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To: CCG leads with 111 contracts

Update on 111 procurement

20 September 2013

Dear colleague,

I wrote to you on 3 September 2013 about the transition of NHS 111 contracts from NHS Direct to other providers, confirming that all these transferred contracts would remain in place until April 2015.

In order to maintain stability across the system and to give time to agree the optimum service specification for 111 in the future, NHS England has decided that no other 111 contracts should be re-procured to start before April 2015.

As you are aware, we are currently reviewing the National NHS 111 specification. This together with the need to learn the lessons from the initial procurement of NHS 111, the need to reflect the outcomes of the Urgent & Emergency review, and our desire to take on board the concerns we have heard from many CCG commissioners, has meant that we have concluded that we need more time to be sure that the next round of procurements fully deliver all we need to give patients the best service.

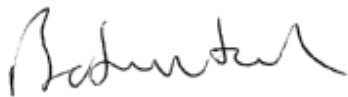
We have therefore agreed that no NHS 111 contract re-procurements should commence until after April 2014, with the earliest date for the mobilisation of re-procured contracts being April 2015. This is in line with my previous letter confirming that contracts transferring from NHS Direct would be placed with new providers until April 2015.

While most NHS 111 contracts finish on or after April 2015, there are a few contracts that expire before this date. For these areas affected by this decision NHS England will support commissioners in ensuring there are appropriate contract extension arrangements in place. For the small number of procurements that have yet to be concluded we will support CCGs to ensure they are entered into for an appropriate time period.

I am aware a small number of you were keen to move ahead with re-procurement plans sooner. However, I am confident that the additional time we take to review and consider our options will lead to the development of a strengthened service, which is more responsive to the needs of patients and the NHS as a whole.

I am grateful for your support in ensuring NHS 111 service performance continues to improve. If you have any comments or questions regarding these arrangements, please contact your Area Team Director.

Yours sincerely,



Dame Barbara Hakin
Chief Operating Officer/ Deputy Chief Executive

**CC: Chief Executive Office NHS England
Regional Team Directors
Area Team Directors**