

DoS profiling guide

NHS 111 online

V3



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Version control

| Version | Date Issued | Description |
|---------|--------------|---|
| V 1.0 | 21/01/2022 | 1 st 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 |
| V3.0 | 23/6/25 | Restructured document based on 111 online functions rather than DoS structure |

Introduction

This document has been written to assist with the creation and maintenance of DoS profiles for 111 online services.

The NHS 111 telephone service was already very well established when NHS 111 online was launched in 2018. Design and development for the online service had to adapt and work around existing DoS infrastructure with as few changes as possible, and because of this, DoS profiling for 111 online services differs in various important ways from telephony. This guide presents the steps needed to ensure that services are set up for online users to return and display exactly as intended.

This document is **not** intended to act as any kind of stand-alone DoS training guide.

How to use this document

This DoS guide has been restructured in V3 to present the options for 'service action' (whereas in previous versions, the document was structured around the layout of DoS itself).

For example, if you are looking to profile a service to display a telephone number for users to call, then visit the **Service Action: Telephone** section. Alternatively for information on how to set up a service so that users can electronically request a callback, then check the **Service Action: Callback** section. Hopefully this makes the document more useful as a quick-reference guide for all users.

A note on document format

Where reference is made to a specific DoS field, this is represented in paragraphs in bold typeface, for example: **Public Name**, **Patient Age Ranges** and **Public Facing Information**.

1. General profiling guidance

This section presents guidance for profiling 111 online services that applies across the board, regardless of service action. It is crucial to get these profiling aspects right if the service is to present correctly to users.

When creating profiles, please do this as soon as the need is identified so that there is time to add these to the 111 online approved lists where needed. This is particularly important for Pharmacy Enhanced and Pharmacy Urgent Medicines Supply profiles, as these approved lists are updated every 2 weeks. Profiles with a status of active commissioning, pending or suspended will be added to the lists.

1.1 Demographic Details

1.1.1 Public Name

The choice of **Public Name** for a service on DoS is critical for 111 online, as users are performing a self-guided triage and do not have a trained Health Advisor talking them through and explaining the available service options. The name chosen must be as understandable as possible to users of all backgrounds and English reading level. The name may also be read aloud to users of screen reader technology.

For these reasons it is recommended that the following guidelines be considered when choosing a **Public Name**:

- Do not use acronyms or initialisations. Although well understood amongst professional users, these abbreviations are not always meaningful to public users (this includes abbreviations such as UTC, MIU, ED and MECS that are commonly used on DoS).
- Do not use non-alphabetic characters. Characters such as ampersand (&), hyphens and quotation marks do not always render correctly for 111 online users and can cause issues for users of screen readers.

1.1.2 Type

The **Type** (service type) value is linked in 111 online to a corresponding user-friendly service type alias and to a user-friendly description (known internally as the service type boilerplate text)¹.

¹ If the service type is new, or has never been used for 111 online before, it may not have an alias/boilerplate. Check with the team at nhs111online@nhs.net if more information is needed

For example: the Integrated Urgent Care (IUC) Treatment **Type** 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 applicable 111 online **Types**, aliases and boilerplate text is included at [Appendix C](#).

1.1.3 ODS Code

This field cannot be left blank for 111 online services. There is no look-up validation carried out on the contents of this field, however if it is left blank the service will present to 111 online users, but referrals will fail.

1.1.4 Address

This field cannot be left blank for 111 online services. At minimum 111 online requires the presence of a postcode for the service to be found and presented to users carrying out triages within the relevant geographical area.

Refer to the section on setting up ‘Go To’ services for more information on how **Address** impacts the way services are displayed to users.

1.1.5 Public telephone number

This field must be provided if the service action is for the user to telephone the service including Pharmacy Enhanced and Pharmacy Urgent Medicines Supply; 111 online business rules will suppress the service if it is set up as a place to phone but no phone number has been entered. The phone number provided should not be 111, as this will cause the user to have to repeat the triage they have already completed online, causing further delay to them receiving the right help.

1.1.6 Website

This field must be provided if the service action is for the user to be presented with a website for further information or self-referral; 111 online business rules will suppress the service if it is set up as a website signposting service but no URL has been entered in this field. This must be a full **valid** URL including **https://** or **http://** prefix.

1.1.7 Public Facing Information (PFI)

This text-based field is used to indicate to the 111 online platform which referral method the service is offering. 111 online scans this field for specific strings of text associated with available referral methods and then displays the service details appropriately.

Please refer to the relevant sections of this document (also [Appendix B](#)) for the correct text string required for each service action.

Note: despite the name, this field does not display to users. It cannot be used for any other purpose in relation to 111 online.

1.1.8 Opening Times and Specified Opening Times

111 online recognises both standard **Opening Times** and **Specified Opening Times**.

Note: There must be at least one entry in the **Opening Times** field for a service to be presented to users by 111 online.

1.2 Capacity

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

In general, the **Clinical Details** tab should be profiled according to the needs/instructions of the service provider, particularly the selection of the **Disposition** (DX) codes and **Symptom Groups** (SG) and **Symptom Discriminators** (SD). However, there are a few requirements specific to profiling for 111 online that are noted in this section.

1.3.1 Dispositions

Not all Pathways dispositions can be reached through a 111 online assessment. The specific subset available to 111 online can be found in [Appendix D](#).

Information about the dispositions relevant for specific types of services (e.g. ED or 999 validation) can be found in the relevant sections elsewhere in this document.

1.3.2 Patient Age Ranges

Allows restriction of service return to users of the relevant age range. 111 online cannot be used to clinically assess anyone under the age of five; however, it can be used to request urgent repeat medications for under-fives (e.g. with the service type Pharmacy Urgent Medicines Supply). With this exception aside, the minimum patient age is 5 years, and the maximum is 120 years.

1.3.3 Genders

Due to its dependency on the Pathways product, the current 111 online triage flow must ask users to make a binary choice between male or female as their 'registered sex at birth' even when it may not appear to be relevant to the user's issue. The site 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 based on gendered DoS profiling.

