

## IUC ADC September 2022 - comments from lead data suppliers

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 suppliers 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 suppliers' comments where they have been provided about the quality of data returns, reasons for changes since previous months and reasons for differences to provisional data items published last month.

**A cyber-attack on 4th August caused a major outage on the Adastra system used by many IUC service providers. Besides impacting service delivery in August, ongoing reporting issues have resulted in some missing or under-reported data from the following suppliers in September: DHU, HUC, IoW, LAS, LCW, Medvivo, ML CSU, NECS, PPG (SW London) and SCAS. Care should be taken when interpreting their figures.**

### BRISDOC

Comments for 111AI5 Bristol, North Somerset & South Gloucestershire

CAS source data has been upgraded to include System CAS case data which was not all available previously. CAS prescriptions data has also been corrected this month. Disparity with provisional data is because two weekly ADC submissions were missed due to unplanned absence.

Data item	Description	Comments
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.

D26	Number of calls assessed by a clinician or Clinical Advisor by video consultation	CAS data no longer available.
E19 to E30	Validation of Dispositions	PPG as NHS111 provider run bespoke processes for ED and 999 validations data, which typically result in higher validation rates than can be captured via ADC.
E27	Number of calls initially given an ETC disposition that are validated	PPG operate a bespoke system for validations that we currently cannot capture via the ADC process. This is a result of the System CAS using the DoS profile to manage calls with ED dispositions. Cases that are validated no longer go to the 111 CA queue but are picked up via DoS so that they are available to the System CAS.
F02	Directory of Services: no service available other than ED (ED catch-all)	Zero cases - ED catch-all only triggers in exceptional circumstances
G01 to G14	Caller given an appointment	Figures exclude CAS activity as they are unavailable.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Very few bookings for IUC treatment centres are made directly from 111 (i.e. not CAS); the vast majority of bookings are via CAS, which are not captured. This will occasionally be zero.
G07	Number of calls where the caller was booked into a UTC	DoS profile for UTC in BNSSG results in increased UTC selections, but not bookings.
G09	Number of calls where caller given a booked time slot with a Type 1 or 2 ED	Direct bookings to ED 1&2 are disabled. Values seen are for UTCs and out-of-region ED services only. Bookings made by CAS are not available to our data capturing process.
G10, G11	DoS selections – SDEC service	SDEC is not being used at all within the contract area.
G16 to G19	Community pharmacy service	Figures exclude CAS activity as they are unavailable.
H01 to H09	NHS 111 Online contacts	CAS data not included as not available.

## DEVON DOCS

Comments for 111A16 Devon (covers up to 27<sup>th</sup> September)

During September, 14,412 calls were directed to Vocare via a specific “Devon Vocare” line. These calls and subsequent activity relating to them are excluded from sections A to C of the IUC ADC. The Devon contract area was taken over by PPG from 27<sup>th</sup> September.

Data Items	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional data is due to clinician activity after the submission deadline for the weekly collection. Monthly figures are more complete.

E01	Total number of dispositions	Figure exceeds Number of Calls Triaged because Vocare telephony activity for Devon is not included in C01.
F02	Directory of Services: no service available other than ED (ED catch-all)	Data unavailable.
F03	Calls where the caller is allocated the first service offered by DoS	
G01	IUC recommendations and callers given appointment	G01 variance is caused by the change in validation formulae by NHSE which are yet to be passed through our validation checks. We hope for G01 to balance against other activity soon. However, it is the component parts that are causing the imbalance.
G10, G11	SDEC service bookings	We currently do not have or book into a SDEC service.

#### Comments for 111AH8 Somerset

Data Items	Description	Comments
G01	IUC recommendations and callers given appointment	G01 does not aggregate to the sum of G03, G05, G07, G09, G11, G13 and G14 because the 2022/23 ADC specification changes to those items have not yet been implemented.
G10, G11	SDEC service bookings	We currently do not have or book into a SDEC service.

#### DHU

##### Comments for 111AJ8 Derbyshire (DHU)

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Not applicable to service.

##### Comments for 111AK7 Leicestershire and Rutland (DHU)

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Null – not applicable to our service.

#### Comments for 111AK6 Lincolnshire

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Null – not applicable to our service.

#### Comments for 111AC7 Milton Keynes

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Not applicable to service.

#### Comments for 111AC6 Northamptonshire

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Not applicable to service.

#### Comments for 111AL1 Nottinghamshire

For the six DHU contract areas, data were not available from Adastral for the whole of September due to the cyber-attack in early August. Data has been included from alternative sources where available but may be under-reported.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Null return as not yet able to collate this information.

