



Strictly Private & Confidential

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111 & OOH Norfolk Primary Care Operations
East of England Ambulance
Service NHS Trust
Hospital Lane,
Hellesdon,
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Date : 30 January 2015

Dear Victoria

Re: Norfolk 111 Service and Ambulance Dispatch

In response to your letter dated 16th January 2015 please find attached to this letter and confirmation below of the following information and processes that you have requested to gain a further level of assurance and confirmation of processes in place for NHS 111 calls that result in a Non Urgent Ambulance disposition:-

- A copy of your SOP with the EEAST 999 Service around the transfer of NHS 111 calls – **Attached**
- A clear pathway when a call ends in an Ambulance disposition. – **Attached**
- The algorithm for clinical staff that a call is warm transferred to: - **there is no algorithm the 111 clinicians follow pathways.**
- The grade and skill level of the clinical staff that calls are warm transferred to. – **Band 6 Nurses – Clinical Support Desk (CSD) clinicians – Emergency Care Practitioners (ECPs) and Doctors from local surgeries.**
- Assurance that when a clinical member of staff is unavailable to accept the warm transfer that the call is sent over to 999 with no delay. – **Flow chart attached**
- The details/results of your monitoring and evaluation of the outcomes. – **Attached.**

I hope the above and attached give the 4 Norfolk CCG's a further level of assurance and confirmation of the processes to which Norfolk 111 works. If you have any further questions please do not hesitate to contact me.

Yours sincerely

Maureen A Spencer
Primary Care Manager for 111 and OHs
East of England Ambulance Service NHS Trust

Chief Executive: Dr Anthony C. Marsh QAM



Cc: Rob Ashford, Essex Locality Director EEAST
Lisa Parrish, Clinical Lead NHS 111 Service EEAST
Dr Helen Alefounder, Head of Clinical Services – Primary Care, EEAST
Nikki Cocks, Director of Operations NHS Norwich CCG
Sheila Glenn, Director of Quality NHJS Norwich CCG
Karen Watts, Head of Quality NHS Norwich CCG
Peter Spears, Head of Contracts NHS Norwich CCG

Enc: Report and investigation by Lisa Parrish, Clinical Lead NHS 111 Service EEAST