

IUC ADC November 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 November: DHU, LAS, Medvivo, NECS, and SCAS. Care should be taken when interpreting their figures.

BRISDOC

Comments for 111AI5 Bristol, North Somerset & South Gloucestershire

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional figures is due to missing data for 26 & 27 November in the weekly collection.
A03	Number of answered calls	
B01	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	

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.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	PPG as NHS111 provider run bespoke processes for 999 validations, which typically result in higher validation rates than can be captured via ADC. If these were included for November, KPI 7 would be 75.4%.
E27	Number of calls initially given an ETC disposition that are validated	PPG operate a bespoke system for ED 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. If these validations were included for November, KPI 8 would be 85.5%.
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 (ie 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 111AH8 Somerset

Data Items	Description	Comments
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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 are not available from Adastral for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastral, so any major month on month changes can be attributed to this.

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 are not available from Adastral for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastral, so any major month on month changes can be attributed to this.

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 are not available from Adastral for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastral, so any major month on month changes can be attributed to this.

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 are not available from Adastral for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastral, so any major month on month changes can be attributed to this.

Data item	Description	Comments
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A04	Calls transferred from the 999 Ambulance Service	Not applicable to service.
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Comments for 111AC6 Northamptonshire

For the six DHU contract areas, data are not available from Adastra for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastra, so any major month on month changes can be attributed to this.

Data item	Description	Comments
A04	Calls transferred from the 999 Ambulance Service	Not applicable to service.
G22	Patients requiring a face to face consultation in an IUC Treatment Centre	We are able to include these items despite the Adastra outage as these values are populated by SystemOne data for Northamptonshire.
G23	Patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	

Comments for 111AL1 Nottinghamshire

For the six DHU contract areas, data are not available from Adastra for the whole of November due to the cyber-attack in early August. Data available from alternative sources have been included. However, the bulk of DHU's monthly data is sourced from Adastra, so any major month on month changes can be attributed to this.

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
A01	Number of answered calls	We are having ongoing issue with ghost calls coming through to 111 due to a potential fault at a local exchange. This amounts to over 500 calls from just 2 numbers in the month of November which are being filtered out by the local IVR message.
A04	Calls transferred from the 999 Ambulance Service	No data available. Unable to identify individuals calls from 999 service.
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	Disparity with provisional figures is due to some estimated figures in the weekly reports due to errors with one of our data suppliers.
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 item	Description	Comments
B01	Calls answered within 60 seconds	Improvements this month in call answering performance is due to staff efficiencies. Adastra was running slowly in September and October which meant that call handling was taking longer, which in turn meant that we lost capacity to answer calls. We have also made some changes to staff rotas. Any disparity with provisional figures is because of late running reports. We are still without Adastra's SSRS system and are having to rely on data being e-mailed directly from Adastra. This is causing a few problems with daily reporting which we are having to remedy in arrears when an omission is found.
B02	Number of calls abandoned	
B06, B07	Call answer time	
C01	Number of calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	

Comments for 111AB2 Hertfordshire

Data item	Description	Comments
B01	Calls answered within 60 seconds	Improvement in performance for call answering attributed to staff efficiencies.
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	Disparity with provisional figures is due to weekly reports missing incomplete cases which are reconciled in the monthly submission.
G10, G11	SDEC service bookings	Continues to be work in progress.

Comments for 111AG7 Luton & Bedfordshire

Data item	Description	Comments
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.