1.3.4 Only return if open (ORIO)

This is only recognised by DoS, and determines if it will return the service. 111 online does not need this data.

1.3.5 Service Referrals (Restrictions)

For certain dispositions, 111 online can return services that are restricted to GP surgeries if the user is registered with that GP:

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

Note: For web users - 111 online will only present a restricted service for the dispositions listed above, GP details are collected where appropriate before services are presented.

Note: For NHS App users - GP details are automatically populated for logged-in users entering a 111 online triage from the NHS App. 111 online will present a restricted service with any GP outcome.

1.3.6 Referral roles

The Digital Referral role must be profiled for a service to return for 111 online. The only exception to this is made for ED catchall profiles, which do not need any referral role profiled in order to return. ED catchalls 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 Endpoint Details

More specific information is available in the section on Callback Services, but this section highlights some general notes on endpoint profiling for 111 online.

Important note: 111 online will only ever try to send to one endpoint. (111 online does not re-try a failed message with second endpoints e.g. email). This will be the ITK endpoint if present.

1.4.1 111 online approved-list and testing

DoS services offering callbacks will not return for users unless they have been tested and added to the 111 online approved-list against the sub-ICB area(s) in which they are intended to return. Clinical safety is assured through end-to-end testing to check that all necessary configuration has been carried out at the receiving system side for all profiles and **Dispositions**. This begins with confirming receipt by the receiving system and extends to confirmation that the messages received have been correctly categorised according to acuity and placed in the correct queue to await action (i.e. callback).

Note: LAD (Local Authority District) or LDA (Locally Defined Area) restrictions can only be applied at DoS level; the 111 online approved-list can only operate against sub-ICB areas.

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 would need to be on the 111 online approved-list for both Wirral sub-ICB *and* West Cheshire sub-ICB for 111 online, but it is DoS rules rather than 111 online logic that will ensure that it will only return for patients currently located in the Neston LDA postcode area, not the whole West Cheshire area.

1.4.2 CareConnect booking

If a service is CareConnect booking enabled (e.g. for Emergency Department arrival time booking), there must be an ASID endpoint entry on the DoS profile as well as an ITK endpoint. There is no requirement to add service IDs to the 111 online approved list, but local testing should be carried out with the DoS Lead and Provider to ensure that the correct configuration is in place and functioning.

1.4.3 BaRS booking

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

Note: For dispositions Dx02, Dx03, Dx 89, Dx 92, Dx 94 and Dx 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.

1.4.4 Email endpoints

Email endpoints are not accepted for callbacks by 111 online, except for Dental Services and for specific dental DXs only. Email does not allow users to receive real-time confirmation that their referral message has been successfully received and therefore introduces unacceptable clinical risk (e.g. if an email inbox is unmonitored, full to capacity, or no longer available).

1.5 Search Ranking

1.5.1 Ordering Type

Promote and **Limit** are recognised and actioned within the DoS search. Based on the postcode sent from 111 online at the end of a triage, services will return based on the profiling and ranking order of the commissioning organisation's profile (i.e. sub-ICB or LAD).

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.

1.5.2 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 apply any additional distance filters.

1.6 111 online 'filtering' rules

1.6.1 Service type filtering

Certain dispositions are configured to restrict the service types that are returned. Dental dispositions for instance will filter out any GPs in the result set, and these will not be displayed to users.

1.6.2 Disposition-related filtering

No DoS results are shown for Dx38, Dx39 and Dx46 (self-care advice).

When DoS returns a callback service, for the following dispositions, other services that are set up as telephone or go to services will not be presented (i.e. only the callback option will be presented):

- Clinical Callback – Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330
- Validation – Dx333, Dx334, Dx337, Dx338

1.6.3 Timed filtering

GP OOH (Integrated Urgent Care (IUC) Treatment) returns for dispositions up to 24 hours 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) will never return for Primary Care dispositions over 24 hours

GP OOH (Integrated Urgent Care (IUC) Treatment) returns and ED catchalls are also 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

In general, if a service set up to accept ITK referrals is not open at the time of the triage completion, it will be filtered out (to prevent the referrals going into unmonitored queues when closed). There is one exception to this rule, Emergency Prescription referrals (Pharm+) are offered within the dispositions timeframe even if the service is currently closed.

1.6.4 ED and ED catchalls

111 online only presents ED and ED catchall services to users, where it has been supplied by DoS. For DoS to return the ED catchall, there is no other service profiled for the given SG/SD combination - therefore, every ED catchall return is worth investigating to see if there is a profiling gap that could be filled with a more appropriate service.

How does 111 online handle ED catchall DoS results?

111 online has introduced some filtering to help minimise users being presented with ED services (Catchall or ED) when not appropriate.

For high acuity primary care (dx05,06,07,08,11,12,13,14,15) they are filtered out 8am to 18:00 on working days. The filtering also follows the GPOOH rules, that is does not return if part for the disposition falls in the in hours period

For Dental dispositions (Dx17,18,19,20,21,22) they are filtered out 07:30am to 22:00 on working days.

For low acuity primary care (dx09,10,16,75) they are filtered out at all times.

For emergency prescriptions (dx80,86,87) they are filtered out at all times.

Crossover times

ED catchalls between 7.30 and 07.59 should no longer occur due to the fact that Digital Referral role has been added to the unregistered GP service profiles.

1.7 Disposition screens

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
- 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.

1.8 Cosmetic rules and boilerplate text

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.

Get help as soon as you can

Recommended service

A&E (accident and emergency)
Emergency Department: Royal Liverpool (Adults Only 16+)
 Mount Vernon Street
 Liverpool
 L7 8YE

Open today: 24 hours
 1.7 miles away
[Get directions](#)

Service Type alias: based on DoS service type

Public name: as per the DoS Public Name field

Boilerplate description text: based on the DoS service type

▼ [How can an A&E \(accident and emergency\) help?](#)

A&E is for serious injuries and emergencies only. 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.

