

111 Online

DoS Profiling Guide

Version: 1.0

Date issued (21st January 2022)

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1 Version Control

Version	Date Issued	Description
V 1.0	21/01/2022	1 st Version

2 DoS Profiling

2.1 Demographic Details Tab




Urgent Treatment Centre - Whitegate Drive Blackpool 

Public Name Urgent Treatment Centre - Whitegate Drive

Type Urgent Treatment Centre (UTC) **Service ID** 111977 **ODS Code** YDC03 **Created by** mar **Modified by** JMC

Status Active

Last template added - NW CAS referral role append - 16April20

Demographic Details	Capacity Status	Clinical Details	Service Attributes	Endpoint Details	Search Rankings	Change
CONTACT DETAILS 		OPENING TIMES 				
Address	WHITEGATE DRIVE BLACKPOOL FY3 9ES	Monday		08:00 - 20:00		
		Tuesday		08:00 - 20:00		
Postal Locality	Blackpool	Wednesday		08:00 - 20:00		
Public Phone	01253 953953	Thursday		08:00 - 20:00		
Non-Public Phone	01253 953640	Friday		08:00 - 20:00		
Fax		Saturday		08:00 - 20:00		
Non-Public Email		Sunday		08:00 - 20:00		
Website		SPECIFIED OPENING TIMES				
		21-01-2022		09:00 - 13:00		
PUBLIC FACING INFORMATION 		PUBLIC HOLIDAY DATES				
You can go straight to this service. You do not need to telephone beforehand.		15-04-2022		08:00 - 20:00		
		17-04-2022		08:00 - 20:00		

Public Name - this displays for the online user, so please enter a clear name. If the public name field is blank, it will display the service name. but may not be user friendly, as its more relevant for 111 telephony staff

Type – this does not display, but it's important that it is accurate, as 111OL uses this to generate a user-friendly name (the alias) and description (the boilerplate) to present to the patient, eg Integrated Urgent Care (IUC) Treatment (formerly GP OOH) alias is 'Evening and Weekend GP Call back Service' The boilerplate text is 'This service calls you back. You can get help from a GP outside normal working hours '. A full list of service type alias and boilerplate text can be found at Appendix A

Address – if the patient should attend, a full address is needed.

Public telephone number – if the patient should telephone, including Pharm+ profiles, there must be a valid telephone number entered in this field. This should not be 111, as that may put the patient in a loop.

Non- public Number, Fax, Email, Website – are not included in 111OL returns

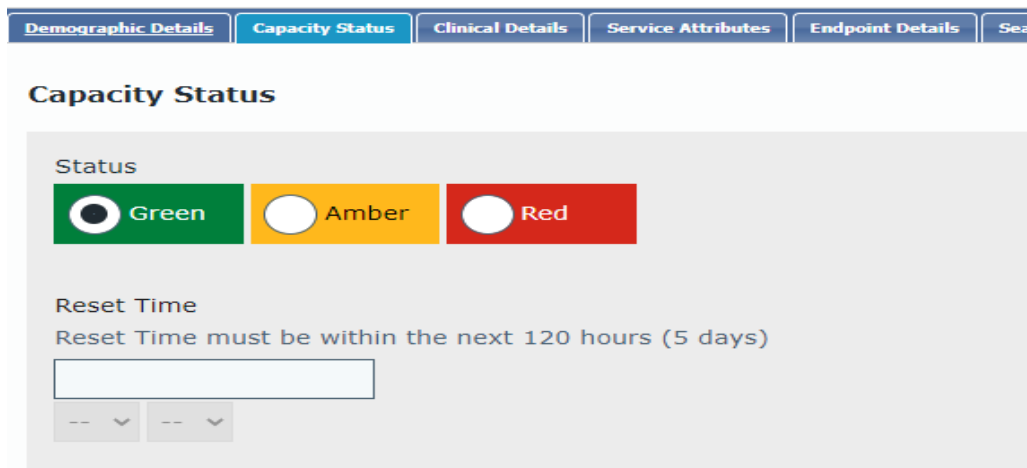
Public Facing Information – this does not display for patients, so is not used to advise any additional information. However, a specific text string is required to indicate the referral method. 111OL scans that field for the required text and displays the service details appropriately.