#### DORSET HC

##### Comments for 111AI4 Dorset

Data item	Description	Comments
A03	Number of answered calls	Increased performance since last month due to drop in calls and improvements in availability of Health Advisors.

A04	Calls transferred from the 999 Ambulance Service	No data available. Unable to identify individuals calls from 999 service.
B01	Number of calls abandoned	Increased performance since last month due to drop in calls and improvements in availability of Health Advisors.
B02	Total time to call answer	
C02	Calls where person triaged by a Service Advisor	This item is zero and does not apply to our service at this time.
D01	Calls assessed by a clinician or Clinical Advisor	D01 does not equal the sum of its parts (D02, D03, D04, D05, D06, D07, D08 & D09) due to data issues with staff roles which Dorset HC are working to resolve. Performance affected by turnover in clinical staff.
D04	Calls assessed by a mental health nurse	These items are zero and do not apply to our service at this time.
D07	Calls assessed by a dental nurse	
D12	NLP calls that resulted in the caller speaking to a clinician or Clinical Advisor	
G10, G11	Calls where the caller was booked into an SDEC service	Discussions to finalise and agree the SDEC referral process with the acute hospitals in Dorset are continuing.
G12, G13	Received by dental services not using DoS	These items are zero and do not apply to our service at this time.
H11, H12	NHS 111 Online contacts with SDEC appointment	These are confirmed as true zeroes
H18	NHS 111 Online contacts initially given an ED disposition	

## HUC

Comments for 111AC5 Cambridgeshire & Peterborough

Data items which were affected by the national Adastra outage in September 2022 have been reported as 0. Adastra for out of hours still not completely switched on so all out of hours activity was very low.

Data item	Description	Comments
B01	Calls answered within 60 seconds	The reversion back to using Adastra in September resulted in reduced call handling times compared to August, as did lower call volumes.
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	Disparity with provisional data due to reconciliations and updates during and at the end of the month. We are still having to work around some of the problems caused by the Adastra outage, as one system SSRS is still not available. This at times has meant that reports have been running late and needed updating.
D01	Calls assessed by a clinician or Clinical Advisor	

Comments for 111AB2 Hertfordshire

Data items which were affected by the national Adastral outage in September 2022 have been reported as 0. Adastral for out of hours still not completely switched on so all out of hours activity was very low.

Data item	Description	Comments
A03	Number of answered calls	Recent improvements in performance are due to a fall in demand and work to move staff more effectively to hours of the day when calls are higher.
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	Disparity with provisional figures is due to weekly reports missing incomplete cases which are reconciled in the monthly submission.
D01	Calls assessed by a clinician or Clinical Advisor	
G10, G11	SDEC service bookings	Continues to be work in progress.
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	Adastral for out of hours still not completely switched on so all out of hours activity very low.

Comments for 111AG7 Luton & Bedfordshire

Data items which were affected by the national Adastral outage in September 2022 have been reported as 0. Adastral for out of hours still not completely switched on so all out of hours activity was very low.

Data item	Description	Comments
A03	Number of answered calls	Performance affected by lower call volumes compared to August. In addition, call centre staff were able to work more efficiently on answered calls as they had full access to Adastral instead of having to manually record details or use less efficient and less familiar software.
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	Disparity with provisional figures is due to weekly data being incomplete.
D01	Calls assessed by a clinician or Clinical Advisor	
G10, G11	SDEC service bookings	Occasionally patients are referred to an SDEC but numbers will be small. Functionality isn't yet available for SDEC appointments to be booked.
G20-G23	Face to face consultations	Though the Adastral outage has been mostly resolved, out-of-hours face to face reporting remains affected.

#### Comments for 111AI3 West Essex

Data items which were affected by the national Adastra outage in September 2022 have been reported as 0. Adastra for out of hours still not completely switched on so all out of hours activity was very low.

Data item	Description	Comments
B01	Calls answered within 60 seconds	Performance affected by lower call volumes compared to previous months. In addition, call centre staff were able to work more efficiently on answered calls using Adastra rather than making manual notes.
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	Disparity with provisional data due to end of month reconciliations and updates.
D01	Calls assessed by a clinician or Clinical Advisor	
G10, G11	SDEC service bookings	Continues to be work in progress.
G20-G23	Face to face consultations	Though the Adastra outage has been mostly resolved, out-of-hours face to face reporting remains affected.

