DoS profiling guide

NHS 111 online

V2.0

Contents

Version control

Version	Date Issued	Description
V 1.0	21/01/2022	1st Version
V1.1	31/03/2022	Additions to 2.1, 2.5 and 3.4
V1.2	1/7/22	Changes from 'CCG' to 'Sub-ICB'
V1.3	1/11/22	Addition to Appendix A
V1.4	21/12/23	Updated 2.1, 2.4 with attribute details
V1.5	Not released	Updated with MHR1/2/3/4 and COVID outcome changes, and closed pharmacies
V2.0	01/08/2024	Added to new template, general tidying changes

1. DoS profiling for 111 online

1.1 Demographic Details tab

Public Name - this displays verbatim for the online user, so please enter a clear name. If the public name field is blank, the service name is displayed but this may not be user friendly, as it is designed to be more relevant for professional users (e.g. health advisors and DoS leads).

Type – this does not display verbatim *unless* there is no public name and no alias (see below) for 111 online. It is important that it is accurate, as 111 online uses this to generate a user-friendly name (known as the alias) and description (the boilerplate) to present to the user. For example: the Integrated Urgent Care (IUC) Treatment (formerly GP OOH) alias is 'Evening and Weekend GP Call back Service'. The boilerplate text is 'This service calls you back. You can get help from a GP outside normal working hours '. A full list of service types, aliases and boilerplate text is at Appendix A.

ODS Code – if the service is set up for electronic referrals, an ODS code is required – this field cannot not be blank for 111 online.

Address – if the user should attend the service in person, a full address is needed. A postcode must be provided even if the service is virtual, otherwise it will not return for 111 online.

Public telephone number – if the user should telephone the service (including Pharm+ profiles), there must be a valid telephone number entered in this field. This should **not** be 111, as that may put the patient in a loop. If no phone number is provided for a telephone service, it will be supressed by 111 online.

**Non- public Number, Fax, Email** – are not included in 111 online returns

Website – if a website is being used (see section 2.4 for attribute details) the full URL must be added including e.g. https:// or http://

Public Facing Information – this field does not display for users, so cannot be used to advise any additional information. For 111 online this field is vital as it is used to indicate to 111 online the desired referral method through use of a specific text string. 111 online scans this field for the required text and displays the service details appropriately.

- **Telephone** – Enter *You must telephone this service before attending*
- **Electronic referral but advise to telephone first** - Enter *This service accepts electronic referrals. You should ring before you go there*. It must have a valid ITK endpoint and telephone number (currently this option is only available on emergency prescription Pharm+ profiles)
- **Electronic referral but advise to attend** - Enter *This service accepts direct electronic referrals.* It must have a valid ITK endpoint and address (currently this option is only available for CPCS minor illness profiles)
- **Go to/attend** - Enter *You can go straight to this service. You do not need to telephone beforehand*
- **Call back** – No text is required, but for your reporting, review, and filtering of service information, you may find it useful to enter 'Call back service' as a reference. The profile must have an ITK endpoint, and be added to the Test approved list, to enable testing. Once tested successfully, it can be added to the 111 online approved list.
- **Website** – No text is required. The profile must have the Website Signposting attribute, and not be on any approved list.
- **Web chat** – No text is required. The profile must have the webchat_enabled attribute, and not be on any approved list.

Specified Opening Times – specified opening times are recognised by 111 online, but there must also be at least one entry in the standard opening times. For profiles that are only open on specified dates, a time of at least one minute should be included in the opening times section.

