

NHS 111 Service (Training and Clinical Oversight) Bill

[AS INTRODUCED]

CONTENTS

- 1 Training standards for NHS 111 service operators
- 2 Oversight by clinical advisors
- 3 Reports on training and clinical oversight
- 4 Interpretation
- 5 Financial provisions
- 6 Regulations
- 7 Extent, commencement and short title

[AS INTRODUCED]

A

B I L L

TO

Set training standards for NHS 111 service operators; to require NHS 111 services to be overseen by clinical advisors; and for connected purposes.

BE IT ENACTED by the Queen's most Excellent Majesty, by and with the advice and consent of the Lords Spiritual and Temporal, and Commons, in this present Parliament assembled, and by the authority of the same, as follows:—

1 Training standards for NHS 111 service operators

- (1) The Secretary of State must, by regulations, set standards for the training of NHS 111 service operators.
- (2) Those regulations must require that, before taking NHS 111 calls or providing advice online, all service operators—
 - (a) receive training consistent with the latest NHS England Integrated Urgent Care Service Specification or equivalent document;
 - (b) receive at least 10 weeks' initial training by an appropriate health professional; and
 - (c) undergo written and practical assessments.
- (3) The regulations must make provision for sanctions against providers who fail to conform with the requirements.

5

10

2 Oversight by clinical advisors

- (1) The Secretary of State must, by regulations, set standards for the oversight of NHS 111 service operators by clinical advisors.
- (2) Those regulations must require that—
 - (a) a clinical advisor is an appropriate health professional;
 - (b) all service operators have access to advice from clinical advisors at all times when on duty;
 - (c) at least one clinical advisor trained in NHS Pathways triage software is available per 30 service operators on duty;
 - (d) all calls and online interactions are recorded, stored and available for the patient to access and refer to a clinical advisor for review;
 - (e) each service operative has a sample of interactions with patients reviewed by a clinical advisor at least once per month.

15

20

25

- (3) The regulations must make provision for sanctions against providers who fail to conform with the requirements.

3 Reports on training and clinical oversight

- (1) The Secretary of State must lay before Parliament reports detailing—
- (a) the performance of each provider against the requirements made under both sections 1 and 2; and 5
 - (b) any associated sanctions imposed.
- (2) A report under this section must be laid—
- (a) no later than one year after the day on which this Act comes into force; and 10
 - (b) in each calendar year after the year in which the first report is laid.

4 Interpretation

In this Act—

“appropriate health professional” means—

- (a) a registered medical practitioner, or 15
- (b) a registered nurse or midwife;

“clinical advisor” means a person responsible for overseeing service operators;

“NHS 111” is a national non-emergency medical helpline number and associated website service offered in England; 20

“provider” means an organisation contracted to provide NHS 111 services;

“service operator” means a person who provides advice to NHS 111 patients over the phone or online.

5 Financial provisions

There shall be paid out of money provided by Parliament— 25

- (a) *any expenditure incurred by the Secretary of State by virtue of this Act, and*
- (b) *any increase attributable to this Act in the sums which by virtue of any other Act are payable out of money so provided.*

6 Regulations

- (1) Regulations under this Act may not be made unless a draft of a statutory instrument containing them has been laid before, and approved by a resolution of, each House of Parliament. 30
- (2) The first regulations under both sections 1 and 2 must be laid before Parliament no later than the end of the period of 180 days beginning with the day on which this Act is passed. 35

7 Extent, commencement and short title

- (1) This Act extends to England and Wales.

- (2) This Act comes into force on the day on which it is passed.
- (3) This Act may be cited as the NHS 111 Service (Training and Clinical Oversight) Act 2020.

NHS 111 Service (Training and Clinical Oversight) Bill

[AS INTRODUCED]

A

B I L L

TO

Set training standards for NHS 111 service operators; to require NHS 111 services to be overseen by clinical advisors; and for connected purposes.

*Presented by Kate Osamor
supported by Feryal Clark, Taiwo Owatemi,
Claudia Webbe, Nadia Whittome, Preet Kaur Gill,
Florence Eshalomi, Yasmin Qureshi,
Navendu Mishra, Apsana Begum,
Bambos Charalambous and Tulip Siddiq.*

Ordered, by The House of Commons, to be
Printed, 5th February 2020.

© Parliamentary copyright House of Commons 2020

*This publication may be reproduced under the terms of the Open Parliament Licence, which is published at
www.parliament.uk/site-information/copyright*

PUBLISHED BY THE AUTHORITY OF THE HOUSE OF COMMONS