NHS 111 Online
DoS services not returning online trouble-shooter for DoS Leads

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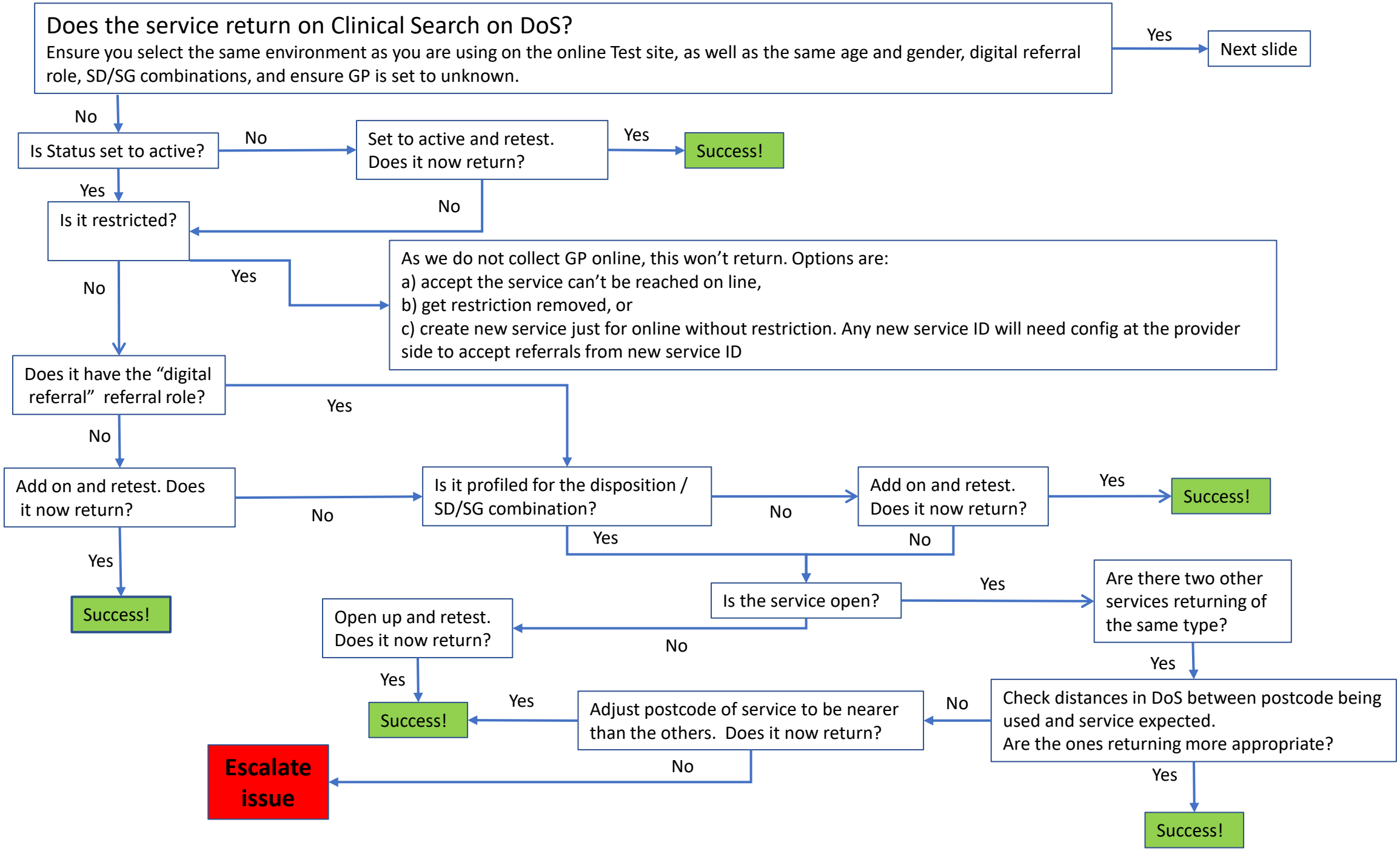
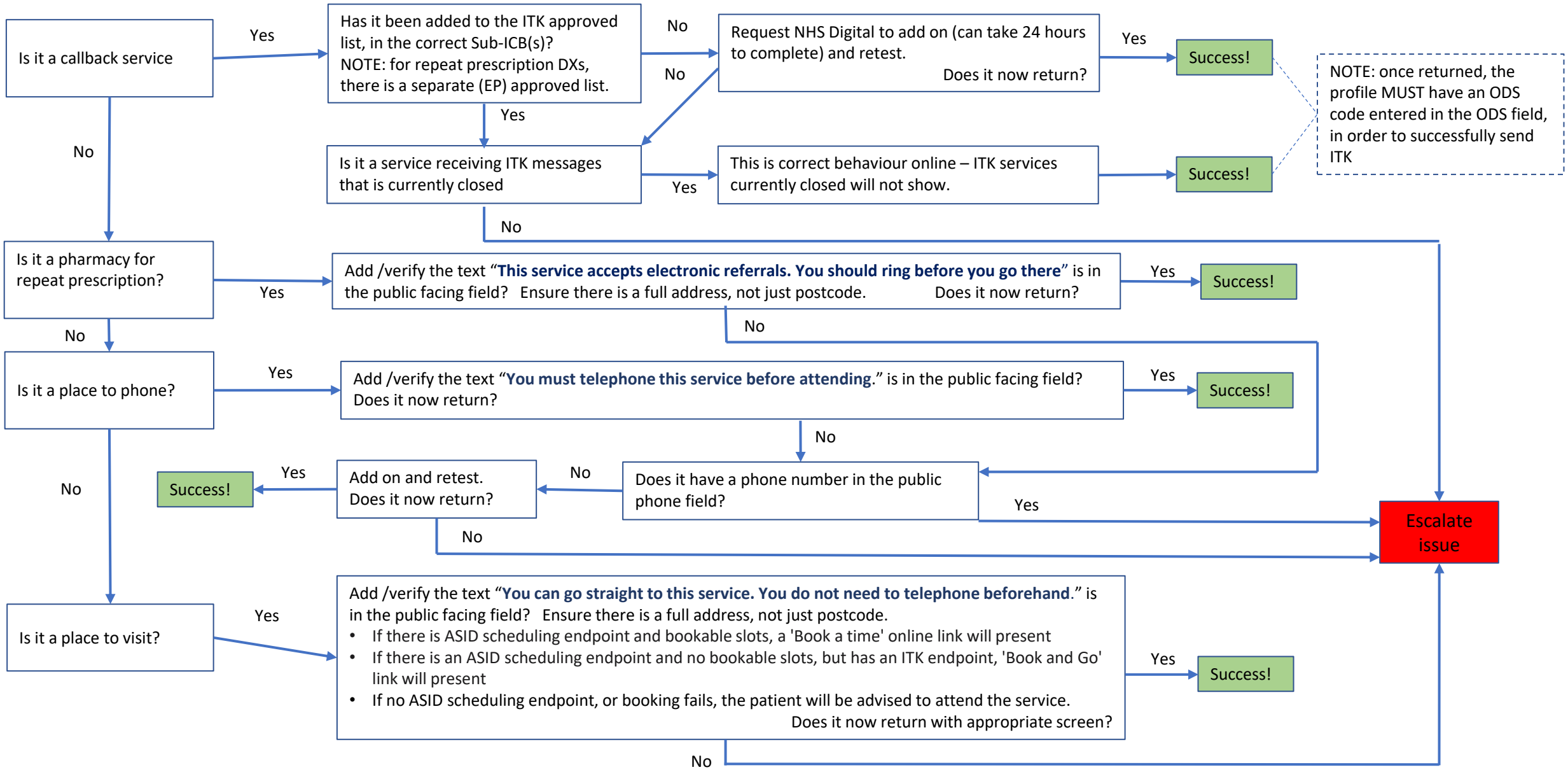