1.2   Capacity Status tab
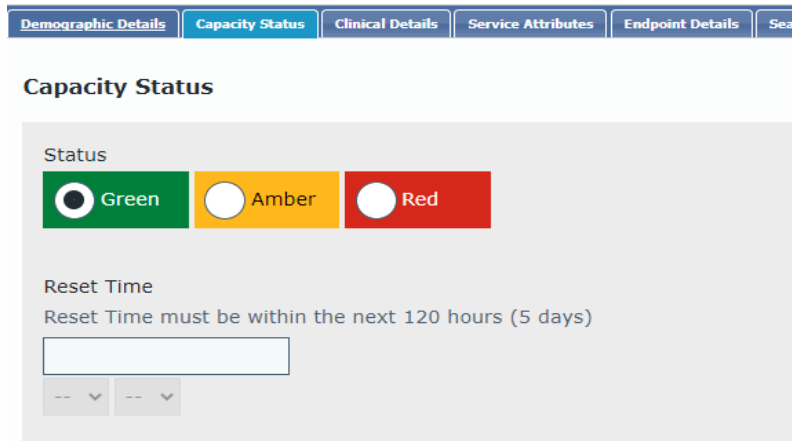
Any changes to the capacity status will be recognised and actioned within the DoS search.

- If a service is set to RED, then the DoS does not return that service in a 111 online service search
- If a service is set to AMBER, the DoS does return it and 111 online treats it the same as GREEN status, i.e. available.

1.3   Clinical Details tab
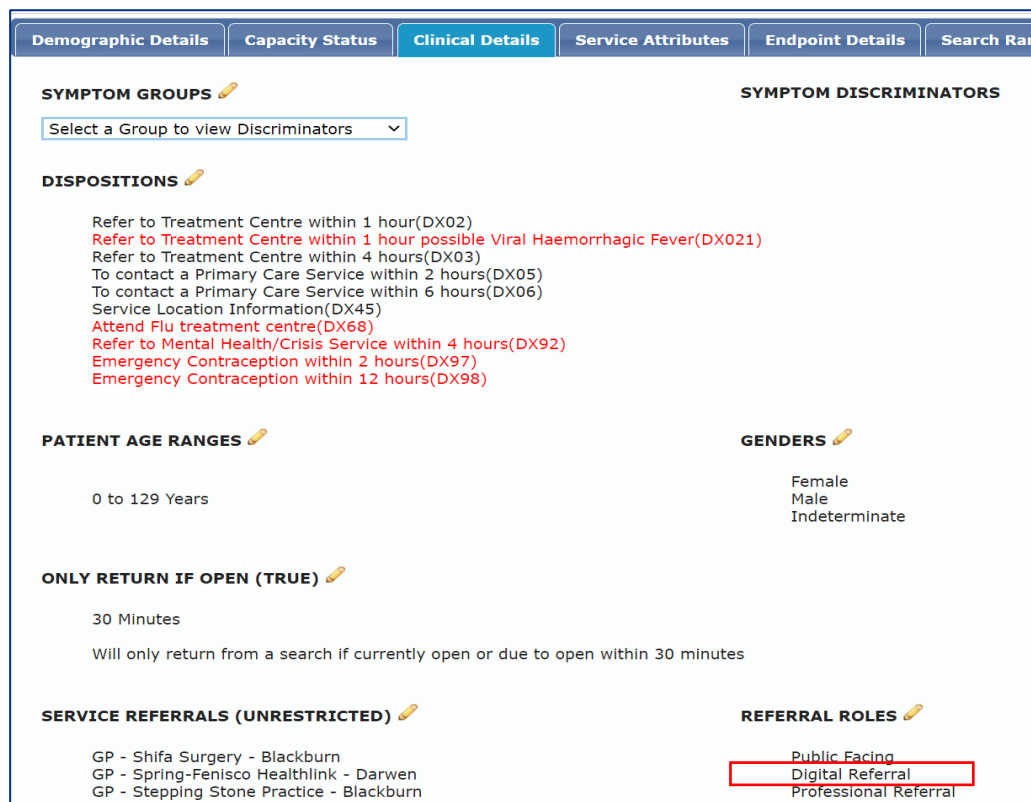
Symptom Groups - Symptom Discriminators – Dispositions: these should be profiled appropriately according to what had been commissioned.

Note: For 111 Call-back profiles (Integrated Urgent Care (IUC) NHS 111 Call Handling) with Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330, a workaround SG/SD combination has been created for 111 online use:

- SG1206 NHS Pathways Inhouse Clinician
- SD4193 PC General Health Information

Dispositions: Not all DXs are generated by 111 online assessments, a full list of DXs can be found at Appendix B.