1.9 Scenario testing

There is a spreadsheet-based tool called the DoS Direct Linking Tool (DDLTL) on the 111 online microsite which is updated with each Pathways release. This spreadsheet has links to preset SG/SD combinations for each Disposition 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.

There is also a guidance document on using the DDLTL.

The 111 online team hosts a testing environment that can be safely used by e.g. DoS leads and providers to check 111 online profiling in specific areas at specific times of the day for relevant Dispositions. Detail of how to access the environment are included in the first tab of the DDLTL.

The DDLTL and guidance document are available on the 111 online microsite, link shown below:

[Tools - NHS 111 online resources](#)



2. Use case profiling guidance

This section presents service profiling guidance for 111 online. The guidance is split into 'use cases' for ease of reference, with each use case being the format in which the service is to be offered to users.

2.1 Service action rank order

Each DoS profile can only be presented to users in one way. For example, a service cannot be shown as both a place to phone *and* a callback service, it must be one or the other.

111 online checks for service action in a set order:

1. Callback (including EP or Pharm+)
2. Telephone
3. Go To
4. Website signposting

The first match found will dictate how the service is presented to users. If a service offers multiple methods of access, then multiple DoS profiles will be required.

2.2 Callback service

A 111 online callback service offers users the option to send their demographic details and the outcome of their clinical triage into a clinical callback queue via a provider endpoint. This information is sent securely via electronic message (ITK), and the process is tested for every DX on every DoS profile before it can be added to the 111 online approved-list (see the section [111 online approved-list and testing](#)). Safe receipt of the message is confirmed by the provider system. Any message failures are reported to the user with instructions to phone 111, so that they are not left waiting for a failed callback request.

There are various types of callback service that can be profiled for 111 online. The way that these display for users depends on various factors including **Service Type** and the **Dispositions** involved. The sections below present the different types of callback services available and how to profile them for 111 online.

2.2.1 Clinical callbacks

NHS 111 online

Book a call with a 111 nurse now

A nurse needs to speak to you so we can get you the right help.

When you book a call the nurse will:

- know what you've answered so far
- advise you what to do next
- book an appointment for you if you need one

If you don't book a call and just ring 111 you will have to start again from the beginning.

You should get a call within 20 minutes. It's important that you wait to speak to the nurse.

[Book a nurse call](#)

[I am unable to book a call](#)

1: Example clinical callback offer screen. The timeframe (in the lighter box) is dynamically generated depending on the Disposition (Dx32 in this case)

Prerequisites:

Public Facing Information: **Not required**

DoS ID on 111 online approved list: **Required**

Common callback Service Type/s (may not be exhaustive):

- Integrated Urgent Care (IUC) Treatment
- Integrated Urgent Care (IUC) NHS 111 Call Handling
- Integrated Urgent Care (IUC) Clinical Assessment
- Integrated Urgent Care (IUC) Dental Clinical Assessment
- Integrated Urgent Care (IUC) Validation

- Dental Emergency
- Urgent Treatment Centre (UTC)
- Dental Urgent Care
- Mental Health Crisis
- GP Access Hub
- Urgent Care
- Integrated Urgent Care (IUC) Pharmacy Clinical Assessment
- Urgent Treatment Centre (UTC) Co-Located with ED
- Intermediate Care

Callback dispositions:

Please refer to [Appendix A](#).

111 online-only callback SG/SD combinations

An online-only SG/SD combination has been created for callback services using the following Dispositions:

Dx32, Dx34, Dx35, Dx325, Dx327, Dx329, Dx330

The combination is as follows and is intended as an online equivalent to a 'warm' (i.e. direct) transfer in telephony terms:

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

2.2.2 ED validation callbacks

ED validation callback services can be profiled to return to users for whom attendance in person at an Emergency Treatment Centre (ETC) may be required. The validation callback screen offers those users the opportunity to speak to someone before they attend, with the aim of deflecting borderline cases away from ETCs where possible. Users do not have to take up this offer, they may choose to see what other relevant DoS services are available by selecting the third option.

NHS 111 online

Book a call with a 111 nurse

Based on what you've told us, you need urgent medical help.

A nurse can help you decide what to do next

If you wait to speak to a nurse you:

- will find out the best local place to get help
- could avoid long waits in A&E, by going somewhere else instead
- could get an appointment with an evening and weekend surgery or your own GP, if you need one
- will find out if you need help now or if it's safe to wait a bit longer

▼ [What to do if you have a hearing problem and cannot receive a call](#)

If you are unable to get a call from a nurse we will show you places you can go instead.

Choose one of these:

I want to speak to a nurse

I am unable to book a call

I want to see other services

Next

2: Example ED validation callback offer screen

Prerequisites:

Public Facing Information: **Not required**

DoS ID on 111 online approved list: **Required**

Common validation Service type/s (not exhaustive):

- Integrated Urgent Care (IUC) Validation
- Integrated Urgent Care (IUC) Clinical Assessment

