

Setting up your GP Practice to

receive NHS 111 Messages directly into EMIS Web

*Last updated 25/09/2015*

Introduction

* This is a guide to explain how practices can now receive NHS 111 messages directly into EMIS Web via the latest messaging system called **ITK** (Interoperability Toolkit) which EMIS Web, SystmOne and Vision can handle.
* Even if you think you are already receiving NHS 111 reports directly, please **do not** ignore this guide as you may currently be receiving only some rather than all of your patient’s 111 reports and this might not be by best method via ITK. Often it has been incorrectly assumed that if you are receiving GP Out of Hours reports then you are automatically receiving all NHS 111 reports too. Your patients’ calls to NHS 111 might be handled by any NHS 111 provider across the country but currently you might only be receiving reports if your local 111 provider took the call (which cannot be guaranteed). The move to receive messages via ITK should address this issue.
* If you are on **EMIS Web**, there is **nothing for you to do** and this guide is more for information to explain how you will now receive NHS 111 reports via ITK.

If you have any problems, please contact your Directory of Services (DOS) lead directly at:

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|  | (DOS Lead) - @nhs.net |  |

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| **IMPORTANT**:   * If you randomly obtained this guide, then the instructions might not work if your local DOS team have not carried out some steps (in the “Directory of Services” – explained later) to set up your practice for ITK messaging. * You are advised to contact your local DOS team for further assistance. If your local DOS team needs assistance, then they can contact the author of this guide:   Dr Shanker Vijayadeva (GP) - [svijayadeva@nhs.net](mailto:svijayadeva@nhs.net) |

Section A: For EMIS Web Practices

What types of NHS 111 messages will the practice receive?

You will receive two types of messages from 111 – Primary and Copy Messages:

**PRIMARY** messages are NHS 111 reports/messages generated when a patient has called NHS 111 and been **referred to your practice**. The patient is told to contact your practice to arrange for **further review/action** (and usually NHS 111 has specified within what timeframe this is required which is also shown in the message that you receive).

**COPY** messages are NHS 111 reports/messages where the patient has called NHS 111 and been referred to services other than your practice and your practice is being copied in mainly **for information** (and not usually for any action). When you receive a Copy Message, NHS 111 should also be sending a Primary message (for the same patient) direct to the service that the patient is being referred to.

