IUC ADC April 2021 - provider comments

Data for the IUC ADC are provided by lead data providers for each integrated urgent care service in England. It is the responsibility of commissioners of an IUC service to identify lead data providers and ensure that data are supplied each month. While lead data providers are responsible for collating and coordinating information for IUC ADC, they are not necessarily contracted to deliver all NHS 111 and out of hours services in the contract area. Integrated Urgent Care is provided by a variety of organisations, including ambulance services, private companies, not for profit organisations and NHS Trusts.

The quality of data is therefore dependent upon all parts of the IUC service supplying data to the relevant lead data provider. Where figures reflect activity by more than one IUC service provider, there may be wide variation in the underlying performance of individual parts of the service.

This document sets out lead data providers' comments, where they have been supplied, about the quality of data returns, reasons for changes since previous months and reasons for differences to provisional data items published last month.

ARDEN GEM
Comments for 111AJ5 Lincolnshire

Data item	Description	Comments
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April.
B02	Number of calls abandoned	
B06	Time to call answer	
D02 to D09	Calls assessed by staff type	Breakdown by staff type provided by CAS are estimated based on previous proportions. This is due us being unable to ascertain the staff type of agency staff. A more long-term solution to this is being investigated.
D16, D18	Callers offered a call back who received a call back within the specified timeframe	Figures for April are incorrect due to a misinterpretation of the specification.
E01 to E18	Number of dispositions	Figures for April are inflated due to double counting from both service providers. In future submissions this will be temporarily resolved by only

		including those dispositions from DHU where CAS is not included in the pathway. A more long-term solution is being investigated. In addition, clinicians at CAS are able to assign multiple dispositions to a caller. Due to TPP issues we are unable to see which was the primary disposition, so figures relate to the first disposition in the list. This will not always be the primary disposition which may skew the results.
G02 to G13	Calls where caller given an appointment following a DoS selection	Figures exclude bookings by our CAS provider as they do not use the DoS

BRISDOC

Comments for 111AI5 Bristol, North Somerset & South Gloucestershire

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to a technical error which meant that provisional data for 1st-4th April failed to be captured in the output file from NHS Digital.
A03	Number of answered calls	
B01 to B11	Call handling	CAS data not included as unavailable
B01	Calls answered within 60 seconds	Disparity with provisional data due to a technical error which meant that provisional data for 1st-4th April failed to be captured in the output file from NHS Digital.
C01	Calls where person triaged	HCP calls are not included in C01 but are included in Section E; this causes a variance between the totals in these sections. Disparity with provisional data due to a technical error which meant that provisional data for 1st-4th April failed to be captured in the output file from NHS Digital.
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data due to a technical error which meant that provisional data for 1st-4th April failed to be captured in the output file from NHS Digital.
D11	Calls with clinician or Clinical Advisor input into the assessment but where the clinician hasn't spoken to the caller	Data currently unavailable

E21	Calls initially given a cat 3 or 4 ambulance disposition that are validated within 30 minutes	A known issue exists with PPG 111 data which may impact these items
E27	Calls initially given an ED disposition that are validated	
G01 to G14	Caller given an appointment	CAS data not included as unavailable
G16 to G19	Community Pharmacy Service	CAS data not included as not available

DEVON DOCS
Comments for 111AI6 Devon

Data Items	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data due to revised methodology after discovering mid-April that one of the CAS queries was missing a parameter.
F03	Caller allocated the first service offered by DoS	This new metric is currently only being picked up in IC24 data which pushes the performance to less than 5%.
G10, G11	SDEC service bookings	We currently do not have or book into a SDEC service.

Comments for 111AH8 Somerset

Data Items	Description	Comments
B02	Number of calls abandoned	High rate due to a repeat and persistent caller that has contacted the service over 6,000 times in one month. Clinical risk assessment is underway.
B07	95th centile call answer time	
G05	Number of calls where caller given an appointment with an IUC Treatment Centre	Practice Plus Group have advised that they were unable to make any IUC bookings via DoS due to the service being unavailable on the DoS.
G10, G11	SDEC service bookings	We currently do not have or book into a SDEC service.

