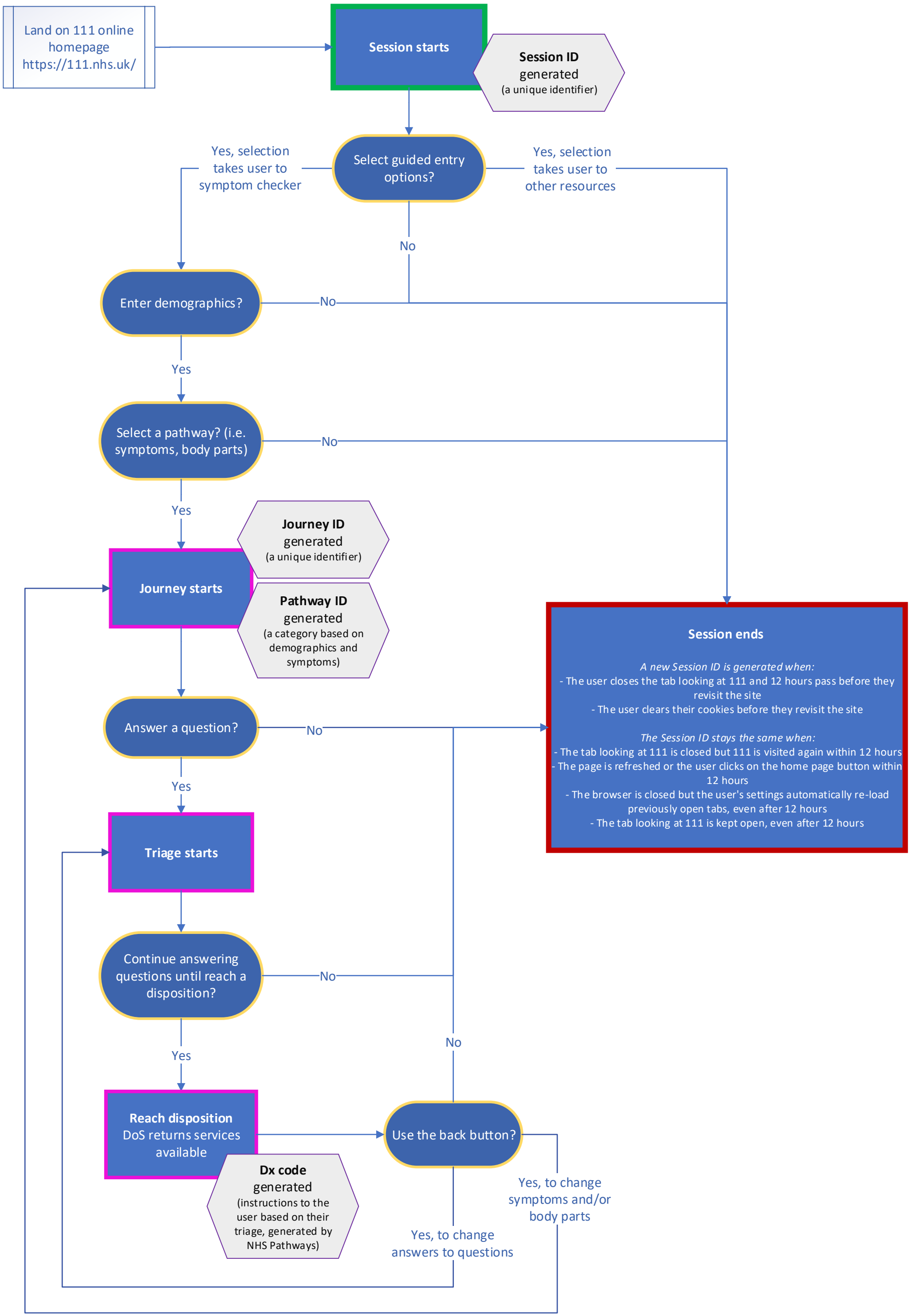
Land on 111 online homepage https://111.nhs.uk/
Session starts
Session ID generated (a unique identifier)
Select guided entry options?
Yes, selection takes user to symptom checker
Yes, selection takes user to other resources
No
Enter demographics?
No
Yes
Select a pathway? (i.e. symptoms, body parts)
No
Yes
Journey ID generated (a unique identifier)
Journey starts
Pathway ID generated (a category based on demographics and symptoms)
Answer a question?
No
Yes
Triage starts
Continue answering questions until reach a disposition?
No
Yes
Reach disposition DoS returns services available
Dx code generated (instructions to the user based on their triage, generated by NHS Pathways)
Use the back button?
No
Yes, to change symptoms and/or body parts
Yes, to change answers to questions
Session ends
A new Session ID is generated when:
- The user closes the tab looking at 111 and 12 hours pass before they revisit the site
- The user clears their cookies before they revisit the site
The Session ID stays the same when:
- The tab looking at 111 is closed but 111 is visited again within 12 hours
- The page is refreshed or the user clicks on the home page button within 12 hours
- The browser is closed but the user's settings automatically re-load previously open tabs, even after 12 hours
- The tab looking at 111 is kept open, even after 12 hours