If you do have an alliances / partnerships / sub-contracts to deliver your contract/s, why have you chosen to do this?

Open Ended Question

1. Do you provide any other services including out of hours, UTC within the same footprint as your 111/IUC contract/s?

Yes

No

If yes please describe and benefits and/or constraints?

1. Within your current 111/IUC contracts are you currently involved with any innovative around Fuller or the GP contract reforms?

Yes

No

If yes please describe

1. In addition to providing 111/IUC services, do you also currently support 999 activity?

Yes

No

If yes please describe any how you support, the benefits and/or constraints?

**New Service Design**

If you were designing a new 111 service for the future:

1. Would you use the national Integrated Urgent Care Service Specification from 2017 as a framework?

Yes

No

1. If No, what key items from the national Integrated Urgent Care Service Specification are no longer fit for purpose?
2. Would you still use NHS Pathways as your triage tool of choice, or is there another tool you would consider?
3. What elements would you keep from the service/s that you currently deliver and why? (Please provide examples)
4. What would you change about the design of the service/s that you currently deliver? (Please provide examples)
5. In light of the other key transformational deliverables (Fuller recommendations, Delivery Plan for Recovering Access to General Practice, etc.) how do you see 111 working in the context of this for the future?
6. Would you be interested in coming into the London market and providing a service in NEL?

Yes

No

Not sure

1. What would attract you to bid for a service in London?
2. What challenges do you expect that are specific to London?
3. Where would you prefer to have a call centre and why?

Open Ended Question

1. Would the availability of staff (workforce for the service) be the main driver to where you have a call centre?

Yes

No

No sure

1. Would you be interested in only providing the telephony portion of 111 for a future service?

Yes

No

Not sure

1. Would you be interested in only providing the CAS portion of 111 for a future service?

Yes

No

Not sure

1. What would attract you to bid for a future service in North East London?

Open Ended Question

1. If you were awarded the contract what would be the anticipated minimum time for you to mobilise the service?

Open ended question

**Thank you for completing the survey.**