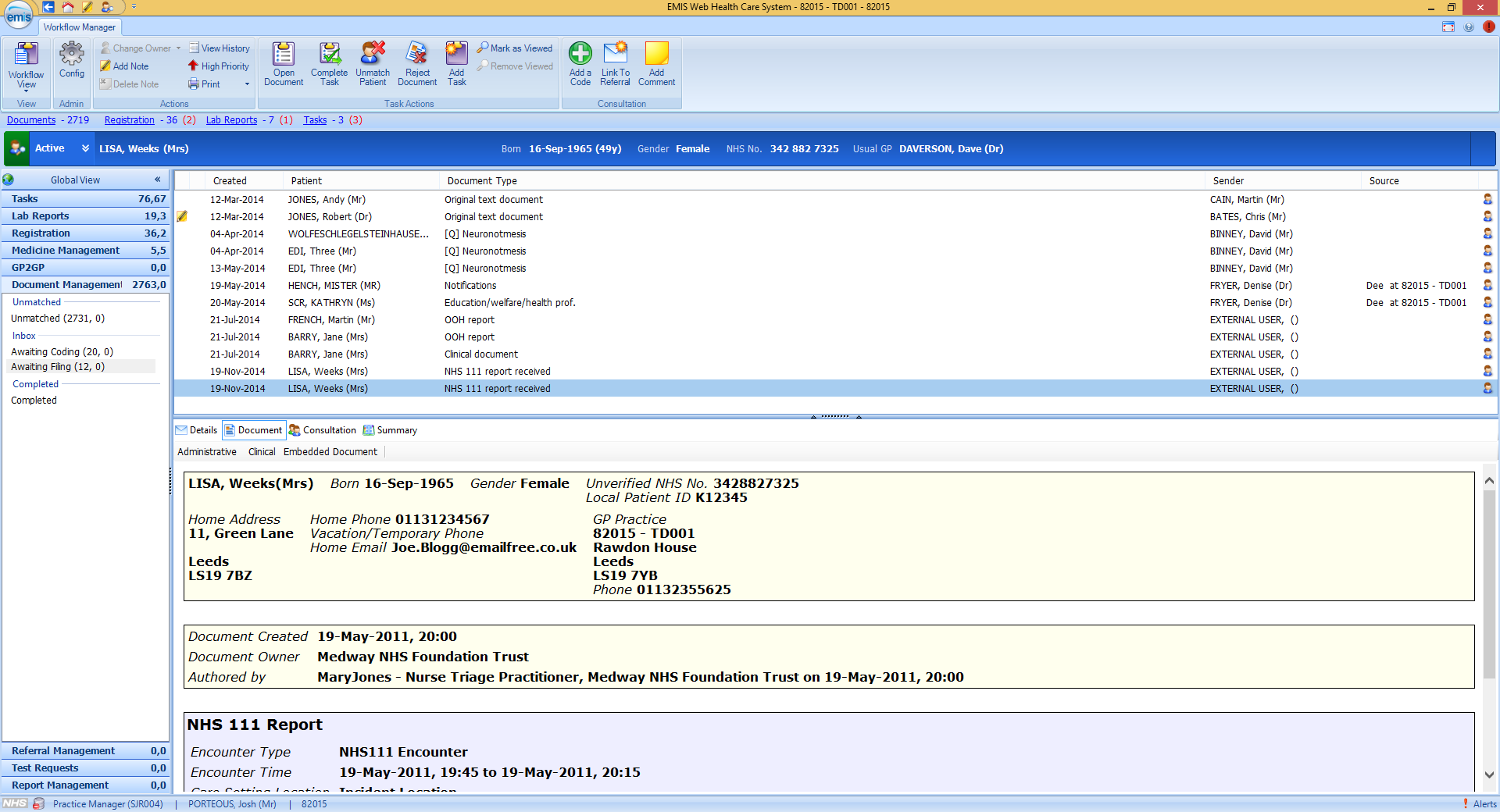
For some outcomes of NHS 111 calls, you will not receive either a Primary or Copy message – e.g. if your patient has been referred to the GP Out of Hours service, you will normally NOT get a NHS 111 report and should only receive a report from the GP Out of Hours service after they have reviewed the patient (this was a decision made nationally to help reduce excessive, partly duplicating reports received by GP Practices).

There may be rare occasions when you receive BOTH a Primary and Copy message for the same encounter with 111 - e.g. GP weekend opening schemes if your practice also happened to be open for your locality/network. If this occurs, it is due to some limitations in the functionality within the “Directory of Services” (DOS) used by 111. The DOS is used by NHS 111 to select the best service to refer the patient to (if required) to meet the patient’s needs.

How will the messages arrive into the practice’s system?

NHS 111 Messages in Workflow Manager

You will receive the NHS 111 messages within the Document Management section in Workflow Manager. This is illustrated in the dummy screenshot below:



How do I view the NHS 111 clinical data in the report?

1. Access Document Management.

2. In the navigation pane, select the inbox containing the document with the NHS111 clinical data you want to view.

Documents awaiting filing are listed in the right-hand pane.

3. In the right-hand upper pane, select the required document.

The document details are displayed in the lower pane.

4. Click the Document tab, and then click Clinical.

The NHS111 clinical data is displayed in the lower pane.



*Workflow Manager screen with the Clinical option circled in red*

For more information on managing documents within Document Management, visit the EMIS Support Centre at:

<https://emissupportcentre.e-mis.com/help/workflow-manager/document-management/nhs-111-messages/>

In the support centre, you can also find further information related to NHS 111 by searching “NHS 111” in the search bar.