DHU
Comments for 111AC7 Milton Keynes

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to telephony provider set up which requires data re-summarisation throughout the day/week/month to get more accurate data. The IUC ADC process was still being fine-tuned during this month.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service into NHS 111	Not applicable to service
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April.
B02	Number of calls abandoned	Disparity with provisional data due to telephony provider set up which requires data re-summarisation throughout the day/week/month to get more accurate data. The IUC ADC process was still being fine-tuned during this month.
B06	Total time to call answer	
C01	Calls where person triaged	Changes to provisional data due to IUC ADC process still being fine-tuned.
D01	Calls assessed by a clinician or Clinical Advisor	
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not applicable to service
G12	Calls received by dental services not using DoS	
G13	Calls received by dental services not using DoS that resulted in a booked appointment	
G16	Calls where a community pharmacy service was an option on DoS for prescription medication	
G17	Calls where a referral to a community pharmacy service was made for prescription medication	
G18	Calls where a community pharmacy service was an option on DoS for minor illness	

Data item	Description	
G19	Calls where a referral to a community pharmacy service was made for minor illness	
G10	DoS selections – SDEC service	
G11	Calls where the caller was booked into an SDEC service	Not yet used within service
G21	Patients receiving a face to face consultation in their home residence within the timeframe agreed	
G23	Patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	External provider unable to capture data

Comments for 111AC6 Northamptonshire

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to telephony provider set up which requires data re-summarisation throughout the day/week/month to get more accurate data. The IUC ADC process was still being fine-tuned during this month.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service into NHS 111	Not applicable to service
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April.
B02	Number of calls abandoned	Disparity with provisional data due to telephony provider set up which requires data re-summarisation throughout the day/week/month to get more accurate data. The IUC ADC process was still being fine-tuned during this month.
B06	Total time to call answer	
C01	Calls where person triaged	Changes to provisional data due to IUC ADC process still being fine-tuned.
D01	Calls assessed by a clinician or Clinical Advisor	
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not applicable to service
G12	Calls received by dental services not using DoS	

G13	Calls received by dental services not using DoS that resulted in a booked appointment	
G16	Calls where a community pharmacy service was an option on DoS for prescription medication	
G17	Calls where a referral to a community pharmacy service was made for prescription medication	
G18	Calls where a community pharmacy service was an option on DoS for minor illness	
G19	Calls where a referral to a community pharmacy service was made for minor illness	
G10	DoS selections – SDEC service	
G11	Calls where the caller was booked into an SDEC service	Not yet used within service
G20	Patients requiring a face to face consultation in their home residence	Error found in code, value should have been 9 rather than 0.
G21	Patients receiving a face to face consultation in their home residence within the timeframe agreed	Error found in code, value should have been 8 rather than 0.

DORSET HC
Comments for 111AI4 Dorset

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to issues on both data from our new telephony system and the associated reporting. Our analysis shows there were an additional 568 calls for w/e 4 Apr, 609 for w/e 11 Apr, and 628 for w/c 18 Apr. Issues are now resolved and since the 25 April reporting is correctly picking up all relevant calls.
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data because of incomplete processes to merge data from 4 different sources within our Data Warehouse when we submitted weekly returns. Our analysis shows there were an additional 108 cases on w/e 11 Apr, and 219 on w/e 25 Apr.
G03	Calls where the caller was booked into a GP Practice or GP access hub	At present the Dorset 111 service is unable to direct book to a GP practice.

Data item	Description	Comments
G11	Calls where the caller was booked into an SDEC service	I am aware of only one SDEC appointment that was directly booked by the Dorset 111 service but due to unfamiliarity with the process the appropriate data wasn't recorded. Discussions with the acute hospitals in Dorset continue on finalising and agreeing the SDEC referral process.

