

Agenda Item

2.4

Joint Commissioning Committee

NHS 111 Wales Commissioning Arrangements

Dyddiad y Cyfarfod / Date of Meeting	16/07/2024
Statws Cyhoeddi / Publication Status	Open / Public
	Not Applicable
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Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor	Abigail Harris, Interim Chief Commissioner

Pwrpas yr Adroddiad / Report Purpose	For Approval
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Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
N/A	Click or tap to enter a date.	Choose an item.

Acronyms / Glossary of Terms	
NWJCC	NHS Wales Joint Commissioning Committee
WAST	Welsh Ambulance Services University NHS Trust
WG	Welsh Government

1. SITUATION/BACKGROUND

The purpose of this report is to provide an update NHS 111 Wales Commissioning Arrangements.

Responsibility for the commissioning of NHS 111 Wales transferred to the NHS Wales Joint Commissioning Committee (NWJCC) on the 1 April 2024.

Quarter 1 has seen transitional arrangements in place, with the previous programme team continuing to hold meetings of the Commissioning Board and Delivery Assurance Group (DAG).

This transitional arrangement has now ended, and the NWJCC Team will now assume full responsibility for the commissioning of the service.

2. SPECIFIC MATTERS FOR CONSIDERATION

2.1 Commissioning Approach

The programme team established a Commissioning Framework and a set of Commissioning Intentions for the service. As part of the transition to the NWJCC it is proposed that both documents are adopted for 2024/2025 and reviewed as part of the NWJCC commissioning arrangements for 2025/2026.

Daily performance reports are currently being provided by the Welsh Ambulance Services University NHS Trust (WAST) and work is ongoing on the development of a set of NHS 111 Wales service indicators that will be included within the NWJCC performance report.

2.2 Operational Delivery

The NWJCC is responsible for the commissioning of WAST to deliver NHS 111 Wales core operational services (front-end), specifically call handling and clinical assessment, on behalf of the seven Health Boards (HBs).

WAST leads on the operational delivery of the service including establishing relationships, groups and arrangements with organisations across Wales to ensure effective operational delivery of the service on behalf of NHS Wales.

HBs remain responsible for the delivery of GP Out of Hours (OOH) services.

2.3 Team Resources

At present, no additional resource has been provided for the NWJCC to undertake the commissioning of this additional service. An approach has been made to Welsh Government (WG) / NHS Executive for additional financial resource to augment the NWJCC team to undertake this work.

The commissioning of the service is currently being undertaken by the ambulance commissioning team (former EASC Team). However, as a small team with limited

capacity, this is not a sustainable approach and the activity that the team can undertake in relation to the commissioning of the service is limited.

The NWJCC should note that in the absence of additional resources being provided centrally, it is likely that the NWJCC will need to consider how it will support the team with the necessary resources to commission the service in line with the commissioning expectations.

2.4 Meeting Structures

The 111 Legacy Statement for the transfer of the service to the NWJCC outlined that the governance workstream for the establishment of the NWJCC had agreed the continuation of the existing NHS 111 Wales Commissioning Board and DAG. Both groups continued during the quarter 1 transition period and these arrangements have now come to an end.

The NWJCC is asked to approve the adoption of the commissioning arrangements for NHS 111 Wales into the existing committee arrangements until such time as the formal sub-committee structure of the NWJCC is fully established.

Interim Ambulance and 111 Commissioning Group - This interim group will provide the lead oversight of commissioning arrangements for the NHS 111 Wales service including delivery, performance, quality and financial requirements.

Each HB has senior representation at this Group and those members will be expected to bring forward any commissioning issues in relation to the NHS 111 Wales service in their areas to this meeting.

Welsh Ambulance Service Commissioner Quality and Delivery Meetings – This is the monthly accountability meeting between the Ambulance Commissioner and the WAST executive team, any specific operational commissioning or delivery issues will be addressed at this meeting.

