**NHS 111 online**

Provider out-of-service: planned and unplanned downtime

When an urgent care provider goes out of service, whether expected or not, local teams must act themselves to stop referrals being sent from NHS 111 online during the outage.

This means that at the end of their triage, patients do not needlessly enter their details for a call-back before being offered a fall-back “call 111” screen when the ITK message fails.

Instead, patients will see a “call 111” screen at the end of their triage rather than being offered a call-back.

These instructions explain how providers can stop receiving cases from NHS 111 online (111.nhs.uk) during a service outage. This can be managed locally by editing profiles in the Directory of Services (DoS).

**Planned downtime**

1. Please inform NHSE of your NHS 111 downtime using the currently agreed change advisory board procedures – this will be passed on to NHSD and the 111 online team
2. Identify which NHS 111 online DoS profiles have endpoints that will be affected by the downtime
3. Use Specified Opening Time to override the normal Mon-Sun opening times for specific dates as required. Please note profiles will need the open all hours setting off (replace with 00:00-23:59 opening seven days a week) and the only return if open setting on. Once the downtime has completed, profile opening timings will revert to normal

**Important note**, for profiles that control both online and telephony referrals, rather than adjusting the opening times as above, the digital referral role will need removing so the profile continues to return for the telephony contingency provider.

**Unplanned downtime**

1. Please inform NHSE of your NHS 111 (telephony) downtime using the currently agreed procedure – this will be passed on to NHSD and the 111 online team
2. Identify which DoS profiles have endpoints that are affected by the outage
3. Depending on preference either:
   1. Use Specified Opening Time to override the normal Mon-Sun opening times for a date period longer than downtime is expected to last. Please note profiles will need the open all hours setting off (replace with 00:00-23:59 opening seven days a week) and the only return if open setting on. Once the time period has passed, profile opening timings will revert to normal

*Disadvantage*: There may be a period where NHS 111 online referrals are not received after the downtime has finished, if downtime finishes earlier than expected.

* 1. Remove digital referral role from the profiles. Once the downtime has completed, add digital referral role back on to relevant profiles

*Disadvantage*: This will require manual intervention post-outage.

* 1. Use capacity status to set profile to RED for the period of expected downtime. The capacity status will revert to normal after the pre-set time, or can be manually extended on RED or reactivated to GREEN at any time if necessary

Commissioners are encouraged to find cost-effective ways to enable urgent DoS changes during the out-of-hours period. They might establish an on-call facility among DoS personnel, utilise existing on-call structures (e.g. directors) or 24/7 staff groups (e.g. IUC/999 supervisor desks), or enable direct access by key individual providers.