There are specific Dx codes for validation services:

- ED Validation uses Dx334 for ETC 1hr, Dx337 for ETC 4hrs, Dx338 for ETC 12 hrs
- Ambulance Validation uses Dx333 for Cat 3 and Cat 4 Ambulance dispositions

Patient age ranges: enter relevant age range. Except for urgent repeat meds, 111 online does not assess under the under 5s. For non-urgent repeat meds profiles, the minimum age is 5 years, and the maximum is 120 years.

Gender – 111 online asks users to choose between male/female as their 'registered sex at birth' during the triage, and asks users to call 111 if they are uncomfortable giving this information or if it doesn't represent them correctly. This is used to direct users to the most appropriate services.

Only return if open: as per global DoS rules, this criteria is included in the DoS search so services will only return to 111 online when open or 15/30 minutes before.

Service Referrals (Restrictions): For certain dispositions, 111 online is now capable of returning services that are restricted to GP surgeries:

- Mental health closing pathway (PT8)
  - Dx09
  - Dx16
  - Dx75

For logged-in users entering triage from the NHS App, GP details are automatically populated. For users entering triage from the web, GP details are collected where appropriate before services are presented.

Referral Roles: The *Digital Referral* role must be profiled – except for ED Catchall profiles, which does not need any referral role profiled. It will return from DoS regardless and be displayed for 111 online users according to the rules set out in the ED Catchalls section.

1.4 Service Attributes tab

Website Signposting: This attribute is available to add for services that offer a website to users for example for further information or self-referral.

DoS leads should confirm website validity with ICB and service leads. Processes should be agreed to validate URLs on a minimum of quarterly basis and to communicate to the ICB/DoS leads when websites are unavailable.

On 111 online, a service can only be displayed with **one** call to action, e.g. a callback, (including EP or CPCS) a place to phone, a place to go, and now a website. They will be checked in that order, and the first one it matches is how it will be displayed.

Best practice is to set up a separate profile for the website to be displayed on 111 online; this is because, as noted above, if the profile contains any other 111 online profiling cues (such as 'go to' text in the Public Facing Information field), those cues will be read before the website signposting attribute and the service will not present as expected.

For example: if the service is set up as a valid WebsiteSignposting service (and has the appropriate profiling) but the GoTo text is added to the Public Facing Information field then the service will display as a 'GoTo' service (map, address and opening times).

1.5 Endpoint Details tab

Note: 111 online only attempts to send an ITK using the first order endpoint listed on a profile. It does not proceed to try second order endpoints (e.g. emails) if the first endpoint fails.

ITK Call-back Services: ITK Endpoints must be entered correctly and tested to ensure they are being received correctly in the provider system. For call-back services, the service ID must be added to the Test approved list, to enable testing. Once tested successfully, it can be added to the 111 online approved list. When testing ITK messages, a test case for each individual DX must be undertaken to ensure the message is received and configured appropriately in the provider system. Allow time for multiple tests if necessary.

CareConnect Booking enabled: If a service is CareConnect booking enabled, there must be an ASID endpoint. There is no requirement to add service IDs to the 111 online approved list, but local testing **must** be carried out with the DoS Lead and Provider to ensure that the correct configuration is in place for the referral information and booking to be received successfully.

BaRS booking enabled: No endpoint is required for BaRS booking, as the endpoint is stored in the BaRS API and linked to the DoS profile ID.

For dispositions Dx02, 03, 89, 92, 94 and 118 the BaRS API will be checked **before** looking for a DoS endpoint, therefore it will not cause problems for online if DoS endpoint is in place AND is BaRS enabled.

Email endpoints: 111 online only accepts and actions electronic referrals for ITK endpoints, email endpoints are not accepted, except for Dental Services in some areas, which is enabled for specific dental DXs only. This is due to the clinical risk of users not getting real time confirmation that the message has been received, and duty of care handed over.

