

14 June 2012

Gateway Ref: 17749

*Richmond House  
79 Whitehall  
London  
SE1A 2NS*

Dear Colleague

**Subject: NHS 111 rollout deadline extension**

The Secretary of State for Health and I are fully committed to the delivery of an integrated 24/7 urgent care service, accessed through NHS 111, and that ensures people receive the right care, from the right person, in the right place, at the right time. I remain confident that we can deliver lasting improvements for patients and the NHS through the delivery of NHS 111 to provide a single point of access for patients with urgent care needs.

However, after careful consideration, and having sought the views of senior Clinical Commissioning Group (CCG) representatives and other stakeholders, we believe that an extension of up to six months of the original April 2013 deadline may be necessary in some cases. That extension will be by application to an expert clinical panel, and should not delay roll-out in those areas that are ready to move ahead. It will however, help ensure that in those areas that need it, time can be taken fully to engage local clinicians and build delivery models for NHS 111 that have the support and endorsement of all local stakeholders. The clinical panel will publish the criteria that it will judge applications on shortly.

If CCGs would like their areas to be considered for an extension, they should submit an application in writing to their SHA Cluster Senior Responsible Officer, who will then pass this onto the expert clinical panel by Friday 27 July 2012.

Yours Sincerely

Jim Easton  
National Director for Improvement and Efficiency

