

8	The CCG and partners should increase publicity for NHS111 and when to use it.	CCG Public Health	December 2014 (and ongoing)	As noted above, once the provider has been awarded the contract, the CCG will develop communication plans regarding the new service	2	This was undertaken and 111 was promoted at the launch of the new service to encourage patients to ‘Talk before you Walk’ this was incorporated within the communication campaign both locally and regionally	1

1 – Fully Achieved

2 – On Track

3 – Slipped

4 – Not Achieved

Glossary

NEAS – North East Ambulance Service Foundation Trust

Area Team / NHS England –The ‘Area Team’ referred to the local team representing NHS England at the time of the Committee’s review. Area Teams no longer exist as separate entities. These have been replaced by a smaller number of senior managers covering much larger geographies, working as part of an integrated regional management team.

CCG – Hartlepool and Stockton-on-Tees Clinical Commissioning Group

NTH – North Tees and Hartlepool NHS Foundation Trust