



North East London

North East London 111 Service Market Engagement Event

Thursday 17th October 2024

Welcome and Introductions

NEL 111 Procurement Project team:

- **Fiona Ashworth**, Urgent & Emergency Care Transformation Director, NEL ICB
- **Dr Narinderjit Kullar**, NEL 111 Procurement Clinical Lead, NEL ICB
- **Mike Maynard**, 111 Procurement Programme Manager, NEL ICB
- **Sarah Bryan**, UEC Programme Manager (111 IUC), NEL ICB
- **Anna Hanbury**, Commissioner lead 111 Procurement, NEL ICB
- **Samreen Iqbal**, PMO Officer, 111 Procurement, NEL ICB

Purpose

The overarching aim of the session is to share and discuss the NEL ICB plan for procurement of a new 111 service by:

- Discussing the local population of NEL
- Review the current NEL 111 IUC service
- Receiving feedback on the service design and timelines
- Receiving any concerns that you have and your ideas for how these might be mitigated
- Receiving your input into the design of a new model for Clinical Assessment Service Delivery

Agenda

Item	Lead	Slides	Time
Welcome and introductions	Fiona Ashworth		10:00
Setting the scene	Fiona Ashworth	5 - 7	10:10
Our local boroughs	Anna Hanbury	8 – 17	10:20
Current NEL 111 IUC model	Dr Kate Adams Sarah Bryan	18 - 25	10:30
Discussion part 1	Fiona Ashworth	26 – 27	10:40
Break			11:00
NEL 111 Procurement timelines	Sarah Bryan	28 – 29	11:20
Proposed future 111 model	Anna Hanbury Dr Kullar	30 – 32	11:30
Discussion part 2	Dr Kullar	33 – 34	11:40
Close / next steps	Dr Kullar, Fiona Ashworth	35 – 36	12:30



North East London

Setting the scene

Setting the scene

- Our 111 Integrated Urgent Care (111/IUC) Service has been in place since 2018. The service currently **integrates via direct booking functionality** GP practices, GP enhanced access hubs, GP Out of Hours services, Urgent Treatment Centers and has referral pathways into **over 3,600 active NEL Directory of Services (DoS) profiles**.
- The NEL 111 IUC service also **integrates with 111 online** (receiving cases directly from 111 online into the Clinical Assessment Service) **and the 999 service** (with the ability to both dispatch ambulances and receive cases from the 999 service).
- The **strategic landscape has changed since our last procurement** with the introduction of:
 - Fuller Stocktake Report
 - Delivery Plan for Recovering Access to General Practice
 - Delivery Plan for Recovering Urgent and Emergency Care

Desk research sources

North East London

- A report on patient experience of NHS 111 generated from the NEL Community Insight System, which gathers, aggregates and codes large volumes of data from a wide variety of sources
- NHS 111 Complaints themes & trends - July 2023 – Dec 2023
- NHS 111 Patient experience feedback - Sept, Oct, Nov 2023
- Insight gathered for the NHS North East London Urgent and Primary Care 2023 campaign - “Finding the right NHS help”
- Urgent care in North East London Comments received by Healthwatch between October 2021 and February 2023

National

- Healthwatch national website NHS 111 recommendations, Feb 2024
- Is there evidence for differential access to, and use of, NHS 111 online? National Library of Medicine
- Experiences of using NHS 111 for
- autistic people, people with learning disabilities and their supporters,
- National Development Team for Inclusion 2021
- Accessibility of information on NHS 111 identified Feb 24
- Trustpilot reviews – national NHS 111 Feb 2024

Two key groups

People who use the service

Most of the findings from the various sources are from people who currently use the service – so can be identified as patient experience feedback. The people who use the service are inevitably people who have access to a digital device or telephone, who can speak English and have a level of understanding about where to seek help for health issues and urgent care.

Their experience of the service is valuable in informing improvements to service delivery.

People who don't use the service

There are also many people who do not use the service and give feedback because they:

- are digitally excluded
- are impacted by the cost-of-living crisis
- are not aware of the service
- have accessibility needs not being met
- do not communicate in English
- have cultural approaches to healthcare that takes them straight to A&E

Just over half (53%) of our population in North East London are from ethnic minority backgrounds, so addressing their needs should be considered business as usual, not an add on. The desk research suggests this is currently not the case. Nearly a quarter of local people live in one of the most deprived 20% of areas in England.

Their experience would be valuable in informing service development but is a substantial gap in our intelligence and would require engagement inreach.

Main findings

Main themes identified

Both what we are doing well and where we can improve

- Level of support and quality
- Delays
- Access to other local services
- Joined up acute healthcare
- Accessibility for up to half the population

A thematic review of complaints will be undertake.



North East London

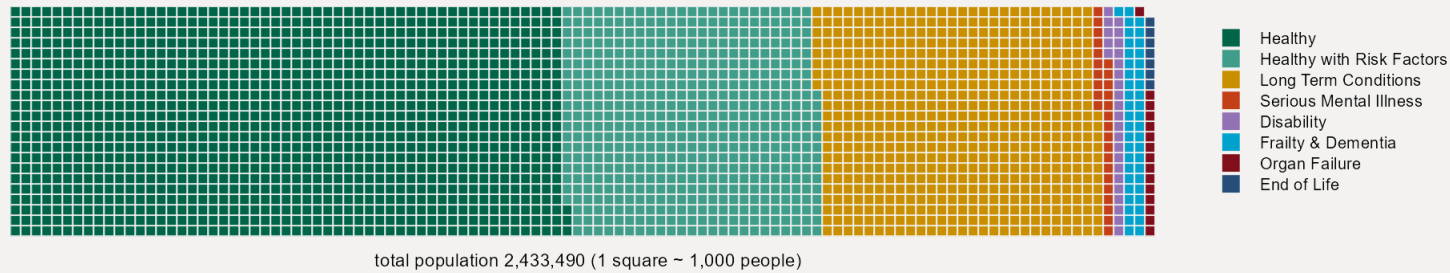
Our local boroughs

North East London Boroughs

- North East London (NEL) consists of the eight London boroughs and is configured over **seven places** as follows:
 - Barking & Dagenham
 - Havering
 - Redbridge
 - City and Hackney
 - Tower Hamlets
 - Newham
 - Waltham Forest
- The total population of NEL is currently **2.05m**, The population of North East London is hugely diverse by ethnicity, country of birth and language, with 55 different religions spoken across NEL.
- It is estimated that by 2041, the NEL population is projected to grow to 2.33 million – this is a growth of 331,000 people since the 2021 census. Which is equivalent to adding an additional borough to North East London. However, the predicted growth will be uneven across NEL with Newham and Barking and Dagenham expecting the greatest population growth of 21% (75,000 people) and 37% (83,000 people) respectively. Tower Hamlets is the third place of growth with an increase of 15% (47,000 people) by 2041
- **The NEL London places** of Barking and Dagenham, Hackney and to slightly lesser extent Newham and Tower Hamlets are some of the **most deprived places in England**.
- Barking and Dagenham is ranked 22nd and Hackney 23rd most deprived out of 317 local authority areas in England. Newham is ranked 43rd and Tower Hamlets 50th.

Segmented view of NEL's registered population

NEL total GP registered population by segment (March 2024)



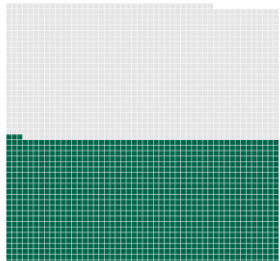
All 2,400,000+ people registered with a North East London GP practice are each assigned exclusively to a **single** main segment.