HUC

Comments for 111AC5 Cambridgeshire & Peterborough

Data item	Description	Comments
E17	Callers recommended self-care at the end of clinical input	A higher proportion of calls are being counted as 'other outcome' and not 'self-care'.
F02	Directory of Services: no service available other than ED (ED catch-all)	Return should have included 25 cases in April.
G10	DoS selections – SDEC service	No patients were referred to an SDEC. (HUC has only ever referred 5 C&P patients to an SDEC service since December 2020, and not a single one has been a direct booking). Functionality isn't yet available for SDEC appointments to be booked by 111.
G11	Calls where the caller was booked into an SDEC service	

Comments for 111AB2 Hertfordshire

Data item	Description	Comments
G10	DoS selections – SDEC service	No patients were referred to an SDEC. (HUC has only ever referred 31 patients to an SDEC service since December 2020, and not a single one has been a direct booking). Functionality isn't yet available for SDEC appointments to be booked by 111.
G11	Calls where the caller was booked into an SDEC service	

Comments for 111AG7 Luton & Bedfordshire

Data item	Description	Comments
F02	Directory of Services: no service available other than ED (ED catch-all)	Return should have included 1 ED catch-all case for L&B in April.
G10	DoS selections – SDEC service	No patients were referred to an SDEC. Functionality isn't yet available for SDEC appointments to be booked by 111.
G11	Calls where the caller was booked into an SDEC service	

Comments for 111AI3 West Essex

Data item	Description	Comments
G06, G07	Urgent Treatment Centre bookings	West Essex's UTC is located at Princess Alexandra Hospital – they're on a system called "Cosmic" which cannot be direct booked into.
G10, G11	SDEC service bookings	No patients were referred to an SDEC. (HUC has only ever referred 4 West Essex patients to an SDEC service since December 2020, and none has been a direct booking). Functionality isn't yet available for SDEC appointments to be booked by 111.

IC24

Comments for 111AH4 Mid & South Essex

Data item	Description	Comments
H13, H14, H15, H16	NHS Online contacts resulting in face to face contacts	Data unavailable. Development regarding NHS online face to face outcomes is currently pending.

Comments for 111AG8 Norfolk including Great Yarmouth and Waveney

Data item	Description	Comments
H13, H14, H15, H16	NHS Online contacts resulting in face to face contacts	Data unavailable. Development regarding NHS online face to face outcomes is currently pending.

IOW
Comments for 111AA6 Isle of Wight

Data item	Description	Comments
F02	Directory of Services: no service available other than ED (ED catch-all)	0 is correct. Generally, any DOS referrals to a 'catch all' service are for calls originating in non Isle of Wight locations
G05	Number of calls where the caller was booked into an IUC Treatment Centre	At this time our 111 service are not able to book directly into our own IUC - or any other IUC services elsewhere
G10	DoS selections – SDEC service	The Isle of Wight do not currently have an SDEC service.
G11	Number of calls where caller given an appointment with an SDEC service	The Isle of Wight do not currently have an SDEC service
G20 to G23	Face to face consultations	This section of reporting is still being developed

LAS
Comments for 111AH5 North East London

Data item	Description	Comments
B06	Total time to call answer	Changes to provisional figures is because a few days in the weekly submissions were under-reported due to data not being received back from other providers that have taken a call for NEL.
C01	Calls where person triaged	
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.

Comments for 111AD7 South East London

Data item	Description	Comments
B02	Number of calls abandoned	Changes to provisional figures is because a few days in the weekly submissions were under-reported due to data not being received back from other providers that have taken a call for SEL.
B06	Total time to call answer	
C01	Calls where person triaged	
G10, G11	SDEC service bookings	No bookable appointments recorded.