#### IC24

##### Comments for 111AH4 Mid & South Essex

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service into NHS 111	These items are currently not available, due development or not applicable.
A05	External clinician calls to Clinical Assessment Service (CAS)	
B07, B08	Call answer centiles	Due to the way that our calls are currently aggregated, centile figures may be inaccurate. We have not yet been able to provide a more granular measurement for centile call time.
D11	Calls with clinician or Clinical Advisor input into the assessment but where the clinician hasn't spoken to the caller	These items are currently not available, due development or not applicable.
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	
D21	95th centile time to clinical assessment for callers requiring assessment within 20 minutes (immediately)	Due to the way that our calls are currently aggregated, centile figures may be inaccurate.
E17	Number of callers recommended self-care at the end of clinical input	It is likely that we are under-reporting self-care advice when clinicians have advised home management in the consult

		notes but have not correctly changed the call to a self-care disposition.
G01	Number of calls where caller given an appointment	Ongoing problems with providing appointments.
G03	Number of calls where the caller was booked into a GP Practice or GP access hub	There are not enough bookable appointments across GP and GP hub for patients with the relevant disposition code.
G11	SDEC service bookings	The booking system is not utilised as often as DoS option is being presented. There is ongoing discussion around hydrating the SG/SD codes to present more often at clinical CAS endpoints via PaCCs to enable the clinicians to select the EDDI DAB slots.
G12, G13	Calls received by dental services not using DoS	These items are currently not available, due development or not applicable.
H17	NHS 111 Online contacts initially given an ETC disposition which the patient has agreed to clinical contact and provided the necessary information for a callback	
H18	NHS 111 Online contacts initially given an ETC disposition that are validated	

Comments for 111AG8 Norfolk including Great Yarmouth and Waveney

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service into NHS 111	These items are currently not available, due development or not applicable.
A05	External clinician calls to Clinical Assessment Service (CAS)	
B07, B08	Call answer centiles	Due to the way that our calls are currently aggregated, centile figures may be inaccurate.
D11	Calls with clinician or Clinical Advisor input into the assessment but where the clinician hasn't spoken to the caller	These items are currently not available, due development or not applicable.
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	
D21	95th centile time to clinical assessment for callers requiring assessment within 20 minutes (immediately)	Due to the way that our calls are currently aggregated, centile figures may be inaccurate.
E17	Number of callers recommended self-care at the end of clinical input	It is likely that we are under-reporting self-care advice when clinicians have advised home management in the consult



		notes but have not correctly changed the call to a self-care disposition.
G03	Number of calls where the caller was booked into a GP Practice or GP access hub	There are not enough bookable appointments across GP and GP hub for patients with the relevant disposition code.
G07	Number of calls where the caller was booked into a UTC	These metrics have always been very low – although September G07 is the lowest we have seen. There appears to be no operational changes affecting this metric.
G11	SDEC service bookings	SDEC is not used on the DoS much; SDEC booking is done by phone not booking system. Numbers will remain low until SDEC services pick up and are profiled on the DoS. There is ongoing discussion around hydrating the SG/SD codes to present more often at clinical CAS endpoints via PaCCs to enable the clinicians to select the EDDI DAB slots which will improve reporting.
G12, G13	Number of calls received by dental services not using DoS	These items are currently not available, due development or not applicable.
H17	Number of NHS 111 Online contacts initially given an ETC disposition which the patient has agreed to clinical contact and provided the necessary information for a callback	
H18	Number of NHS 111 Online contacts initially given an ETC disposition that are validated	

## IOW

Comments for 111AA6 Isle of Wight

Outcomes of calls forwarded to remote Clinical Assessment Services (DAS, PHL and MHA) are currently not included in the ADC submission.

Data item	Description	Comments
A01	Number of calls received	Includes around 20-30 calls a month which are received/answered from other NHS 111 providers.
A07	Calls which originated from an external NHS 111 provider	A07 is excluded from our submission as this total (around 20-30 calls a month) is already included in A01.
B01	Calls answered within 60 seconds	Improvement in performance since last month is due to lower call volumes and a return to normal processes following the Adastra outage in August. Staffing remains an issue.

B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Calls where person triaged	
C01	Number of calls where person triaged	With regard to C01 exceeding the sum of A03, A04, A07 - Aadastra is still freezing periodically causing cases to be locked and resulting in a small number of cases being double-counted.
D01	Calls assessed by a clinician or Clinical Advisor	Improvement in performance since last month is due to lower call volumes and a return to normal processes following the Aadastra outage in August.
E17	Callers recommended self-care at the end of clinical input	Calls forwarded to our remote Clinical Assessment Services (CAS) not included.
E26, E27	Calls initially given an ETC disposition that are validated	We are only validating a small number of SG / SD's as our 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 to record only the calls that 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.
F01 to F03	Directory of Services	Figures provided have been extracted from the Pathways Intelligent Data Toolkit this month as SSRS reporting is not available following the Aadastra outage.
G01 to G10	Callers given appointments and booking types	At this time, we do not book appointments into several services. For example, almost 2/3 of our ETC dispositions are referred to services other than ETC (UTC / IUC etc) where we do not currently book appointments. In addition, high volumes of out of area calls reduces the opportunity to book appointments.
G05	Calls where the caller was booked into an IUC Treatment Centre	At this time our 111 service is not able to book directly into our own IUC or any other IUC services elsewhere, although in some months one or two bookings may come through.
G10, G11	SDEC service bookings	IOW now have an SDEC service and are currently working on referral and booking pathways.
G15-G19	Prescription & pharmacy services	SSRS reporting is not available following the Aadastra outage during August. Therefore, these metrics may be incorrect.
G20 to G23	Face to face consultations	This section of reporting is still being developed.
H01 to H18	NHS 111 Online	SSRS reporting is not available following the Aadastra outage during August. Therefore, no reporting figures are available for H01 to H18.