Non-overlapping segments make for accurate measurement, targeted interventions, and clearer decision-making over time.

This means that whether we want to look at the population at Place, Primary Care Network, practice or neighbourhood level geographically, how we describe, benchmark, and monitor the level of healthcare need and cost is consistent throughout.

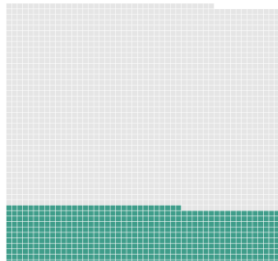
People with long-term condition and who have not been allocated to a higher severity segment, account for 24.5% of the population or c. 596,000 people

The Healthy segment is 48.3% of the population or 1,174,901 people



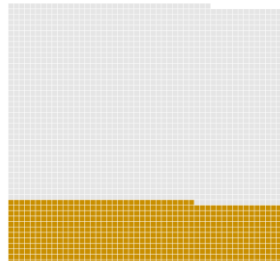
1 square ~ 1,000 people

Healthy with Risk Factors is 22.3% of the population or 542,090 people



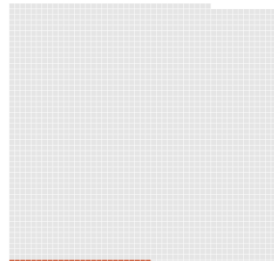
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Long Term Conditions is 24.5% of the population or 595,729 people



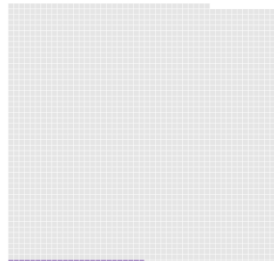
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Serious Mental Illness is 1.1% of the population or 27,471 people



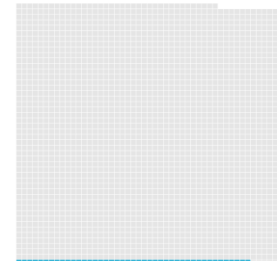
1 square ~ 1,000 people

Disability is 1.1% of the population or 26,252 people



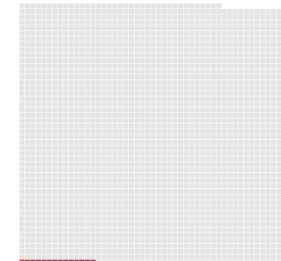
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Frailty & Dementia is 1.8% of the population or 44,546 people



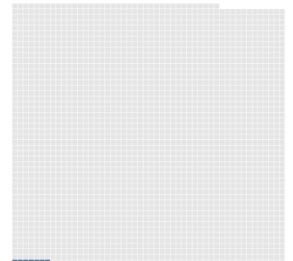
1 square ~ 1,000 people

Organ Failure is 0.6% of the population or 15,267 people



1 square ~ 1,000 people

End of Life is 0.3% of the population or 7,234 people



1 square ~ 1,000 people

Barking & Dagenham



- Barking and Dagenham has the smallest population across North East London.
- 65% of the population are aged between 16-24.
- Life expectancy is significantly below London and England averages. At the age of 65, the healthy life expectancy for borough males is 8.4 years, compared to 9.2 years for females.

Urgent Treatment Centre (UTC) at Barking Community Hospital

Barking and Dagenham's 32 GP practices have formed 6 Primary Care Networks (PCN's)

111 activity is higher in hours and increasing slightly over weekends for primary care dispositions.

Local context:

- The absence of an acute hospital within the borough means that residents must travel to neighbouring boroughs if acute care is required.
- Barking and Dagenham is ranked the 22nd most deprived borough in England.
- In the 2021 census, 72.1% of Barking and Dagenham residents spoke English as their main language.



Population
222,308

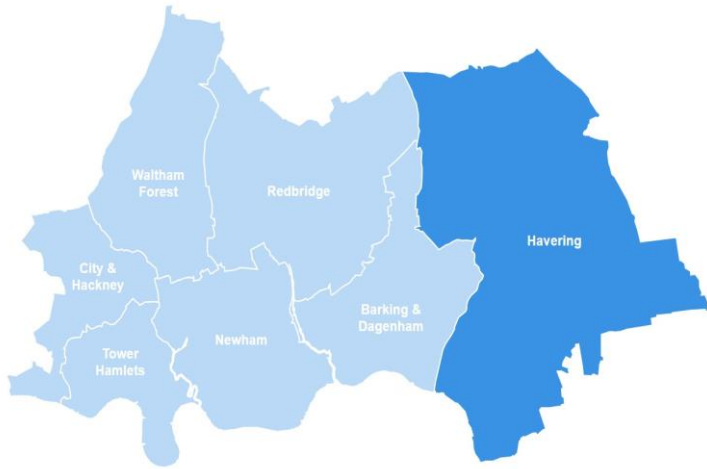


32
GP Practices



42
Pharmacies

Havering



- Havering has the oldest population in NEL.
- Havering has an ethnicity profile closest to the England average with 75% of the population being of white ethnic group.
- Life expectancy at birth in Havering is 78.1 years for men and 82.5 years for women.

Urgent Treatment Centres (UTC)
at Harold Wood and Queens
Hospital

Havering's 39 GP practices have
formed 5 Primary Care Networks
(PCN's)

111 activity tends to be lower in
hours, compared to weekends
where activity increases, particularly
on a Saturday- between 8-3pm

Local context:

- High levels of adult obesity with 7 in 10 (69%) of adults in Havering are either overweight or obese.
- Havering residents at the age of 65 are likely to live 20 years more. However, only 10 of those years will be free of ill health and disability.
- Havering has the lowest population who identify as LGB+ (Gay or Lesbian, Bisexual or other sexual orientation)



Population
268,145

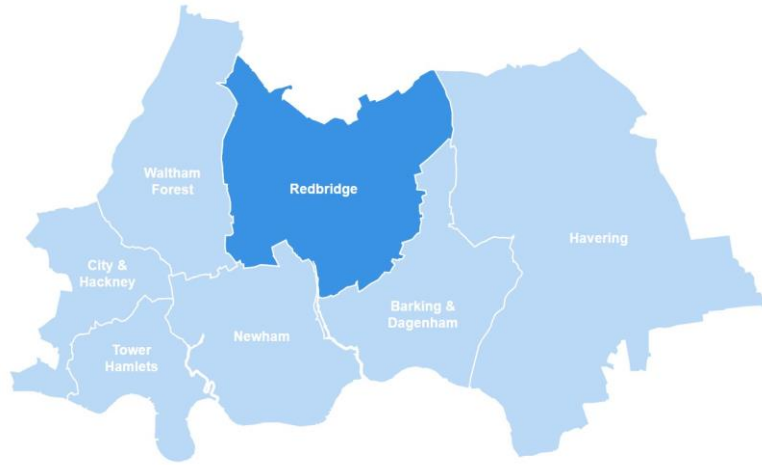


39
GP Practices



43
Pharmacies

Redbridge



- Redbridge has become increasingly diverse over the last decade.
- Redbridge is one of the most diverse boroughs in London, with the Asian ethnic group making up 47% of the total Redbridge population.
- Life expectancy in Redbridge is 78.7 years for men and 83.3 years for women.



