

DoS Direct Linking Tool

A user's guide

v1.0

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Introduction

This document aims to serve as a reference guide to stand alongside the DoS Direct Linking Tool (DDLTL). It aims to provide further context and instructions for use of the tool in an easy-to-read format.

What is the DDLTL?

The DDLTL is a spreadsheet document created by the NHS 111 online testing team which uses pre-set **direct links**¹ to allow users to quickly perform current or future dated disposition searches against a test instance of NHS 111 online.

Unlike the [DoS checking tool](#) which presents what is returned **from DoS**, the DDLTL aims to present what is returned following self-triage to users **from 111 online**, complete with any post-DoS filtering done by the 111 online service.

This can assist users of the tool (e.g., DoS leads, commissioners, providers) in understanding what is currently profiled for service users for specific dispositions within a specific postcode area at certain times of day, and how any services profiled will look to the end users in their geographical areas.

The DDLTL can...

- ...present what an end user will see for a specified DX in a specified area
- ...present the above for a future date or for the current time
- ...present what an end user will see if they click on the 'other services' link
- ...present results from live DoS or user-test DoS as needed
- ...be updated to include new DXs reachable via 111 online

The DDLTL cannot...

- ...present end user results for specific Symptom Groups (SGs) and Symptom Discriminators (SDs)
- ...present end user results for any date in the past
- ...send electronic (ITK/BaRS) referral messages to an external endpoint
- ...maintain the 'context' of a future date or selected DoS instance if links are clicked manually from the initial results page (more on this below).

¹ A **direct link** is a preformatted hyperlink containing all the information that the provider site needs to skip the individual triage questions and move directly to the outcome of the triage based on the variables (e.g. postcode) submitted. This saves a great deal of time trying to generate specific DX codes by navigating the Pathways triage from scratch. Direct links do not work in the live 111 online site.

How to use the DDLT

The DDLT contains a 'guidance' sheet with some basic instructions on using the tool. This document expands on and gives extra context to those instructions.

Logging on to the provider site

Note: The provider site can be used independently of the DDLT, for example to run scenarios manually as a user would on the live site. When used in this way, the provider site defaults to using live DoS and to the date/time at which the scenario is being run.

The DDLT does not use the **live** version of the NHS 111 online site, but rather a version of the site designed specifically for external (professional) users of 111 online to be able to run test scenarios such as those provided by the direct links in the DDLT spreadsheet.

Clicking the URL on the guidance tab will allow you to enter the login information provided on the same tab. Depending on the browser you are using you should see something similar to the example below.

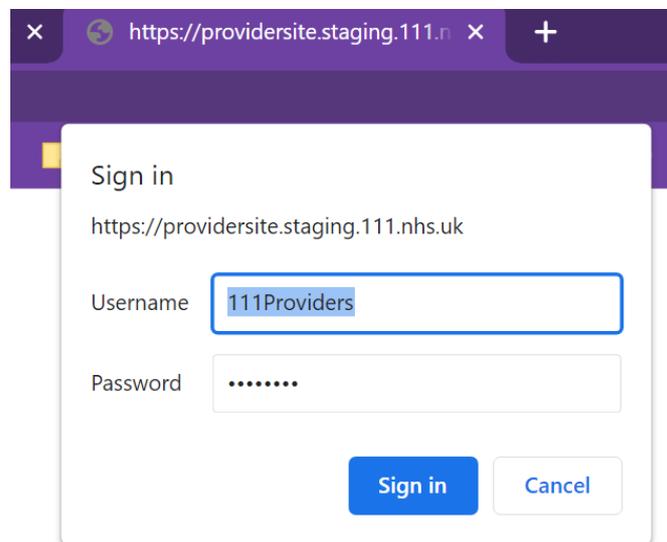


Figure 1: logging in to provider staging

Once logged in, you should be presented with the main 111 online screen, which mirrors what is available on the live site², with a few differences reflecting the fact that a test service is being used rather than live.