Contingency NHSmail address for EMIS Web Practices

You will normally be receiving 111 messages via ITK direct to EMIS Web, but your NHSmail address is still set up as a contingency method to send 111 messages if ever the ITK message fails to be sent/received. If your practice uses Docman, you may wish to use a NHSmail address connected with your Docman (see Section B for more guidance on setting this up)

**Please check the Appendix for the NHSmail address being used for your practice** (if we have it) and please let your DOS team know (contact details of front page of this guide) if it is missing or requires amending. If you do not have a generic NHSmail account for your practice, you may wish to discuss with your IT Support Helpdesk whether one can be set up for your practice (and develop a process within your practice to ensure it is regularly monitored/checked).

In the longer term, you may also wish to obtain access to [www.pathwaysdos.nhs.uk](http://www.pathwaysdos.nhs.uk) so that you can check and update your practice’s profile when required. Click on “Request a New Account” to request login access. Please be prepared that it can take some time for your request to be approved.

Please now go to Section B to review answers to Frequently Asked Questions.

Section B: Frequently Asked Questions

*Last updated 25/09/2015*

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| Q | | **Do I need to contact our GP OOH / 111 provider to sort out how we receive 111 messages for our practice?** | |
| A | | No. NHS 111 uses one centralised “Directory of Services” (DOS) which is part of the software (NHS Pathways) used by NHS 111 providers across the country during calls to assess the patient and find the most appropriate service for the patient’s needs.  The DOS stores the messaging settings for your practice. This process is led by commissioners rather than 111 providers, so even if you did contact your local 111 provider, they are unlikely to be able to alter the messaging settings for your practice.  For GP Out of Hours (GP OOH) reports (often called “Post Event Messages”), please continue to contact your GP OOH provider if you need to alter how you receive these GP OOH messages. | |
| Q | | **What exactly is this new “ITK” messaging?** | |
| A | | It stands for “Interoperability Toolkit” and is a new method of messaging introduced across the NHS which has improvements over previous methods such as DTS (Data Transfer Service). It is quicker to receive/handle messages; it offers more functionality on how documents/reports are presented and it also provides confirmation to the sender that the message was delivered, which reduces the change of messages being lost. You can obtain more information about ITK by visiting this link: <http://systems.hscic.gov.uk/interop/background/itk/faqs>  EMIS Web, SystmOne and Vision can receive 111 messages by this new ITK standard. | |
| Q | | **This is a great guide for Practices on EMIS Web, but how do you set up ITK messaging for practices on other clinical systems (e.g. Microtest)?** | |
| A | | Currently only EMIS Web, SystmOne and Vision can handle ITK messaging, although other clinical systems (e.g. Microtest) should follow in the future. If you require information for SystmOne or Vision, please contact the DOS lead (details on front page) | |
| Q | | **Can I receive 111 messages for my practice by Fax, Post or DTS?** | |
| A | | No. The Directory of Services does not allow 111 messages to be sent by Fax, Post or DTS as these methods are not deemed reliable or robust enough. This is a national decision which cannot be overridden at a local level.  However it may be possible for your local 111 provider to send 111 messages via DTS direct to your clinical system as a local “workaround” solution, but this would not cover calls for your patients handled by other 111 providers across the country. So if your IT system cannot accept ITK messaging, then the most reliable way to receive 111 messages is via NHS email. | |
| Q | | **Can I access the “Directory of Services”?** | |
| A | | If you wish to explore the DOS further, you can access it at [www.pathwaysdos.nhs.uk](http://www.pathwaysdos.nhs.uk)  Click on “Request a New Account” to request login access. Please be prepared that it can take some time for your request to be approved. | |
| Q | | **I am fed up with all these long 111 reports with information with limited value for me as a GP – it is wasting my time! Who can I speak to about this?** | |