Comments for 111AI3 West Essex

Data item	Description	Comments
B01	Calls answered within 60 seconds	Improvement in performance for call answering can be attributed to staff efficiencies.
B02	Number of calls abandoned	
B06, B07	Time to call answer	
C01	Number of calls where person triaged	Disparity with provisional figures is due to end of month reconciliations.
D01	Calls assessed by a clinician or Clinical Advisor	
G20, G21	SDEC service bookings	Items G20 and G21 are under-reported due to clinicians not having access to Aداstra while conducting home visits.
G20-G23	Face to face consultations	Though the Aداstra 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.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Performance affected by clinical capacity following a change in the 111 clinician process.
G03	Number of calls where the caller was booked into a GP Practice or GP access hub	Although this has stabilised over recent months there are not enough bookable appointments across GP and GP hub for patients with the relevant disposition code.
G10, 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
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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	
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 especially affected by clinical availability on Sundays.
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.
D23	Number of callers who needed to speak to a clinician or Clinical Advisor within a timeframe over 20 minutes, who were warm transferred or received a call back within the specified timeframe	Performance especially affected by clinical availability on Sundays.
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.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Performance affected by clinical capacity following a change in the 111 clinician process.
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	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 call back	
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.
B02	Number of calls abandoned	Performance affected by high levels of sickness in the call handling team during October and ongoing recruitment.
B06, B07	Time to call answer	
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 Adastra 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.
G16-G19	Prescription & pharmacy services	Following the Adastra outage in August, IOW are now using DoS service data downloaded from the 'Pathways Intelligent Data Tool' to calculate G16, G17, G18 and G19 (independently of SSRS). These case lists do unfortunately include '111 Online cases' (which should not be included in these particular metrics). It's not possible to identify and remove them from G17 and G19 but it's thought the variance will be minimal.
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 Adastra outage during August. Therefore, no reporting figures are available for H01 to H18.

LAS

Comments for 111AH5 North East London

Reporting continues to use manual processes and in-house developed code, while awaiting the re-instatement of Adastra Logshipping. Some discrepancies may remain until Adastra Logshipping is available.

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	Improvements in performance this month reflect the use of 'DHU National Contingency' which started taking calls for NEL and SEL on 3 rd November. In November 'DHU NC' answered 16,649 calls across the two contract areas.
B02	Number of calls abandoned	
B06, B07	Total time to call answer	
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not relevant to our service; incorrectly reported previously.
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G01	Number of calls where caller given an appointment	We are now including SMILE data in the calculation of G01
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.
G13	Calls received by dental services not using DoS that resulted in a booked appointment	This is the appointment data from SMILE.

Comments for 111AJ1 North West London

Reporting for LAS continues to use manual processes and in-house developed code, while awaiting the re-instatement of Adastra Logshipping. Some discrepancies may remain until Adastra Logshipping is available. Our partner provider, LCW, is still affected by the Adastra outage and has been unable to report on its CAS data which has affected our ability to report the complete volumes on the following data items: A04-A06, B10-B11, C01-C06, D01-D14, E01-E31, F01-F03, G01-G23.

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional figures is because of delays in receiving detailed PPG telephony data and PPG CAS data over a weekend which does not arrive at LAS in time for the weekly ADC submission.
A03	Number of answered calls	
B01	Number of calls answered within 60 seconds	
B02	Number of calls abandoned	
B06, B07	Time to call answer	
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 to C06	Number of calls where person triaged	C01 does not sum correctly to its constituent parts as reporting is affected by the repercussions of the Adastra outage.
D01 to D09	Calls assessed by a clinician or Clinical Advisor	D01 does not sum correctly to its constituent parts as reporting is affected by the repercussions of the Adastra outage. We are also missing data from LCW for these measures.
D20 to D25	Clinical assessment for callers requiring assessment	Under-reported - missing data from the CAS due to Adastra outage at LCW.
E01 to E18	Total number of dispositions	E01 does not sum correctly to its constituent parts as reporting is affected by the repercussions of the Adastra outage. We are also missing data from LCW for these measures.
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G01 to G23	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	Under reported no LCW data.
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded usually.

G20, G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	LCW unable to provide this figure.
G22, G23	Number of patients receiving a face to face consultation in an IUC Treatment Centre within the timeframe agreed	Not applicable to the service. This measure is not reported on in the monthly NWL Commissioners report.

Comments for 111AD7 South East London

Reporting continues to use manual processes and in-house developed code, while awaiting the re-instatement of Adastra Logshipping. Some discrepancies may remain until Adastra Logshipping is available.