2.5 Risk Register

Following the final meeting of the Interim NHS 111 Wales Programme Board, there remained 5 high and 2 medium open risks on risk register in relation to the NHS 111 Wales and OOH Services. Each of these has been outlined below alongside the proposed action for monitoring under the NWJCC commissioning arrangements. See **table 1** below.

Table 1 – Risks for the NHS 111 Wales and Out of Hours Services

Ref	Description	Score	Proposed Actions
IMP168	That the WAST 111 solution (CAS) is end of life at contract expiry in May 2024 and requires replacement prior to this date. This presents a constrained timeframe in which to procure and safely implement a fit for purpose replacement solution.	16	The revised system was implemented in May 2024. Ongoing operational delivery and infrastructure risk mitigation sits with the WAST. It is suggested that this risk is closed from a NWJCC perspective.
IMP035	There is a risk that the 111 service capacity requirements are insufficient to meet peaks in demand.	12	The NWJCC should establish a risk related to the capacity of the 111 service to meet demand.
IMP144	Introduction of 111 #2 service in HBs.	12	111#2 (111 press 2) is a HB delivered service. Any capacity issues for core 111 as a result of #2 should be articulated within the NWJCC risk for 111 capacity.
IMP127	That increased transfer of calls from 999 service into 111 causes a decrease in 111 service performance.	12	The NWJCC should establish a risk related to the capacity of the 111 service to meet demand.
IMP166	The running costs of the now retired NHS Direct Wales service and wider corporate infrastructure remains unknown.	12	The NWJCC now commission all services provided by WAST. The NWJCC should establish a risk on the financial viability of the 111 service to meet its demand.
IMP137	Under provision of Clinicians to support Clinical Support Hub.	8	The NWJCC is not responsible for Clinical Support Hubs. It is suggested that this risk is closed from a NWJCC perspective.
IMP092	There is a risk that fragility of urgent primary care (OOH) services, General Medical Services (GMS) and / or community pharmacy provision could unexpectedly	8	This is an operational risk for service delivery, but again should be articulated within the NWJCC risk for 111 capacity.

Ref	Description	Score	Proposed Actions
	affect performance on the 111-service front end of the service.		

It is recommended that the NWJCC approve the proposed actions outlined above and that the Ambulance Commissioning Team develop the specific risks required for the NWJCC to monitor in relation to their responsibilities in commissioning the service.

3. KEY RISKS / MATTERS FOR ESCALATION

Members are asked to note that the NWJCC team capacity to undertake the commissioning of the NHS 111 Wales service is limited without additional resource.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Nod (au) Strategol CBC Link to NWJCC Strategic Goal(s)	Not Applicable
	The NWJCC was established on 1 April 2024. As yet the NWJCC strategic goals have not yet been developed.
Dolen i Feysydd Strategol CBC / Link to NWJCC Strategic Areas	Not Applicable
	The NWJCC was established on 1 April 2024. As yet the NWJCC strategic areas have not yet been developed.
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	If more than one applies please list below:
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Whole-systems Perspective
	If more than one applies please list below:

Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Domains of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Effective
	If more than one applies please list below: Efficient Equitable Patient Centred Timely Safe
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: Ongoing work related to 111 service
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: Ongoing work
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl /Ariannol) /</i> Resource Impact <i>(People / Financial)</i>	Yes (Include further detail below)	
	Outlined within the report	

5. RECOMMENDATIONS

The JCC is asked to:

- **Note** the report,
- **Approve** the adoption of the commissioning arrangements for NHS 111 Wales into the existing committee arrangements until such time as the formal sub-committee structure of the NWJCC is fully established,
- **Approve** the proposed actions outlined for each of the risks of the previous programme and the development of specific risks required for the NWJCC to monitor in relation to their responsibilities in commissioning the service;
- and
- **Note** the NWJCC team capacity to undertake the commissioning of the NHS 111 Wales service is limited without additional resource.

6. NEXT STEPS

- Seek confirmation of resource availability for the commissioning of the NHS 111 Wales service from Welsh Government / NHS Executive
- Add the risks for the 111 service to the risk register as proposed.