LCW
Comments for 11AD5 North Central London
We are using the Advanced Adastra IUC ADC V2 Revision 4 suite of reports and have encountered all the listed issues with the data items returned by the reports.

Data item	Description	Comments
A05	External clinician calls to CAS	Figures are under reported due to LAS figures not being included which are reported in A04.
B11	Call back waiting time	Call-back times not all correctly calculated if a case is modified or has multiple call-backs so the time is longer than actual.
C01	Calls where person triaged	Figure is low compared to number of calls answered due to the figure being the total of C02-C06. Cases onward referred within the IUC via DoS are not being captured as being triaged so outcomes not logged for ED validation and primary care referrals.
D04	Calls assessed by a mental health nurse	None working in the service
D07	Calls assessed by a dental nurse	
D10	Calls assessed by a clinician or Clinical Advisor that were warm transferred	Figure is not accurate – it is counting calls placed for call-back not cases which were warm transferred.

D11	Calls with clinician or Clinical Advisor input where the clinician hasn't spoken to the caller	Figure is not accurate – not capturing non-direct input which is recorded via case questions
D12	NLP calls that resulted in a caller speaking to a clinician or Clinical Advisor	Not applicable for our service
D13 to D18	Callers offered a call back	Error with data: data item possibly not mapped as no data being returned, cases are marked as for call back in B10
D19	Calls assessed by a clinician or Clinical Advisor which originated from an external NHS 111 provider	Provided by external 111 providers so numbers may be low.
E05	SDEC recommendations	Not currently captured in Advanced ADC suite reporting
E10, E11	Speak to primary care dispositions	Not currently captured in Advanced ADC suite reporting
E16	Callers recommended self-care	Only capturing clinicians completing as self-care.
E23	Calls initially given a cat 3 or 4 ambulance disposition that are given a cat 1 or 3 ambulance setting disposition after validation	Not currently captured in Advanced ADC suite reporting
E24	Calls initially given a cat 3 or 4 ambulance disposition that are given a non-ambulance setting disposition after validation	Figure being investigated - seems elevated compared to previous figures
E27 to E31	ED validation	Figures being investigated – either too low or not being reported All cases validated via the DoS processes are not currently being counted by the report as validated.
F03	Calls where caller is allocated the first service offered by DoS	This value is higher than expected, DoS is being opened for warm transfers and call-backs and all services rejected.
G02, G03	GP Practice or GP access hubs bookings	One of these figures is incorrect; it is not possible for every referral for a GP practice or GP access hub to be booked appointment. Advanced to investigate.
G08, G09	ED booked time slots	No data returned – reports not picking up the outcomes of validation and ED direct referrals due to validation via the DoS.
G10, G11	SDEC bookings	Not part of current Advanced ADC suite reporting

G12, G13	Calls received by dental services	N/A as we are not Dental service
G18, G19	Minor illness pharmacy service	No data returned, Advanced to investigate
H08, H09, H10	NHS 111 Online contacts	No data returned - Advanced to check reporting parameters
H11, H12	NHS 111 Online contacts resulting in SDEC appointment	Not part of current ADC reporting suite
H17, H18	NHS 111 Online contacts resulting in ED disposition	No data returned - Advanced to check reporting parameters

MEDVIVO

Comments for 111AJ2 BaNES, Swindon & Wiltshire

Data item	Description	Comments
E05	Callers recommended to attend Same Day Emergency Care (SDEC)	The BSW IUC doesn't typically yet use SDEC (disposition Dx022). The one SDEC recommendation in Apr-21 was an 'out-of-area' case for Winchester/Hampshire which resulted in an ED DoS Selection.
G10	DoS selections – SDEC service	
G11	Number of calls where the caller was booked into an SDEC service	

ML CSU (Blackpool)

Comments for 111AJ3 North West including Blackpool

The North West does not have a single integrated contract covering both NHS111 and CAS; NWAS is the NHS111 provider but its CAS role is limited to validation work undertaken within the 999 service. CAS provision is by a range of providers (predominantly OOH providers) who either initially provided CAS or through being specifically commissioned by CCGs to provide CAS either as a standalone contract or as part of a wider UEC/urgent primary care contract. Given the complex picture of providers in the North West, there is an iterative transition from the submission of NWAS data only in April 2021 to MLCSU submitting data covering all service provider. Before April 2021, NWAS submitted proxy data for the clinical contact measure to demonstrate the clinical contact from other providers; this use of a proxy measure has now stopped and will be replaced by real data from those other providers as they start to submit data.