1.6   Search Rankings tab

The promote and limits entries are recognised and actioned within the DoS search. Based on the postcode sent from 111 online, the appropriate services will return in the relevant ranking order to 111 online, based on the profiling and the ranking order included in the

relevant ranking section of the commissioning organisation's profile, (i.e. SUB-ICB or LAD (Local Authority District)).

If a profile has referral by ITK Call-back and is limited to one or more SUB-ICB(s), that profile ID must be added to the approved list against each relevant SUB-ICB, or it will not return.

NOTE: Although profiles can be limited on the DoS to smaller areas (e.g. LAD, LDA) that are recognised in the DoS service search, the approved list is SUB-ICB based and profiles can't be linked to these more granular geographic boundaries.

Example: An ITK call-back service is limited to Wirral SUB-ICB and Neston LDA (which sits within West Cheshire SUB-ICB). The service ID will need to be on the approved list for both Wirral SUB-ICB and West Cheshire SUB-ICB for 111 online, but DoS will ensure that it will only return for patients currently located in the Neston LDA postcode area, not the whole West Cheshire area.

Search Distance: The search distance parameters for each SUB-ICB postcode area are used in the DoS search, that may be the national default of 60km (37 miles) or bespoke distances agreed between local areas and the national DoS team.   111 online does not use any distance filters.

2. 111 online business rules

The online service applies its own filtering and cosmetic updates to the raw results from DoS to ensure they are appropriate for online users, these rules have cosmetic outcomes, and filtering and suppressing services.

2.1   Filtering

- Certain dispositions are configured to restrict the service types that are returned so Dental dispositions for instance will filter out any GPs in the result set
- ED Catchall returns are suppressed for PC dispositions during the in hours period and for dental dispositions at any time
- No DoS results are shown for Dx38, Dx39 and Dx46
- Restricted services are only available to be presented when profiled with PT8 outcomes and Dx09, Dx16 or Dx75.
- GP OOH (Integrated Urgent Care (IUC) Treatment) returns are suppressed from 08:00 to 18:00, unless there is a specified opening time set for in-hours cover, GP training etc.

- GP OOH (Integrated Urgent Care (IUC) Treatment returns and ED catchalls are suppressed when the disposition safely goes into the GP in hours period, for example:
  - A 24hr Dx would not return on a Sunday morning, as GPs open Monday (excl BH)
  - A 12hr Dx would not return at midnight on a weekday, as GPs open at 08:00
- When DoS returns are 'go to' referral, and no address is present, the service will not present
- When DoS returns are 'telephone' referral, or a 'ITK Ring and go' for emergency prescriptions, and no public number is included, the service will not present.
- When DoS returns an 'ITK call back' referral and it is not on the ITK approved list, linked to the current location SUB-ICB, the service will not present.
- If a service set up for call back is not open NOW, it will be filtered out (to prevent calls going into unmanned queues when closed)
- Following work completed in spring 2024, pharmacies that are **not open** at the time of the completion of triage but that are **due to be open** within the disposition timeframe will now return for 111 online users.
- When DoS returns a call-back service, for the following dispositions, other services that are set up as telephone or go to services will not be presented – only the call-back option will be presented.
  - Clinical Callback – Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330
  - Validation – Dx333, Dx334, Dx337, Dx338

2.2 Cosmetic

Service type alias and boilerplate details are added to each service, which provides online suitable names and descriptions for the services returned.

Open and closing times are parsed and formatted for presentation online.

2.3   Disposition screens

Disposition screens based on Dx: For several dispositions (including primary care and lower acuity outcomes), a default screen will present advising users to contact specific service types if there are no DoS services available:

- Contact Pharmacy – Dx28
- Contact Dentist – Dx17, Dx18, Dx19, Dx20, DX21, Dx22
- Contact GP - Dx05, Dx06, Dx07, Dx08, Dx11, Dx12, Dx13, Dx14, Dx15, Dx1112, Dx1113, Dx1115
- Contact Midwifery Dx30, Dx50, Dx51
- Contact Optician – Dx60
- Sexual Assault Referral Centre (SARC) – Dx94

The advice given will depend on the disposition timeframe. For example, the user will be advised whether they need to contact their GP now, today, or tomorrow. The outcome for each Dx is listed in Appendix B.

