

**NHS 111 Online (Pathways)**

ITK Testing Plan for Phase 2 & Phase 3

(Built on lessons learned from other implementations)

**Testing preparation - Directory of Service**

Please ensure you have read, and implemented the steps set out in the document called ‘Provision of Service UIDs’ before testing takes place.

Fill out the spreadsheet attached below with the details NHS Digital needs to prepare for ITK testing.

DoS Service IDs need to be supplied in advance, so each can be added to our ITK whitelist. This enables the 'book a call button' for that service. This also ensures users can't submit an ITK to a service that hasn't been tested. More details can be found in the ‘Provision of Service UIDs’ document.

Only DoS services with the ‘Digital Referral’ referral role will return online. 111 Online (Pathways) uses the same SD/SG combinations to send to DoS as telephony. The only differences are that:

1. not all telephony pathways are available online;
2. We use different referral roles. A service with both referral roles will return for either online and telephony or neither, depending on the pathway used.



**Testing preparation – Environment**

Most providers using Adastra have had a new case tag configured to help identify the calls and help report. This has either been done in-house or by Advanced.

Where calls are being sent to a 111 provider for the first time, configuration will need to be complete before testing can begin. This configuration needs to ensure:

1. an endpoint is available for the call to be sent to (and entered in DoS)
2. Each new DoS service ID is configured as to which queue to send the call to and the priority of each Dx code
3. Pathways can be launched for the correct skillset
4. Case questions should pop up in the correct order as existing calls (e.g. accessible information service case question)
5. Case tag to identify online calls
6. The ability for PDS look up to be completed

Most testing has taken place direct into live. Arrangements need to be made and endpoints supplied if calls are to be sent into a test environment.

**Testing Session**

Each service that receives ITK messages and have agreed to provide a Callback function will need testing with each Dx code they are profiled for, from each DoS Service ID on DoS (that are reachable through the online Pathways).

Test ITK messages must be sent by NHS Digital (i.e. there is no access for local providers to send live ITK themselves).

For live ITK testing to take place, NHS Digital need to have the following:

1. DoS support to open services (removing the Pathways referral role during testing can help reduce the risk of calls going through from telephony). 111 online prevents GP OOH returning 8am-6pm, but in test we can override that rule, if the service is open.
2. Someone at the receiving end who can confirm that the test
   1. lands in the correct queue
   2. is the right priority
   3. has the correct details
   4. can be processed like a live case (**i.e. assessment completed / PDS lookup /onward referral /appointment booked**).
3. Someone from NHS Digital to send the message / support for any failures.

These are set up as conference calls, so additional people can join if required. Testing each service usually takes less than an hour, unless there are issues.

Generally, (with some exceptions - hence testing) for endpoints using the same DoS service ID as telephony, we have found that the tests follow the same behaviour as telephony calls in the receiving system. New Service IDs have greater potential for failures. These need to be configured locally in Adastra in advance of testing.

**Additional info:**

All ITK messages are sent for a call back only.

This means any service which receives an ITK message from telephony, where the call handler also instructs the patient to attend, have to be selected as either a place for the patient to visit, OR to send an ITK message and the patient receives a call back. No appointments can be booked online at present.

NHS Digital Contact details:

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