Data item	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	CAS referrals which have not been seen by a 111 CA have been added to the clinical numbers.
E21 to E25	Ambulance validation	NWAS do not receive feedback or obtain any info if an ambulance is validated so currently unable to provide figures for data items E21 to E25.
G10	DoS selections – SDEC service	Not using SDEC as yet
G11	Number of calls where the caller was booked into an SDEC service	
G20, G21, G22, G23	Face to face consultations	No available data to either clarify the referral or confirm it has been completed in the time scales.

ML CSU (Leicestershire & Rutland)
Comments for 111AJ6 Leicestershire and Rutland (Mid Lancs)

Data item	Description	Comments
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April.
B02	Number of calls abandoned	
B06	Time to call answer	

NEAS
Comments for 111AA1 North East

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	We operate a combined system of both 111 and 999; calls will not be transferred from 999 into 111.
A06	Unscheduled IUC Attendances	This information is outside of our service.
B03, B04, B05	Calls abandoned in x seconds	Calls abandoned in/over x seconds

B09	Total time of abandoned calls	We do not have the system capability to extract this information.
D01	Calls assessed by a clinician or Clinical Advisor	Under reported at system level with clinical assessment not captured for primary care, OOH or UTCs.
D02 to D09	Calls assessed by…	While the clinical count [D01] includes clinical contacts from system providers who have been sub-contracted either by NEAS or commissioners, due to some of the clinical contacts being performed outside of NEAS we do not have access to the specific role of the clinician who performed the contact. Therefore [D01] includes these instances but the sum of the fields [D02]-[D09] will not equal this total.
D11	Calls with clinician or clinical advisor input into the assessment but where the clinician has not spoken to the caller	We do not presently have the system capability to extract instances where this has occurred.
D12	Number of Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	We do not have the system capability to determine these instances.
D13 to D18	Call backs by a clinician	Under reported at system level, call back reporting does not include performance from external providers.
D19	Calls assessed by a clinician or Clinical Advisor which originated from an external NHS 111 provider	Due to system limitations we cannot determine this information.
E27	Calls given an ED disposition that are validated	Local profile remains in place targeting ED dispositions for revalidation and limiting the proportion for this KPI.
F03	Callers allocated first service on DoS	Measure currently includes both Health Advisors and Clinical Advisors, with clinician rates for the first service selected offered by the DoS significantly lower than health advisors as they will use their own clinical expertise for service selection.
G12	Number of calls received by dental services not using DoS	We do not have the system capability to provide this information.
G13	Calls received by dental services not using DoS that resulted in a booked appointment	We do not have the system capability to provide this information.

Data item	Description	Comments
G22	Number of patients requiring a face to face consultation in an IUC Treatment Centre	Not reported - this information is outside of our service.
G23	Number of patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	Not reported - this information is outside of our service.
H01 to H18	NHS 111 online contacts	Due to system limitations we cannot determine this information.

