

NHS 111 Health and Wellbeing Board query (December 2019):

A member of the Board asked how the NHS 111 service would prevent people from Buckingham visiting A&E in Milton Keynes or Stoke Mandeville because they did not want to travel to High Wycombe.

ACTION: Ms Richards

NHS 111 call handlers use a live Directory of Service known as the DOS – this is agreed with local areas and specifies which conditions can be supported at which NHS units and can be updated in real time so that NHS 111 is aware of which services are experiencing pressure.

NHS 111 have confirmed that High Wycombe Urgent Treatment Centre (UTC) may be offered as an option to Buckingham residents but that other non-A&E locations of care are also identified to Buckingham patients who contact the service. These include the Milton Keynes Urgent Treatment Centre; the Minor Injury unit at the Horton hospital in Banbury; and Bicester Minor Injury Unit which are closer to Buckingham residents. These services will be displayed and then offered during the call if the 111 patient's clinical need matches the respective service profile.

Waiting time information may be limited if not booking appointments directly, however any issues or delays with accessing a particular service are routinely flagged through the Directory to ensure patients and 111 can make a more informed choice.