IUC ADC May 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
A01	Number of calls received	Disparity with provisional data due to weekly data not loaded correctly into the Data warehouse. Increases since April due to increased coverage – the April submission was missing some of the CAS data which is now included.
A03	Number of answered calls	
B01	Number of calls answered within 60 seconds	
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
B01	Calls answered within 60 seconds	

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 May.
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.
E01 to E18	Number of dispositions	Figures for May 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.

BRISDOC

Comments for 111AI5 Bristol, North Somerset & South Gloucestershire

Data item	Description	Comments
A01	Number of calls received	The increase in abandoned calls and call answering time since last month is a result of inconsistent day-by-day demand and 111 struggling to provide resourcing to meet extra demand.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	
B06	Total time to call answer	
C01	Number of 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.
B01 to B11	Call handling	CAS data not included as unavailable.
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 is usually not included as it's unavailable.
G16 to G19	Community Pharmacy Service	CAS data not included as not available.
H01 to H09	NHS 111 Online contacts	CAS data not included as not available.

DEVON DOCS

Comments for 111AI6 Devon

Data Items	Description	Comments
A01	Number of calls received	Increasing demand in May since April with two Bank Holidays resulting in extra activity. Easing of restrictions on national lockdown also resulted in an influx of tourists to the Devon area.
A03	Number of answered calls	
B02	Number of calls abandoned	Increase since April due to factors outlined above as well as National Contingency and staff resources.
B06	Total time to call answer	
B07	95th centile call answer time	
F03	Caller allocated the first service offered by DoS	Data extraction for this new metric is currently under review.
G10, G11	SDEC service bookings	We currently do not have or book into a SDEC service.

Comments for 111AH8 Somerset

Data Items	Description	Comments
B01	Number of calls answered within 60 seconds	High rate due to a repeat/persistent caller using the service over 100 times a day. Clinical risk under review.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	

C01	Number of calls where person triaged	Increase since April due to an update in the data extraction criteria for CAS activity.
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
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 May.
B02	Number of calls abandoned	
B06	Total time to call answer	
B01	Number of calls answered within 60 seconds	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.
B02	Number of calls abandoned	
B07	95th centile call answer time	
D01	Calls assessed by a clinician or Clinical Advisor	Changes to provisional data due to IUC ADC process still being fine-tuned.
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.
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
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 May.
B02	Number of calls abandoned	
B06	Total time to call answer	
B01	Calls answered within 60 seconds	Disparity with provisional data due to telephony provider set up which requires data re-summarisation throughout the day/week/month to get more
B02	Number of calls abandoned	
B06	Total time to call answer	

			accurate data. The IUC ADC process was still being fine-tuned during this month.
D01	Calls assessed by a clinician or Clinical Advisor		Disparity with provisional data due to IUC ADC process still being fine-tuned.
D16	Number of callers offered a call back within a timeframe over 20 minutes and up to 1 hour inclusive, who received a call back within 1 hour		There is a known issue with the figure submitted as around 30 appointments in the 60-minute category returned a NULL 'clock-stop'.
G05	Number of calls where the caller was booked into an IUC Treatment Centre		Not a huge amount of bookable appointments for that type of service in Northants currently.
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		Not yet used within service.
G11	Calls where the caller was booked into an SDEC service		

DORSET HC
Comments for 111AI4 Dorset

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data due to delays in combining data from 4 different sources for the weekly submission.
B02	Number of calls abandoned	Improvement since April is because the number of call handlers doubled between Sept 2020 and February 2021 and are now working more efficiently. In addition, there has been a range of other initiatives to improve the management of the service and ensure the staffing numbers are there to meet the demand.
B07	95th centile call answer time	
C01	Number of calls where person triaged	Disparity with provisional data due to delays in accessing data for the weekly submission.
D01	Calls assessed by a clinician or Clinical Advisor	
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.
G11	Calls where the caller was booked into an SDEC service	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
B02	Number of calls abandoned	Call volumes continue to rise month on month and are now exceptionally high compared to historical data. Although May 2021 contained two bank holidays, where call volumes will be elevated, they were still higher than were expected historically. As an example, it is worth noting that May 2021 call volumes were higher than reported for December 2020, or April 2021, which are both traditionally peaks for demand. This situation is impacting
B06	Total time to call answer	
B07	95th centile call answer time	

