

Information for DoS Leads.

Proposed changes for Release 22 in the triage of under 10 day old's.

As part of a continual development process NHS Pathways have identified the potential difficulties that many new parents may face in knowing what “normal” new-born behaviour is. In the first few days of life baby routines start to develop, and a norm may not yet be established. This results in challenges in detecting early sepsis which is identified using a range of metrics including functional capacity, worsening breathlessness, and confusion. Identifying normal behaviour in new-borns is more difficult in a telephone triage setting. Consultation with 111 provider sites have mirrored these challenges.

NHS Pathways has consulted with representatives from Royal College of Paediatric and Child Health and the National Clinical Governance Group who have recommended clinical consultation to all under 10 day olds who contact 111 below an ED level. We therefore propose to cut triage at a DX11 (Speak to Primary Care within 1-hour) in all under 10 day olds who contact 111 telephony services and are 'unwell'. They will continue to receive triage before this point and where appropriate ambulance and emergency department dispositions will be reached beforehand. This will result in an estimated uplift of 4000 calls per annum to a Dx11 level and equates to 10 calls per day in England.

Question for DOS leads

Please could you liaise with your commissioners and services, we welcome your thoughts on this proposal as part of a wider consultation before changes are released in Autumn 2020. This will be discussed on 7th July 2020 at the DoS lunch and learn and changes built shortly after.