2.4   Scenario testing

A DoS Direct Link Testing Tool (DDL) is updated with each Pathways release and is available on the 111 online Microsite, at Tools section - NHS 111 online resources.

This spreadsheet has links to preset SG/SD combinations for each Disposition (DX) available for online assessments. The postcode and day/time can be entered to run specific scenarios, to check for results real-time or a future day/time.

NOTE: If the date/time entered is in the past, the search will be generated real time and base the search on 'now'.

Some DX have two links (see ①)

- Dispositions – will display the page presented to users at the required date/time
- DoS results – will display the DoS results that would be presented if the 'other services link' was selected, at the required date/time

NOTE: If the 'other services' link is selected on the 'dispositions' link, it will display other services real time and not at the future date/time.

For validation services, there are three links available (see ②)

- Validation - If you use this and there is nothing profiled for the validation DX code, you will see recommended service page
- Recommended Service – will return services profiled for DX02 (non-validation code)
- Other services - If you use this and there are no 'other services', you will either see the A&E interstitial page (if booking enabled for first service), or the recommended service page again.

Enter Postcode	Select DoS Environment	DoS Disposition link
pr2 1tn	live	
		Dx011 - Emergency Ambulance Response (Red 2)
Hours	Minutes	Dx012 - Emergency Ambulance Response (Category 3)
15	00	Dx013 - Assistance needed at home due to inability to get off the floor
Date	Month	Dx016 - Non-emergency Ambulance Response
15	03	Dx0162 - Transport to an Emergency Treatment Centre within 1 hour
		Dx0121 - Emergency Ambulance Response (Category 3)
Year		Dx0122 - Emergency Ambulance Response (Category 3)
2022		Dx0127 - Emergency Ambulance Response, Pregnancy (Category 3)
		Dx0126 - Emergency Ambulance Response for Trauma Emergency (Category 3)
		Dx01213 - Emergency Ambulance Response for Accidental Poisoning (Category 3)
	Validation*	Dx02 - Attend Emergency Treatment Centre within 1 hour
	Recommended Service	Dx02 - Attend Emergency Treatment Centre within 1 hour
	Other Services**	Dx02 - Attend Emergency Treatment Centre within 1 hour
	Validation*	Dx03 - Attend Emergency Treatment Centre within 4 hours
	Recommended Service	Dx03 - Attend Emergency Treatment Centre within 4 hours
	Other Services**	Dx03 - Attend Emergency Treatment Centre within 4 hours
	Disposition	Dx05 - To contact a Primary Care Service within 2 hours
		Dx05 - To contact a Primary Care Service within 2 hours

Appendix A

A full list of service type alias and boiler plate text

Note – any service that has Website Signposting attribute applied will have 'Online' added before the service type alias. E.g. Mental health service will be shown as *Online mental health service*

Service type on DoS	Service type alias	Service type boiler plate description
Acute Assessment Unit	Same day assessment unit	This is where patients have symptoms urgently checked by senior nurses or consultants. You get a diagnosis and you'll either be sent home that day or admitted to a ward in the hospital. It is not the same as A&E, but usually a part of it.
Community Hospital		Community hospitals offer things like blood tests, minor injuries, sexual health services, dental services, therapy and rehabilitation and child health.
Dental Domiciliary	Dentist home visit	This dentist will come to your home or a care home.
Dental Emergency	Emergency dentist	Emergency dentists treat serious bleeding and swelling in the mouth. Sometimes you need to book a call back with them first. They can usually prescribe painkillers for severe pain.

Service type on DoS	Service type alias	Service type boiler plate description
Dental Service	Dentist	
Emergency Department (ED)	A&E (accident and emergency)	A&E is for critical or life-threatening injuries or illnesses. Also known as the emergency department or casualty. You should get someone to take you there if you can and bring all current medicines with you.
Emergency Department (ED) Eye Casualty	Eye emergencies	This hospital offers specialist emergency services for urgent eye problems. You should get someone to take you there if you can and bring all current medicines with you.
Emergency Department (ED) Specialist	A&E (accident and emergency) (child) or (adult)	
GP Access Hub	Local GP centre	Local GP centres offer extra daytime, evening and weekend GP appointments in the local area, even if you're registered with another GP.