		performance and we are having to recruit more staff to meet these exceptional circumstances.
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data due to improvements made in coding script.
E17	Callers recommended self-care at the end of clinical input	A high proportion of calls are being closed by Clinical Advisors as 'other outcome' using Dx 108 and not 'self-care'. We are reviewing how cases are being closed, to see if the self-care element is being used/reported correctly.
G09	Number of calls where caller given a booked time slot with an ED	Numbers are dependent on available bookings offered by our local EDs. Current issues are: C&P CCG is looking at the rollout of EDDI and the process is still being setup for at least one ED, therefore, currently we cannot book patients into appointments slots that are not available. We also have a problem with one of the two clinical systems we are mandated to use on the C&P IUC Contract which does not have a Senior Clinician Module, therefore there is no Directory of Services to provide EDDI appointments.
G10	DoS selections – SDEC service	No patients were referred to an SDEC as functionality is not yet available for SDEC appointments to be booked by 111. Those cases that could have been referred by clinicians, were referred elsewhere within the NHS.
G11	Calls where the caller was booked into an SDEC service	

Comments for 111AB2 Hertfordshire

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	There has been a significant increase in overall call volumes experienced by the service with an 8% increase in calls received this month compared to last month and an increase of 22.4% compared to May 2020. Changes in intraday activity have also created a challenge for the service to dynamically move resources to meet these changes in demand throughout the week. In addition, May had two bank holiday weekends within the month which
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	

Data item	Description	Comments
		increased the call demand throughout a longer period of time in comparison to the April Easter weekend.
G10	DoS selections – SDEC service	0 for all services this month – SDEC doesn't present much on the DoS, and I don't believe that any appointments are available.
G11	Calls where the caller was booked into an SDEC service	

Comments for 111AG7 Luton & Bedfordshire

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	This is the 3rd consecutive month where volume has increased significantly, May was 10.6% busier than April as well as 55.2% busier than May last year. Unsurprisingly, the increase in volume has put additional strain on the service having a negative effect on call answering, abandonment rates and time to answer calls.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
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
B01	Number of calls answered within 60 seconds	This is the 3rd consecutive month where volume has increased significantly, May was 10.7% busier than April as well as 31.5% busier than May last year. Unsurprisingly the increase in volume has put additional strain on the service having a negative effect on call answering, abandonment rates and time to answer calls. This had an influence on the high outcome for KPI2 also.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Number of calls where person triaged	

D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data is due to improvements made in coding script.
G06, G07	Urgent Treatment Centre bookings	West Essex's UTC is located at Princess Alexandra Hospital and on a system which cannot be directly booked into.
G10, G11	SDEC service bookings	0 for all services this month – SDEC doesn't present much on the DoS, and I don't believe that any appointments are available".

IC24
Comments for 111AH4 Mid & South Essex

Data item	Description	Comments
A01	Number of calls received	We have had high volumes of absence and increased call volumes this month and as such some metrics have increased beyond trend this month.
A03	Number of answered calls	
B02	Number of calls abandoned	
B06	Total time to call answer	Disparity with provisional data is due to one missing week of data caused by server issues.
B07	95th centile call answer time	There may be inaccuracy in our call answer time centiles as telephony data is currently aggregated on 15-minute intervals.
C02	Number of calls where person triaged by a Service Advisor	Certain skill sets for service advisors are currently wrongly being recorded as other staff type.
D16	Number of callers offered a call back within a timeframe over 20 minutes and up to 1 hour inclusive, who received a call back within 1 hour	We do have some activity in this area, albeit very infrequently, these are tied to specific Dx Codes.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Data unavailable.
G11	Number of calls where the caller was booked into an SDEC service	SDEC is not used on the DoS much; staff tend to call the service. Numbers will remain low until SDEC services pick up and are profiled on the DoS.