- **Telephone** – Enter *You must telephone this service before attending*

- **Electronic referral but advise to telephone first** - Enter *This service accepts electronic referrals. You should ring before you go there.* It must have a valid ITK endpoint and telephone number (currently this option is only available on emergency prescription)
- **Go to/attend** - Enter *You can go straight to this service. You do not need to telephone beforehand*
- **Call back** – No text is required, but for your reporting, review, and filtering of service information, you may find it useful to enter 'Call back service' as a reference. The profile must have an ITK endpoint, and be added to the Test approved list, to enable testing. Once tested successfully, it can be added to the 111OL approved list.

Specified Opening Times – specified opening times are recognised by 111OL, but there must also be at least one entry in the standard opening times. For profiles that are only open on specified dates, a time of at least one minute should be included in the opening times section.

2.2 Capacity Status Tab



The screenshot shows the 'Capacity Status' tab in a web application. At the top, there are several tabs: 'Demographic Details', 'Capacity Status' (which is active), 'Clinical Details', 'Service Attributes', 'Endpoint Details', and 'Search'. Below the tabs, the 'Capacity Status' section is displayed. It has a title 'Capacity Status' and a 'Status' section. The 'Status' section contains three radio buttons: 'Green' (which is selected), 'Amber', and 'Red'. Below the status section is a 'Reset Time' section. It contains a text input field and a note: 'Reset Time must be within the next 120 hours (5 days)'. There are also two dropdown menus at the bottom of the section.

Any changes to the capacity status will be recognised and actioned within the DoS search.

- If a service is set to RED, then the DoS will not return that service in a 111OL service search
- If a service is set to AMBER, the DoS will return it and 111OL treats it the same as GREEN status, ie available.

2.3 Clinical Details Tab

Demographic Details	Capacity Status	Clinical Details	Service Attributes	Endpoint Details	Search Ran
SYMPTOM GROUPS Select a Group to view Discriminators ▼		SYMPTOM DISCRIMINATORS			
DISPOSITIONS Refer to Treatment Centre within 1 hour(DX02) Refer to Treatment Centre within 1 hour possible Viral Haemorrhagic Fever(DX021) Refer to Treatment Centre within 4 hours(DX03) To contact a Primary Care Service within 2 hours(DX05) To contact a Primary Care Service within 6 hours(DX06) Service Location Information(DX45) Attend Flu treatment centre(DX68) Refer to Mental Health/Crisis Service within 4 hours(DX92) Emergency Contraception within 2 hours(DX97) Emergency Contraception within 12 hours(DX98)					
PATIENT AGE RANGES 0 to 129 Years		GENDERS Female Male Indeterminate			
ONLY RETURN IF OPEN (TRUE) 30 Minutes Will only return from a search if currently open or due to open within 30 minutes					
SERVICE REFERRALS (UNRESTRICTED) GP - Shifa Surgery - Blackburn GP - Spring-Fenisco Healthlink - Darwen GP - Stepping Stone Practice - Blackburn		REFERRAL ROLES Public Facing Digital Referral Professional Referral			

Symptom Groups / Symptom Discriminators / Dispositions – should be profiled appropriately.

- For 111 Call-back profiles (Integrated Urgent Care (IUC) NHS 111 Call Handling) with Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330, a workaround SG/SD combination has been created for 111OL use
 - SG1206 NHS Pathways Inhouse Clinician
 - SD4193 PC General Health Information

Dispositions – Not all Dxs are generated by 111OL assessments, a full list of Dxs can be found at Appendix B.

- There are specific Dx codes for validation services
 - ED Validation uses Dx334 for ETC 1hr, Dx337 for ETC 4hrs, Dx338 for ETC 12 hrs
 - Ambulance Validation uses Dx333 for Cat 3 and Cat 4 Ambulance dispositions

Patient age ranges – enter relevant age range, 111OL does not assess under the under 5s. The minimum age is 5 years, and the maximum is 120 years.

Gender – 111OL does ask ‘registered sex at birth’ in the assessment, so is included in the DoS search, any exclusions will be recognised.

Only return if open – this criteria is included in the DoS search so will only return to 111OL when open or 15/30 minutes before, as per setting.

Service Referrals (Restrictions) – GP details are not collected as part of 111OL assessment, so if restricted it will not return for 111OL search.

Referral Roles – *Digital referral* must be profiled – except for ED Catchall profiles, which does not need any referral role profiled. It will return from DoS regardless.

2.4 Service Attributes Tab







Service Attributes are in development.