Population
313,392



41
GP Practices



51
Pharmacies

Urgent Treatment Centres (UTC)
at King George Hospital

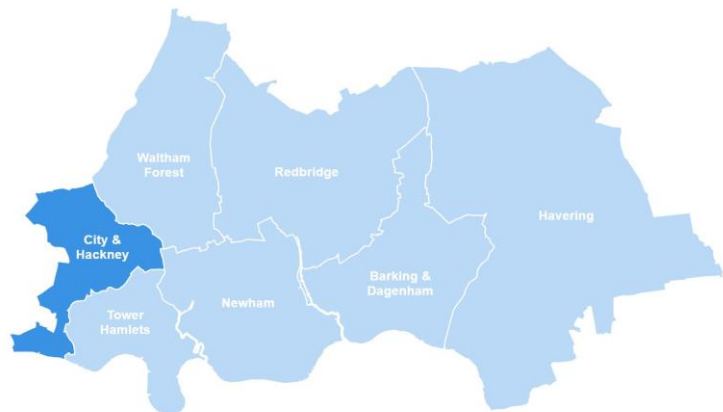
Redbridge's 41 GP practices have
formed 6 Primary Care Networks
(PCN's)

111 activity tends to be lower in
hours, compared to weekends
where activity increases, particularly
on a Saturday- between 9-4pm

Local context:

- Redbridge has seen an increase in residents with one or more long term conditions or disabilities.
- Less than half (46.4%) of people in Redbridge are in very good health.
- 61% of Redbridge residents are classified as overweight.
- The number of people aged over 85 is predicted to increase by 29% to 7,500 by 2030.

City & Hackney



- City & Hackney have a large proportion of people aged between 25–34-year-olds.
- In Hackney, life expectancy in males is 78.7 and 82.8 in females. In the City it is 86.1 in males and 89.0 in females.

Urgent Treatment Centre (UTC)
At Homerton University Hospital
Minor Injuries Unit at St Barts
Hospital (part of Barts Health)

City and Hackney 37 GP practices
have formed 8 Primary Care
Networks (PCN's)

111 calls for primary care
dispositions tend to be lower on
weekdays compared to other
boroughs. Calls increase in hours at
weekends

Local context:

- City and Hackney has a relatively small population who cannot speak English well or not at all (4.6%).
- After English, the next highest language spoken is Turkish, which is different to the rest of NEL.
- City & Hackney has the largest LGB+ (Gay or Lesbian, Bisexual or other sexual orientation) population in NEL at 7.9%.



Population
13,462
City of London
263,282
Hackney

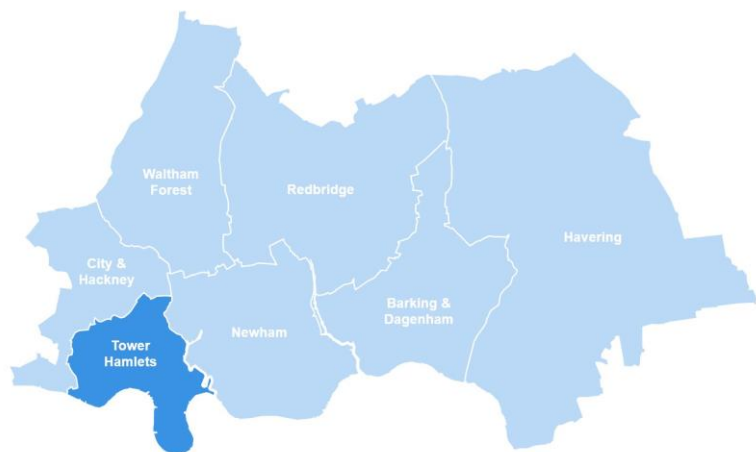


37
GP Practices



57
Pharmacies

Tower Hamlets



- Tower Hamlets has a comparatively young and growing population. The population is highly diverse and transient.
- The largest ethnic groups in Tower Hamlets are White British at 31% and Bangladeshi at 32%.
- Life expectancy in Tower Hamlets is 79.3 years for men and 84.5 years for women.



Population
328,626



30
GP Practices

Urgent Treatment Centre (UTC)
at Royal London Hospital

Tower Hamlets 30 GP practices
have formed 7 Primary Care
Networks (PCN's)

111 activity for Tower Hamlets tends
to higher on Saturday between 8-
4pm, followed by Sunday and
Monday



51
Pharmacies

Local context:

- Although the population is young in comparison to the wider UK population, the population of Tower Hamlets is aging, with the number of infants remaining static and the largest growth in those aged 40-64 and 65+.
- 26.6 % of children in Tower Hamlets live in income-deprived families, which is the 14th highest amongst boroughs in England.
- There has been changes in deprivation with a 22% decrease in the proportion of the most deprived neighbourhood.

Newham



- Newham has the largest population across North East London.
- Newham has one of the youngest populations in England, with a median age of 32.3 years compared to 35.6 years in London.
- Newham is the most ethnically diverse of NEL places and one of the most diverse in England,

Urgent Treatment Centre (UTC)
at Newham University Hospital

Newham 43 GP practices have
formed 9 Primary Care Networks
(PCN's)

Newham tends to have more 111
calls in hours during weekdays,
particularly for primary care
dispositions. Monday and Tuesdays
tend to be the busiest days.

Local context:

- There is a rich diversity of over 200 different languages spoken in Newham, which can present issues with access to services and awareness of what is available.
- Deprivation affects around 24% of the Newham population.
- Newham is ranked the highest in London for the proportion of trans/non-binary identity residents.



Population
362,552

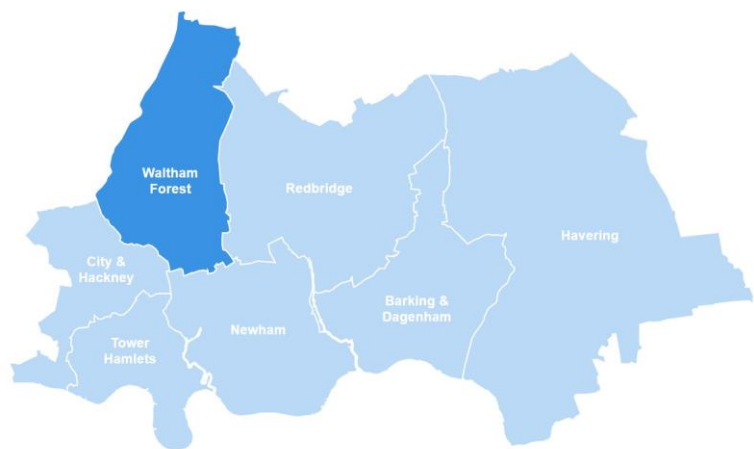


43
GP Practices



65
Pharmacies

Waltham Forest



- Waltham Forest has a high proportion of 0–4 year-olds than London and England on average, and a higher proportion of residents aged 35 to 49 years.
- The healthy life expectancy for females in Waltham Forest is 68 years, which is 4.8 years longer than for men.



Population
275,980



39
GP Practices

Urgent Treatment Centre (UTC)
At Whipps Cross Hospital

Waltham Forest 39 GP practices
have formed 7 Primary Care
Networks (PCN's)

111 activity in hours tends to be
higher at weekends, particular on a
Saturday between 9am-2pm

Local context:

- Waltham Forest has a relatively small population who cannot speak English well or not at all (5%)
- Waltham Forest has a larger LGB+ (Gay or Lesbian, Bisexual or other sexual orientation) population than the London average.



56
Pharmacies



North East London

North East London Current 111 IUC service

Call Management in London

- All 111 calls originating in London are routed to their local service via the **London call handling platform**, known as the **Patient Relationship Manager (PRM)**.
- The PRM uses a combination of **Interactive Voice Recognition (IVR)** and **Natural Language Processing (NLP)** to redirect suitable patients to digital pathways.
- The PRM allows for **text messages** to be sent to patients with confirmation of booked appointments and worsening instructions.
- The PRM receives **anonymous Post Event Messages** from 111 providers, which **feed into a data warehouse**. This data can be shared with commissioners to provide useful information on patient journeys.

