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NHS 111 online

Changes in Requirements Schedule 1.8

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# Summary of changes in version 1.8

# The Requirement Schedule for NHS 111 online has been updated to reflect multiple changes in recent months.

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 1.8

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

### Booking into Type 1 ED’s

Note: As part of the 111 First provision,111 online users now have the ability to book timeslots into ED’s that use CareConnect compliant systems.

Action:

Local systems should review the online journey of patients that arrive at ED dispositions and ensure that they can book a timeslot with the appropriate treatment centre.

### Community Pharmacy Consultation Service (CPCS)

Note: The Urgent Repeat Prescriptions pathway has been rolled out nationally. However, when no pharmacies are open, patients are directed to NHS.UK to search for a pharmacy.

Action:

Local systems should review the online journey of patients and decide how to profile the DoS to provide 24/7 coverage for patients, such as connecting to IUC Treatment services.

# Changes throughout version 1.8

*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, further references to the initial implementation steps and the Leeds pilot have been removed, as well as a section linking to a walk-through video.
2. 111 online continues to integrate with additional patient management systems. This has been updated, where relevant.
3. Although also outlined in detail below, references to 111 online and its integration with the Urgent and Emergency Care appointment booking standard (CareConnect) have been updated throughout the document.
4. The new 111 online microsite URL has been updated throughout the document.
5. References to GP OOH (Out of Hours) have been replaced with IUC Treatment

# Changes by section

### 2.2 Dispositions

A row has been added to the table for “Book a Time” dispositions

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

Update of CPCS wording to reflect its status as a live service in all areas. Reference to the pilot and implementation steps have been removed.

### 2.3 DoS look-ups and DoS filtering

This section has been shortened and simplified.

### 2.5 Booking into ED

New section added:

***Emergency treatment centres services can let 111 online patients book an arrival time and send ahead details of their triage before they attend. Users select a time appropriate to the acuity of their symptoms, provide their personal details and, at their request, transmit them to their chosen service. The booking functionality uses the Urgent and Emergency Care appointment booking standard (also called Care Connect) to find available times and sends the assessment details using either ITK or email. 111 online has tested this functionality with a variety of hospital systems like EDDI, EMIS Symphony, and WASP.***

***To enable booking, emergency treatment centres do not need to be approved by the 111 online team. This feature can be activated by adding a valid scheduling end point on the Dos profile.***

#### 2.6.3 Booking Standards Used by 111 online

New section added:

***111 online currently uses the Urgent and Emergency Care appointment booking standard (also called Care Connect) to allow patients to book into emergency services, like A&Es and UTCs. The GP Connect standard that facilitates booking from 111 telephone providers into GP services is not approved for direct use by the general public and, therefore, not suitable for 111 online without a policy change****.*

#### 3.2.1 Other adjustments to DoS profiles

Added reference to booking and simplified wording explaining Public Name Field and Service types.

Added bullet-point referencing sexual assault:

***Review profiling of Sexual Assault Referral Centres if available. Additional user text has been added specifically for sexual assault outcomes, with links to specialised services where appropriate.***

### 3.3 Receiving cases by ITK

Simplified wording. Removed references to Yorkshire Pilot of 111 online.

### 4.1 Reporting and analytics

Removed references to reports metrics provided by NHSD to End Users as these are now available via self-service on the 111 online Data Portal.

Section on Metrics deleted (previously section 4.2)

#### 6.1.2 Local End User and Service Provider responsibilities

Removed bullet-point with reference to attending regular risk management meetings with NHSD.

Added bullet point:

***Review 111 online at local governance and risk meetings and feedback to NHS Digital any issues****.*

Added sub-bullet point to “*Establish a local SOP for the identification and management of 111 online cases*”:

***That are received by services who deem the user to be outside of their catchment area.***

### 8.2 List of supported Disposition codes

Updated DX codes and added a column showing what is displayed on-screen.

### 10. Appendix D

Added section on Service description and Service Alias