² Effort is made to keep the provider test site up to date with the live site, however due to the frequency of live updates there can be a delay in updates to live being propagated into the test site. This is normal and unavoidable to an extent, but if you have any specific concerns about missing or mismatched functionality please contact us at nhs111online@nhs.net for more information.

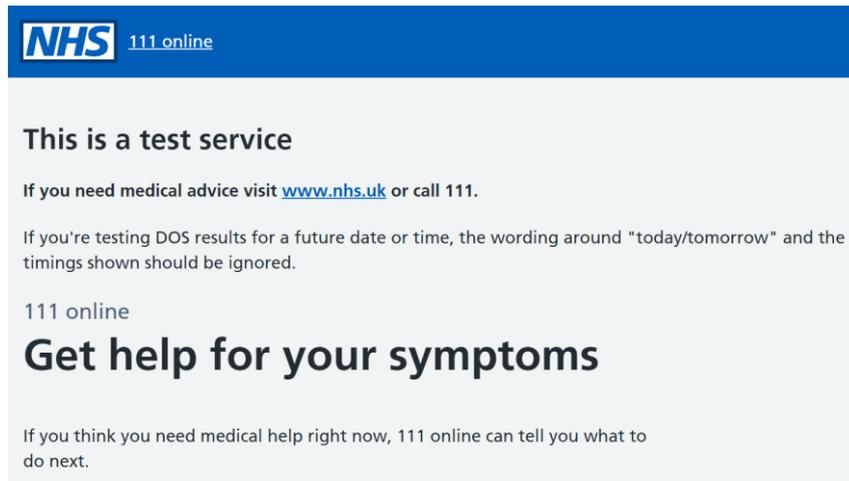


Figure 2: Provider staging front page

Preparing to run a test journey

Once you are logged in to the provider test site, return to the DDLT spreadsheet and access the tab entitled ‘Checker’. This is the tab from which the test journeys are run.

Refer to the top left hand corner of the spreadsheet first, as this is where the variables for the test journey are input/selected.

Enter the postcode for the journey: this represents where the hypothetical ‘end user’ is located when they self-triage using 111 online	Enter Postcode	Select DoS Environment
	LA7 7ET	live
Enter the date and time of the test journey. NB: If the selected date/time is in the past, the provider test site will default to returning a search for the current date time.	Hours	Minutes
	09	20
	Date	Month
	11	03
	Year	
	2023	

Select the DoS environment you wish to use (see section on [DoS Environments](#) for more information)

Figure 3: Inputting criteria into the DDLT

Selecting and running a test journey

Once the journey criteria have been entered, it is time to select and click on a link to run the test journey required.

The dispositions that are available to 111 online are listed in the DoS Disposition Link column. They are highlighted in blue because they are clickable hyperlinks that will open in your default browser once clicked.

Some dispositions have just one single clickable link; most, however, have more than one, such as Dx02 and Dx03 in the screenshot below – the reason for this is explained in [this section](#) further down.

DoS Disposition link	DoS Lookup? SG	SD
Dx011 - Emergency Ambulance Response (Red 2)	No	1110 4091
Dx012 - Emergency Ambulance Response (Category 3)	Yes	1152 4002
Dx013 - Assistance needed at home due to inability to get off the floor	Yes	1040 4093
Dx016 - Non-emergency Ambulance Response	Yes	1119 4007
Dx0162 - Transport to an Emergency Treatment Centre within 1 hour	Yes	1110 4091
Dx0121 - Emergency Ambulance Response (Category 3)	Yes	1119 4005
Dx0122 - Emergency Ambulance Response (Category 3)	Yes	1174 4060
Dx0127 - Emergency Ambulance Response, Pregnancy (Category 3)	Yes	1001 4033
Dx0126 - Emergency Ambulance Response for Trauma Emergency (Category 3)	Yes	1194 4229
Dx01213 - Emergency Ambulance Response for Accidental Poisoning (Category 3)	Yes	1170 4033
Dx02 - Attend Emergency Treatment Centre within 1 hour	Yes	1158 4050
Dx02 - Attend Emergency Treatment Centre within 1 hour	Yes	1158 4050
Dx02 - Attend Emergency Treatment Centre within 1 hour	Yes	1158 4050
Dx03 - Attend Emergency Treatment Centre within 4 hours	Yes	1146 4052
Dx03 - Attend Emergency Treatment Centre within 4 hours	Yes	1146 4052
Dx03 - Attend Emergency Treatment Centre within 4 hours	Yes	1146 4052