London 111 Telephony Platform



All callers are asked to state the reason for their call. This is where NLP is used.



All callers are asked to enter their age on the keypad. All calls relating to under 5- year-olds or other 80- year-olds are routed straight to a 111-call handler.



If the telephony platform identifies the phone number as having contacted 111 within the last 72 hours, the caller will be asked to confirm that they are a repeat caller and whether they are worsening, before being routed to a 111 call handler.



Any callers (excluding under5s, over 80s and repeat callers) with a keyword match for:

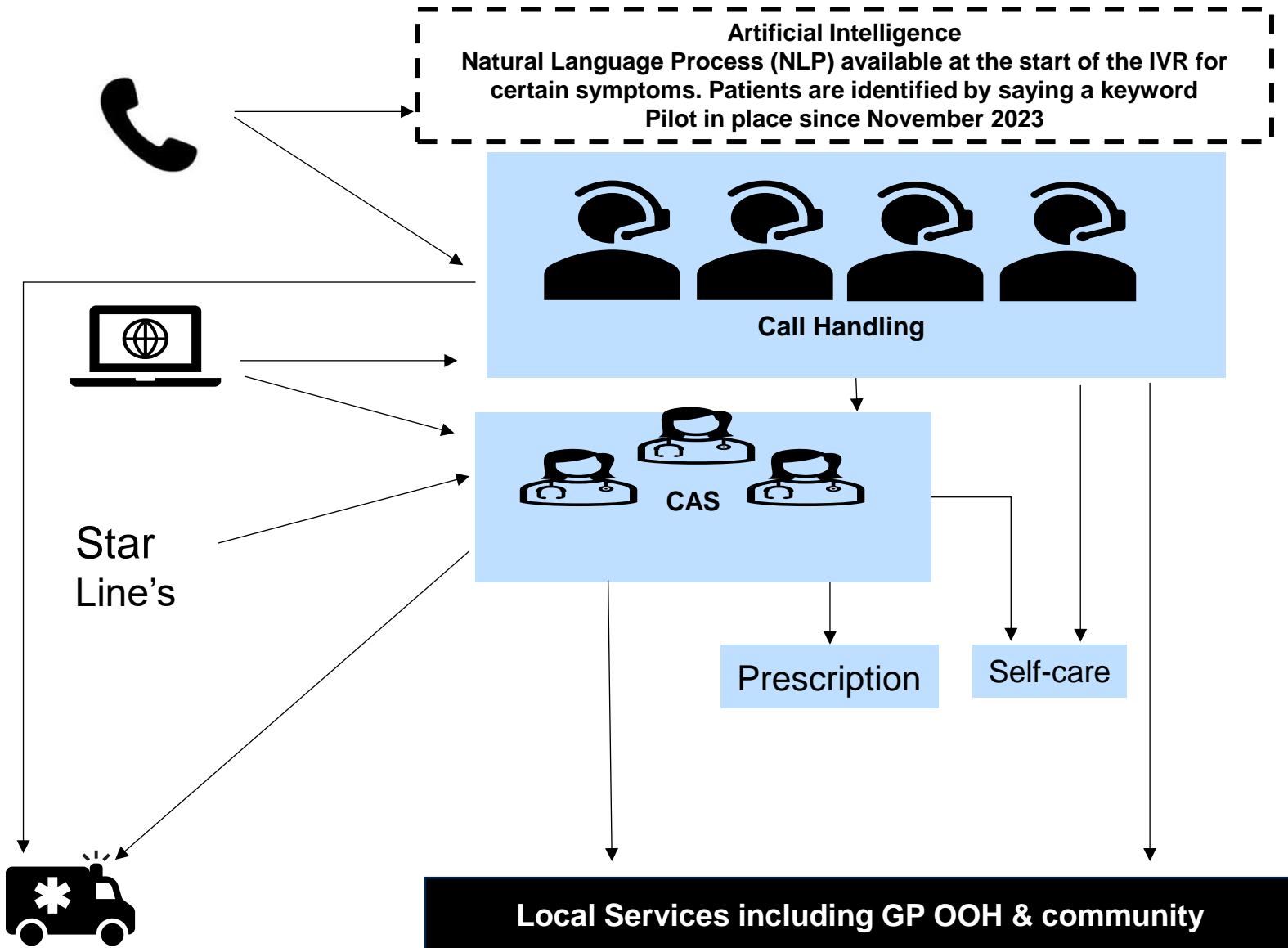
- Dental
- Repeat Medication / Emergency Medication
- Sexual Health (and over 15- years-old)

Are given the option of being redirected to online services.



All other callers are routed to a 111-call handler.

Current 111 Model 24/7



Current model overview

111 call handling and CAS is provided by the same provider, both elements are available 24/7. Face to face is not included within the CAS.

Natural Language Processing (NLP) has been added to the current model to offer in November 2023

NHS pathways is used by call handlers (Health Advisors) to complete the 111 assessment

111 call handlers (Health Advisors) provide the following:

- Provide health / self-care advice
- Refer directly into downstream services (including electronic booking)
- refer to the CAS if clinically appropriate or no downstream services to book in to.

A number of early exist pathways were initially built into the CAS across NEL. Most of these pathways have been stood down, to try to reduce CAS referrals, which can be managed downstream.

Health care professionals can access the CAS directly via star lines to support assessment and management of their patients – including care home, domiciliary staff and LAS crew

Onward referral from call handler or CAS

- Appropriate services identified via the DoS (assessment outcome matched with service profile and timeframe)
- Referral made with direct electronic booking into timed appointment where available
- Limited scope for clinician – clinician referral

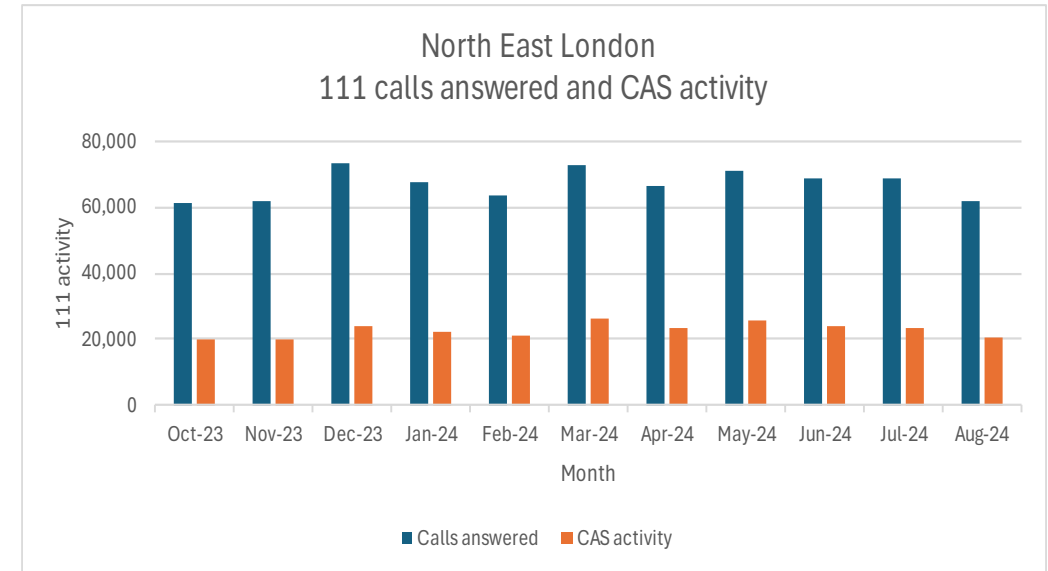
111 online assessments can result in direct referral to CAS

The current NEL 111 Service

- The CAS is staffed with GPs, Advanced Care Practitioners, nurses and paramedics.
- CAS remit includes:
 - Supporting call handlers
 - Complex calls
 - Category 3 and 4 ambulance disposition validation
 - Emergency Treatment Centre disposition validation
 - Urgent primary care dispositions that call handlers have not been able to book into GP practices / GP hubs / GPOOH
 - Pathology laboratory results
 - Advice for Healthcare Professionals for example paramedics, care homes via star lines.