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	Improvements in performance this month reflect the use of 'DHU National Contingency' which started taking calls for NEL and SEL on 3 rd November. In November 'DHU NC' answered 16,649 calls across the two contract areas.
B02	Number of calls abandoned	
B06, B07	Time to call answer	
D12	Number of Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not relevant to our service; incorrectly reported previously.
F03	Calls where the caller is allocated the first service type offered by DoS	Unable to calculate this measure without Adastra LogShipping.
G01	Number of calls where caller given an appointment	We are now including SMILE data in the calculation of G01
G11	Calls where the caller was booked into an SDEC service	No bookable appointments recorded.
G13	Number of calls received by dental services not using DoS that resulted in a booked appointment	This is the appointment data from SMILE.

LCW

Comments for 11AD5 North Central London

The IUC ADC Reporting Suite in Adastra has not been updated to match the 2022/23 IUC ADC specification, therefore some data items are based on 2021/22 definitions.

Data item	Description	Comments
A01	Number of calls received	A01 number of calls received is lower than in previous years due to SVCC routing 4.3% of intended calls 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 calls answered	Performance affected by daily high levels of staff abstraction.
A07	Calls which originated from an external NHS 111 provider	Not provided in the current suite of reports we run from Adastral. Figure estimated as 8,435.
B01	Number of calls answered within 60 seconds	Performance affected by daily high levels of staff abstraction.
B02	Calls abandoned	
B06, B07	Time to call answer	
D04	Calls assessed by a mental health nurse	Not applicable.
D07	Calls assessed by a dental nurse	
D10	Number of calls assessed by a clinician or Clinical Advisor that were warm transferred	Figure is lower than expected.
D12	Natural Language Processing (NLP) calls that resulted in the caller speaking to a clinician or Clinical Advisor	Not applicable for our service.
D20 to D26	Clinical assessment	Not provided in the current suite of reports we run from Adastral.
E05	Number of callers recommended to attend Same Day Emergency Care (SDEC)	Figures are low due to restrictive criteria for referral into the service.
E20 to E25	Calls initially given a category 3 or 4 ambulance disposition	Items missing aggregated data due to loss of data feed.
E27 to E31	Calls initially given an ETC disposition	The validation figures are lower than actual due to the cases being transferred via the DoS for validation, using final Dx codes and not the interim validation codes for ED validations.
G10 to G11	Calls where the caller was booked into an SDEC service	Figures validated and are low due to restrictive criteria for referral into the service. G11 is blank because there are no booked appointments available for those services via the DoS.
G12 to G13	Calls received by dental services not using DoS	N/A as we are not Dental service.
H11 to H12	NHS 111 Online contacts that resulted in DoS selections for SDEC	SDEC services in the area, do not offer appointments via the DoS.
H17 to H18	NHS 111 Online contacts initially given an ETC disposition	This data item is lower than expected due to a case type mapping issue.

MEDVIVO

Comments for 111AJ2 BaNES, Swindon & Wiltshire

We are still unable to provide operational IUC metrics following the Aug-22 Aadastra outage.

Data item	Description	Comments
A01	Number of calls received	Performance affected by significant Aadastra issues reported by DHU, staff absence and a high number of new starters. Disparity with provisional data is due to a few hours of calls data updates missing over one weekend in the weekly submission.
A03	Number of answered calls	
B01	Number of calls answered within 60 seconds	
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 BARDOC (Bolton, Bury and HMR), Central Cheshire, East Cheshire, FCMS (Fylde Coast & Morecambe Bay), Pennine Lancashire (Blackburn with Darwen and East Lancashire) and NWAS. Not all CAS and OOH providers are reporting so there will be discrepancies in count when looking at totals between sections.

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	Overall level of demand continues to exceed capacity due to challenges with recruitment/retention and contractual levels commissioned.
B02	Number of calls abandoned	
B06, B07	Time to call answer	
C03	Calls where person triaged by a Health Advisor	NWAS have confirmed there was an issue with the numbers submitted for C03 & C04, where calls normally categorised under C04 were included in C03. The numbers ought to have been C03 105,009 and C04 17,556.
C04	Calls where person triaged by a Clinical Advisor	
D01	Calls assessed by a clinician or Clinical Advisor	Disparity with provisional figures is because different providers submit monthly and weekly returns.
D02 to D09	Calls assessed by staff type	Not all providers can split out professional groups so these are captured under 'other' to balance numbers.