## LAS

Comments for 111AH5 North East London

Reporting has been re-instated this month using manual processes and in-house developed code but some discrepancies may remain until Adastra LogShipping is available.

Data item	Description	Comments
C01	Number of calls where person triaged	Disparity with provisional date is because the weekly submission did not have any CAS data for 1 <sup>st</sup> to 4 <sup>th</sup> September while we were developing temporary solutions to overcome the lack of LogShipping.
D01	Calls assessed by a clinician or Clinical Advisor	
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	Data incomplete due to the ADASTRA outage. Not all appointments available.

Comments for 111AJ1 North West London

Reporting has been re-instated this month using manual processes and in-house developed code but some discrepancies may remain until Adastra LogShipping is available. In addition, because LCW perform most of the CAS processing and are still affected by the Adastra outage, figures supplied for the following data may be under-reported: A04-A05, B10-B11, C01-C06, D01-D14, E01-E31, F01-F03 and G01-G23.

Data item	Description	Comments
B10	Calls passed to a clinician or Clinical Advisor for a call back	Under-reported - missing data from the CAS due to Adastra outage at LCW.
B11	Total call back waiting time (seconds)	
C01	Number of calls where person triaged	Disparity with provisional date is because the weekly submission did not have any LAS CAS data for 1 <sup>st</sup> to 4 <sup>th</sup> September, there were data supply issues on the 9 <sup>th</sup> to 11 <sup>th</sup> September, and the weekly data for w/e 9 <sup>th</sup> and w/e 26 <sup>th</sup> September was incorrect.
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional date is because the weekly submission did not have any LAS CAS data for 1 <sup>st</sup> to 4 <sup>th</sup> September and there were data supply issues on the 9 <sup>th</sup> to 11 <sup>th</sup> September.
D13, D14	Callers who needed to speak to a clinician or Clinical Advisor within 20 minutes (immediately)	Under-reported - missing data from the CAS due to Adastra outage at LCW.

D20 to D26	Clinical assessment for callers requiring assessment	
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Data supplied by PPG only. No data from LAS or LCW.
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G01 to G14	Number of calls where caller given an appointment	Reporting is affected by the repercussions of the Adastra outage as we are missing data from LCW for these measures.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Due to ADASTRA outage, appointment slots not available as LAS was the first site to go live after the outage.
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded usually.
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	LCW unable to provide this figure.
G23	Number of patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	Not applicable to the service.

#### Comments for 111AD7 South East London

Reporting has been re-instated this month using manual processes and in-house developed code but some discrepancies may remain until Adastra LogShipping is available.

Data item	Description	Comments
C01	Number of calls where person triaged	Disparity with provisional date is because the weekly submission did not have any CAS data for 1 <sup>st</sup> to 4 <sup>th</sup> September while we were developing temporary solutions to overcome the lack of Logshipping.
D01	Calls assessed by a clinician or Clinical Advisor	
E21	Calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Numbers affected by the ADASTRA Outage.
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.
G21	Patients receiving a face to face consultation in their home residence within the timeframe agreed	Numbers affected by the ADASTRA Outage.

G23	Patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	
-----	---	--

### LCW

Comments for 11AD5 North Central London

Only able to provide telephony numbers for September because of issues caused by the major outage of the Adastra system due to a cyber-attack on Thursday 4<sup>th</sup> August. No data are available relating to data items A04–A07 and B10 onwards.

Data item	Description	Comments
A01	Number of calls received	SVCC continued to be utilised throughout September. Activity is down against forecast and on previous months. Initial investigations indicate 1.2% of NCL activity was routed to other providers.
A02	Calls routed through IVR	A02 is blank as the definition has been reviewed. Will resubmit once the telephony system allows us to report on this.
A03	Number of answered calls	Telephony data items improved on previous month because we were no longer working in contingency mode. Performance affected by unplanned sickness in Health Advisor staff and continuing shortfall in recruitment.
B01	Number of calls answered within 60 seconds	
B06	Total time to call answer	Figure submitted is incorrect and should be 7,397,336 seconds as submitted in the weekly provisional data.