Service type on DoS	Service type alias	Service type boiler plate description
Integrated Urgent Care (IUC) Treatment	Evening and weekend GP call-back service	This service calls you back. You can get help from a GP outside normal working hours. *(This only displays if the service is set up as a call-back service. If it's a place to phone, the number will display - if that number is 111, its not a good patient journey as it can lead to the patient being in a loop if they get the telephony automated message to contact online.*
Integrated Urgent Care (IUC) Clinical Assessment Service (CAS)	Call back from a nurse	This is a service where you book a call with a nurse. They will know what you have answered so far and then ask you more questions to see what you should do next.
Integrated Urgent Care (IUC) NHS 111 Call Handling Provider	Call back from a nurse	This is a service where you book a call with a nurse. They will know what you have answered so far and then ask you more questions to see what you should do next.

Service type on DoS	Service type alias	Service type boiler plate description
Mental Health	Mental health service	This is a service with trained mental health specialists. They'll tell you if you need immediate help, or how to get longer term mental health support near you.
Optician	Optician	
Optician Domiciliary	Optician home visit	This is an optician that can see you in your home or care home.
Optician Enhanced Service	Specialist optician	This is a local optician who works with the NHS and can provide a higher level of investigation.
Pharmacy	Pharmacy	A pharmacist can help with a wide range of minor health problems. You can have a consultation in a private room. Pharmacists can provide emergency prescriptions for some medicines that you're prescribed regularly.
Pharmacy Clinical Assessment Service (CAS)	Callback from a pharmacist	A pharmacist can help with a wide range of minor health problems over the phone. They can tell you what to do next if you need to see someone.

Service type on DoS	Service type alias	Service type boiler plate description
Pharmacy Enhanced Service	Pharmacy with consultation service	A pharmacist can help with a wide range of minor health problems. You can have a consultation in a private room. Pharmacists can provide emergency prescriptions for some medicines that you're prescribed regularly.
Pharmacy Urgent Medicines Supply	Emergency prescription service	These pharmacists can provide an emergency supply of some medicines that you are prescribed regularly.
Sexual Health	Sexual health service	Sexual health services provide contraception, testing and treatment for sexually transmitted infections (STIs), pregnancy advice and testing and help with sexual problems. Sexual assault referral centres offer confidential help and medical care.
Specialist Service	Specialist service	

Service type on DoS	Service type alias	Service type boiler plate description
URGENT CARE	Urgent care	Urgent care services (also known as walk-in centres or minor injuries units) can deal with a range of problems like rashes, minor injuries, emergency contraception, infections, sprains, cuts and bruises, and wound dressing.
Urgent Treatment Centre (UTC)	Urgent treatment centre	Urgent treatment centres are overseen by GPs. They're open for at least 12 hours every day. They can diagnose and deal with many of the most common problems people go to A&E for.

Appendix B

Dispositions currently supported

Disposition code	Description in NHS Pathways system	Instructions on screen
999		
Dx01010	Emergency Ambulance Response for Pre-arrest Anaphylaxis (Category 1)	Phone 999 now for an ambulance
Dx011	Emergency Ambulance Response (Category 2)	Phone 999 now for an ambulance
Dx0111	Emergency Ambulance Response for Acute Abdomen Pregnant (Cat 2)	Phone 999 now for an ambulance
Dx0112	Emergency Ambulance Response for Acute Coronary Syndrome (Cat 2)	Phone 999 now for an ambulance
Dx0113	Emergency Ambulance Response for Anaphylaxis (Cat 2)	Phone 999 now for an ambulance
Dx0114	Emergency Ambulance Response for Aortic Aneurysm Rupture/Dissection (Cat 2)	Phone 999 now for an ambulance
Dx0115	Emergency Ambulance Response for Labour Complications (Cat 2)	Phone 999 now for an ambulance