Dispositions

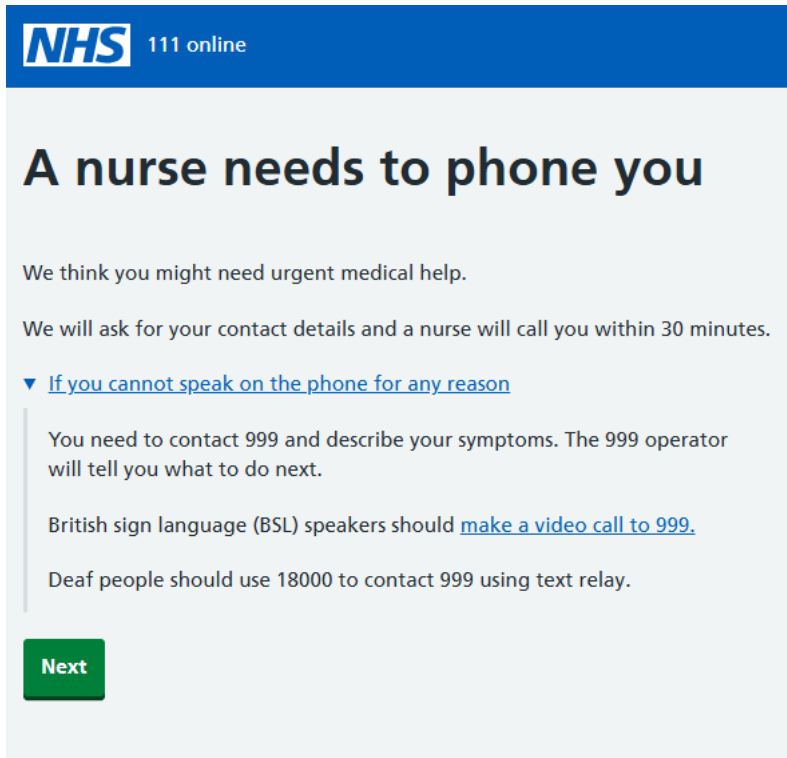
The dispositions listed below are exclusive to 111 online, and where profiled will allow 111 online to display the above offer screen to users before the usual service offer list.

| Validation disposition | Description |
|---|---|
| Dx334 (equivalent to Dx02) | Attend Emergency Treatment Centre within 1 hour |
| Dx337 (equivalent to Dx03, Dx92, Dx118) | Attend Emergency Treatment Centre within 4 hours |
| Dx338 (equivalent to Dx89) | Attend Emergency Treatment Centre within 12 hours |

2.2.3 999 validation callbacks

999 validation callback services can be profiled to return to users that have reached a category 3 and 4 ambulance outcome following triage. The validation callback screen offers those users the opportunity to speak to someone before they call 999, with the aim of deflecting borderline cases away from ambulance services where possible. Unlike with ED validation callbacks, this type of callback service presents a much stronger 'call to action' to users. There is no option to see other services, because the only clinically safe alternative at

this point is to call 999 for an ambulance. This is reflected in the advice presented to users who cannot speak on the phone and would otherwise refuse a callback.



3: Example 999 validation callback offer screen

Prerequisites:

Public Facing Information: **Not required**

DoS ID on 111 online approved list: **Required**

Service type/s:

- Integrated Urgent Care (IUC) Validation

Dispositions:

The disposition below is exclusive to 111 online, and where profiled will allow 111 online to display the above offer screen to users instead of 'Call 999'.

| | |
|--|----------------------------|
| DX333 (equivalent to category 3 or 4 ambulance dispositions) | A nurse needs to phone you |
|--|----------------------------|

2.3 'Go to' service

A 'go to' service is profiled to present to 111 online users as 'a place to go', i.e. to attend in person. A 'go to' service can be profiled for any DX reachable by 111 online (except for the ED and 999 validation DXs which can only be used for callbacks).

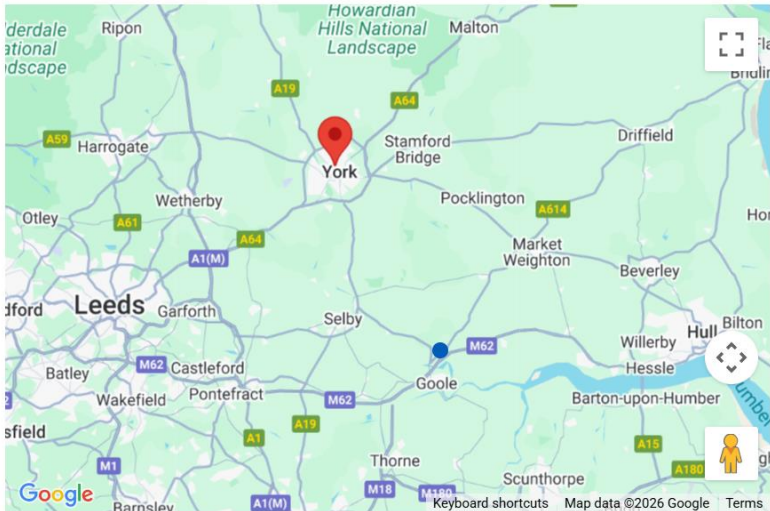
Recommended service

Urgent treatment centre
 York Urgent Treatment Centre
 York Hospital
 Wigginton Road
 YO31 8HE

Opens today: 10:00am until 10:00pm

28.8 miles away

[Get directions](#)



Prerequisites:

Public Facing Information: *You can go straight to this service. You do not need to telephone beforehand*

DoS ID on 111 online approved list: **Not required**

Service type/s:

Any valid for 111 online

Dispositions:

Any valid for 111 online

2.4 'Telephone' service

A 'telephone' service is profiled to present to 111 online users as 'a place for the user to telephone'. Not to be confused with a callback service where the user sends their triage and demographic details to request the service to call them back, a 'telephone' service presents the user with a telephone number that they must call themselves. The telephone number is

rendered as a hyperlink that can dial the service directly if the user has completed their triage on a mobile phone.

Recommended service

Mental health crisis service

Hull Crisis Advice and Support Line

▶ [How can a mental health crisis service help?](#)

Open today: 24 hours

 **Call 0800 1380 990**

You can use text relay, or other services for deaf people, if you have difficulty hearing.

Prerequisites:

Public Facing Information: *You must telephone this service before attending*

Service type/s:

Any valid for 111 online

Dispositions:

Any valid for 111 online

2.5 'Refer, Ring and Go'

'Refer, ring and go' services are only available for Urgent Repeat Prescription Service outcomes for Pharm+ DoS profiles. They are presented to users that have followed the

urgent repeat prescription pathway and have been offered one or more services that have been profiled to receive ITK referrals via the pharmacy system.

Where to get help

Pharmacist (emergency supply)

These pharmacists can provide an emergency supply of some medicines that you are prescribed regularly.

This service needs more details from you to find your NHS number. The pharmacist will use this to check your prescribed medicines.