### MEDVIVO

Comments for 111AJ2 BaNES, Swindon & Wiltshire

Since the national Adastra outage at the beginning of August no operational data has been made available from Advanced/Adastra (items B10 onwards). We have only been able to submit telephony performance data – no clinical/operational information has been available.

Data item	Description	Comments
B01	Calls answered within 60 seconds	Data is still missing as we are still operating on DHU's Adastra which is hosted by Advanced. The significant improvement in calls answered, time to answer and reduction in abandonment rate is due to being back on the system.
B02	Number of calls abandoned	
B06, B07	Call answer time	

### ML CSU (North West including 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 NHS 111 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 providers. Data submitted for NWAS, BARDOC (Bolton, Bury, Heywood, Middleton and Rochdale) and FCMS (Fylde Coast and Morecambe Bay). Partial data has been submitted by Pennine Lancashire (Blackburn with Darwen and East Lancashire) due to the Adastra outage.

Data item	Description	Comments
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional figures is because different providers submit monthly and weekly returns.
D25	95th centile time to clinical assessment for callers requiring assessment within a timeframe over 20 minutes	The 95th centile is the summation of the individual returns from NWAS/CAS/OH providers so is not accurate.
E01 to E30	Calls with Clinical Input, IUC Recommendations (Dispositions) and Validation of Dispositions	Figures exclude data from some service providers.
E01	Total number of dispositions	Exceeds number of calls where person triaged (C01) due to double-counting calls reported by NWAS and the other providers. C01 = NWAS only. E01 = NWAS plus CAS providers.
E25	Total wait time to category 3 or 4 ambulance validation (seconds)	CAS providers are unable to provide the data for E25.
G03, G05, G07, G09	IUC Service Integration	Figures exclude data from some service providers.
G10, G11	SDEC service	G10 includes NWAS only; G11 includes NWAS and CAS providers. Issue with G11 exceeding G10 appears to be related to counting by BARDOC (Bolton, Bury and H,M&R) including SDEC as the final disposition after CAS assessment.
G14	Calls where caller given any other appointment	Figures exclude data from some service providers.
G20 to G23	Number of patients receiving a face to face consultation within the timeframe agreed	The numbers reported are the summation of the individual <u>limited</u> number of OOH returns currently received.

H01, H02, H04, H13 to H18	NHS 111 Online Contacts	Figures exclude data from some service providers.
---------------------------	-------------------------	---

## NEAS

Comments for 111AA1 North East

Figures exclude outcome/ call performance for sub-contracted providers (GatDoc, VoCare & Elm) and initial telephony/triage data for DCAS in Cumbria.

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.
A07	Calls which originated from an external NHS 111 provider	We are unable to separately identify calls that are transferred from another 111 provider in SystemOne.
B09	Total time of abandoned calls	We do not have the system capability to extract this information.
C01	Number of calls where person triaged	We are unable to identify the origin of the call when it's passed into SystemOne, therefore figures incorrectly include some cases originating from NHS 111 Online & some cases passed electronically from another 111 provider. Currently there is no way to differentiate these from legitimate triaged calls.
D01	Calls assessed by a clinician or Clinical Advisor	Locally agreed processes reduce the pool of cases which require clinical interaction. Both E21 & E27 reduce the volume of calls requiring clinical input.
D02 to D09	Calls assessed by a clinician or Clinical Advisor	Items are under-reported at system level with clinical assessment not captured for primary care, OOH or UTCs. 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	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	
D13 to D14	Call backs by a clinician	Under reported at system level as call back reporting does not include performance from external providers.
D26	Number of calls assessed by a clinician or Clinical Advisor by video consultation	We cannot currently provide this information.
E21	Calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Performance impacted by clinical pressures. Escalation plans continued to be implemented during activity surges.
E26	Calls given an ETC disposition	NHS 111 Online cases booked in CAD are included in this figure as we are currently unable to separate them. These cases do not receive a re-validation (E27) as they are passed by clinician for a booking.
E27	Calls given an ETC disposition that are validated	As per local commissioning policy, not all cases are passed for a revalidation and it is switched off during periods to support clinical call backs. The local agreement to aid clinical effectiveness remains in place with our commissioners, which reduces the opportunity to revalidate the total denominator of ED cases.
F03	Callers allocated first service type 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	Calls passed via ITK to service for a call back aren't currently counted as a booking as no booking time recorded.
G11	Bookings into an SDEC service	Currently not utilised – no bookings or selections recorded.
G12, G13	Bookings into dental services not using DoS	We do not have the system capability to provide this information.
G22, G23	Face to face consultations in an IUC Treatment Centre	Not reported - this information is outside of our service.
H01 to H18	NHS 111 online contacts	Due to system limitations we cannot separately identify this information. Contacts generated from NHS 111 Online activity are included in the corresponding data items in sections D and G.