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx0117	Emergency Ambulance Response for Possible Stroke Time Critical (Cat 2)	Phone 999 now for an ambulance
Dx0118	Emergency Ambulance Response for Potential Shock (Cat 2)	Phone 999 now for an ambulance
Dx01120	Emergency Ambulance Response for Respiratory Distress Trauma (Cat 2)	Phone 999 now for an ambulance
Dx01121	Emergency Ambulance Response for Septicaemia (Cat 2)	Phone 999 now for an ambulance
Dx01125	Emergency Ambulance Response for Potential COVID19 (Category 2)	Phone 999 now for an ambulance
Dx012	Emergency Ambulance Response (Category 3)	Phone 999 now for an ambulance
Dx0121	Emergency Ambulance Response (Category 3) Transport AT	Phone 999 now for an ambulance
Dx01213	Emergency Ambulance Response for Accidental Poisoning (Category 3)	Phone 999 now for an ambulance
Dx01214	Emergency Ambulance Response for Potential COVID19 (Category 3)	Phone 999 now for an ambulance

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx0122	Emergency Ambulance Response (Cat 3) to assess a patient face to face	Phone 999 now for an ambulance
Dx0124	Emergency Ambulance Response for Risk of Suicide (Category 3)	Phone 999 now for an ambulance
Dx0126	Emergency Ambulance Response for Trauma Emergency (Cat 3)	Phone 999 now for an ambulance
Dx0127	Emergency Ambulance Response, Pregnancy (Category 3)	Phone 999 now for an ambulance
Dx013	Assistance needed at home due to inability to get off the floor (Cat 4)	Phone 999 for an ambulance
Dx016	Non-emergency Ambulance Response (Cat 4)	Phone 999 for an ambulance
Dx0162	Transport to an Emergency Treatment Centre within 1 hour (Cat 3)	Phone 999 now for an ambulance
Dx49	999 for police	Phone 999
ED		
Dx02	Attend Emergency Treatment Centre within 1 hour	Where to get help Get help now

Disposition code	Description in NHS Pathways system	Instructions on screen
		If no DoS results: Go to accident and emergency (A&E)
Dx03	Attend Emergency Treatment Centre within 4 hours	Where to get help Get help as soon as you can If no DoS results: Go to accident and emergency (A&E)
Dx89	Attend Emergency Treatment Centre within 12 hours	Where to get help Get help today If no DoS results: Go to accident and emergency (A&E)
Dx92	Refer to Mental Health/Crisis Service within 4 hours	Where to get help Get help now
Dx94	Attend Emergency Treatment Centre within 1 hour for Sexual Assault Assessment	Get help as soon as you can (change 376)
Primary care		
Dx05	To contact a Primary Care Service within 2 hours	Contact your GP now
Dx06	To contact a Primary Care Service within 6 hours	Contact your GP as soon as you can, today

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx07	To contact a Primary Care Service within 12 hours	Contact your GP today
Dx08	To contact a Primary Care Service within 24 hours	Contact your GP today or tomorrow
Dx09	For persistent or recurrent symptoms: get in touch with the GP practice for a non-urgent appointment	Book a GP appointment if you do not feel better in a few days
Dx09 (Mental Health)	For persistent or recurrent symptoms: get in touch with the GP practice for a non-urgent appointment	Get help if you do not feel better in a few days
Dx11	Speak to a Primary Care Service within 1 hour	Contact your GP now
Dx12	Speak to a Primary Care Service within 2 hours	Contact your GP now
Dx13	Speak to a Primary Care Service within 6 hours	Contact your GP as soon as you can, today
Dx14	Speak to a Primary Care Service within 12 hours	Contact your GP today
Dx15	Speak to a Primary Care Service within 24 hours	Contact your GP today or tomorrow
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	Contact your GP surgery if you do not feel better in a few days

