

## Engagement Assurance Committee Cover Sheet

Item: 7

Enclosure: E

<b>Title:</b>	<b>Engagement in the South East London 111 Service Redesign</b>
<b>Meeting Date:</b>	22 May 2024
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<b>Purpose of paper:</b>	To provide assurance to the SEL Engagement Assurance Committee regarding the patient engagement undertaken in support of the SEL 111 service redesign in preparation for procurement of a new SEL 111 service.	Update / Information	<b>X</b>
		Discussion	
		Decision	
<b>Summary of main points:</b>	<p>We invited people living in Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark to tell us about their experiences of the NHS 111 service, what works well and what can be improved. The ‘Share your experiences and what you think about the NHS 111 service in south east London’ survey ran for 8 weeks November 2023 - January 2024 and aimed to:</p> <ul style="list-style-type: none"> <li>• Understand if people have used the NHS 111 service</li> <li>• Learn what people know about the service and receive feedback about their experience of using the service</li> <li>• Identify how people would like the service to change or improve</li> <li>• Hear their recommendations to support improvement</li> </ul> <p><b>Survey promotion</b> Please see slide 5 of the report for information on how the survey was promoted.</p> <p>Please see slides 7-10 for a summary of:</p> <ul style="list-style-type: none"> <li>• <b>Responses regarding the current service</b></li> <li>• <b>Responses regarding the new NHS 111 service</b></li> <li>• <b>Recommendations from survey respondents</b></li> </ul> <p><b>Barriers highlighted by survey respondents</b> The survey respondents have identified some groups of people that may face barriers when accessing the NHS 111 service:</p> <ul style="list-style-type: none"> <li>• people not speaking English or not having English as their first language</li> <li>• older people</li> <li>• people who are socially deprived</li> <li>• people with dementia</li> <li>• people with physical and sensory (sight and hearing) difficulties <i>(14 of the survey responders reported they had blindness or partial loss of sight, while 48 reported they had Deafness or partial loss of hearing)</i></li> </ul>		

- people with complex needs (*109 of the survey responders reported that they had a long term condition*)
- people not registered with a GP or not with legal status in the UK/undocumented
- people living alone
- people experiencing mental health difficulties (*36 survey responders reported they had mental ill health*)
- people with learning disabilities/neurodivergent (*6 survey responders reported that they had learning disabilities or were neurodivergent*)

The survey responders were predominately older, white women. Therefore, there is a need to engage with a broader range of ethnicities and ages and men. Responses were also lower from the Lambeth population than the other boroughs.

### **Equality Impact Analysis Findings**

In addition, our Equality Impact Analysis identified the following groups that may be adversely impacted by the current service design:

**Age** – Older patients with hearing loss and / or dementia may struggle to navigate the telephony menu. Older patients seeking a reassuring voice may find the use of a structured triage tool frustrating.

**Disability** – There may be challenges navigating the telephony menu and answering the Call Handler's questions for patients with learning disabilities.

**Sex** – 40.5% of the SEL 111 callers are male, while males make up 48.2% of the SEL population. The service is underutilised by this group. Engagement is needed with this group to understand why.

**Race** – Callers have to navigate a telephony menu before they are offered a translation service.

The proportion of SEL 111 calls for Black or Black British Caribbean is significantly above their respective proportion of the SEL population (8% v 5.5%). Engagement is needed with this group to understand why.

### **Language Line analysis**

Plus, analysis of the 111 services' translation service use has been compared to census data. Combining those who cannot speak English well and those who cannot speak it at all, gives a SEL average of 2.7% (ranging from 1.0% in Bromley to 3.7% in Lambeth). The April 2024 111 data showed 2.9% of calls required Language line (the translation service used by 111). While in no way conclusive, it doesn't provide evidence that language is a significant obstacle to use of 111. Having said that, requests for Spanish translation services were far lower than their population share would suggest (0.2% of language requests versus 2.1% of the population) and requests for Bengali translation services were higher than their population share would suggest (0.6% of language requests versus 0.2% of the population). These two groups have been identified as useful to engage with to help redesign the telephony menu and 111 communications to be more accessible to those that are not proficient in English.

	<b>Next steps</b> We plan to reach out to the groups highlighted by the patient survey, the Equality Impact Analysis and the Language Line analysis through further targeted engagement, to take place in June and July 2024.			
<b>Potential Conflicts of Interest</b>	None			
<b>Relevant to the following Boroughs</b>	<b>Bexley</b>	x	<b>Bromley</b>	x
	<b>Greenwich</b>	x	<b>Lambeth</b>	x
	<b>Lewisham</b>	x	<b>Southwark</b>	x
	Equality Impact	A full Equality Impact Assessment (EIA) of the current 111 service has been completed (and is available on request). The patient engagement being undertaken will be used to co-design solutions to the issues highlighted by the EIA. The EIA will then be updated when the new service design is finalised.		
	Financial Impact	There may be some costs relating to further outreach in terms of requiring interpreters.		
<b>Other Engagement</b>	Public Engagement	Further engagement is being planned to reach out to the groups highlighted by the patient survey, the Equality Impact Analysis and the Language Line analysis through further targeted engagement, to take place in June and July 2024.		
	Other Committee Discussion/Engagement	This work is overseen by the Collaborative Neighbourhood Steering Group, which reports into the Neighbourhood Based Care Board, which reports into the Executive Team. Updates have also been provided to the Place Executive Leads.		
<b>Recommendation:</b>	To note the progress being made regarding the patient engagement undertaken in support of the SEL 111 service redesign in preparation for procurement of a new SEL 111 service.			