The current NEL 111 Service

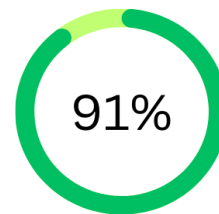
- On average **58,000** calls are offered and **53,000** calls are answered per month across North East London.
- On average **20,300** contacts per month are seen through the Clinical Assessment Service (CAS), of which **25%** are consult and complete, with no onward referral.



- The service type receiving the highest proportion of 111 referrals is GP Practice at on average **13%** per month. Followed by GP hubs at **8%**, UTC's and GP out of hours both at **6%**.
- **NHS 111 online** North East London regularly has the highest number of NHS 111 online journeys, for September 2024 111 online activity was **19,050** journeys.

North East London test of change pilots

- A process has been initiated by executives to approve test of change pilots running during the pre-procurement phase, to provide the opportunity to test new ways of working and pilots to best inform the design and continued development of the 111 service.
- There is a requirement for any provider proposing a test of change pilot, to submit a proposal, which is reviewed by the NEL 111 Procurement Steering Group and the NEL Same Day Access Working Group. Pilots are then approved by the NEL 111 Procurement Board.
- Currently there are two test of change pilots currently running in Tower Hamlets, which are:
 - **Tower Hamlets PCN 2** – The pilot involves establishing a neighbourhood service for patients registered at GP Practices within PCN 6, between Mon – Fri 8am – 7:30pm Monday to Friday.
 - **Tower Hamlets PCN 6** - The pilot involves establishing a neighbourhood hub service for patients registered at GP practices within PCN 6, between Mon – Fri 2pm – 6:30pm and a Saturday 9am – 5pm. The service has adapted a worklist approach for managing 111 referrals.
- Two further pilots are in the process of being approved for **Tower Hamlets PCN 7 & 8 and PCN 1**.
- **Initial feedback from the Tower Hamlets PCN 2 Pilot shows:**
 - 30 average appointments booked daily
 - 1033 patients booked over 7 weeks
 - 2.8 average DNA' s per day
 - Low re attendance rate 8% vs 40%
 - 7% DNA rate over 7 weeks



91% slots utilised for patient appointment over 7 weeks

- London Integrated Care Boards (ICBs) are using **Natural Language Processing (NLP)** to handle callers to 111. Now, its use is limited to a small number of pathways for example:
 - Dental
 - Expected Death
 - Repeat medication
 - Emergency medication
 - Sexual health issues
 - Skin rash (currently not available in NEL)
- This allows ICBs **to redirect different conditions** to different pathways away from 111 or to manage callers differently.
- Since NLP was introduced in London in December 2023, on average **3,800 calls per month have been successfully digitally channel** shifted across North East London.



North East London

Discussion part 1

Discussion topics

1. Strengths of the current model
2. Weaknesses of current design
3. Suggested changes to the current model



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North East London 111 Procurement Timelines

NEL 111 Procurement Timelines

The following timeline is based on the 111 contract running to 31st July 2026





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North East London Proposed future 111 model

Several potential future 111 models have been explored. The preferred approach would be to separate out the 111 telephony service from the 'current' Clinical Assessment Service (CAS).

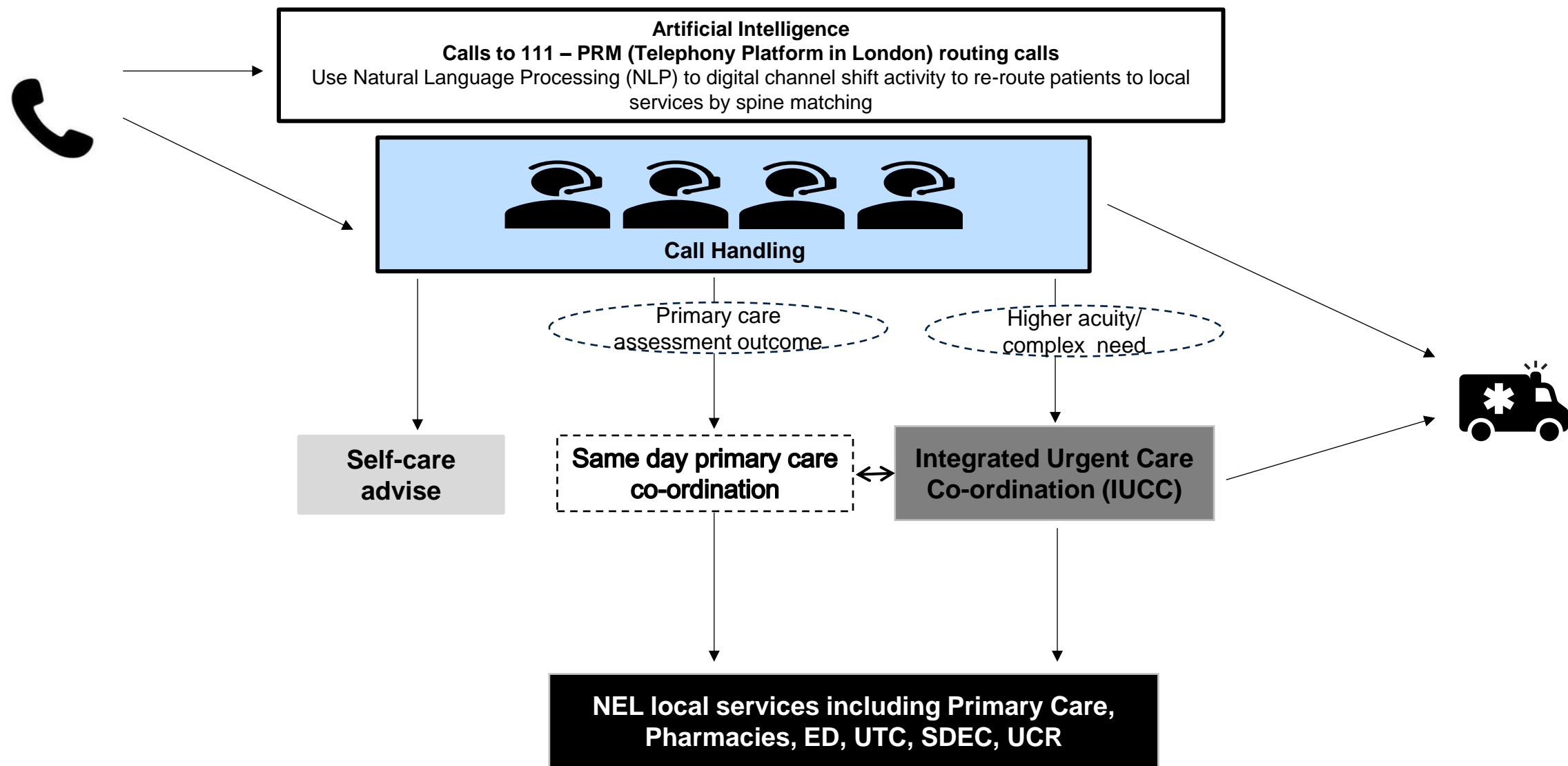
Call Handling:

- The model would have a 111 call handling service that covers all 7 NEL places 24/7, 365 days a year.
- The service will employ a small number of Clinical Advisors to support call handlers with complex calls.
- The service would work closely with local who will take on the remit of the former CAS, amongst other things.
- The new service will be required to improve upon current outcomes and patient experience.