Data item	Description	Comments
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	The metrics concerning IUC visits and home visits show large changes this month due to a previous issue where IUC visits were mapped to home visits and vice-versa. This has now been resolved.
G23	Number of patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	
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
A01	Number of calls received	We have had high volumes of absence and increased call volumes this month and as such some metrics have increased beyond trend this month.
A03	Number of answered calls	
B02	Number of calls abandoned	
B06	Total time to call answer	Disparity with provisional data is due to one missing week of data caused by server issues.
B07	95th centile call answer time	There may be inaccuracy in our call answer time centiles as telephony data is currently aggregated on 15-minute intervals.
C02	Number of calls where person triaged by a Service Advisor	Certain skill sets for service advisors are currently wrongly being recorded as other staff type.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Data unavailable.
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	The metrics concerning IUC visits and home visits show large changes this month due to a previous issue where IUC visits were mapped to home visits and vice-versa. This has now been resolved.
G23	Number of patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	

IOW
Comments for 111AA6 Isle of Wight

Data item	Description	Comments
B02	Number of calls abandoned	Performance was affected this month by a 5.4% increase in the number of calls received (A01) as well as some staffing issues.
B06	Total time to call answer	
B07	95th centile call answer time	
E17	Number of callers recommended self-care at the end of clinical input	Outcomes of calls forwarded to our remote Clinical Assessment Services (CAS) - PHL and DAS - are currently not collected - so any 'self-care' outcomes by these clinicians are still not included at this time.
E27	Number of calls initially given an ED disposition that are validated	We are only validating a small number of SG / SD's as the UTC is profiled to take a vast proportion (approx. 60%) of ED dispositions, therefore negating the need for a '111 First (or 'ED') 'validation'. If we were allowed to submit the calls that only applied if they would have been referred to an ED we would be reporting a far higher performance figure, but this metric includes all dispositions regardless of if the call is referred to a more appropriate service before ED.
F03	Calls where the caller is allocated the first service offered by DoS	Figures are under-reported due to issues with SSRS / Adastra reporting which is being investigated.
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.
G09	Number of calls where caller given a booked time slot with an ED	See comments for E27. In addition to this, most validated cases are then directed to services other than ED, consequentially the number of booked appointments is low.
G10	DoS selections – SDEC service	IOW now have an SDEC service and are currently working on referral and booking pathways.
G11	Number of calls where caller given an appointment with 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
A01	Number of calls received	There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
A03	Number of answered calls	
B01	Number of calls answered within 60 seconds	
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Calls where person triaged	Disparity with provisional figures is because weekly submissions were under-reported due to data not being received back from other providers that had taken a call for NEL.
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.

Comments for 111AJ1 North West London

Data item	Description	Comments
B02	Number of calls abandoned	Disparity with provisional figures due to missing or delayed data from PPG or LCW which can be reconciled for the monthly submission. There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
B06	Total time to call answer	Disparity with provisional figures due to issues with data in the daily extract. There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
B07	95th centile call answer time	There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
C01	Number of calls where person triaged	Disparity with provisional figures due to missing or delayed data from PPG or LCW which can be reconciled for the monthly submission. There has been an increase in demand for IUC this month compared to the previous month which has affected performance.

Comments for 111AD7 South East London

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
B02	Number of calls abandoned	Disparity with provisional figures is due to under-reporting in the weekly data caused by data not being received back from other providers that have taken a call for SEL. There has been an increase in demand for IUC this month compared to the previous month which has affected performance
B06	Total time to call answer	Disparity with provisional figures is due to under-reporting in the weekly data caused by data not being received back from other providers that have taken a call for SEL.
B07	95th centile call answer time	There has been an increase in demand for IUC this month compared to the previous month which has affected performance.
C01	Number of calls where person triaged	We are experiencing a surge in activities from external providers, especially on weekends for SEL. These calls do not form part of our front end calls. There has been an increase in demand for IUC this month compared to the previous month which has affected performance. Disparity with provisional figures is due to under-reporting in the weekly data caused by data not being received back from other providers that have taken a call for SEL.
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
A01	Number of calls received	NCL received 14.5% more calls than in April. We received 10% more calls than forecast for the period of May.

A03	Number of answered calls	Change since May is a direct result of increase in calls received.
A05	External clinician calls to CAS	Figures are under reported due to LAS figures not being included which are reported in A04.
B02	Number of calls abandoned	Increase this month is a direct result of increase in calls received and unforecasted volumes of calls. Staffing volumes were not in the range to manage the large volume of unforecasted calls therefore callers had to wait longer for an agent to answer their call and in more cases decided to abandon their calls.
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	Increase in May was due to NCL receiving 14.5% more calls than in April. We received 10% more calls than forecast for the period of May. As a result, more calls would be triaged after being answered in comparison to the previous month. 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 are not logged for ED validation and primary care referrals. C01 plus D19 should be greater than E01 but cases are not being considered to be triaged as per comments made above, therefore we are missing dispositions. Also, it would not be equal or greater as triage using DST that do not have dispositions mapped.
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 a Dental service.
G18, G19	Minor illness pharmacy service	No data returned, Advanced to investigate.

