Published 30 November 2019

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NHS 111 online

Changes in Requirements Schedule 1.7

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# Summary of changes in version 1.7

The Requirement Schedule for NHS 111 online has been updated to reflect multiple changes in recent months. Instructions have been added to manage service changes and outages. Service areas can also implement urgent medicine help for patients as part of the NHS Community Pharmacy Consultation Service (CPCS). Directory of Services rule have been clarified. The upgrade to NHS Pathways release 17 introduced some new pathways and dispositions. Sections have also been renumbered to improve the document structure.

Only substantive changes are listed below. Other adjustments have been made to the document for clarity, to correct inconsistencies, or rectify errors of spelling, punctuation, and grammar.

## Important actions and information from version 1.7

Readers are asked to act upon and/or note some important changes, listed by topic:

### Community Pharmacy Consultation Service (CPCS)

Note: Commissioners should consider implementing this new functionality is available to help online users who need an urgent repeat prescription. In future, 111 online will develop an online journey to connect users to pharmacy consultations for minor illnesses, when appropriate.

Action: If you wish to implement the new urgent medicine pathway in your area, please contact your implementation manager, consult local pharmacy groups, and schedule DoS updates to Pharm+ profiles.

### DoS rules for profiles and filtering

Note: Version 1.7 has amended rules about ITK referrals. 111 online can only send referrals to an open service. It also has updated rules for A&E ‘catch-all’ results. An ITK Ring and GO service can be enabled by adding new text to Public Facing Information. Other rules have been edited for clarity. There is also a new web address and password for testing DoS returns.

Action: Most DoS teams are already working according to the changes in 1.7, but teams should continue at regular intervals to review the services that return online in their area. Use these rules to correct any undesired results.

### Integrating 111 online into Urgent Care systems

Action: NHS Digital needs a named service owner to help maintain 111 online in each service area. This is the commissioner or deputy manager responsible for making changes and improvements to how 111 online connects patients to local services. Please, inform your implementation manager if this role changes hands.

### Service changes

Action: service areas need to inform NHS Digital (contact your implementation manager) ahead of significant changes to urgent care services, such as switching providers or adding new dispositions. These changes often require additional connectivity tests.

Note: section 4.5

### Service outages

Action: service areas should make changes themselves to the relevant DoS profiles whenever they need to disable referrals from 111 online into an urgent care service. The National Service Desk can assist with unplanned outages, but the 111 online team would appreciate advance notice ahead of any planned downtime. Either contact your implementation manager or the service desk.

Note: section 4.6

# Changes throughout version 1.7

*Revisions explained here will not be included in the more detailed list of changes below.*

1. Because 111 online is now fully integrated throughout England, sections about identifying a service area, implementation plans (Appendix C), or moving through phases 1, 2 and 3 have been deleted or re-titled. Examples of service choices from the Leeds pilot have also been removed.
2. In September 2019 the Cabinet Office’s Government Digital Service assessed 111 online as meeting the standard for a ‘live’ service. References to the previous ‘beta’ phase have been removed.
3. The upgrade to NHS Pathways release 17 introduced a few new disposition (Dx) codes to 111 online. These have been added to relevant lists and appendices.
4. 111 online continues to integrate with additional patient management systems, like Cleric. This has been updated, where relevant.
5. The numbering of sections has been rationalised to improve the document format and structure.

# Changes by section

## 2. Overview of service and how it works

The implementation overview has been removed since 111 online is integrated throughout England.

### 2.3 Dispositions

A new category of call to action ‘Provide your details, contact the service, then go to the service’ has been added. At present this is only used for urgent prescription dispositions.

#### 2.3.1 999 Dispositions

Information about ambulance outcomes remains the same but now appears in a chart.

#### 2.3.6 Community Pharmacy Consultation Service (CPCS)

This new section describes the new pathway for urgent prescriptions and the dispositions associated with it.

### 2.4 DoS look-ups and DoS filtering

See important information and actions above: DoS rules

### 2.6 Exceptions

#### 2.6.1 Cases sent from NHS 111 online

Updated to reflect ongoing work to make cases from 111 online work more flexibly in receiving systems.

#### 2.6.4 Repeat caller service

This section has been shortened.

## 3. Integrating 111 online into urgent care systems

This section has been abridged and repurposed because implementation is now complete nationwide.

### 3.2 Working with the DoS for 111 online

See important information and actions above: DoS rules

#### 3.2.4 DoS profiles for emergency prescriptions

See important information and actions above: CPCS

This section explains how DoS teams can use Pharm+ profiles for urgent prescription journeys online.

### 3.3 Receiving cases by ITK

New paragraph added about testing pharmacy ITK endpoints and GP OOHs that may receive urgent prescription patients when pharmacies are closed.

### 3.4 Testing service integration

This was formerly a separate section ‘4. Testing’, but it has been nested within section 3. The content has not changed substantially

## 4. Post-implementation maintenance

Two new sub-sections have been added to account for service changes and service outages

### 4.5 Adding or changing services that receive cases from 111 online

See important information and actions above: service changes

### 4.6 Planned and unplanned service outages

See important information and actions above: service outages

## 7. Appendix A – How we work

This section has been rearranged and renamed to focus on how the 111 online service is developed and improved in the open, using agile methods.

### 7.1 About the team

New roles added to better reflect the specialisms working on 111 online.

### 7.2 Open-source repositories

This section has been moved from Appendix B. The URL has been updated as well.

## 8. Appendix B – Pathways and dispositions

This section now has a more descriptive title.

### 8.1 List of supported Pathways

The file with current Pathways in use can be downloaded from the implementation microsite:

<https://nhschoices.github.io/nhs111-implementation-site/>

### 8.2 List of supported Disposition codes

Urgent prescription dispositions added

## 9. Appendix C – STOP criteria

This information was previously part of Appendix B but now forms its own appendix

### 9.3 Technical STOP criteria

The previous references to ‘promotional messages’ played to ‘residents of the beta test area’ has been updated to read:

Promotional messages on the national telephony platform that direct 111 callers to visit 111.nhs.uk will be suspended in the affected areas until the site has been safely redeployed.