Clinical assessment Service (CAS):

- The current CAS function will be replaced with **Integrated Urgent Care Co-ordination (IUCC)**, for higher acuity/complex needs activity.

NEL 111 Future Model





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Discussion part 2

Discussion topics

4. What information do you still need to know about the model?
5. Are the current model options attractive to bidders?
6. Suggestions on hours of operation in hours and out of hours
7. Any other suggestions or comments



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Next steps

Next steps

- Feedback heard today will be used to refine the service specifications and timelines.
- This is the first of two market engagement events and strongly recommend providers attend both events.
- Please click on the following link to register for the **second event scheduled for 24th October 2024.**
<https://www.contractsfinder.service.gov.uk/Notice/Attachment/bfba0145-b95d-4d4c-8da9-2abe8505b0b7>
- A market engagement questionnaire is also available to support us in transforming 111 for the future and appreciate your time in completing this survey.
<https://www.contractsfinder.service.gov.uk/Notice/Attachment/f5495960-0095-4fb6-b3cb-e0f3e7acd23a>
- When the procurement goes live, Providers must submit questions via the project page on Atamis, which will be made clear and accessible in the advert.
- The slides from today's presentation will be uploaded onto the contract s finder advert.
- In the meantime, questions can be submitted directly to our procurement lead: kieran.james-paterson@nhs.net

Thank you for your time today



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Appendices

NEL 111 activity by place

- The following series of slides outline the following for North East London outlines the following:
 - Activity by borough, hour and day, for all primary care dispositions (currently profiled to GP practices in NEL) and for all other higher acuity dispositions.
- 111 calls in general increase during working hours. Saturday is the busiest day for all borough's following by Sunday and/or Monday's.
- Data source Patient Relationship Manager (PRM).
-
- The data used is from October 2023 to August 2024.

Barking and Dagenham

Barking and Dagenham								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	1	1	1	1	1	1	1
01:00	01:59	1	1	1	1	1	1	1
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	0	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	2	1	1	1	1	2	1
07:00	07:59	3	3	2	3	2	4	3
08:00	08:59	9	8	7	7	8	8	7
09:00	09:59	11	10	9	10	10	11	9
10:00	10:59	10	8	8	7	8	11	9
11:00	11:59	9	7	7	7	6	10	9
12:00	12:59	8	7	7	6	6	9	8
13:00	13:59	7	6	6	6	5	8	6
14:00	14:59	7	6	6	6	5	7	5
15:00	15:59	6	5	5	6	6	5	5
16:00	16:59	7	6	5	6	6	5	5
17:00	17:59	5	5	5	5	5	5	4
18:00	18:59	5	5	5	5	5	4	4
19:00	19:59	4	4	4	4	5	4	3
20:00	20:59	4	4	4	3	3	4	3
21:00	21:59	3	3	3	3	3	3	3
22:00	22:59	2	2	2	2	2	2	2
23:00	23:59	2	2	2	1	1	2	2
Total		109	97	96	93	94	107	94

Barking and Dagenham								
Average number of 111 calls per day and hour for all NONE Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	3	2	2	3	3	3
01:00	01:59	2	2	2	2	2	2	2
02:00	02:59	1	1	2	2	1	2	2
03:00	03:59	1	1	1	1	2	2	1
04:00	04:59	1	1	1	1	1	2	2
05:00	05:59	1	1	1	1	1	1	2
06:00	06:59	2	2	2	2	2	2	2
07:00	07:59	3	3	3	2	3	3	3
08:00	08:59	6	6	5	6	6	6	5
09:00	09:59	9	8	7	7	8	9	7
10:00	10:59	9	7	7	7	7	10	8
11:00	11:59	8	7	7	6	7	9	7
12:00	12:59	8	7	7	8	7	9	7
13:00	13:59	8	7	7	7	7	8	7
14:00	14:59	7	7	7	6	7	9	7
15:00	15:59	7	7	7	7	7	7	5
16:00	16:59	7	6	6	6	7	8	6
17:00	17:59	7	6	7	7	7	7	6
18:00	18:59	8	7	7	7	8	6	6
19:00	19:59	7	7	6	7	7	7	5
20:00	20:59	7	6	6	6	7	7	5
21:00	21:59	6	5	6	4	6	5	5
22:00	22:59	5	4	4	4	5	5	4
23:00	23:59	3	3	3	3	4	4	3
Total		126	116	111	108	120	133	110

Havering

Havering								
Everage number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	1	1	1	1	1	1	1
01:00	01:59	1	1	1	1	1	1	1
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	2	2	2	1	2	3	3
07:00	07:59	4	4	3	3	3	6	5
08:00	08:59	9	9	7	7	7	13	9
09:00	09:59	9	8	8	7	7	14	13
10:00	10:59	9	8	6	7	6	14	12
11:00	11:59	8	6	6	6	6	13	10
12:00	12:59	8	6	6	6	6	10	9
13:00	13:59	7	6	5	5	6	9	8
14:00	14:59	6	5	6	6	6	9	7
15:00	15:59	6	6	6	5	5	7	6
16:00	16:59	6	6	6	6	5	7	6
17:00	17:59	5	5	6	5	5	6	5
18:00	18:59	6	6	6	6	6	6	5
19:00	19:59	5	5	6	5	6	4	4
20:00	20:59	4	4	4	4	4	4	4
21:00	21:59	3	3	3	3	3	3	3
22:00	22:59	2	2	2	2	2	2	2
23:00	23:59	2	2	2	1	2	2	2
Total		108	99	95	90	91	139	117

Havering								
Everage number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	2	3	2	3	3
01:00	01:59	2	2	2	2	2	3	3
02:00	02:59	2	2	2	2	2	2	2
03:00	03:59	2	1	1	1	1	2	1
04:00	04:59	1	1	2	1	2	2	2
05:00	05:59	2	2	2	1	2	2	2
06:00	06:59	2	2	2	2	2	3	3
07:00	07:59	4	3	3	4	3	5	5
08:00	08:59	8	6	6	5	6	10	9
09:00	09:59	9	7	7	7	6	12	10
10:00	10:59	8	7	7	6	7	11	10
11:00	11:59	8	7	6	6	7	11	10
12:00	12:59	7	7	6	6	6	12	8
13:00	13:59	8	7	7	6	6	10	8
14:00	14:59	7	7	7	5	6	10	8
15:00	15:59	7	7	6	6	6	9	7
16:00	16:59	8	7	7	7	7	8	7
17:00	17:59	8	7	8	8	8	8	7
18:00	18:59	8	8	7	7	8	9	7
19:00	19:59	8	8	7	7	8	8	7
20:00	20:59	7	7	7	6	7	7	5
21:00	21:59	6	6	6	5	6	6	6
22:00	22:59	4	4	4	4	5	6	4
23:00	23:59	3	4	3	4	4	4	3
Total		129	120	117	111	118	162	137