Data item	Description	Comments
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.
H16	Online contacts that resulted in patient requiring a face to face consultation within their home residence, who received a face to face consultation	The Advanced ADC reporting suite is not calculating this data item. The 2 cases were checked and were done within the specified time frames.
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
A01	Number of calls received	Activity levels were very high in May with increased call volumes in hours causing added pressure to the service. This increased activity was seen in both 111 and the HCP line.
A03	Number of answered calls	Increase seen in May, which relates to the increased calls offered – high incentives were offered to staff to improve rota fill enabling more calls to be answered.
B02	Number of calls abandoned	Increase in May due to the high number of calls offered, SLA declined significantly in May causing high levels of calls to be abandoned.
B06	Total time to call answer	Increase in May due to the increased activity to the service, although more calls were answered the waiting time increased in May as more patients attempted to contact 111.
C01	Number of calls where person triaged	Increase in May due to increased calls answered, the number of triages also increased in May. Disparity with provisional data came from an erroneous '0' submission for 02/05 in the weekly submission (due to a technical issue).

D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data came from an erroneous '0' submission for 02/05 in the weekly submission (due to a technical issue).
E05	Callers recommended to attend Same Day Emergency Care (SDEC)	The BSW IUC doesn't typically yet use SDEC).
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Operationally since Covid all potential TC/HV (disposition) patients must first be triaged by our CAS team – our CAS team do NOT use the DoS for the TC/HV referrals (instead patient TC/HV consultations are booked directly).
G10	DoS selections – SDEC service	The BSW IUC doesn't typically yet use SDEC.
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	

Data item	Description	Comments
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
A04	Calls transferred from the 999 Ambulance Service into NHS 111	Null – not applicable to our 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 May.
B02	Number of calls abandoned	
B06	Time to call answer	
B07	95th centile call answer time	The increase in B01 is inversely correlated to B02 (Calls answered in 60 seconds goes up and call abandonment goes down) and this will also have a knock-on effect with B07 (call answer times 95th centile).
D01	Calls assessed by a clinician or Clinical Advisor	Our process for aggregating data is still being worked on and this may have had an impact on D01.
D12	Number of Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Null – not applicable to our service.
G10	DoS selections – SDEC service	None recorded this month.
G11	Number of calls where the caller was booked into an SDEC service	
G12	Number of calls received by dental services not using DoS	
G13	Number of calls received by dental services not using DoS that resulted in a booked appointment	
G16	Number of calls where a community pharmacy service was an option on DoS for prescription medication	Null – these are not applicable to our service.

Data item	Description	Comments
G17	Number of calls where a referral to a community pharmacy service was made for prescription medication	
G18	Number of calls where a community pharmacy service was an option on DoS for minor illness	
G19	Number of calls where a referral to a community pharmacy service was made for minor illness	

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.
B02	Number of calls abandoned	Changes since last month are a result of continued operational staffing pressures - both staff absences and dual-trained HAs protecting 999 call performance following exceptionally high call demand.
B06	Total time to call answer	
B07	95th centile call answer time	
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.
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.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Due to Covid-19, multiple practices stopped face to face booking, requesting in a telephone consultation prior to see a patient. Furthermore, we currently don't have the means to highlight appointments where we have passed the activity for a telephone appointment, as no time slot has been booked, although the activity has been passed to an external provider via ITK. GP connect will allow us to count these appointments in the future.
G11	Number of calls where the caller was booked into an SDEC service	Currently not utilised – 1 DoS SDEC selected for May 2021.
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.
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
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 May. Based on overall increase in calls above expected demand, this show a 6% improvement in call handling comparted to last month which is potentially related to the staff on rota.
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 May.
B06	Total time to call answer	Disparity with provisional data is due to logic discrepancy in the weekly submission.
B07	95th centile call answer time	Improvement this month is in line with B01 and potentially improved call handling in May.
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	
G16, G17, G18, G19	Community pharmacy service	
G10	DoS selections – SDEC service	No Activity.
G11	Number of calls where the caller was booked into an SDEC 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.
D16	Number of callers offered a call back within a timeframe over 20 minutes and up to 1 hour inclusive, who received a call back within 1 hour	A lot of the demand relates to HCP call backs which we deal with using a different process rather than via a standard call-back procedure. These calls are captured in D15 but not D16.
E01	Total number of dispositions	Total dispositions (E01) is likely to be lower than its constituent breakdown as not all of the dispositions have been fully mapped.
G01	Number of calls where caller given an appointment	G04 contains bookings across the system, comprising bookings by YAS as well as bookings made by other OOH providers (based on assumptions made about how many cases these providers go on to book).