2.5 Endpoint Details Tab

ITK Call-back Services - ITK Endpoints must be entered correctly and tested to ensure they are being received correctly in the provider system. For call-back services, the service ID must be added to the Test approved list, to enable testing. Once tested successfully, it can be added to the 111OL approved list.

Demographic Details		Capacity Status	Clinical Details	Service Attributes	Endpoint Details	Search Rankings	Change History
ENDPOINT DETAILS							
Order	Transport	Endpoint Address	Interaction	Format	Business Scenario	Comments	Compression Enabled
 1	itk	https://mw0.oneoneone.nhs.uk:1880/NHS111/NHS111v2.svc	urn:nhs-itk:interaction:primaryOutofHourRecipientNHS111CDA Document-v2-0	CDA	Primary		uncompressed 

Booking enabled - If a service is booking enabled, there must be an ASID endpoint. There is no requirement to add service IDs to the 111OL approved list, but local testing **must** be carried out with the DoS Lead and Provider to ensure that the correct configuration is in place for the referral information and booking to be received successfully

Demographic Details		Capacity Status	Clinical Details	Service Attributes	Endpoint Details	Search Rankings	Change History
ENDPOINT DETAILS							
Order	Transport	Endpoint Address	Interaction	Format	Business Scenario	Comments	Compression Enabled
 1	itk	https://nw0.oneoneone.nhs.uk:1880/NHS111/NHS111v2.svc	urn:nhs-itk:interaction:primaryOutofHourRecipientNHS111CDA Document-v2-0	CDA 	Primary		uncompressed
 2	itk	https://eddi.oneoneone.nhs.uk/	urn:nhs-itk:interaction:primaryEmergencyDepartmentRecipientNHS111CDA Document-v2-0	CDA 	Primary		uncompressed
 3	http 	ASID:200000023978	scheduling	FHIR	Primary		uncompressed

Email endpoints - 111OL only accepts and actions electronic referrals for ITK endpoints, email endpoints are not accepted, except for Dental Services in some areas, which is enabled for specific dental DXs only.

2.6 Search Rankings Tab

Demographic Details	Capacity Status	Clinical Details	Service Attributes	...
SEARCH RANKING DETAILS				
Ordering Type				
<input type="radio"/> No Effect - Search results will not change <input type="radio"/> Promote - This service will appear higher in results for these areas <input checked="" type="radio"/> Limit - This service will only appear in results for these areas				
This service will only appear in search results for patients in the following areas				
Commissioning Organisations				
LAD: Rossendale NHS Bury CCG				

The promote and limits entries are recognised and actioned within the DoS search, based on the postcode sent from 111OL, the appropriate services will return in the relevant ranking order to 111OL, based on the profiling and the ranking order included in the relevant ranking section of the Commissioning Organisation's profile, (ie CCG or LAD (Local Authority District). Detailed in the clinical tab of the profile.

RANKING	
1 (Highest)	Emergency National Response Sexual Assault Referral Centre (SARC) Pharmacy Pharmacy Distance Selling Pharmacy Enhanced Hospital Streaming
2	Community Based Health Visitor Pharmacy Urgent Medicines Supply Mental Health Health Information Safeguarding Optical Optical Enhanced Specialist

If a profile has referral by ITK Call-back and is limited to CCG(s), that must be added to the approved list for all those relevant CCGs, or it could be suppressed from presenting.

NOTE: Although profiles can be limited to smaller areas (eg LAD, LDA) that are recognised in the DoS service search, the approved list is CCG based and profiles can't be linked to more granular geographic boundaries, ie Locally defined areas (LDA) or Local Authority Districts (LAD).

Example - An ITK call-back service is limited to Wirral CCG and Neston LDA (within West Cheshire CCG)

The service ID will need to be on the approved list for both Wirral CCG and West Cheshire CCG – but Dos will ensure that it will only return for patients currently located in the Neston LDA postcode area, not the whole West Cheshire area.

Search Distance – The search distance parameters for each CCG postcode area are used in the DoS search, that may be the national default of 60km (37 miles) or bespoke locally agreed distances. 111OL does not use any distance filters.

3 111OL business rules

The online service applies its own filtering and cosmetic updates to the raw results from DoS to ensure they are appropriate for online users, these rules have cosmetic outcomes, and filtering and suppressing services.