 [Start my request](#)

Prerequisites:

Public Facing Information: *This service accepts electronic referrals. You should ring before you go there.*

Service type/s:

Pharmacy Urgent Medicines Supply

Dispositions:

| Disposition | Description |
|-------------|--|
| Dx80 | Repeat prescription required within 6 hours |
| Dx86 | Repeat prescription required within 12 hours |
| Dx87 | Repeat prescription required within 24 hours |

2.6 'ITK and go'

The 'ITK and go' service action is only available for Pharmacy Enhanced (Pharmacy First) minor illness services. These services are set up for a limited set of health outcomes designed to give users an accessible alternative to contacting their GP.

Recommended service

Pharmacist consultation service

A pharmacist can help with your symptoms. You can refer yourself to a pharmacist to arrange a one-to-one consultation. Choose a pharmacist to visit, or have a video or phone consultation.

This service needs some more details from you to find your NHS number.

We will send your referral to the pharmacist so they are prepared.

 [Refer me to a pharmacist](#)

Prerequisites:

Public Facing Information: *This service accepts direct electronic referrals.*

Service type/s:

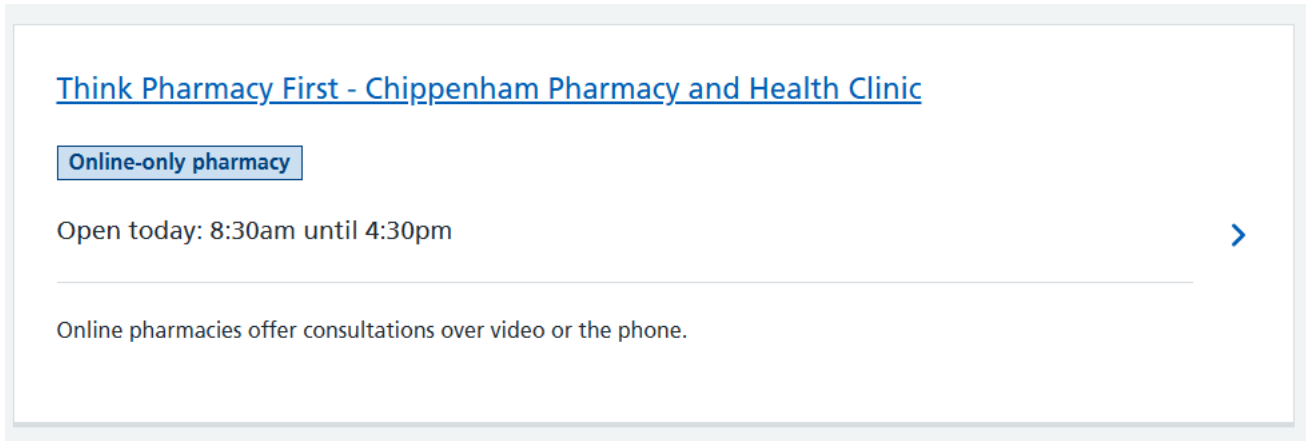
Pharmacy Enhanced

Dispositions:

| Disposition | Description |
|--------------------|--|
| Dx06 | To contact a Primary Care Service within 6 hours |
| Dx07 | To contact a Primary Care Service within 12 hours |
| Dx08 | To contact a Primary Care Service within 24 hours |
| Dx09 | For persistent or recurrent symptoms: get in touch with the GP Practice for a Non-Urgent Appointment |
| Dx10 | MUST contact own GP Practice for a Non-Urgent appointment |
| Dx13 | Speak to a Primary Care Service within 6 hours |
| Dx14 | Speak to a Primary Care Service within 12 hours |
| Dx15 | Speak to a Primary Care Service within 24 hours |
| Dx16 | For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days |
| Dx75 | MUST contact own GP Practice within 3 working days |

2.7 Distance selling pharmacy

The distance selling pharmacy service action allows the user to be offered the option to refer into a non-physical service, namely a business that does not have a traditional 'bricks and mortar' location.



The screenshot shows a digital card for a pharmacy service. At the top, the name 'Think Pharmacy First - Chippenham Pharmacy and Health Clinic' is displayed in blue text. Below this, a blue button with white text reads 'Online-only pharmacy'. Underneath the button, the text 'Open today: 8:30am until 4:30pm' is shown, followed by a blue right-pointing chevron icon. A horizontal line separates this information from a note at the bottom: 'Online pharmacies offer consultations over video or the phone.'

Prerequisites:

Public Facing Information: *You can refer into this online service but you cannot go there. You should call them.*

Service type/s:

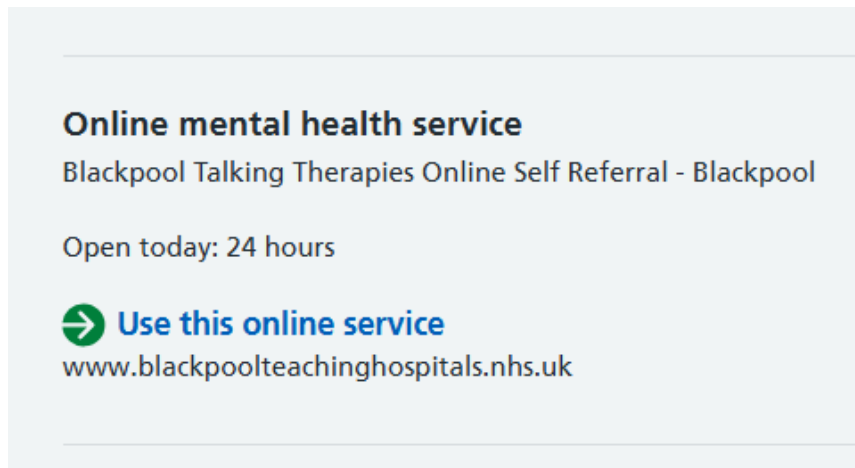
Pharmacy Enhanced and Pharmacy Urgent Medicines Supply