Figure 4: DDLT clickable links example

The columns to the right of the links indicate whether the journey in the link will trigger a DoS search³ (the **DoS Lookup?** column) and then which **SG** and **SD** is used in the preformatted direct link to reach the disposition. The SG and SD used have been selected in part due to their common profiling occurrence against the DXs, but if you are seeking to check that a specific profile is returning for 111 online users, it is a good idea to **double check that the SG/SD associated with the Dx in question is available on the profile** you are looking at.

DoS Environments

As mentioned above in the annotated diagram, the DDLT has a field called 'Select DoS environment' which is a drop-down list containing two possible selections:

- LIVE
- UAT (usertest)

This allows for journeys to be run against either DoS environment, with the provider test site presenting the DoS results according to the selection made.

Disposition links

Many of the Dx links in the DDLT have more than one type of link available. At the end of each triage, users land on the disposition page. For some dispositions and in certain circumstances, we replace this disposition default page with a recommended service page, i.e. showing the first service back from DoS. This section provides some further explanation of this and an indication of when to use each link type.

Disposition

Clicking on one of these link types for a future date will result in the provider test site displaying either:

- the basic disposition return from 111 online for that particular DX, or;
- the recommended service returned from DoS (if one is available for the specified search times/location) according to the rules of NHS 111 online filtering.

For example, the Disposition link may return a default 'Contact your GP today' page or (if profiled and available) may instead return whatever CPCS pharmacy offering is available in

³ For example, a Dx011 results in a Category 2 ambulance disposition, which would send the end user straight to the **Call 999** screen. No DoS search takes place in this scenario, and so **DoS Lookup? = No**

the postcode area, or a GP Out Of Hours assessment service if the date/time specified in the tool is classed as out of hours. Some examples are provided below.

For ED dispositions (where no validation is profiled) the default return will always be named services first, as below:

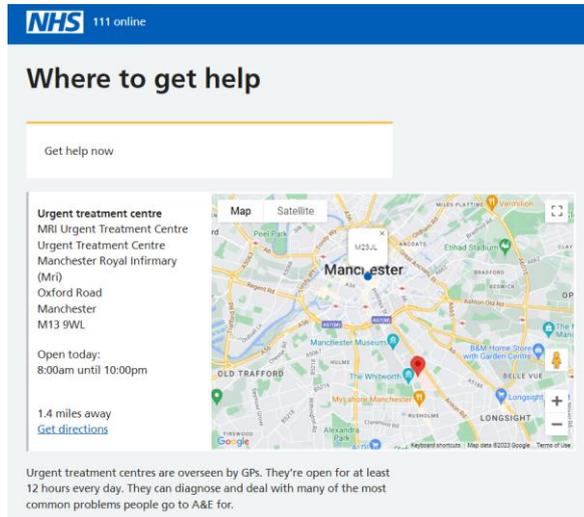


Figure 5: Recommended service(s)

For primary care dispositions the *usual* default is to present a 'contact your GP' disposition page first:



Figure 6: Example default primary care recommended service

Note: The default 'contact your GP' return may be 'trumped' by a CPCS pharmacy service or an Out of Hours service being displayed if they are returned first from DoS.