3.1 Cosmetic

- Service type alias and boilerplate details are added to each service, which provides online suitable names and descriptions for the services returned.
- Open and closing times are parsed and formatted for presentation online



3.2 Filtering

- Certain dispositions are configured to restrict the service types that are returned so Dental dispositions for instance will filter out any GPs in the result set
- ED Catchall returns are suppressed for PC dispositions during the in hours period and for dental dispositions at any time
- No DoS results are shown for Dx09, Dx10, Dx16 or Dx75, Dx38 and Dx39
- GP OOH (Integrated Urgent Care (IUC) Treatment) returns are suppressed from 08:00 to 18:00, unless there is a specified opening time set for in-hours cover, GP training etc.
- GP OOH (Integrated Urgent Care (IUC) Treatment) returns are suppressed when the disposition safely goes into the GP in hours period, for example:
 - A 24hr Dx would not return on a Sunday morning, as GPs open Monday (excl BH)
 - A 12hr Dx would not return at midnight on a weekday, as GPs open at 08:00
- When DoS returns are 'go to' referral, and no address is present, the service will not present

- When DoS returns are 'telephone' referral, or a 'ITK Ring and go' for emergency prescriptions, and no public number is included, the service will not present.
- When DoS returns an 'ITK call back' referral and it is not on the ITK approved list, linked to the current location CCG, the service will not present.
- If a service set up for call back is not open NOW, it will be filtered out (to prevent calls going into unmanned queues when closed)
- When DoS returns a call-back service, for the following dispositions, other services that are set up as telephone or go to services will not be presented – only the call-back option will be presented.
 - Clinical Callback – Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330
 - Validation – Dx333, Dx334, Dx337, Dx338
 - Covid - Dx1112, Dx1113, Dx1115, Dx1116, Dx1117

3.3 Order of returns

Default screens based on Dx – For several dispositions (inc primary care and lower acuity), a default screen will present initially advising users to contact specific service types

- Contact Pharmacy – Dx28
- Contact Dentist – Dx17, Dx18, Dx19, Dx20, Dx21, Dx22
- Contact GP - Dx05, Dx06, Dx07, Dx08, Dx11, Dx12, Dx13, Dx14, Dx15
- Contact Midwifery Dx30, Dx50, Dx51
- Contact Optician – Dx60
- Sexual Assault Referral Centre (SARC) – Dx94

The advice on these screens will depend on the disposition time. Eg Contact GP now, or today, or tomorrow, Contact pharmacy today or tomorrow, etc. The outcome for each Dx is listed on Appendix B. If there are also services returned from DoS search, they will be available to view on the optional 'see other things you can do' link. When that link is selected, the DoS returns will be displayed in the appropriate ranking order.

GP Trumping - overriding the primary care default page, with a DoS service return.

This is activated in the out of hours period, and in-hours if specified opening times are used for GP cover, but only if the **first** return from DoS is 'Integrated Urgent Care (IUC) treatment' type.

- The initial primary care message to contact GP is overridden and displays the IUC Treatment (GP OOH), but also has the 'see other things you can do' option for other available services, that are profiled and return from DoS, WIC or UCC etc.
- If two 'IUC Treatment,' only one will 'trump' the default screen and the other will be in the 'other service' page.
- If other service types are first on DoS return, eg UTC/UCC etc, the override will not be actioned. The primary care default screen will display but will have the 'see other things you can do' link to other services.

Appendix A

A full list of service type alias and boilerplate text

Service Type (Dos)	Service Type (Alias)	Service Type (boiler plate description)
Acute Assessment Unit	Same day assessment unit	This is where patients have symptoms urgently checked by senior nurses or consultants. You get a diagnosis and you'll either be sent home that day or admitted to a ward in the hospital. It is not the same as A&E, but usually a part of it.
Community Hospital		Community hospitals offer things like blood tests, minor injuries, sexual health services, dental services, therapy and rehabilitation and child health.
Dental Domiciliary	Dentist home visit	This dentist will come to your home or a care home.
Dental Emergency	Emergency dentist	Emergency dentists treat serious bleeding and swelling in the mouth. Sometimes you need to book a call back with them first. They can usually prescribe painkillers for severe pain.
Dental Service	Dentist	
Emergency Department (ED)	A&E (accident and emergency)	A&E is for critical or life-threatening injuries or illnesses. Also known as the emergency department or casualty. You should get someone to take you there if you can and bring all current medicines with you.
Emergency Department (ED) Eye Casualty	Eye emergencies	This hospital offers specialist emergency services for urgent eye problems. You should get someone to take you there if you can and bring all current medicines with you.
Emergency Department (ED) Specialist	A&E (accident and emergency) (child) or (adult)	A&E is for critical or life-threatening injuries or illnesses. Also known as the emergency department or casualty. You should get someone to take you there if you can and bring all current medicines with you.
GP Access Hub	Local GP centre	Local GP centres offer extra daytime, evening and weekend GP appointments in the local area, even if you're registered with another GP.
Integrated Urgent Care (IUC) Treatment	Evening and weekend GP call-back service	This service calls you back. You can get help from a GP outside normal working hours. <i>(This only displays if the service is set up as a call-back service. If it's a place to phone, the number will display - if that number is 111, its not a good patient journey as it can lead to the patient</i>