Dispositions:

| Disposition | Description |
|--------------------|--|
| Dx06 | To contact a Primary Care Service within 6 hours |
| Dx07 | To contact a Primary Care Service within 12 hours |
| Dx08 | To contact a Primary Care Service within 24 hours |
| Dx09 | For persistent or recurrent symptoms: get in touch with the GP Practice for a Non-Urgent Appointment |
| Dx10 | MUST contact own GP Practice for a Non-Urgent appointment |
| Dx13 | Speak to a Primary Care Service within 6 hours |
| Dx14 | Speak to a Primary Care Service within 12 hours |
| Dx15 | Speak to a Primary Care Service within 24 hours |
| Dx16 | For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days |
| Dx75 | MUST contact own GP Practice within 3 working days |
| Dx80 | Repeat prescription required within 6 hours |
| Dx86 | Repeat prescription required within 12 hours |
| Dx87 | Repeat prescription required within 24 hours |

2.8 Website signposting

The website signposting service action allows the user to be presented with a clickable link to a website for more information or self-referral, as profiled in the Website field on the Demographic Details DoS tab. This service action is initiated through use of the Website Signposting Service Attribute on the Service Attributes tab.



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

Best practice is to set up a separate profile for the website to be displayed on 111 online; this is because, as noted in section 2.1, 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 Website Signposting service (and has the appropriate profiling) but the 'Go To' text is added to the Public Facing Information field then the service will display as a 'Go To' service (map, address and opening times).

Prerequisites:

Public Facing Information: **Not required** (NB: Must not contain any of the defined strings for other service actions, as this will prevent the website service action from presenting to users.)

DoS ID on 111 online approved list: **Not required** (NB: Must not be on the approved list, as this will prevent the website service action from presenting to users.)

Service Attribute: Website Signposting attribute must be added and set to TRUE.

Dispositions:

Any valid for 111 online

Appendix A: 111 online callback dispositions

| Grouping | Dispositions included | |
|--------------------|-----------------------|---|
| Clinical callbacks | Dx32 | Speak to a Clinician from our service Immediately |
| | Dx34 | Speak to Clinician from our service within 30 minutes |
| | Dx35 | Speak to Clinician from our service within 2 hours |
| | Dx325 | Speak to a Clinician from our service Immediately - Toxic Ingestion/Inhalation |
| | Dx327 | Speak to a Clinician from our service Immediately - Chemical Eye Splash |
| | Dx329 | Speak to a Clinician from our service Immediately - Failed Contraception |
| | DX330 | Speak to a Clinician from our service Immediately - Burns, chemical |

| | | |
|-----------------------------------|------|---|
| Attend Emergency Treatment Centre | Dx02 | Attend Emergency Treatment Centre within 1 hour |
| | Dx03 | Attend Emergency Treatment Centre within 4 hours |
| | Dx89 | Attend Emergency Treatment Centre within 12 hours |
| | Dx92 | Refer to Mental Health/Crisis Service within 4 hours |
| | Dx94 | Attend Emergency Treatment Centre within 1 hour for Sexual Assault Assessment |
| GP Out of Hours (OOH) | Dx05 | To contact a Primary Care Service within 2 hours - Disposition Screen |
| | Dx06 | To contact a Primary Care Service within 6 hours - Disposition Screen |
| | Dx07 | To contact a Primary Care Service within 12 hours -Disposition screen |

| | | |
|--------|------|---|
| | Dx08 | To contact a Primary Care Service within 24 hours -Disposition screen |
| | Dx11 | Speak to a Primary Care Service within 1 hour -Disposition screen |
| | Dx12 | Speak to a Primary Care Service within 2 hours -Disposition screen |
| | Dx13 | Speak to a Primary Care Service within 6 hours -Disposition screen |
| | Dx14 | Speak to a Primary Care Service within 12 hours -Disposition screen |
| | Dx15 | Speak to a Primary Care Service within 24 hours -Disposition screen |
| Dental | Dx17 | To Contact a Dental practice within 1 hour |
| | Dx18 | To Contact a Dental practice within 2 hours |
| | Dx19 | To Contact a Dental practice within 6 hours |

| | | |
|--------------------------|-------|--|
| | Dx20 | To Contact a Dental practice within 12 hours |
| | Dx21 | To Contact a Dental practice within 24 hours |
| | Dx22 | To Contact a Dental practice within 7 days |
| | Dx118 | Attend Emergency Dental Treatment Centre within 4 hours |
| Urgent repeat medication | Dx80 | Repeat prescription required within 6 hours |
| | Dx86 | Repeat prescription required within 12 hours |
| | Dx87 | Repeat prescription required within 24 hours |
| Primary care 3 days + | Dx09 | For persistent or recurrent symptoms: get in touch with the GP Practice for a Non-Urgent Appointment |
| | Dx10 | MUST contact own GP Practice for a Non-Urgent appointment |

| | | |
|--------|------|---|
| | Dx16 | For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days |
| | Dx75 | MUST contact own GP Practice within 3 working days |
| Others | Dx28 | Contact Pharmacist within 24 hours |
| | Dx30 | Speak to Midwife within 1 hour |
| | Dx50 | Speak to Midwife or Labour Suite immediately |
| | Dx31 | Contact Genito-Urinary Clinic or other local service |
| | Dx98 | Emergency Contraception required within 12 hours |

Appendix B – Public Facing Information (PFI) reference list

| Service action | Required PFI string |
|---------------------------|---|
| Callback | NOT REQUIRED (uses 111 online approved list) |
| Go To | You can go straight to this service. You do not need to telephone beforehand |
| Telephone | You must telephone this service before attending |
| Refer, ring and go | This service accepts electronic referrals. You should ring before you go there |
| ITK and go | This service accepts direct electronic referrals |
| Distance selling pharmacy | You can refer into this online service but you cannot go there. You should call them. |
| Website signposting | NOT REQUIRED (uses Service Attribute) |