NOTTS CCG

Comments for 111AJ4 Nottinghamshire

Data item	Description	Comments
A01	Number of calls received	We have seen an increase in demand for a range of urgent care services month on month as the restrictions on public movement have been relaxed.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service into NHS 111	Null return as not yet able to collate this information.

B01	Number of 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 May.
B02	Number of calls abandoned	Drop in performance is due to an increase in demand for a range of urgent care services month on month as the restrictions on public movement have been relaxed.
B06	Time to call answer	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 May.
B07	95th centile call answer time	Drop in performance is due to an increase in demand for a range of urgent care services month on month as the restrictions on public movement have been relaxed.
C01	Number of calls where person triaged	
D12	Number of Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Null return as not yet able to collate this information.
G12	Number of calls received by dental services not using DoS	
G13	Number of calls received by dental services not using DoS that resulted in a booked appointment	
G16	Number of calls where a community pharmacy service was an option on DoS for prescription medication	
G17	Number of calls where a referral to a community pharmacy service was made for prescription medication	
G18	Number of calls where a community pharmacy service was an option on DoS for minor illness	

Data item	Description	Comments
G19	Number of calls where a referral to a community pharmacy service was made for minor illness	

PRACTICE PLUS GROUP (PPG)
Comments for 111AH2 Gloucestershire

Data item	Description	Comments
B02	Number of calls abandoned	Significant rise in volumes of calls coming in and national contingency being requested by other providers resulted in higher call volumes and increased abandonment rate. Disparity with provisional data due to an error in the weekly submissions.
B06	Total time to call answer	As above. The increased incoming calls has impacted the time to answer calls.
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	
E17	Number of callers recommended self-care at the end of clinical input	Cases resulting in "speak to a CA" have sextupled since 2019. This could be as a result of patients being unable to be seen by home GP's etc. Due to this the acuity held within our clinical queues is now much higher than it has ever been whereby self-care is not appropriate. This item being as low as it was meant the outcome of KPI6 was significantly low.
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
B02	Number of calls abandoned	
C01	Calls where person triaged	

Data item	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data due to an error in the weekly submissions.
G01	Number of calls where caller given an appointment	Error in coding means G01 is incorrectly calculated as 2 less than the sum of (G03+G05+G07+G09+G11+G13+G14).

Comments for 111AI2 Surrey Heartlands

Data item	Description	Comments
A01	Number of calls received	Significant rise in volumes of calls coming in and national contingency being requested by other providers resulted in higher call volumes and increased abandonment rate.
A03	Number of answered calls	
B02	Number of calls abandoned	
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	

SCAS

Comments for 111AH9 Hampshire & Surrey Heath

Data item	Description	Comments
A01	Number of calls received	We saw a month on month increase of 13% in demand. This has naturally translated into a reciprocal increase in the number of calls answered and has impacted on abandonment rates.
A03	Number of answered calls	
B02	Number of calls abandoned	
B06, B07, B08, B09	Call answer / abandonment time	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.
C01	Number of calls where person triaged	We saw a month on month increase of 13% in demand. This has naturally translated into a reciprocal increase in the number of calls being triaged.

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. Disparity with the provisional data for D01 as A04 is included in the monthly but not the weekly figures.
G03	Number of calls where the caller was booked into a GP Practice or GP access hub	Within the service, only our clinicians are able to book appointments with GP services. As not all of our calls involve a clinician, it is to be expected that our figures reported in this aspect will be lower.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	There were a large amount of DOS selections for IUC Treatment Centre, but a relatively small number actually being booked.

Comments for 111AG9 Thames Valley

Data item	Description	Comments
A01	Number of calls received	We saw a month on month increase of 13% in demand. This has naturally translated into a reciprocal increase in the number of calls answered and has impacted on abandonment rates.
A03	Number of answered calls	
B02	Number of calls abandoned	
B06, B07, B08, B09	Call answer / abandonment time	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.