Service Type (Dos)	Service Type (Alias)	Service Type (boiler plate description)
		<i>being in a loop if they get the telephony automated message to contact online.</i>
Integrated Urgent Care (IUC) Clinical Assessment Service (CAS)	Call back from a nurse	This is a service where you book a call with a nurse. They will know what you have answered so far and then ask you more questions to see what you should do next.
Integrated Urgent Care (IUC) NHS 111 Call Handling Provider	Call back from a nurse	This is a service where you book a call with a nurse. They will know what you have answered so far and then ask you more questions to see what you should do next.
Mental Health	Mental health service	This is a service with trained mental health specialists. They'll tell you if you need immediate help, or how to get longer term mental health support near you.
Optician	Optician	
Optician Domiciliary	Optician home visit	This is an optician that can see you in your home or care home.
Optician Enhanced Service	Specialist optician	This is a local optician who works with the NHS and can provide a higher level of investigation.
Pharmacy	Pharmacy	A pharmacist can help with a wide range of minor health problems. You can have a consultation in a private room. Pharmacists can provide emergency prescriptions for some medicines that you're prescribed regularly.
Pharmacy Clinical Assessment Service (CAS)	Callback from a pharmacist	A pharmacist can help with a wide range of minor health problems over the phone. They can tell you what to do next if you need to see someone.
Pharmacy Enhanced Service	Pharmacy with consultation service	A pharmacist can help with a wide range of minor health problems. You can have a consultation in a private room. Pharmacists can provide emergency prescriptions for some medicines that you're prescribed regularly.
Pharmacy Urgent Medicines Supply	Emergency prescription service	These pharmacists can provide an emergency supply of some medicines that you are prescribed regularly.
Sexual Health	Sexual health service	Sexual health services provide contraception, testing and treatment for sexually transmitted infections (STIs), pregnancy advice and testing and help with sexual problems. Sexual assault referral centres offer confidential help and medical care.
Specialist Service	Specialist service	

Service Type (Dos)	Service Type (Alias)	Service Type (boiler plate description)
URGENT CARE	Urgent care	Urgent care services (also known as walk-in centres or minor injuries units) can deal with a range of problems like rashes, minor injuries, emergency contraception, infections, sprains, cuts and bruises, and wound dressing.
Urgent Treatment Centre (UTC)	Urgent treatment centre	Urgent treatment centres are overseen by GPs. They're open for at least 12 hours every day. They can diagnose and deal with many of the most common problems people go to A&E for.