Redbridge								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	1	2	1	2	2
01:00	01:59	1	1	1	1	1	1	1
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	2	1	1	1	1	3	2
07:00	07:59	3	3	3	2	3	6	5
08:00	08:59	8	7	7	6	6	11	9
09:00	09:59	10	8	8	8	8	17	11
10:00	10:59	10	8	8	7	8	16	13
11:00	11:59	10	8	7	7	7	15	13
12:00	12:59	8	6	6	7	7	14	11
13:00	13:59	7	6	6	6	6	12	9
14:00	14:59	7	6	6	7	6	10	7
15:00	15:59	7	5	5	6	6	9	7
16:00	16:59	6	6	6	5	6	7	6
17:00	17:59	5	5	6	5	6	7	6
18:00	18:59	7	7	7	6	7	5	5
19:00	19:59	6	5	6	5	6	5	4
20:00	20:59	5	4	4	5	5	5	4
21:00	21:59	4	3	4	4	5	4	3
22:00	22:59	3	3	4	2	3	3	3
23:00	23:59	2	2	2	2	2	2	2
Total		115	101	103	98	104	157	128

Redbridge								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	3	3	3	3	3	4	3
01:00	01:59	2	2	3	2	3	3	3
02:00	02:59	2	2	2	2	2	2	2
03:00	03:59	2	2	2	2	1	2	2
04:00	04:59	2	2	2	2	2	2	2
05:00	05:59	2	1	2	2	2	2	2
06:00	06:59	3	2	2	2	2	3	2
07:00	07:59	4	3	3	3	3	4	4
08:00	08:59	7	5	6	5	5	9	7
09:00	09:59	8	7	6	7	8	13	9
10:00	10:59	9	8	7	7	7	13	10
11:00	11:59	9	7	7	7	8	13	10
12:00	12:59	8	8	7	7	8	12	11
13:00	13:59	8	7	7	7	8	12	8
14:00	14:59	8	7	7	6	7	10	8
15:00	15:59	8	7	6	6	8	9	7
16:00	16:59	8	7	7	7	8	10	7
17:00	17:59	8	7	7	7	8	9	7
18:00	18:59	8	8	8	8	8	9	7
19:00	19:59	9	8	7	8	9	9	7
20:00	20:59	9	7	7	7	8	9	7
21:00	21:59	7	6	6	7	8	7	7
22:00	22:59	5	5	5	5	6	7	6
23:00	23:59	4	4	4	3	5	5	4
Total		142	124	122	120	137	178	143

City and Hackney

City and Hackney								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	2	1	2	2	2
01:00	01:59	1	1	2	2	1	1	2
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	1	1	1	1	1	2	1
07:00	07:59	3	2	2	2	1	3	3
08:00	08:59	4	3	3	3	3	6	5
09:00	09:59	4	3	4	3	3	9	7
10:00	10:59	5	3	3	3	3	9	8
11:00	11:59	4	3	3	2	3	9	8
12:00	12:59	4	3	3	3	3	8	7
13:00	13:59	4	3	3	3	3	8	7
14:00	14:59	3	3	3	3	3	7	6
15:00	15:59	4	3	2	3	2	6	6
16:00	16:59	3	3	3	3	4	5	5
17:00	17:59	3	3	3	3	3	5	5
18:00	18:59	4	5	4	4	5	5	4
19:00	19:59	5	4	4	4	4	5	4
20:00	20:59	3	4	3	4	4	5	4
21:00	21:59	3	3	3	3	3	4	3
22:00	22:59	3	3	3	2	2	3	3
23:00	23:59	2	2	2	2	2	3	2
Total		70	61	59	56	60	107	95

City and Hackney								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	2	3	3	3	4
01:00	01:59	2	2	2	2	2	2	3
02:00	02:59	2	2	2	2	2	2	3
03:00	03:59	2	1	1	2	2	2	2
04:00	04:59	1	2	1	1	1	2	2
05:00	05:59	1	1	1	1	1	2	2
06:00	06:59	2	2	2	1	1	2	2
07:00	07:59	3	2	2	2	2	3	3
08:00	08:59	5	4	4	3	4	6	6
09:00	09:59	7	5	5	5	5	8	7
10:00	10:59	6	5	5	5	5	9	8
11:00	11:59	6	5	5	5	5	8	8
12:00	12:59	6	6	5	4	5	9	7
13:00	13:59	6	5	4	5	5	8	7
14:00	14:59	5	5	5	4	5	7	7
15:00	15:59	5	5	4	5	4	7	6
16:00	16:59	6	5	5	5	5	7	6
17:00	17:59	5	5	5	4	5	6	6
18:00	18:59	6	6	5	5	6	6	6
19:00	19:59	6	6	5	6	5	5	6
20:00	20:59	7	6	5	5	5	6	5
21:00	21:59	5	5	5	5	5	5	5
22:00	22:59	5	4	4	4	5	6	5
23:00	23:59	4	4	4	4	4	5	4
Total		108	94	88	88	92	124	118

Tower Hamlets

Tower Hamlets								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	3	2	3	3	3
01:00	01:59	2	2	2	2	2	2	2
02:00	02:59	1	2	1	1	1	2	2
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	2	1	1	1	1	2	1
06:00	06:59	2	2	2	2	2	2	2
07:00	07:59	4	3	3	3	3	5	4
08:00	08:59	7	6	6	7	6	10	8
09:00	09:59	11	10	8	9	10	13	10
10:00	10:59	11	9	8	9	9	15	12
11:00	11:59	10	9	8	8	10	15	11
12:00	12:59	12	9	8	8	9	14	12
13:00	13:59	9	9	8	8	8	13	10
14:00	14:59	9	9	7	8	9	11	8
15:00	15:59	9	8	7	7	8	10	8
16:00	16:59	8	8	7	7	8	8	6
17:00	17:59	8	7	7	7	8	7	6
18:00	18:59	7	7	7	7	8	6	6
19:00	19:59	7	7	6	6	7	6	6
20:00	20:59	6	6	7	6	5	6	6
21:00	21:59	5	6	5	5	6	5	5
22:00	22:59	4	4	4	4	5	4	4
23:00	23:59	3	3	3	3	4	3	3
Total		142	129	121	121	133	166	138

Tower Hamlets								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	4	4	4	4	4	5	5
01:00	01:59	3	4	3	3	3	4	4
02:00	02:59	3	2	2	3	3	3	3
03:00	03:59	2	2	2	2	2	2	2
04:00	04:59	2	2	2	1	2	3	2
05:00	05:59	2	1	2	2	2	2	2
06:00	06:59	2	2	2	2	2	2	3
07:00	07:59	4	3	3	3	3	4	4
08:00	08:59	6	5	6	5	5	7	7
09:00	09:59	10	9	8	7	8	9	8
10:00	10:59	9	8	8	8	9	11	9
11:00	11:59	10	8	8	8	9	12	10
12:00	12:59	9	8	7	9	8	13	10
13:00	13:59	8	8	8	8	9	12	11
14:00	14:59	9	8	8	8	10	11	9
15:00	15:59	9	9	8	8	8	11	9
16:00	16:59	10	8	8	7	9	10	9
17:00	17:59	8	8	9	7	8	9	8
18:00	18:59	9	8	8	8	7	8	8
19:00	19:59	9	8	8	8	9	9	8
20:00	20:59	8	7	7	8	8	9	8
21:00	21:59	7	7	7	7	8	7	8
22:00	22:59	7	6	6	6	7	7	7
23:00	23:59	4	5	5	5	6	6	5
Total		156	140	138	136	148	176	157