| A | | There has been significant feedback from all over the country that much of the information in the 111 message does not offer much value to General Practice. The content/style of the 111 reports is under regular national review to maximise the benefit and relevance for General Practice.  You may wish to raise your views with your local CCG lead for NHS 111, who in turn could raise the points with the National Medical Director for NHS 111.  Please remember that Primary messages are messages that relate to patients who need action/review by your practice as the patient has usually been referred to you for further management. Copy messages usually do not require any action from the GP (as the patient has been referred to another service) and are more for information. | |
| Q | | **Can we receive 111 messages via ITK for our other branch practices/sites/**  **GP Choice service or other services (e.g. weekend service to cover group of practices)?** | |
| A | | If you are on EMIS Web, this may or may not be possible due to some limitations in functionality with ITK specification/Directory of Services and EMIS Web. You may need to check with your local DOS lead for the current situation. However as a minimum, the other branch practices/services can be set up to receive 111 messages via NHSmail. | |
| Q | | **Why do you need an NHSmail address for our practice if messages are being sent directly to EMIS Web? Which NHSmail address should we provide?** | |
| A | | This is because if the ITK message failed to be received by your practice, then NHS 111 can automatically attempt to send the report via NHSmail as the second contingency option. We recommend that you provide a generic NHSmail address for your practice that is checked regularly (perhaps you use it to receive other reports/messages?). If your practice uses Docman, then you may wish to provide the Docman associated NHSmail address. Please avoid providing a personal NHSmail address belonging to just one particular staff member as this may not be robust enough. | |
| Q | | **We would prefer to receive 111 messages into Docman/by NHSmail rather than by ITK. Is this possible?** | |
| A | | Yes this is possible, although it is worth remembering there are some advantages of ITK over NHSmail (e.g. delivery reports, more flexibility of rendering of messages). You can request for your NHSmail/Docman email address to be set as the first preference and ITK messaging switched to the 2nd option/order (so ready if ever wish to switch back).  If you have not yet setup Docman to receive document/reports directly, then you need to:  1) Contact your local IT Helpdesk/NHSmail desk to ask them to create/set up a suitable Docman NHSnet address for your practice - most of the time this NHS email address is setup as a combination of your practice's ODS code and the word “docman”.    2) Once you get this email address, you need to contact Docman support.  You can call them on 0844 967 0 967 or 01977 664498 (this latter number is cheaper to call)    3) When you call Docman, they will ask you for:  - Your NHSnet mail address and password that IT have set up for you to use with Docman  (you don't have to give Docman support the password, but if you do then they can set it  all up for you otherwise you will need to enter the Password on the Docman interface at  your end to complete the setup)  - Your practice’s postcode.    Docman will then test that it is working - they say it only takes 10minutes to do it all from when you call. Docman will not charge you for any of this process if you have an active Docman account. | |
| Q | **Why am I receiving some 111 messages unmatched to a patient?** | |
| A | In order to automatically match messages with a patient, EMIS must receive an exact match of either i) Surname + NHS number + Date of Birth or ii) Surname + Forename + Date of Birth  If the 111 provider‘s system does not send this information with the messages, they will arrive unmatched into your system. | |
| Q | **Why can’t I find the Clinical Information in the reports?** | |
| A | Have a look again at the section “How do I view the NHS 111 clinical data in the report?” within this guide. | |
| Q | **Why can’t I easily print the NHS 111 report?** | |
| A | This has been mentioned by several practices and has now been raised with EMIS Web. Please do continue to raise this with EMIS Web as a development request. | |
| Q | **We are receiving reports for patients not registered with the practice – what do we do with them?** | |
| A | You can try to reject the report but this may not necessarily send the report back to the relevant 111 provider for review. So we would also recommend that you notify the relevant 111 provider who handled the call (this should be shown on the report). You can find their NHSmail addresses below (last updated 28/04/2015): | |