## NECS

Comments for 111A17 Yorkshire and Humber (NECS)

Due to ongoing issues with Adastra, YAS are only able to report on the following data fields for September: A01-A07 and B01 - B09.

Data for GP OOH providers includes: 8GY92-LCD, NNF - City Healthcare Partnership CIC, Y01173-Sheffield GP Collaborative, i-Heart - Y05222, NL3-CARE PLUS, RFR - Rotherham NHSFT, NXL01 – FCMS, NL0 – Vocare, RJL-Northern Lincolnshire and Goole NHS Foundation Trust. Data for the following GP OOH providers have not been submitted this month: RCD-Harrogate & District, NNJ-DHU Bassetlaw OOH.

Data item	Description	Comments
A01	Number of calls received	Decrease in demand may have been impacted by an IVR message through the Adastra outage saying we were experiencing technical difficulties.
A07	Calls which originated from an external NHS 111 provider	Data is not currently available from YAS but is provided by several GPOOH providers.
B02	Number of calls abandoned	The case length reduced after the Adastra outage ended in the first week of September, and the call volume dropped. The reduced demand coupled with the shorter call time saw fewer calls abandoned than in August.
B07	95th centile call answer time (seconds)	LCD Dental cannot provide item B07 - therefore this is 111 data only.
G01 to G14	Number of calls where caller given an appointment	G01 contains bookings across the system, comprising bookings by YAS as well as estimated bookings made by other OOH providers (based on assumptions made about how many cases these providers go on to book). Disparity with provisional data is because weekly submissions include YAS activity only; monthly data includes bookings from providers across the system. The difference is large because YAS refer a lot of cases to OOH providers and don't book in many patients.
G10, G11	SDEC selections	These figures will remain at low levels or zero until the next Pathways update when some more options to refer to SDEC are made available.
G15	Repeat prescription medication issued	Includes number of cases requesting a repeat script which was then issued by LCD ADC GPOOH (which are not included in E14).
G16, G18	Calls where a community pharmacy service was an option on DoS for repeat prescription medication / minor illness	YAS cannot currently provide these items due to data on DoS options available for each call not being available through Adastra.

## NHS Black Country and West Birmingham CCG

Comments for 1111AK5 West Midlands

Data item	Description	Comments
A06	Unscheduled IUC attendances	Data items not applicable at this time.
B01	Number of calls answered within 60 seconds	Challenges with sickness absence and attrition impacted call answer performance with Saturdays being particular challenging.
B02	Number of calls abandoned	
B06, B07	Call answer time	
D10	Calls assessed by a clinician or Clinical Advisor that were warm transferred	WMAS is not currently doing warm transfers
D12	NLP calls that resulted in the caller speaking to a clinician or Clinical Advisor	Data item not applicable at this time.
D14	Number of callers who needed to speak to a clinician or Clinical Advisor within 20 minutes (immediately), who were warm transferred or received a call back within 20 minutes	Performance affected by staffing sickness/isolation for Covid as well as the high and increasing number of Ambulance validations. Ambulance validations have a local validation target of 30 minutes.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Although ambulance validation numbers are increasing, we validate a high volume of calls with a senior clinical review to enable better outcomes. This means clinical supervisors review every case as they present in the queue to flag any potential risks.
E27	Number of calls initially given an ETC disposition that are validated	At times of high demand for our clinicians, ED validation is sometimes not available.
G01	Calls where callers given an appointment	We can only book appointments into two out of our six OoHs providers.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Appointment utilisation is impacted upon by the availability of appointments within the triage disposition timeframe. Often, available appointments are after the window for attendance.
G07	Number of calls where the caller was booked into a UTC	Reduce bookings this month are related to the Adastra system issues which meant not all services were available for bookings.
G11	Callers booked into an SDEC service	We rarely have SDEC cases and, if so, the numbers tend to be very small.
G12, G13	Calls received by Dental services	Data item not applicable at this time.
G15	Calls where repeat prescription medication was issued within your service	This item is currently missing.

G20 to G23	Face to face consultations	Data not available currently.
H13 to H16	NHS 111 Online contacts	

### PRACTICE PLUS GROUP (PPG)

Comments for 111AL2 Devon (PPG) (covers 27th to 30th September)

The Devon contract area was taken over from Devon Docs on 27<sup>th</sup> September.