For dental dispositions, the initial result will always be a default disposition page relating to the timeframe of the disposition reached, with other available dental services linked below:

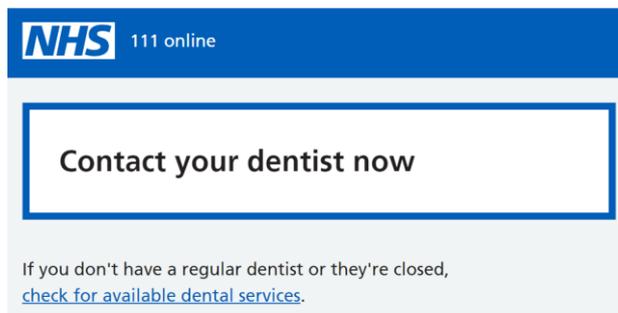


Figure 7: Example default recommended service for dental

Other services

Clicking on an 'other services' link results in the provider test site displaying the DoS results available via the '*other services that can help*' link (found below the default DoS results where applicable). If there are no 'other services', the default page will return instead.

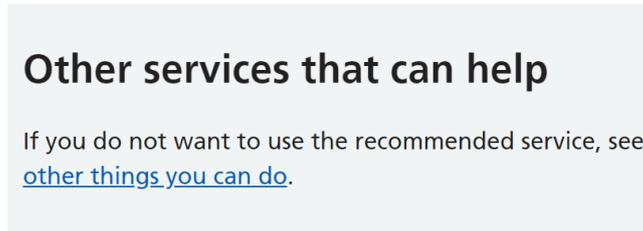


Figure 8: Example of 'other services' link as seen by users

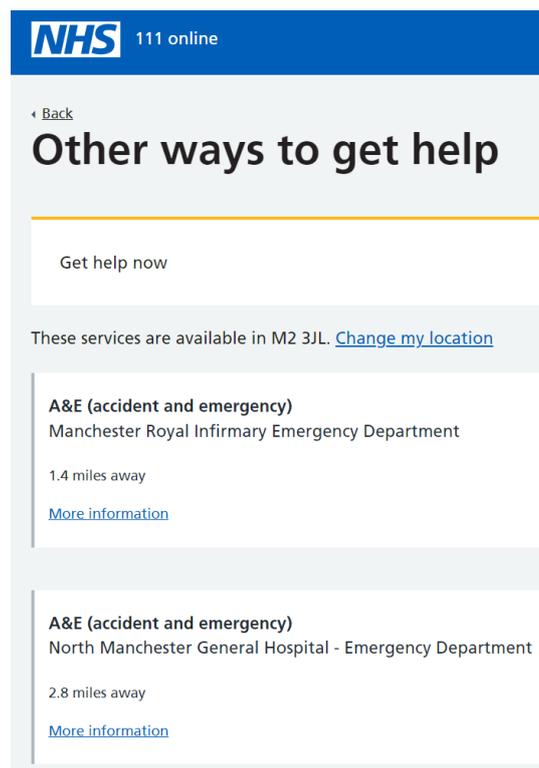


Figure 9: Example result from clicking 'other services' in DDLT

Note: clicking on ***other services that can help*** from within the provider test site following use of a different link negates the date/time search criteria and defaults to 'now' – *other services* for a future-dated DX can only be accessed via a link in the DDLT.

Validation

Clicking on one of these link types for a future date will result in the provider test site displaying the validation pre-DoS-return 'interrupt' screen that notifies users they could benefit from a call back rather than simply attending an ED or calling an ambulance. This link should be used only where a DoS service is profiled with the 111 online specific validation codes (Dx334, Dx337 and Dx338).

The screenshot shows the NHS 111 online interface. At the top is a blue header with the NHS logo and '111 online'. Below this is the main heading 'Book a call with a 111 nurse'. A sub-heading states 'Based on what you've told us, you need medical help.' The main content area is titled 'A nurse can help you decide what to do next'. It explains that waiting for a nurse will help the user find the best local place to get help, avoid long waits in A&E, get an appointment with an evening and weekend surgery or their own GP, and find out if they need help now or if it's safe to wait longer. A link is provided for users with hearing problems. Below this, users are asked to 'Choose one of these:' with three radio button options: 'I want to speak to a nurse', 'I am unable to book a call', and 'I want to see other services'. The third option is selected. A green 'Next' button is at the bottom.

Figure 10: Validation 'interrupt' screen

Note: clicking on this type of link for a postcode will still return this validation screen even if no 111 online validation codes (Dx334 etc) are profiled there.