Appendix C – full list of service type alias and boiler plate text

Recommended service

Mental health crisis service — **Alias**
Hull Crisis Advice and Support Line

▶ [How can a mental health crisis service help?](#) — **Boilerplate**

Open today: 24 hours

 **Call 0800 1380 990**

You can use text relay, or other services for deaf people, if you have difficulty hearing.

| DoS service type | Service Type Alias | Service Type Description (Boiler plate) |
|---------------------------|--------------------|---|
| Community Hospital | 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 provide treatment for serious symptoms and pain relief, usually at dental emergency treatment centres. You may need to answer some questions over the phone first. |

| | | |
|---|--|--|
| Dental practice | Dentist | Dentists promote good oral hygiene, diagnose and treat teeth and mouth problems and help prevent dental disease. You can ask for an NHS appointment, but some dentists only accept new private patients. |
| Dental Urgent Care | Urgent dental care | Dental urgent care services provide treatment to relieve dental pain and discomfort. You might need to answer some questions first to see if you need an appointment. |
| Early Pregnancy Assessment Unit (EPAU) | Early pregnancy assessment unit (EPAU) | This service helps with problems early in pregnancy, like pain or bleeding. |
| Emergency Department (ED) | A&E (accident and emergency) | A&E is for serious injuries and emergencies only. 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 | Emergency eye service | 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) Catch all | A&E (accident and emergency) (child) or (adult) | A&E is for serious injuries and emergencies only. 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. |
| 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. |
| GP Out-Of-Hours Service (OOH) or IUC (integrated urgent care) Treatment | Evening and weekend GP callback service | This service calls you back. You can get help from a GP outside normal working hours. |
| GP Practice | GP surgery (daytime hours) | |
| Hospital Acute Assessment Unit | Acute assessment unit | This is where you have symptoms urgently checked by senior nurses or consultants. You get a diagnosis and you will 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. |
| Integrated Urgent Care (IUC) Clinical Assessment Service (CAS) | Callback 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 | Callback 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. |
| Intermediate Care | Callback from a senior nurse | This is a service where you book a call with a nurse experienced in urgent care. They will ask you more about your symptoms and either refer you into specialist urgent services or tell you where else to get help. |
| Integrated Urgent Care (IUC) Dental Clinical Assessment | Callback from a dental nurse | This service is a call with a dental nurse. They will ask you some questions, provide advice and may refer you into another dental service. |
| Integrated Urgent Care (IUC) Validation | Callback from a nurse | This service needs some personal details from you to book a nurse callback. The nurse will ask for more details about your symptoms. |
| Maternity and neonatal | Maternity and neonatal unit | This service helps pregnant women and premature babies (born early) or very young babies. |
| 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. |

| | | |
|--|------------------------------|---|
| Mental Health Crisis | Mental health crisis service | This is a service with mental health specialists who are trained to help with a mental health crisis. |
| Midwifery | Midwife | A midwife supports women during pregnancy, throughout labour and the early period after giving birth. |
| Minor Injury Unit (MIU) - NOW URGENT CARE | Urgent care service | 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. |
| Optical | Optician | Staff at opticians are trained to assess vision changes, check for eye conditions and spot signs of eye disease. |
| Optical Domiciliary | Optician home visit | This is an optician that can see you in your home or care home. |
| Optical Enhanced | 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 contraception | Pharmacy contraception service | A pharmacist can help with emergency contraception. They can supply the morning after pill for free or discuss other options following a confidential consultation in a private room. |
| Pharmacy Clinical Assessment Service (CAS) or Integrated Urgent Care (IUC) Pharmacy Clinical Assessment | 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. |
| Pharmacy Enhanced (CPCS) | Pharmacist consultation service | Refer yourself to a pharmacist for a one-to-one consultation in a private room, over video or on the phone. You can get advice, treatment or a referral to another NHS service. If appropriate, pharmacists may give antibiotics for a small number of conditions. |
| Pharmacy Enhanced (non-CPCS) | 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 Medicine Supply (EP) | Pharmacist (emergency supply) | These pharmacists can provide an emergency supply of some medicines that you are prescribed regularly. |

| | | |
|---|---------------------------------------|---|
| Same Day Emergency Care (SDEC) | Same day emergency care (SDEC) | Same day emergency care units treat you in the emergency care department, without admitting you to the hospital. |
| Sexual assault referral centres (SARC) | Sexual assault referral centre (SARC) | Sexual assault referral centres offer confidential help and medical care. |
| 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. |
| Therapist | Therapist | A therapist is a trained professional you can self-refer to for help with specific problems. |
| Urgent Care Centre (UCC) NOW URGENT CARE | Urgent care service | 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 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. |
| Urgent Treatment Centre (UTC) co-located with ED | Urgent treatment centre | Urgent treatment centres are 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. |

| | | |
|--|----------------------------|--|
| <p>Walk-In Centre (WIC) NOW URGENT CARE</p> | <p>Urgent care service</p> | <p>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.</p> |
|--|----------------------------|--|

Appendix D – Dispositions currently supported

999 dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|---|------------------------|
| Dx01010 | Emergency Ambulance Response for Pre-arrest Anaphylaxis (Category 1) | Call 999 now |
| Dx011 | Emergency Ambulance Response (Category 2) | Call 999 now |
| Dx0111 | Emergency Ambulance Response for Acute Abdomen Pregnant (Cat 2) | Call 999 now |
| Dx0112 | Emergency Ambulance Response for Acute Coronary Syndrome (Cat 2) | Call 999 now |
| Dx01120 | Emergency Ambulance Response for Respiratory Distress Trauma (Cat 2) | Call 999 now |
| Dx01121 | Emergency Ambulance Response for Septicaemia (Cat 2) | Call 999 now |
| Dx01126 | Emergency Ambulance Response for Potential Low Oxygen (Category 2) | Call 999 now |
| Dx01127 | Emergency Ambulance Response for Acute Asthma (Category 2) | Call 999 now |
| Dx0113 | Emergency Ambulance Response for Anaphylaxis (Cat 2) | Call 999 now |
| Dx0114 | Emergency Ambulance Response for Aortic Aneurysm Rupture/Dissection (Cat 2) | Call 999 now |
| Dx0115 | Emergency Ambulance Response for Labour Complications (Cat 2) | Call 999 now |
| Dx0117 | Emergency Ambulance Response for Possible Stroke Time Critical (Cat 2) | Call 999 now |
| Dx0118 | Emergency Ambulance Response for Potential Shock (Cat 2) | Call 999 now |
| Dx012 | Emergency Ambulance Response (Category 3) | Call 999 now |
| Dx0121 | Emergency Ambulance Response (Category 3) Transport | Call 999 now |
| Dx01213 | Emergency Ambulance Response for Accidental Poisoning (Category 3) | Call 999 now |