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data is because Vocare, who have been supporting PPG with the Devon mobilisation, were unable to provide weekly data for the last 4 days of September.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	
B06	Time to call answer	
B07, B08	95 <sup>th</sup> /99 <sup>th</sup> centile call answer time (seconds)	Telephony centiles exclude Vocare data as aggregate data is received by PPG.
C01	Number of calls where person triaged	Disparity with provisional data is because Vocare, who have been supporting PPG with the Devon mobilisation, were unable to provide weekly data for the last 4 days of September.
D01	Calls assessed by a clinician or Clinical Advisor	

Comments for 111AH2 Gloucestershire

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional figures is because weekly submissions didn't include the Gloucester HCP calls. Improvement in performance this month due to assistance from HUC and recruitment.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	
B06	Total time to call answer	
B07, B08	95 <sup>th</sup> /99 <sup>th</sup> centile call answer time (seconds)	Gloucestershire telephony centiles exclude HUC data as aggregate data is received by PPG.
C01	Calls where person triaged	

D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional figures is because weekly submissions didn't include the Gloucester HCP calls. Improvement in performance this month due to assistance from HUC and recruitment.
E27	Number of calls initially given an ETC disposition that are validated	ED DoS validation became fully live in February 2022. This means that a number of ED cases are validated at the DoS stage and referred to another appropriate service such as an MIU and not to an ED. These cases are not included in E27. When we incorporate ED DoS validated cases, our ED validation rate (E27/E26) for the month of September is actually 88.6%.
G01	Calls where caller given an appointment	We can only give patients an appointment or booked timeslot with any service if they are made available to us. Looking at total slot utilisation (both ED & PC) of the slots made available to 111 to book, only 17 slots (1%) were not booked throughout September. 47% of total cases there were no appointments available for 111 to book in to.
G05	Calls where the caller was booked into an IUC Treatment Centre	111 cannot book into home residencies as we do not generate a home visit Dx code. These cases will be passed through to the out of hours for a call back. During September there were only 8 slots made available to 111 staff to actually book into MIU's/UTC's and 5 of those were booked. 92% of total cases there were no appointments available for 111 to book into.
G09	Calls where caller given a booked time slot with an ED	As with previous months, patients are booked time slots into ED if appointment slots are made available to book. During September there were no slots available for 111 to book directly into in 78% of total cases. Of the slots made available to 111 (93 slots), only 1% (3 slots) of those slots were not booked by our staff. Meaning 97% of the slots available to us were utilised and booked.
G11, G10	SDEC selections	The SDEC care service isn't currently active.

#### Comments for 111AH7 North East Essex & Suffolk

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	Improvements in performance reflect focus on recruitment and retention.
B02	Number of calls abandoned	
B06, B07	Time to call answer	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	

E27	Number of calls initially given an ETC disposition that are validated	Now validated through ED DOS validation, which shows improvements month on month.
G01	Calls where caller given an appointment	Advanced outage resolved but limited opportunities for making appointments.
G03	Calls where the caller was booked into a GP Practice or GP access hub	
G05	Calls where the caller was booked into an IUC Treatment Centre	
G07	Calls where the caller was booked into a UTC	Minimal opportunities to do this in SNEE (just one UTC). Improvement since last month is due to the Advanced outage being resolved as we could not book into the UTC during the outage.
G10, G11	SDEC selections	The SDEC care service isn't currently active.

Comments for 111AK9 South West London

SWL case metrics exclude LAS data due to ongoing issues with Adastra.

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data was due to an issue with the procedure that imports LAS' telephony data between the 21 <sup>st</sup> and 25 <sup>th</sup> September inclusive which meant that data were missing from the weekly submission. The issue was resolved in time for the monthly submission.
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, B08	95 <sup>th</sup> & 99 <sup>th</sup> centile call answer time (seconds)	SWL Telephony centile figures exclude LAS data as line data is not available.
E27	Number of calls initially given an ETC disposition that are validated	The figure reported is incorrect; actual ED Validation figures we run an ED DoS validation which shows proportion of calls initially given an ED that are validated at 90% August and 89.1 % September. This means that a number of ED cases are validated at the DoS stage and referred to another appropriate service such as an MIU and not to an ED.
F02	Directory of Services: no service available other than ED (ED catch-all)	Zero is correct, no cases this month.