D24	Average time to clinical assessment for callers requiring assessment within a timeframe over 20 minutes	Raw data not available to calculate the average and 95th percentile for these from provider submissions - number reported are the sum.
D25	95th centile time to clinical assessment for callers requiring assessment within a timeframe over 20 minutes	
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.
G01	Number of calls where caller given an appointment	Numbers not matching sum of parts due to G01 only being collected for 111 service (NWAS) and the others being collected from 111 and CAS services.
G10, G11	SDEC Service	Numbers only included from NWAS and not Bardoc and Central Cheshire due to incomplete data.
G03, G05, G07, G09	IUC Service Integration	Figures exclude data from some service providers.
G14	Calls where caller given any other appointment	
H01, H02, H04, H13 to H18	NHS 111 Online Contacts	

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.
B01	Calls answered within 60 seconds	The EOC have recently been making changes to Clinical Safety Plan (CSP Levels). Therefore, during certain periods fewer dual trained HA were required to be available on 999, therefore offering additional availability on 111.
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 and 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	Figures are affected by our internal process for "Hear & Advise" on the 999 service. This results in ambulance dispositions being cancelled off prior to being passed to

		our dispatch, although they end on 111 as an ambulance disposition. These will be included in E19 but will not receive a validation via a clinician.
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 111AI7 Yorkshire and Humber (NECS)

Due to Adastra issues, the only data fields completed for YAS are A01 - A07 and B01 - B09 (inclusive).

Data for GP OOH providers includes: 8GY92-LCD, NNF - City Healthcare Partnership CIC, Y01173-Sheffield GP Collaborative, RCD-Harrogate & District, i-Heart - Y05222, NL3-CARE PLUS, RFR - Rotherham NHSFT, NXL01 – FCMS, RJL - Northern Lincolnshire and Goole NHS Foundation Trust. Data for NNJ - DHU Bassetlaw OOH are unavailable due to ongoing issues caused by the Adastra outage.

Data item	Description	Comments
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A07	Calls which originated from an external NHS 111 provider	Data is not currently available from YAS but is provided by several GPOOH providers.
B01	Number of calls answered within 60 seconds	YAS performance continued to be affected by increased recruitment, which meant more experienced staff were helping new starters, resulting in less staff availability to take calls.
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	Performance affected by increase in call volumes and high staffing abstractions.
B02	Number of calls abandoned	
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	Reduced bookings this month are related to the Aadastra system issues which meant not all services were available for bookings.
G11, G10	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 items 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)

Vocare data excluded from telephony centile metrics and items D20, D21, D24 and D25 as only aggregated data is received from them.

Data item	Description	Comments
A01	Number of calls received	Disparity with provisional data is due to Vocare data missing in weekly submissions and included in monthly.
A03	Number of answered calls	
B01	Calls answered within 60 seconds	
B02	Number of calls abandoned	

B06 to B08	Time to call answer	
C01	Calls where person triaged	
D01	Calls assessed by a clinician or Clinical Advisor	
D23	Number of callers who needed to speak to a clinician or Clinical Advisor within a timeframe over 20 minutes, who were warm transferred or received a call back within the specified timeframe	Although lower volumes were seen in November, the acuity of patients in the clinical queue was high, resulting in priority 1 cases having to be dealt with first as well as continuing clinical validation of cat 3 & 4 ambulances taking precedence. All cases that enter our clinical queue are risk assessed by a clinician within 10 minutes & upgraded to a higher priority if required. Safety calls are also made whilst waiting for clinical call backs to check for any worsening or change of symptoms in our patients.
E17	Callers recommended self-care at the end of clinical input	Performance affected by acuity of patients within clinical queue higher than expected and lack of access to primary care.
E27	Number of calls initially given an ETC disposition that are validated	ED DoS validation is live. 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 November is actually 87.21%.
G01	Number of 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, UTC, MIS & PC) of the slots made available to 111 to book, only 30 slots (1%) were not booked throughout November. 33% of total cases there were no appointments available for 111 to book into.
G05	Number of calls where the caller was booked into an IUC Treatment Centre	Looking at the three IUC Treatment Centres in Devon, only one slot was made available for 111 to book into in Cumberland on the 16 th November. No other bookable appointments were available.
G07	Number of calls where the caller was booked into a UTC	We are currently reviewing what services are listed under a UTC UID. Currently all Devon services are profiled under a IUC TC or Urgent Care resulting in the calculate submissions being low.
G11	Number of calls where the caller was booked into an SDEC service	This SDEC service is not running currently in Devon.
G21	Number of patients receiving a face to face consultation in their home residence within the timeframe agreed	Affected by low clinical resource and operational rota resource challenges at the weekend.