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| NHS 111 Provider | NHSmail |
| CareUK | [careuk111.feedback@nhs.net](mailto:careuk111.feedback@nhs.net) |
| London Ambulance Service (LAS) | [selondon111.feedback@nhs.net](mailto:selondon111.feedback@nhs.net) |
| London Central West UCC (LCW) | [lcw111@nhs.net](mailto:lcw111@nhs.net) |
| The Partnership of East London Cooperatives (PELC) | [john.light3@nhs.net](mailto:john.light3@nhs.net)  [Jacqui.Niner@nhs.net](mailto:Jacqui.Niner@nhs.net) |
| Derbyshire Health United (DHU) | [feedback111.derbyshire@nhs.net](mailto:feedback111.derbyshire@nhs.net) |
| East of England Ambulance Service (EEAST) | [medicom.supervisors@nhs.net](mailto:medicom.supervisors@nhs.net) |
| Fylde Coast Medical Service (FCMS) | [Nw111cumbrialancs.feedback@nhs.net](https://web.nhs.net/OWA/redir.aspx?C=M4ioy2Ti5ke7kf6rGOsSfqNuRFEEH9JIySslVpqq__uInFjZy7opK_odOaOLa8t9grSGqO8o470.&URL=mailto%3aNw111cumbrialancs.feedback%40nhs.net) |
| Herts Urgent Care (HUC) | [huc.feedback@nhs.net](mailto:huc.feedback@nhs.net) |
| IC24 (South East Health/Cleo) | [IC24.111query@nhs.net](mailto:IC24.111query@nhs.net) / [cg.sehl@nhs.net](mailto:cg.sehl@nhs.net) |
| Isle of Wight Ambulance Service (IoW) | [iow.nhs111@nhs.net](https://web.nhs.net/OWA/redir.aspx?C=M4ioy2Ti5ke7kf6rGOsSfqNuRFEEH9JIySslVpqq__uInFjZy7opK_odOaOLa8t9grSGqO8o470.&URL=mailto%3aiow.nhs111%40nhs.net) |
| North East Ambulance Service (NEAS) | [neastnt.NeasRiskAdmin@nhs.net](mailto:neastnt.NeasRiskAdmin@nhs.net)  [contactcentreadmin@nhs.net](mailto:contactcentreadmin@nhs.net) |
| North West Ambulance Service (NWAS) | [NW111cumbrialancs.feedback@nhs.net](mailto:NW111cumbrialancs.feedback@nhs.net) |
| Staffs. Doctors Urgent Care (SDUC) | [sduc.governance@nhs.net](mailto:sduc.governance@nhs.net) |
| South East Coast Ambulance Service (SECAMB) | [hcpfeedback.sec111@nhs.net](mailto:hcpfeedback.sec111@nhs.net) |
| Serco (Cornwall) | No NHSmail – Call 01872 222400 |
| South Central Ambulance Service (SCAS) | [Scas.111-North@nhs.net](mailto:Scas.111-North@nhs.net) |
| South West Ambulance (SWAST) | [swasft.ucs111@nhs.net](mailto:swasft.ucs111@nhs.net) |
| West Midlands Ambulance Service (WMAS) | [wmas.111cg@nhs.net](mailto:wmas.111cg@nhs.net) |
| Yorkshire Ambulance Service (YAS) | [oneoneoneyas.feedback@nhs.net](mailto:oneoneoneyas.feedback@nhs.net) |

Finally:

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| Q | **I’ve found this Guide and FAQ helpful, but I still have a few unanswered queries** |

If you have any queries, please **initially contact your DOS team** (details on front page).

If the query cannot be resolved, then you can contact the author of this guide – details below:

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|  | Dr Shanker Vijayadeva – [svijayadeva@nhs.net](mailto:svijayadeva@nhs.net) |  |

Appendix – Practice’s NHSmail addresses & Directory of Services (DOS) Service IDs

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*Last updated 25/09/2015*

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| **Practice Code** | **Practice Name** | **Practice NHS Email** | **DOS Service ID** |
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If your practice’s NHS email address above (contingency use to receive reports) is missing or incorrect, then please contact me contact your DOS team (contact details on front page of guide)

If your practice has not yet migrated to EMIS Web, then you are likely to receive messages via NHSmail until you migrate to EMIS Web (See the FAQ section of this guide for more information).

If your practice has no plans to migrate to EMIS Web, then please read the FAQ section of this guide and let your DOS team know if you require assistance to receive 111 messages directly into SystmOne or Vision (which can also receive ITK messages).