NECS

Comments for 111AJ7 Derbyshire (NECS)

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data are because two weeks data were missing from the weekly submission.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service	Not applicable to service
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April. Disparity with provisional data are because two weeks data were missing from the weekly submission.
B02	Number of calls abandoned	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April. Disparity with provisional data is due to logic discrepancy in the weekly submission.
B06	Total time to call answer	
C01	Calls where person triaged	Disparity with provisional data are because two weeks data were missing from the weekly submission.
D01	Calls assessed by a clinician or Clinical Advisor	
D12	NLP calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not applicable to service
G12, G13	Calls received by dental services	

Data item	Description	Comments
G16, G17, G18, G19	Community pharmacy service	

Comments for 111AI7Yorkshire and Humber (NECS)

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data are because monthly figures include LCD Dental data.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	Disparity with provisional data are because monthly figures include LCD Dental data. LCD have significantly higher call abandoned and call times compared to YAS.
B02	Number of calls abandoned	
B06	Total time to call answer	
C01	Calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data are because monthly figures include LCD Dental data and clinical assessment by LCD GPOOH
G04, G05	Callers booked into an IUC treatment centre or home residence	NECS ADC calculation of items G04 and G05 give 23.39% for KPI 12, however, the YAS reported figure for KPI 12 is 51.5%. This is being investigated to compare and resolve any differences in processing logic or assumptions between the NECS ADC and YAS calculations.

NOTTS CCG
Comments for 111AJ4 Nottinghamshire

Data item	Description	Comments
B01	Calls answered within 60 seconds	In agreement with commissioners, figures provided by DHU have been slightly adjusted to take account of periods of national contingency. The impact was statistically insignificant in April.
B02	Number of calls abandoned	
B06	Time to call answer	

PRACTICE PLUS GROUP (PPG)

Comments for 111AH2 Gloucestershire

Data item	Description	Comments
C01	Calls where person triaged	Disparity with provisional data due to an error in the weekly submissions.
D01	Calls assessed by a clinician or Clinical Advisor	
G04, G06, G08	DoS selections	An issue in the calculations of these fields has been identified after data had been submitted. Figures will be amended in the next revisions window.
G10, G11	SDEC service	The SDEC care service isn't currently active.
G20, G21	Face to face consultations	This service is not in the National IUC Model.

Comments for 111AH7 North East Essex & Suffolk

Data item	Description	Comments
C01	Calls where person triaged	Disparity with provisional data due to an error in the weekly submissions.
D01	Calls assessed by a clinician or Clinical Advisor	
G04, G06, G08	DoS selections	An issue in the calculations of these fields has been identified after data had been submitted. Figures will be amended in the next revisions window.
G10, G11	SDEC service	The SDEC care service isn't currently active.

Comments for 111AI2 Surrey Heartlands

Data item	Description	Comments
C01	Calls where person triaged	Disparity with provisional data due to an error in the weekly submissions.

D01	Calls assessed by a clinician or Clinical Advisor	
G04, G06, G08	DoS selections	An issue in the calculations of these fields has been identified after data had been submitted. Figures will be amended in the next revisions window.
G10, G11	SDEC service	The SDEC care service isn't currently active.

SCAS

Due to a system failure on 21/04/21, roughly 8 hours of telephony data between 07:00 and 15:00 was lost. As a result, telephony data in sections A and B is under-reported in April.

Comments for 111AH9 Hampshire & Surrey Heath

Data item	Description	Comments
B06, B07, B08	Time to call answer	We do not have data for B06 / BO7 / B08 as our telephony system does not record specific call answer data but records the times as in buckets of 2 seconds / 10 seconds / 60 seconds dependent on how long the CA time is - as such we cannot accurately provide for these.
C02 to C06	Calls where person triaged	May be under-reported as a number of records for the period have a final DX of unknown, linked back to Dx Codes not pulling through from Pathways Light.
D01	Calls assessed by a clinician or Clinical Advisor	Likely to be under-reporting as some CAS organizations are still known to be using informational outcomes which do not result in a listing on the Senior Clinician Module or a DX code.

Comments for 111AG9 Thames Valley

Data item	Description	Comments
B06, B07, B08	Time to call answer	We do not have data for B06 / BO7 / B08 as our telephony system does not record specific call answer data but records the times as in buckets of 2 seconds / 10 seconds / 60 seconds dependent on how long the CA time is - as such we cannot accurately provide for these.

