



South West London  
Clinical Commissioning Group

# South West London

## NHS111\*6 – Star Line; process for care homes

31<sup>st</sup> August 2021

Bringing together Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth



# What is NHS 111\*6 star line

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The NHS 111 star\*line was implemented across London with 3 star lines to provide fast access to a clinical team who can give you the advice and medical input you need to care for your resident instead of having to call 999 and transfer your resident to hospital :

- NHS 111 \*5 – Urgent care support for ambulance crew
- **NHS 111\* 6 – Urgent care support for care homes**
- NHS 111 \*7 – Urgent care support for Community Nurses and Rapid Response



# NHS 111\* 6 star line for care homes

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- If your residents are generally unwell and you need clinical advice or want to arrange treatment or care to take place locally, instead of calling 999, please ring 111 to quickly connect with a clinician, possibly a GP within 20 minutes if appropriate.
- You will be connected to a clinician who can give the advice you need or arrange referrals and help avoid ambulance trips and hospital admissions.
- If you cannot speak to a clinician immediately, someone will call you back within 20 minutes. Additional clinicians and GPs have been recruited by London 111 providers to provide this service.
- **\*6 CARE HOME STAFF: To urgently speak to a Clinician 24/7 dial 111:** Once you have been asked to confirm your location, stay on the line and press star, wait for the beep and press 6. Your call will then be transferred to the local 111 service



# Aims for NHS 111\*6 star line

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- To give priority access for clinical advice via NHS 111 to staff working in care homes
- To provide additional GP advice to all care homes
- To reduce the number of calls to 999 and visits to local emergency departments where appropriate
- To improve clinical pathways for the frail and elderly
- To support resident care by GPs.



# Urgent care support for care homes

**Urgent GP support for care homes this winter from NHS111**

Healthy London Partnership **NHS**



Can't get the resident's GP on the phone?



Don't wait, call 111 immediately



Follow the instructions below to quickly access a GP



Get the advice you need to care for your resident locally, and avoid unnecessary ambulance calls

Dial 111. Press 9 to continue. An automated message may ask you to confirm your location. When you hear the message "This call is recorded for quality purposes", press \* wait for the beep, then press 6. You will be connected to a Call Handler at the local NHS 111 service who will transfer you to a GP or arrange for a 20 minute GP call back. To feedback on this service contact [england.nhs111submissions@nhs.net](mailto:england.nhs111submissions@nhs.net).



## Original Core London Principles



111 Star\*line calls are to be routed to an agreed number via the NHS 111 line.

Call handler receives an electronic information advising them that this is a 111 Star\*line call.

Calls are responded to by taking the caller name and contact details; and include a brief history of the patient requiring clinical advice/support.

111 Star\*line call handlers will then pass the call to a GP. If a GP is not immediately available, the caller will be advised that the call will be placed in the GP Out Of Hours (GP OOH) queue for call back (a call back within 20 minutes was the maximum wait agreed).

# Call NHS 111\*6 line

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Before calling, record observations where possible: Date of first symptoms, blood pressure, pulse respiratory rate and temperature (refer to thermometer instructions). If there is a care plan for your resident, for example a CMC or DNAR plan, please have access to it, prior to calling 111



# 111 Starlines

- Care home staff concerned about a resident who may have COVID-19 symptoms can dial **NHS 111 Star\*6** for faster access to urgent advice from a senior clinician if they cannot get through to the resident's own GP.
- Before calling, record observations where possible: date of first symptoms, blood pressure, [pulse](#) [respiratory rate](#) and temperature. If there is a care plan for your resident, please have access to it.



**DIAL 111**



*Thank you for calling NHS 111, please press 9 to continue.*



**PRESS 9**



*Let's work out where you are.*

*At this stage, you will be prompted: "If you are calling about coronavirus symptoms, please press 1, or press 2 to continue"*

**PLEASE PRESS 2 TO ACCESS THE NHS 111 STARLINES**



*You'll hear a pause. Then when asked your age...*



**PRESS \*6**





# Benefits of using NHS 111\*6

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- Faster access to services
- Appropriate use of the LAS service
- Reduction in inappropriate hospital attendance
- Ensure residents have the right care at the right time



# Data for April 2020 - March 2021

Localities	Star * line call
Croydon	684 (Airedale)
Kingston	671
Merton	377
Richmond	349
Sutton	588
Wandsworth	508

Localities	LAS incidents	LAS conveyance s	% of conveyance	% of non conveyance
Croydon	1585	1220	77%	23%
Kingston	744	589	79%	21%
Merton	726	581	80%	20%
Richmond	425	314	74%	26%
Sutton	664	485	73%	27%
Wandsworth	915	690	75%	25%



# Locality contacts for NHS 111\*6

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Your Commissioning Leads are

Croydon – Tricia Wallace: [Tricia.Wallace@swlondon.nhs.uk](mailto:Tricia.Wallace@swlondon.nhs.uk)

Kingston & Richmond: Brian Roberts: [brian.roberts@swlondon.nhs.uk](mailto:brian.roberts@swlondon.nhs.uk)

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Sutton – Lucy Webber: [lucy.webber@swlondon.nhs.uk](mailto:lucy.webber@swlondon.nhs.uk)

Wandsworth – Anca Costinas: [anca.costinas@swlondon.nhs.uk](mailto:anca.costinas@swlondon.nhs.uk)

Or

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