Data item	Description	Comments
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. Disparity with the provisional data for D01 as A04 is included in the monthly but not the weekly figures.
D13 to D18	Proportion of call backs by a clinician in agreed timeframe	There is significantly lower CAS provision than HSH, as such normal call-back times and those related to validation are both affected. In addition, there were additional issues around both staffing and sickness for various Clinician staff types this month.
E19	Calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	
G03	Number of calls where the caller was booked into a GP Practice or GP access hub	Within the service, only our clinicians are able to book appointments with GP services. As not all of our calls involve a clinician, it is to be expected that our figures reported in this aspect will be lower.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	There were a large amount of DOS selections for IUC Treatment Centre, but a relatively small number actually being booked.

SECAmb
Comments for 111AI9 Kent, Medway & Sussex

Data item	Description	Comments
A01	Number of calls received	Increase since April reflects increase in national demand.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
B01	Number of calls answered within 60 seconds	The reduction in calls answered within 60 secs is a function of the exceptional volume, however our number of calls answered increased from 102k to 106k over the same period.
B11	Total call back waiting time (seconds)	Significant increase since April is due to challenging operating conditions in May.

Data item	Description	Comments
D02-D09	Calls assessed	Changes since April reflect new skillset mapping to these data items.
E08 & E11	Recommended to speak to/contact primary care services	Calls previously captured as non-bookable dispositions have been re-categorised as bookable dispositions (E07 and E10) this month.
E27	Number of calls initially given an ED disposition that are validated	There are ongoing discussions to review our logic for this metric.
E31	Of the number of callers recommended to attend an ED, for how many was a non-ED selected on DoS	The significant decrease since April is due to the April value (14,261) being incorrect - it should have been 2,353.
F02	Directory of Services: no service available other than ED (ED catch-all)	Unable to identify this value in the Cleric platform.
G10, G11	SDEC referrals and bookings	Currently zero but expected to change as PaCCS is introduced (expected July/August).
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
A01	Number of calls received	May saw a large increase in call volumes.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service	Data item are not available for Cornwall pending further data quality checks.
B01	Number of calls answered within 60 seconds	May saw a large increase in call volumes. This resulted in direct increases in items B02, B06, B07, C01 and D01 and a decrease in the numbers of calls answered within 60 seconds.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Number of calls where person triaged	

Data item	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	
G05	Booked to IUC Treatment Centre	No cases arose in May 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
A01	Number of calls received	May saw a large increase in call volumes.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service	Metrics submitted as null values pending further data quality checks.
B01	Number of calls answered within 60 seconds	May saw a large increase in call volumes. This resulted in direct increases in items B02, B06, B07, C01 and D01 and a decrease in the numbers of calls answered within 60 seconds.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
G05	Booked to IUC Treatment Centre	No cases arose in May to report.
G10, G11	SDEC referrals and bookings	
G16, G17	Community Pharmacy Service	Metrics submitted as null values pending further data quality checks.

Comments for 111AF4 Staffordshire

Data item	Description	Comments
A01	Number of calls received	May saw a large increase in call volumes.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service	Metrics submitted as null values pending further data quality checks.
B01	Number of calls answered within 60 seconds	May saw a large increase in call volumes. This resulted in direct increases in items B02, B06, B07, C01 and D01 and a decrease in the numbers of calls answered within 60 seconds.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07	95th centile call answer time	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Direct booking is currently suspended and all calls triaged due to COVID risk in our shared sites.
G07	Number of calls where the caller was booked into a UTC	The CCG have no commissioned UTC in Staffordshire so reported bookings are only for neighbouring services.
G11	SDEC referrals and bookings	No cases arose 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
A01	Number of calls received	The service saw a significant surge in demand between April and May.
A03	Number of answered calls	
A04	Calls transferred from the 999 Ambulance Service	Not relevant to WMAS.

A06	Unscheduled IUC attendances	
B01	Number of calls answered within 60 seconds	Surges in demand between April and May, along with increased staffing abstractions were the main contributing factors impacting upon performance.
B02	Number of calls abandoned	
B06	Total time to call answer	During these periods the call answer time (total, within 60 seconds and
B07	95th centile call answer time (weekly minimum)	95th centile) increased due to the volume of calls waiting and staff availability to answer them.
D01	Calls assessed by a clinician or Clinical Advisor	Higher call volumes received resulting in an increased number of calls passed to clinicians
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	
H13 to H18	NHS 111 Online contacts	