Comments for 111AI2 Surrey Heartlands

Data item	Description	Comments
A03	Number of answered calls	Improvements in performance reflect focus on recruitment and retention.
B01	Number of calls answered within 60 seconds	
B02	Number of calls abandoned	
B06, B07	Time to call answer	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
E27	Number of calls initially given an ETC disposition that are validated	Now validated through ED DOS validation, which shows improvements month on month.
G01	Calls where caller given an appointment	Advanced outage resolved but limited opportunities for making appointments.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	
G07	Calls where the caller was booked into a UTC	Improvement since last month is due to the Advanced outage being resolved as we could not book into the UTC during the outage.
G10, G11	SDEC selections	The SDEC care service isn't currently active.

## SCAS

Comments for 111AH9 Hampshire & Surrey Heath

We are unable to provide any non-telephony metrics this month as we are without a data feed from Adastra.

Data item	Description	Comments
A02	Calls routed through IVR	No IVR at call start when passed to service. 0 is correct.
A04	Calls transferred from the 999 Ambulance Service into NHS 111	This item is generated from our Adastra feed, which we don't have at this time.
A05	External clinician calls to Clinical Assessment Service (CAS)	Unable to provide this figure.
A07	Calls which originated from an external NHS 111 provider	This item is generated from our Adastra feed, which we don't have at this time.

B01	Number of calls answered within 60 seconds	Telephony performance on the 19 <sup>th</sup> September bank holiday was better in comparison to the average across all other Mondays in the month. Despite a 16.8% increase in demand, the percentage of calls answered in 60 seconds improved from 42% to 57.2% and the percentage of calls abandoned improved from 10% to 4.57%.
B02	Number of calls abandoned	

#### Comments for 111AG9 Thames Valley

We are unable to provide any non-telephony metrics this month as we are without a data feed from Adastra.

Data item	Description	Comments
A02	Calls routed through IVR	No IVR at call start when passed to service. 0 is correct.
A04	Calls transferred from the 999 Ambulance Service into NHS 111	This item is generated from our Adastra feed, which we don't have at this time.
A05	External clinician calls to Clinical Assessment Service (CAS)	Unable to provide this figure.
A07	Calls which originated from an external NHS 111 provider	This item is generated from our Adastra feed, which we don't have at this time.
B01	Number of calls answered within 60 seconds	Telephony performance on the 19 <sup>th</sup> September bank holiday was better in comparison to the average across all other Mondays in the month. Despite a 16.8% increase in demand, the percentage of calls answered in 60 seconds improved from 42% to 57.2% and the percentage of calls abandoned improved from 10% to 4.57%.
B02	Number of calls abandoned	

#### SECAmb

##### Comments for 111AI9 Kent, Medway & Sussex

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data is due to an error in the weekly submission whereby the volume for Thursday 15 <sup>th</sup> Sep was over-stated by 3,000 calls. The value of 95,090 is correct.
D21	95th centile time to clinical assessment for callers requiring assessment within 20 minutes (immediately)	Metric currently in development as agreed with local commissioners.

D24, D25	Time to clinical assessment for callers requiring assessment within a timeframe over 20 minutes	Metrics currently in development as agreed with local commissioners.
D26	Calls assessed by a clinician or Clinical Advisor by video consultation	Metric out of scope for our operating model.
E21, E22	Calls initially given a category 3 or 4 ambulance disposition that are validated within a specified timeframe	Metrics currently unavailable.
E25	Total wait time to category 3 or 4 ambulance validation	
E30	Total wait time to ETC validation (seconds)	
F02	DoS: no service available other than ED (ED catch-all)	Unable to identify this value in the Cleric platform.
G11	SDEC referrals and bookings	CCGs are currently working on optimising the DoS profiling and eligibility of SDEC services but for now these data items are unavailable.
G20, G21, G22, G23	Face to face consultations	Agreed with our Lead Commissioner that these are out of scope, as not relevant to our operating model.

## VOCARE

Comments for 111AF1 Cornwall

Data item	Description	Comments
A03	Number of answered calls	Increase in staff absence impacted calls answered metrics this month despite the lower demand levels.
B01	Number of calls answered within 60 seconds	
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	
G06, G07	DoS selections for UTC	These services aren't available/commissioned in Cornwall.
G10, G11	SDEC referrals and bookings	No cases arose to report.



Comments for 111AF4 Staffordshire

Extended access bookings are not recorded in the data for all areas in Staffordshire due to manual work arounds. The CCG are leading on programme of works to move access of these services to DOS/ITK.

<b>Data item</b>	<b>Description</b>	<b>Comments</b>
G06, G07	DoS selections for UTC DoS selections for UTC	Staffordshire ICS still does not have any UTCs operationalised and they are not expected to be for at least the next 12-18 months. Any low numbers that appear in submissions may be due to patients on the service's border.
G10, G11	SDEC referrals and bookings	No cases arose to report.