| | | |
|--------|---|--------------|
| Dx0122 | Emergency Ambulance Response (Cat 3) to assess a patient face to face | Call 999 now |
| Dx0126 | Emergency Ambulance Response for Trauma Emergency (Cat 3) | Call 999 now |
| Dx0127 | Emergency Ambulance Response, Pregnancy (Category 3) | Call 999 now |
| Dx0162 | Transport to an Emergency Treatment Centre within 1 hour (Cat 3) | Call 999 now |
| Dx0124 | Emergency Ambulance Response for Risk of Suicide (Category 3) | Call 999 now |
| Dx013 | Assistance needed at home due to inability to get off the floor (Cat 4) | Call 999 |
| Dx016 | Non-emergency Ambulance Response (Cat 4) | Call 999 |
| Dx49 | 999 for police | Call 999 |

A&E Dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|---|-----------------------------|
| Dx02 | Attend Emergency Treatment Centre within 1 hour | Get help now |
| Dx03 | Attend Emergency Treatment Centre within 4 hours | Get help as soon as you can |
| Dx89 | Attend Emergency Treatment Centre within 12 hours | Get help today |
| Dx92 | Refer to Mental Health/Crisis Service within 4 hours | Get help as soon as you can |
| Dx94 | Attend Emergency Treatment Centre within 1 hour for Sexual Assault Assessment | Get help now |

Validation callbacks for 999 and A&E dispositions (for a clinician to validate the user needs an ambulance / Go to ED)

| Disposition | Description in NHS Pathways system | Instructions on screen (Dos results / No Dos results) |
|-------------|--|---|
| Dx333 | Speak to a Clinician from our service immediately - Ambulance Validation | A nurse needs to phone you (30 minutes) / call 999 |

| | | |
|-------|--|---|
| Dx334 | Speak to a Clinician from our service Immediately - Treatment Centre Within 1 Hour Validation | Book a call with a 111 nurse (30 minutes) / Get help now |
| Dx337 | Speak to a Clinician from our service Immediately - Treatment Centre Within 4 Hour Validation | Book a call with a 111 nurse (30 minutes) / Get help as soon as you can |
| Dx338 | Speak to a Clinician from our service Immediately - Treatment Centre Within 12 Hour Validation | Book a call with a 111 nurse (30 minutes) / Get help today |

Clinical callback Dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen (Dos results / No Dos results) |
|-------------|---|---|
| Dx32 | Speak to a Clinician from our service Immediately | Book a call with a 111 nurse / Call 111 now |
| Dx325 | Speak to a Clinician from our service Immediately – | Book a call with a 111 nurse / Call 111 now |
| Dx327 | Speak to a Clinician from our service Immediately – | Book a call with a 111 nurse / Call 111 now |
| Dx329 | Speak to a Clinician from our service within 30 minutes – | Book a call with a 111 nurse / Call 111 now |
| Dx330 | Speak to a Clinician from our service immediately – | Book a call with a 111 nurse / Call 111 now |
| Dx34 | Speak to Clinician from our service within 30 minutes | Book a call with a 111 nurse / Call 111 now |
| Dx35 | Speak to Clinician from our service within 2 hours | Book a call with a 111 nurse / Call 111 now |

Primary care dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|---|------------------------------------|
| Dx05 | To contact a Primary Care Service within 2 hours | Get help now |
| Dx06 | To contact a Primary Care Service within 6 hours | Get help as soon as you can, today |
| Dx07 | To contact a Primary Care Service within 12 hours | Get help today |

| | | |
|------|--|---|
| Dx08 | To contact a Primary Care Service within 24 hours | Get help today or tomorrow |
| Dx11 | Speak to a Primary Care Service within 1 hour | Get help now |
| Dx12 | Speak to a Primary Care Service within 2 hours | Get help now |
| Dx13 | Speak to a Primary Care Service within 6 hours | Get help as soon as you can, today |
| Dx14 | Speak to a Primary Care Service within 12 hours | Get help today |
| Dx15 | Speak to a Primary Care Service within 24 hours | Get help today or tomorrow |
| Dx09 | 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 |
| Dx10 | MUST contact own GP Practice for a Non-Urgent appointment | Contact your GP surgery within the next few days |
| 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 |
| Dx75 | 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 | Contact 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 - recommended service displayed |
| Dx60 | Contact Optician next routine appointment within 72 hours (3 days from now) | See an optician in the next few days |

Contraception Disposition

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|--|------------------------|
| Dx98 | Emergency Contraception required within 12 hours | Get help today |

Self care dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|------------------------------------|------------------------|
|-------------|------------------------------------|------------------------|

| | | |
|------|--|----------------------------------|
| 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 |
| Dx46 | Refer to health information within 24 hours | It's safe to look after yourself |

Dispositions where user jumps to a pathway not suitable for online

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------------|------------------------------------|-------------------------------------|
| Pathway not found | | Call 111 to speak to an adviser now |
| Dx0009 | | Call 999 now |

Emergency contraception dispositions

| Disposition | Description in NHS Pathways system | Instructions on screen |
|-------------|--|------------------------|
| Dx80 | Repeat prescription required within 6 hours | Where to get help |
| Dx86 | Repeat prescription required within 12 hours | Where to get help |
| Dx87 | Repeat prescription required within 24 hours | Where to get help |