C02 to C06	Calls where person triaged	May be under-reported as a number of records for the period have a final DX of unknown, linked back to Dx Codes not pulling through from Pathways Light.
D01	Calls assessed by a clinician or Clinical Advisor	Likely to be under-reporting as some CAS organizations are still known to be using informational outcomes which do not result in a listing on the Senior Clinician Module or a DX code.
D13, D14	Proportion of call backs by a clinician within 20 minutes	There is significantly lower CAS provision than HSH, as such normal callback times and those related to validation are both affected.
E19	Calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	

SECAmb
Comments for 111AI9 Kent, Medway & Sussex

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to provisional figures missing w/c 29/03/21, including the Easter weekend.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	
B06	Total time to call answer	
C01	Calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
D19	Calls originating from an external 111 provider	Data item not yet available
F02	Directory of Services: no service available other than ED (ED catch-all)	Agreed with our Lead Commissioner that this is out of scope, as the Cleric platform cannot identify this
G10, G11	SDEC referrals and bookings	Currently zero but this is expected to change as PaCCS is introduced
G20, G21, G22, G23	Face to face consultations	Agreed with our Lead Commissioner that this is out of scope, as it is not relevant to our operating model.

VOCARE

Comments for 111AF1 Cornwall

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Data items are not available for Cornwall pending further data quality checks
A05	External clinician calls to CAS	
A06	Unscheduled IUC attendances	
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data is due to improvements in logic used as part of our data quality programme
E28, E29, E31	ED validation	Data items are not available for Cornwall pending further data quality checks
G05	Booked to IUC Treatment Centre	No cases arose in April to report
G10, G11	SDEC referrals and bookings	
G16, G17	Community Pharmacy Service	Data items are not available for Cornwall pending further data quality checks

Comments for 111AG5 South West London

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Metrics submitted as null values pending further data quality checks
A05	External clinician calls to CAS	
A06	Unscheduled IUC attendances	
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data is due to improvements in logic used as part of our data quality programme
E31	Of the number of callers recommended to attend an ED, for how many was a non-ED selected on DoS	Metrics submitted as null values pending further data quality checks
G10, G11	SDEC referrals and bookings	No cases arose in April to report

Data item	Description	Comments
G16, G17	Community Pharmacy Service	Metrics submitted as null values pending further data quality checks

Comments for 111AF4 Staffordshire

Data item	Description	Comments
A03	Number of answered calls	Disparity with provisional data is due to improvements in logic used as part of our data quality programme
A04	Calls transferred from the 999 Ambulance Service	Metrics submitted as null values pending further data quality checks
A05	External clinician calls to CAS	
A06	Unscheduled IUC attendances	
B01	Calls answered within 60 seconds	Disparity with provisional data is due to improvements in logic used as part of our data quality programme
B02	Number of calls abandoned	
B06	Total time to call answer	
D01	Calls assessed by a clinician or Clinical Advisor	
E31	Of the number of callers recommended to attend an ED, for how many was a non-ED selected on DoS	Metrics submitted as null values pending further data quality checks
G10, G11	SDEC referrals and bookings	No cases arose in April to report
G16, G17	Community Pharmacy Service	Metrics submitted as null values pending further data quality checks

WMAS
Comments for 1111AI8 West Midlands

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Not relevant to WMAS
A06	Unscheduled IUC attendances	
D12	NLP calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not relevant to WMAS

D19	Calls assessed by a clinician or Clinical Advisor which originated form an external NHS 111 provider	Data not available currently
G12, G13	Calls received by Dental services	Not relevant to WMAS
G16, G17, G18, G19	Community Pharmacy Service	Data not available currently
G20, G21, G22, G23	Face to face consultations	Data not available currently
H13 to H18	NHS 111 Online contacts	Data not available currently