Newham

Newham								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	2	2	2	2	2	1
01:00	01:59	2	1	1	1	1	1	1
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	2	2	2	2	2	1	1
07:00	07:59	5	5	4	4	4	3	2
08:00	08:59	13	12	11	11	11	5	5
09:00	09:59	16	14	13	12	13	11	9
10:00	10:59	15	13	13	12	13	13	11
11:00	11:59	13	13	12	12	12	14	10
12:00	12:59	13	11	11	11	11	12	9
13:00	13:59	11	11	10	10	10	11	9
14:00	14:59	10	10	10	10	10	9	8
15:00	15:59	11	9	10	9	8	8	8
16:00	16:59	9	8	8	8	8	7	6
17:00	17:59	7	7	7	7	7	5	5
18:00	18:59	5	6	6	5	5	4	4
19:00	19:59	5	5	5	4	5	4	4
20:00	20:59	5	5	5	4	4	4	4
21:00	21:59	4	4	4	3	3	3	3
22:00	22:59	3	3	3	3	2	2	3
23:00	23:59	2	2	3	2	2	2	2
Total		157	147	142	138	136	124	108

Newham								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	3	4	4	4	4	5	5
01:00	01:59	3	4	3	3	3	3	4
02:00	02:59	3	2	2	2	3	3	3
03:00	03:59	3	2	2	2	2	3	3
04:00	04:59	2	2	2	2	2	2	3
05:00	05:59	2	2	2	2	2	3	3
06:00	06:59	3	3	3	3	2	3	3
07:00	07:59	4	4	4	4	4	4	4
08:00	08:59	9	8	8	7	9	8	7
09:00	09:59	12	10	11	10	11	11	9
10:00	10:59	12	10	9	10	11	13	9
11:00	11:59	12	11	10	10	10	13	11
12:00	12:59	12	11	9	10	11	12	11
13:00	13:59	11	10	9	10	8	12	10
14:00	14:59	9	10	9	9	9	11	9
15:00	15:59	10	9	9	8	11	10	9
16:00	16:59	10	9	9	10	10	10	8
17:00	17:59	10	9	9	10	10	10	7
18:00	18:59	9	10	9	9	10	9	8
19:00	19:59	9	9	8	9	10	9	8
20:00	20:59	8	8	8	8	10	9	9
21:00	21:59	7	8	8	7	9	9	6
22:00	22:59	6	7	6	6	8	7	7
23:00	23:59	5	5	5	6	6	6	5
Total		174	166	155	160	173	186	160

Waltham Forest

Waltham Forest								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	1	1	1	1	1	1	1
01:00	01:59	1	1	1	1	1	1	1
02:00	02:59	1	1	1	1	1	1	1
03:00	03:59	1	1	1	1	1	1	1
04:00	04:59	1	1	1	1	1	1	1
05:00	05:59	1	1	1	1	1	1	1
06:00	06:59	2	2	2	1	1	2	2
07:00	07:59	3	3	2	3	3	4	4
08:00	08:59	7	6	6	6	6	8	6
09:00	09:59	8	7	6	6	7	10	10
10:00	10:59	8	8	6	7	6	13	10
11:00	11:59	8	6	6	6	6	12	9
12:00	12:59	8	6	6	6	7	10	8
13:00	13:59	7	6	6	5	5	9	7
14:00	14:59	6	5	5	6	5	8	7
15:00	15:59	6	5	5	6	6	7	6
16:00	16:59	6	6	5	6	6	6	5
17:00	17:59	5	5	5	5	6	5	4
18:00	18:59	6	5	6	5	5	5	4
19:00	19:59	5	5	4	4	5	4	4
20:00	20:59	5	4	4	4	4	4	3
21:00	21:59	3	3	3	3	3	3	3
22:00	22:59	3	2	2	2	2	3	2
23:00	23:59	2	2	2	2	2	2	1
Total		101	91	85	88	91	121	101

Waltham Forest								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	2	3	2	2	2	3	3
01:00	01:59	2	2	2	2	2	3	3
02:00	02:59	2	2	1	2	2	3	2
03:00	03:59	1	2	1	1	2	2	2
04:00	04:59	1	1	1	1	2	2	1
05:00	05:59	2	1	2	1	1	2	2
06:00	06:59	2	2	2	2	2	2	3
07:00	07:59	4	4	3	3	3	4	4
08:00	08:59	5	5	5	4	5	6	6
09:00	09:59	7	6	6	7	7	9	8
10:00	10:59	7	6	6	6	6	11	9
11:00	11:59	8	8	6	7	7	10	10
12:00	12:59	7	6	6	6	6	10	8
13:00	13:59	7	6	6	6	6	9	8
14:00	14:59	7	6	6	5	6	9	7
15:00	15:59	7	6	6	7	6	8	7
16:00	16:59	6	6	6	7	7	8	6
17:00	17:59	6	6	6	6	7	8	6
18:00	18:59	7	6	7	6	7	8	6
19:00	19:59	7	6	6	7	7	8	6
20:00	20:59	6	6	6	6	7	7	7
21:00	21:59	6	6	5	5	6	7	5
22:00	22:59	5	4	5	5	5	5	5
23:00	23:59	3	3	3	3	5	4	4
Total		118	107	106	108	117	149	126

Other boroughs

Other boroughs								
Average number of 111 calls per day and hour for all Primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	3	2	3	3	3	3	3
01:00	01:59	2	2	2	2	2	2	2
02:00	02:59	2	1	1	2	2	2	2
03:00	03:59	2	1	1	1	1	2	2
04:00	04:59	1	1	1	2	1	2	1
05:00	05:59	2	1	1	2	1	2	2
06:00	06:59	2	2	2	2	2	3	3
07:00	07:59	4	4	4	4	3	4	4
08:00	08:59	8	8	7	8	7	8	8
09:00	09:59	10	11	9	9	8	13	10
10:00	10:59	11	10	10	10	9	14	12
11:00	11:59	11	11	10	9	8	14	12
12:00	12:59	10	10	9	8	8	13	11
13:00	13:59	9	8	9	8	8	12	9
14:00	14:59	9	8	8	7	8	10	9
15:00	15:59	8	8	8	7	6	11	8
16:00	16:59	8	7	7	6	6	8	6
17:00	17:59	7	6	6	6	6	8	6
18:00	18:59	8	7	7	7	7	7	5
19:00	19:59	7	7	7	6	6	6	6
20:00	20:59	6	6	6	5	7	6	5
21:00	21:59	5	5	4	5	6	6	5
22:00	22:59	4	3	4	4	4	5	4
23:00	23:59	3	3	3	3	4	3	3
Total		143	133	129	125	122	164	137

Other borough's								
Average number of 111 calls per day and hour for all NONE primary care dispositions								
Hr start	Hr finish	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00	00:59	5	4	4	4	4	5	6
01:00	01:59	3	4	3	4	3	4	6
02:00	02:59	3	3	3	2	3	4	4
03:00	03:59	3	2	2	2	3	3	3
04:00	04:59	3	2	2	2	2	3	3
05:00	05:59	2	2	2	3	2	3	3
06:00	06:59	3	3	2	3	2	3	3
07:00	07:59	4	4	3	4	5	4	5
08:00	08:59	7	7	7	7	6	7	7
09:00	09:59	11	10	10	8	9	10	9
10:00	10:59	12	10	10	9	9	11	10
11:00	11:59	12	12	11	9	9	11	10
12:00	12:59	11	11	10	9	9	10	10
13:00	13:59	11	11	10	9	8	11	9
14:00	14:59	10	9	9	9	9	10	9
15:00	15:59	10	9	8	8	8	11	9
16:00	16:59	9	8	8	7	9	11	7
17:00	17:59	9	8	9	8	8	9	9
18:00	18:59	9	8	9	8	8	10	8
19:00	19:59	9	8	8	8	9	9	7
20:00	20:59	8	8	8	8	8	8	9
21:00	21:59	8	7	8	6	8	8	7
22:00	22:59	6	6	7	7	7	7	6
23:00	23:59	5	5	5	5	6	6	6
Total		172	160	156	148	153	180	165