

Care Home Access to NHS 111 / Devon Care Coordination Service*

* Care Coordination is a joint initiative between South-Western Ambulance Service and Practice Plus Group, who provide 111 services in Devon

When a care home resident has an acute medical problem or injury, 111 can provide advice. This service is available to all care homes and is available 24 hours a day and provides homes with priority access to the Devon Clinical Assessment Service (CAS).

CAS clinicians include:

- GPs
- Nurses
- Pharmacists
- Urgent Care Practitioners
- Paramedics
- Advanced Nurse Practitioners

Routine in-hours GP support should continue to be accessed via the patient's own GP, and emergencies through 999.

- **999** - call if there is an actual or potential emergency.
- **111** – call if there is an urgent need where you need help fast, but it is not an emergency.
- **01752 422 734** - call the Care Coordination Service if you are not sure if you need 111 or 999, 0800-2000 7 days a week.
- **GP** - call for all routine or on-going problems during surgery hours (out of hours urgent GP services are accessed through 111).

The process works as follows:

<p>Call 111 and press 9 to continue when prompted</p> <p>If there is national high demand, the national busy message plays: "NHS 111 services are currently extremely busy..." and then continues, finishing with "...you can also get advice from your local pharmacy or GP when open."</p>
<p>Wait for this message to finish playing.</p> <p>The next message states: "If your call is about physical health press 1. If your call is about mental health press 2. If you are a healthcare professional or lab technician press 3."</p>
<p>Press 3.</p> <p>The next message states: "You have selected the healthcare professional line. Please only continue to hold if you are a healthcare professional or lab technician and are calling on behalf of a patient, otherwise please press 1."</p>
<p>Continue to hold.</p> <p>The HCP menu will then state: "If you are ambulance crew press 1, if you are calling from a care home press 2..."</p>
<p>At this point, press 2</p> <p>The call is then delivered to the relevant HCP line within the 111. The next available Service Advisor or Health Advisor will take call details and will raise the call to the Clinical Assessment Service.</p>