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx16 (Mental Health)	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	Get help if you do not feel better in a few days
Dx10	MUST contact own GP Practice for a Non-Urgent appointment	Book a non-urgent GP appointment
Dx75	MUST contact own GP Practice within 3 working days	Contact your GP surgery within the next few days
Dx75 (Mental Health)	MUST contact own GP Practice within 3 working days	Get help within the next few days
Dx28	Contact Pharmacist within 24 hours	Contact a pharmacist today or tomorrow
Dx30	Speak to Midwife within 1 hour	Speak to your midwife or labour ward now
Dx50	Speak to Midwife or Labour Suite immediately	Call your labour ward now
Dx31	Contact Genito-Urinary Clinic or other local service	Where to get help
Dx60	Contact Optician next routine appointment within 72 hours (3 days from now)	See an optician in the next few days
Dx1112	COVID risk Clinical Assessment service 1 hour	Contact your GP now

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx1113	COVID risk Clinical Assessment service 2 hours	Contact your GP now
Dx1115	COVID risk Clinical Assessment service 6 hours	Contact your GP as soon as you can, today
Dental		
Dx118	Attend Dental Treatment Centre within 1 hour	Get help as soon as you can. If no DoS results: Go to accident and emergency (A&E)
Dx17	To Contact a Dental Service within 1 hour	See your dentist now
Dx18	To Contact a Dental Service within 2 hours	See your dentist now
Dx19	To Contact a Dental Service within 6 hours	See your dentist as soon as you can, today
Dx20	To Contact a Dental Service within 12 hours	See your dentist today
Dx21	To Contact a Dental Service within 24 hours	See your dentist today or tomorrow
Dx22	To Contact a Dental practice within 7 days	See your dentist within the next few days
111 clinician call backs		
Dx32	Speak to a Clinician from our service Immediately	Book a call with a 111 nurse

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx325	Speak to a Clinician from our service Immediately - Toxic Ingestion/Inhalation	Book a call with a 111 nurse
Dx327	Speak to a Clinician from our service Immediately - Chemical Eye Splash	Book a call with a 111 nurse
Dx329	Speak to a Clinician from our service Immediately - Failed Contraception	Book a call with a 111 nurse
Dx330	Speak to a Clinician from our service immediately – Burn, Chemical	Book a call with a 111 nurse
Dx34	Speak to Clinician from our service within 30 minutes	Book a call with a 111 nurse
Dx35	Speak to Clinician from our service within 2 hours	Book a call with a 111 nurse
Validation call backs (ED & 999 dispositions)		
Dx333	Speak to a Clinician from our service immediately - Ambulance Validation	A nurse needs to phone you
Dx334	Speak to a Clinician from our service Immediately - Treatment Centre Within 1 Hour Validation	Get a phone call from a nurse
Dx337	Speak to a Clinician from our service Immediately -	Get a phone call from a nurse

Disposition code	Description in NHS Pathways system	Instructions on screen
	Treatment Centre Within 4 Hour Validation	
Dx338	Speak to a Clinician from our service Immediately - Treatment Centre Within 12 Hour Validation	Get a phone call from a nurse
Self-care and self-care deferred GP		
Dx38	Speak to Clinician from our service for home management advice	It's safe to look after yourself
Dx39	Symptom Management Advice	It's safe to look after yourself
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for a Non-Urgent Appointment	Book a GP appointment if you don't feel better in a few days
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	Contact your GP if you don't feel better in a few days
Dx46	Refer to health information within 24 hours	It's safe to look after yourself
Emergency repeat prescription		
Dx80	Repeat prescription required within 6 hours	We've found services that can help

Disposition code	Description in NHS Pathways system	Instructions on screen
Dx86	Repeat prescription required within 12 hours	We've found services that can help
Dx87	Repeat prescription required within 24 hours	We've found services that can help
Phone 111		
Px220983	Assessment cannot be completed online	Phone NHS 111
Px221236	Assessment cannot be completed online	Phone NHS 111
PATHWAY_NOT_FOUND	Assessment cannot be completed online	Phone NHS 111
Call 999 (pathway jumps)		
PA94 (allergic reaction)	Assessment cannot be completed online	Phone 999 now for an ambulance
PA24 (labour and childbirth)	Assessment cannot be completed online	Phone 999 now for an ambulance