Does the service return on Clinical Search on DoS?
Ensure you select the same environment as you are using on the online Test site, as well as the same age and gender, digital referral role, SD/SG combinations, and ensure GP is set to unknown.
Yes
Next slide
No
Is Status set to active?
No
Set to active and retest. Does it now return?
Yes
Success!
No
Yes
Is it restricted?
Yes
As we do not collect GP online, this won't return. Options are:
a) accept the service can't be reached on line,
b) get restriction removed, or
c) create new service just for online without restriction. Any new service ID will need config at the provider side to accept referrals from new service ID
No
Does it have the "digital referral" referral role?
Yes
No
Add on and retest. Does it now return?
No
Is it profiled for the disposition / SD/SG combination?
No
Add on and retest. Does it now return?
Yes
Success!
Yes
Success!
Yes
No
Is the service open?
Yes
Are there two other services returning of the same type?
No
Open up and retest. Does it now return?
Yes
Success!
Yes
Adjust postcode of service to be nearer than the others. Does it now return?
No
Check distances in DoS between postcode being used and service expected.
Are the ones returning more appropriate?
No
Escalate issue
Yes
Success!

Does the service return on Clinical Search on DoS

Ensure you select the same environment as you are using on the online Test site, as well as the same age and gender, digital referral role, SD/SG combinations, and ensure GP is set to unknown.

Previous slide



111OL Referral Method Identification Summary

For 111 On line referrals, the DoS returns are interrogated for the referral method and are considered in the following order. If the relevant content is not verified, the checks will move to the next priority.

1. Call back

- DoS IDs on the approved list ensure its treated as a call-back service. There is no requirement to add any notes relating to call-back, the approved list is the confirmation that it's a call-back referral method.
- If the service ID is included on the approved list (for the Sub-ICB area that the user is currently located), the service will be recognised as a call-back service. If it is not added to the approved list in border areas, and DoS limitation is not used, it could return as a place to phone / place to go, if that criteria is met (see other options below)
- The appropriate call-back option screens will display (based on the DoS service type), regardless of any text string contained in the 'public facing information' field.

1b. Ring before you go electronic referrals

- IF a service meets step 1 AND is profiled for emergency prescription(DX80, 85, 86, 87) AND has text "**You must telephone this service before attending. This service accepts electronic referrals. You should ring before you go there"**, then it will be offered as an ITKRingandGO rather than call back. It must have a public telephone number in the profile.
- All the IDs for the approved list are provided by the National DoS QA Team on a regular basis
- If the service ID is included on the approved list, the service will be recognised and the appropriate repeat prescription option screens will display.

1c. Ring before you go electronic referrals

- IF a service meets step 1 AND a 'Pharmacy Enhanced' service type AND has text "**This service accepts direct electronic referrals"**, then it will be offered as an ReferandGo rather than call back. It must have a public telephone number in the profile.
- All the IDs for the approved list are provided by the National DoS QA Team on a regular basis
- If the service ID is included on the approved list, the service will be recognised and the appropriate CPCS Pharmacy option screens will display.

2. Telephone service

- A check for the text string in 'public facing information' field is made. It must have a public telephone number in the profile.
- If **"You must telephone this service before attending"** is detected, the service will be recognised as a service the user should telephone. The appropriate telephone option screens will display.

3. Attend service at location

- A check for the text string in 'public facing information' field is made.
- If **"You can go straight to this service. You do not need to telephone beforehand"** is detected, the service will be recognised as a service the user should attend. It must have a full address, not just the postcode. The appropriate attend service option screens will display

1. If an ASID scheduling endpoint is recognised (EDDI or care connect enabled) and if the relevant Disposition (DX) is bookable online, the booking option screens will display – to allow the user to select a time slot and complete personal details.
2. When an ASID is present, the ITK address will be recognised, there is no review or restriction in the approved list for this referral method.
3. If there are no booking slots available, or ASID is not present, the patient will be advised to attend the service.