Appendix B

Dispositions currently supported

Disposition code	Description in NHS Pathways system	Instructions on screen
999		
Dx01010	Emergency Ambulance Response for Pre-arrest Anaphylaxis (Category 1)	Phone 999 now for an ambulance
Dx011	Emergency Ambulance Response (Category 2)	Phone 999 now for an ambulance
Dx0111	Emergency Ambulance Response for Acute Abdomen Pregnant (Cat 2)	Phone 999 now for an ambulance
Dx0112	Emergency Ambulance Response for Acute Coronary Syndrome (Cat 2)	Phone 999 now for an ambulance
Dx0113	Emergency Ambulance Response for Anaphylaxis (Cat 2)	Phone 999 now for an ambulance
Dx0114	Emergency Ambulance Response for Aortic Aneurysm Rupture/Dissection (Cat 2)	Phone 999 now for an ambulance
Dx0115	Emergency Ambulance Response for Labour Complications (Cat 2)	Phone 999 now for an ambulance
Dx0117	Emergency Ambulance Response for Possible Stroke Time Critical (Cat 2)	Phone 999 now for an ambulance
Dx0118	Emergency Ambulance Response for Potential Shock (Cat 2)	Phone 999 now for an ambulance
Dx01120	Emergency Ambulance Response for Respiratory Distress Trauma (Cat 2)	Phone 999 now for an ambulance
Dx01121	Emergency Ambulance Response for Septicaemia (Cat 2)	Phone 999 now for an ambulance
Dx01125	Emergency Ambulance Response for Potential COVID19 (Category 2)	Phone 999 now for an ambulance
Dx012	Emergency Ambulance Response (Category 3)	Phone 999 now for an ambulance
Dx0121	Emergency Ambulance Response (Category 3) Transport AT	Phone 999 now for an ambulance
Dx01213	Emergency Ambulance Response for Accidental Poisoning (Category 3)	Phone 999 now for an ambulance
Dx01214	Emergency Ambulance Response for Potential COVID19 (Category 3)	Phone 999 now for an ambulance
Dx0122	Emergency Ambulance Response (Cat 3) to assess a patient face to face	Phone 999 now for an ambulance
Dx0124	Emergency Ambulance Response for Risk of Suicide (Category 3)	Phone 999 now for an ambulance
Dx0126	Emergency Ambulance Response for Trauma Emergency (Cat 3)	Phone 999 now for an ambulance

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx0127	Emergency Ambulance Response, Pregnancy (Category 3)	Phone 999 now for an ambulance
Dx013	Assistance needed at home due to inability to get off the floor (Cat 4)	Phone 999 for an ambulance
Dx016	Non-emergency Ambulance Response (Cat 4)	Phone 999 for an ambulance
Dx0162	Transport to an Emergency Treatment Centre within 1 hour (Cat 3)	Phone 999 now for an ambulance
Dx49	999 for police	Phone 999
ED		
Dx02	Attend Emergency Treatment Centre within 1 hour	Where to get help Get help now If no DoS results: Go to accident and emergency (A&E)
Dx03	Attend Emergency Treatment Centre within 4 hours	Where to get help Get help as soon as you can If no DoS results: Go to accident and emergency (A&E)
Dx89	Attend Emergency Treatment Centre within 12 hours	Where to get help Get help today If no DoS results: Go to accident and emergency (A&E)
Dx92	Refer to Mental Health/Crisis Service within 4 hours	Where to get help Get help now
Dx94	Attend Emergency Treatment Centre within 1 hour for Sexual Assault Assessment	Get help as soon as you can (change 376)
Primary care		
Dx05	To contact a Primary Care Service within 2 hours	Contact your GP now
Dx06	To contact a Primary Care Service within 6 hours	Contact your GP as soon as you can, today
Dx07	To contact a Primary Care Service within 12 hours	Contact your GP today
Dx08	To contact a Primary Care Service within 24 hours	Contact your GP today or tomorrow
Dx11	Speak to a Primary Care Service within 1 hour	Contact your GP now
Dx12	Speak to a Primary Care Service within 2 hours	Contact your GP now
Dx13	Speak to a Primary Care Service within 6 hours	Contact your GP as soon as you can, today
Dx14	Speak to a Primary Care Service within 12 hours	Contact your GP today
Dx15	Speak to a Primary Care Service within 24 hours	Contact your GP today or tomorrow
Dx10	MUST contact own GP Practice for a Non-Urgent appointment	Book a non-urgent GP appointment
Dx75	MUST contact own GP Practice within 3 working days	Contact your GP within the next few days

