

Debbie Gilbert
CEO
Healthwatch Cornwall

By email

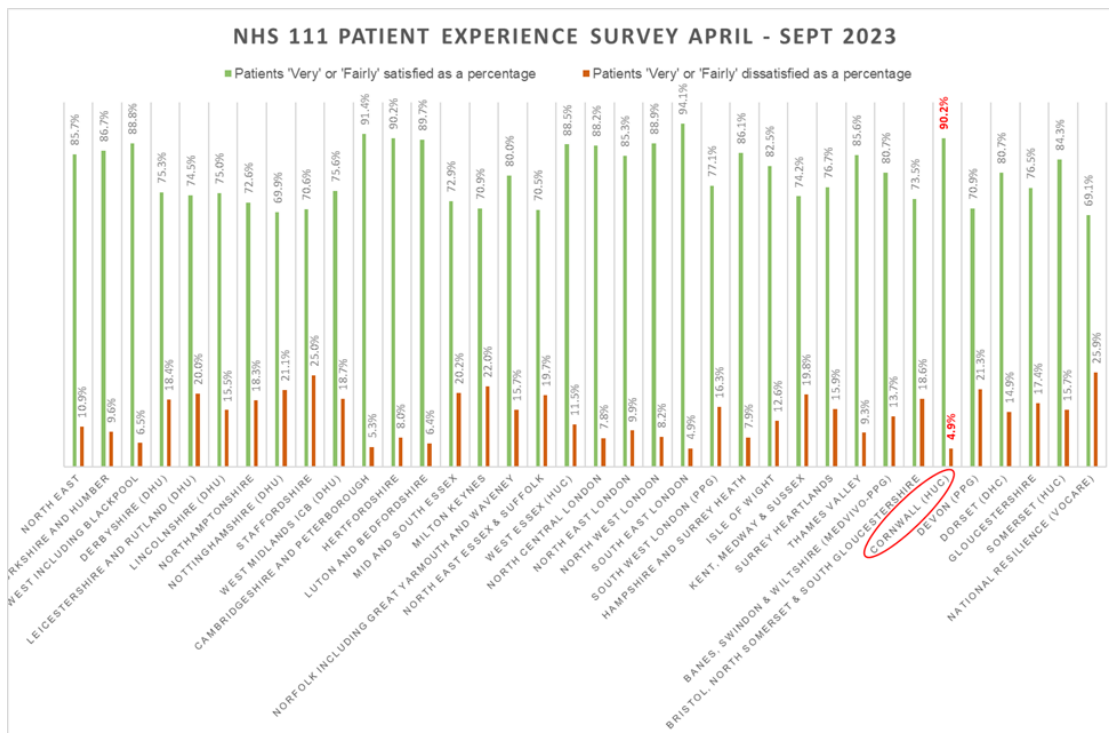
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240222 Healthwatch Cornwall RCHT Emergency Department (ED) Engagement Report

Kernow Health CIC (KHCIC) thank Healthwatch for both the time taken to undertake the survey and for sharing the report on RCHT ED Engagement in relation to accessing healthcare.

For information for your readers, KHCIC is owned 100% by shareholders who are all the Cornwall and IoS GP Practices and KHCIC are commissioned to deliver Cornwall 111. We share with the readers the most recent published survey into 111 which shows patient satisfaction as very high, here below:



Chair: Dr Andrew Craze

Chief Executive: Mrs Jan Randall

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Keeping General Practice at the **heart** of patient care

111 complies to national performance measures, and we wish you and the public to be aware that our local Cornwall service **ranks first** in 5 of the measures across the 39 providers of 111 in England, and in the top 10 for 8 of the measures.

Jan Randall, the Chief Executive of Kernow Health CIC shared '*we welcome this report and its findings and are looking forward to continued partnership working with Healthwatch to support future engagement. We have invited the Healthwatch team to visit the Cornwall 111 service to see the patient facing service in progress. We would also like to bring focus and information to the report that will assist the readers and hopefully generate further constructive feedback that we can also act upon for the benefit of local patients and the service that they receive*'.

Whilst the report focussed on patient in ED, the outputs and feedback were helpful to Kernow Health, both from the positive reports and learning that can be taken. The report identified areas where it was felt that expectation has not been fully met and/or identified a need to provide focussed communication to our residents to help them make the best choice in a time of need. We also welcome opportunities to work with patients listening to their experience of the service in addition to managing healthcare concerns.

Other than 999, 111 should always fall into the higher referrer to the Emergency Department by the nature that our calls are for urgent health support. During the time of the Healthwatch visit (September and October 2023), Cornwall 111 received between 575 and 625 calls each day, and therefore this adds a useful perspective of the volumes of calls received by 111, compared to the numbers of people who subsequently attend ED.

The England average referral to ED and Urgent Treatment Centres from 111 is 11.6%, however here in Cornwall we refer only 5.6%. This is because we undertake a call by a clinician into most cases and have dedicated services in place to meet the need of the area, enabling patients to receive the best care in the right place at the right time.

Remote clinical assessment and consultation, undertaken by clinicians who are GPs, Advanced Nurse Practitioners (ANP) and Advanced Emergency Care Practitioners (ECP) can determine the patient's needs and recommend a setting of care. On arrival if the presentation is more serious and an upgrade of care is clinically indicated, this is not necessarily a failure as the system wants to ensure only those people who really need to be in ED attend ED.

Any patient who has been clinically assessed over the telephone by 111 and requires a minor Injury Unit (MIU) or Urgent Treatment Centre (UTC) is sent based on the answers given by the patient to the clinician questions. 111 has access to all the waiting time data across Cornwall and Devon and sends the patient to the most local to them however also offers other locations in Cornwall based on shorter waiting times. Although we accept this means that the patient may be asked to travel for a shorter wait. An email is issued to the MIU/UTC location advising them to expect the patients along with their details of care need.

Getting call backs to patients is very important to the service. 51% of people receive a call back within 20 minutes. For context almost 4,000 people require a call back in a single month.

We recognise that due to the pressures in the system, people can wait to get through to 111 and work is being undertaken to address this. Please help us to support you better.

- We ask that if you dial 111 you do not hang up and redial as this will move you to the end of the queue.

- For patients who can, please utilise the online system, following the questions will identify if you need to speak to or see a clinician. Those requirements are routed straight to Cornwall 111 clinical team, which is based in Truro and bypasses the non-clinical telephone system. The link is enclosed here:
[https://digital.nhs.uk/services/nhs-111-online.](https://digital.nhs.uk/services/nhs-111-online)

The feedback in the report from Healthwatch has been really helpful and we thank the Healthwatch team and the patients for their participation.

End