Comments for 111AH2 Gloucestershire

Data item	Description	Comments
E17	Callers recommended self-care at the end of clinical input	Performance affected by acuity of patients within clinical queue higher than expected and lack of access to primary care.
E27	Number of calls initially given an ETC disposition that are validated	Since February 2022, 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 November is 86.29%.
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 (ED, MIU, GHAC & PC) of the slots made available to 111 to book (873), only 17 slots were not booked throughout November meaning 98.05% of the slots available to us were utilised and booked. In 40% of total cases there were no appointments available for 111 to book into.
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. In November there were only 8 slots made available to 111 staff to book into MIU's/UTC's and 5 of those were booked. In 90% of total appropriate 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 November there were no slots available for 111 to book directly into in 78% of total appropriate cases. Of the slots made available to 111 (58 slots), only 2% (4 slots) of those slots were not booked by our staff. Meaning 93.1% 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
E27	Calls initially given an ETC disposition that are validated	Now validated through ED DOS validation.
G01	Calls where caller given an appointment	Limited opportunities for making appointments.
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 (just one UTC).

G10, G11	SDEC selections	The SDEC care service isn't currently active.
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Comments for 111AK9 South West London

Data item	Description	Comments
B01	Number of calls answered within 60 seconds	Improvements in performance for the month of November are a result of focus on CA and HA recruitment and retention.
B02	Number of calls abandoned	
B06	Total time to call answer	
B07, B08	95th & 99th centile call answer time (seconds)	SWL Telephony centile figures exclude LAS data as line data is not available.
E17	Number of callers recommended self-care at the end of clinical input	Reduction in self-care outcomes post clinical assessment reflects an increase of under-18 Strep A Cases in second part of November which required more face to face consultations.
E21	Number of calls initially given a category 3 or 4 ambulance disposition that are validated within 30 minutes	Figures are missing 999 validations done by LAS; numbers show the few that were picked up by Practice Plus Group.
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 % 88.6 November. 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)	This is usually very low or zero.

Comments for 111AI2 Surrey Heartlands

Data item	Description	Comments
E27	Number of calls initially given an ETC disposition that are validated	Now validated through ED DOS validation.
G10, G11	SDEC selections	The SDEC care service isn't currently active.

SCAS

Comments for 111AH9 Hampshire & Surrey Heath

We are unable to provide against any non-telephony metrics for November due to ongoing issues with data feeds from Adastra.

Data item	Description	Comments
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.

Comments for 111AG9 Thames Valley

We are unable to provide against any non-telephony metrics for November due to ongoing issues with data feeds from Adastra.

Data item	Description	Comments
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.

SECAMB

Comments for 111AI9 Kent, Medway & Sussex

Due to a SECAMB Business Continuity Incident in November, the reported monthly values are lower than expected. An estimated 9,184 calls were offered to other 111IUC services via National Contingency during the BCI period.

Data item	Description	Comments
A01	Number of calls received	After factoring in the national contingency volumes, call activity was only slightly down on October, reflecting the fewer weekend days occurring in November. Disparity with provisional figures is due to a delay in loading the dataset for w/e 04/12.
A03	Number of answered calls	

A04	Calls transferred from the 999 Ambulance Service into NHS 111	SECamb does not transfer low-acuity 999 calls across to 111. Figures for previous months incorrectly included calls handled by dual trained agents.
B01	Number of calls answered within 60 seconds	Disparity with provisional figures is due to a delay in loading the dataset for w/e 04/12.
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	
D21	95th centile time to clinical assessment for callers requiring assessment within 20 minutes (immediately)	Metrics currently in development as agreed with local commissioners.
D24, D25	Time to clinical assessment for callers requiring assessment within a timeframe over 20 minutes	
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, G10	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
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.

Data item	Description	Comments
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.