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx28	Contact Pharmacist within 24 hours	Contact a pharmacist today or tomorrow
Dx30	Speak to Midwife within 1 hour	Speak to your midwife or labour ward now
Dx50	Speak to Midwife or Labour Suite immediately	Call your labour ward now
Dx31	Contact Genito-Urinary Clinic or other local service	Where to get help
Dx60	Contact Optician next routine appointment within 72 hours (3 days from now)	See an optician in the next few days
Dental		
Dx118	Attend Dental Treatment Centre within 1 hour	Get help as soon as you can. If no DoS results: Go to accident and emergency (A&E)
Dx17	To Contact a Dental Service within 1 hour	See your dentist now
Dx18	To Contact a Dental Service within 2 hours	See your dentist now
Dx19	To Contact a Dental Service within 6 hours	See your dentist as soon as you can, today
Dx20	To Contact a Dental Service within 12 hours	See your dentist today
Dx21	To Contact a Dental Service within 24 hours	See your dentist today or tomorrow
Dx22	To Contact a Dental practice within 7 days	See your dentist within the next few days
111 clinician call backs		
Dx32	Speak to a Clinician from our service Immediately	Book a call with a 111 nurse
Dx325	Speak to a Clinician from our service Immediately - Toxic Ingestion/Inhalation	Book a call with a 111 nurse
Dx327	Speak to a Clinician from our service Immediately - Chemical Eye Splash	Book a call with a 111 nurse
Dx329	Speak to a Clinician from our service Immediately - Failed Contraception	Book a call with a 111 nurse
Dx330	Speak to a Clinician from our service immediately – Burn, Chemical	Book a call with a 111 nurse
Dx34	Speak to Clinician from our service within 30 minutes	Book a call with a 111 nurse
Dx35	Speak to Clinician from our service within 2 hours	Book a call with a 111 nurse
Validation call backs (ED & 999 dispositions)		
Dx333	Speak to a Clinician from our service immediately - Ambulance Validation	A nurse needs to phone you

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx334	Speak to a Clinician from our service Immediately - Treatment Centre Within 1 Hour Validation	Get a phone call from a nurse
Dx337	Speak to a Clinician from our service Immediately - Treatment Centre Within 4 Hour Validation	Get a phone call from a nurse
Dx338	Speak to a Clinician from our service Immediately - Treatment Centre Within 12 Hour Validation	Get a phone call from a nurse
Self-care and self-care deferred GP		
Dx38	Speak to Clinician from our service for home management advice	It's safe to look after yourself
Dx39	Symptom Management Advice	It's safe to look after yourself
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for a Non-Urgent Appointment	Book a GP appointment if you don't feel better in a few days
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	Contact your GP if you don't feel better in a few days
Emergency repeat prescription		
Dx80	Repeat prescription required within 6 hours	We've found services that can help
Dx85	Repeat prescription required within 2 hours	We've found services that can help
Dx86	Repeat prescription required within 12 hours	We've found services that can help
Dx87	Repeat prescription required within 24 hours	We've found services that can help
Dx108	Contact your GP surgery or usual pharmacy (EP pathway only) (GH July 20 wording in PAT reads (The call is closed with no further action required))	Contact your GP surgery or usual pharmacy
COVID-19		
Dx1112 (callback in DoS results)	COVID risk Clinical Assessment service 1 hour	Book a call with a 111 nurse
Dx1113 (callback in DoS results)	COVID risk Clinical Assessment service 2 hours	Book a call with a 111 nurse
Dx1114 (callback in DoS results) - retired	COVID risk Clinical Assessment service 4 hours	Book a call with a 111 nurse
Dx1115 (callback in DoS results)	COVID risk Clinical Assessment service 6 hours	Book a call with a 111 nurse
Dx1116 (callback in DoS results)	COVID risk Clinical Assessment service 12 hours	Book a call with a 111 nurse
Dx1117 (callback in DoS results)	COVID risk Clinical Assessment service next working day	A nurse from the COVID-19 service would like to check in with you Book a nurse call
Dx391	COVID Self Care	You need to self-isolate
Phone 111		
Px220983	Assessment cannot be completed online	Phone NHS 111

Disposition code	Description in NHS Pathways system	Instructions on screen
Px221236	Assessment cannot be completed online	Phone NHS 111
PATHWAY_NOT_FOUND	Assessment cannot be completed online	Phone NHS 111
Dx1112 (no callback in DoS results)	COVID risk Clinical Assessment service 1 hour	Call 111 and speak to a nurse
Dx1113 (no callback in DoS results)	COVID risk Clinical Assessment service 2 hours	Call 111 and speak to a nurse
Dx1114 (no callback in DoS results) - retired		Call 111 and speak to a nurse
Dx1115 (no callback in DoS results)	COVID risk Clinical Assessment service 6 hours	Call 111 and speak to a nurse
Dx1116 (no callback in DoS results)	COVID risk Clinical Assessment service 12 hours	Contact your GP as soon as you can
Dx1117 (no callback in DoS results)	COVID risk Clinical Assessment service next working day	Contact your GP when they are next open