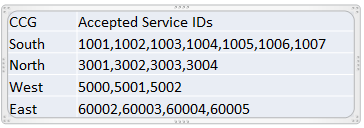
## https://lh4.googleusercontent.com/PGZKZdorItRU2HOlY55C9vh6UPJuJO4zqHxrwrGBnfAthuvvpaJBIU372dZPZd6Z3cND7D6DFb1Yg9HVtEbOKKQi-LVPupTVN5gDS8iyWdsMUcNUhWMGmglS8t5MUyN7fJCEjDgJOverview of limiting DoS returns by CCG

1. The new Service provides a list of DoS Service ID’s associated with each CCG. These are *all* the services intended to be available to online users. They will need the digital referral role adding to be seen online, but that doesn’t have to take place before being added to this list. If a service ID covers two CCG’s, the ID needs adding to 2 (or more) CCG lists (? A&E departments). There is no need to duplicate the DoS Id for this. It’s helpful to include the CCG, Service ID, the Service name and the service type.
2. NHS Digital will assigned these to the associated CCG within a table, eg:



1. User enters postcode in the gateway, this will determine which CCG they are in, and if it matches, they will move onto NHS 111 online Pathways
2. Same postcode (or updated one) is used to look up DoS
3. Online service Takes DoS returns, and validate if Service ID is on the list for the CCG determined in step 3
4. Only display DoS returns that match the CCG

Pro’s

Stops the big issue of ‘out of area’ services returning. This is more of an issue where neighbouring CCGs are also using 111 online

Helps reduce (not prevent) the wrong service being selected

Con’s

Needs NHS Digital input to update – though DoS leads have full control over removing the digital referral role

Will make trouble shooting non returns harder

This filtering would be *after* we receive the two per type DoS results. This can mean that no services return. EG: A border patient who would get two nearest DoS returns from within anther CCG, - DoS will continue to return those two, but they are then prevented from returning. This is also the case with A&E Catch-All services – they would only return if DoS has less than 2 services to return.

The alternative is to have an ‘empty’ list in which *any* service with a digital referral role returns. I.e. everything returned from DoS is displayed. So far, all other online CCGS have opted for this, as their biggest challenge was out of areas OOH services being offered.