Appendix E: OPEL 2024 to 2026 NHS 111 parameters V1.0

This guide defines each parameter within the NHS 111 services pillar of the Integrated OPEL Framework 2024 -2026, to ensure they can be consistently applied across all relevant processes and activities.

Please note that it must be read in conjunction with the Integrated OPEL Framework 2024 -2026, which provides the overarching structure and context within which these parameters operate.

For queries relating to this guide, please contact the iUEC national team at [england.uec-operations@nhs.net](mailto:england.uec-operations@nhs.net).

NHS 111 OPEL parameter and scoring thresholds table

| **Parameter** | **0 points** | **1 point** | **2 points** | **3 points** |
| --- | --- | --- | --- | --- |
| 1. Average speed to answer previous hour (minutes) | ≤3 | >3-9 | >9-15 | >15 |
| 1. Average speed to answer from midnight (minutes) | ≤3 | >3-9 | >9-15 | >15 |
| 1. Calls abandoned since midnight (percentage) | ≤10% | >10%-20% | >20%-30% | >30% |
| 1. Outstanding clinical cases per currently scheduled 111 clinicians (number) | ≤12 | >12-20 | >20-32 | >32 |
| 1. Clinical call backs offered in 20 minutes from midnight (percentage) | ≥35% | <35%-25% | <25%-15% | <15% |
| 1. Average wait for a clinical call back from midnight (minutes) | ≤180 | >180-300 | >300-480 | >480 |

NHS 111 OPEL normalised score thresholds

|  |  |
| --- | --- |
| **NHS111 OPEL** | **NHS11 normalised OPEL score** |
| OPEL 1 | 0 – 15 |
| OPEL 2 | >15 – 40 |
| OPEL 3 | >40–70 |
| OPEL 4 | >70-100 |

1. Average speed to answer previous hour (minutes)

The length of time before a call is answered is an important factor in overall patient experience. Prolonged delays in answering calls also increase rates for calls abandoned, which generates clinical risk. - IUC ADC KPI 2 (B06 / A03).

**Numerator:** IUC ADC B06 total time to call answer in the previous hour at time of OPEL assessment.

**Denominator:** IUC ADC A03 number of answered calls in the previous hour at time of OPEL assessment.

* ≤3 minutes 0 points
* >3-9 minutes 1 point
* >9-15 minutes 2 points
* >15 minutes 3 points

1. Average speed to answer since midnight (in minutes)

The length of time before a call is answered is an important factor in overall patient experience. Prolonged delays in answering calls increase rates for calls abandoned, which generates clinical risk. IUC ADC KPI 2 (B06 / A03)

**Numerator:** IUC ADC B06 total time to call answer at time of OPEL assessment.

**Denominator:** IUC ADC A03 number of calls answered calls

* ≤3 minutes 0 points
* >3-9 minutes 1 point
* >9–15 minutes 2 points
* >15 minutes 3 points

1. Calls abandoned since midnight (percentage)

This is the number of abandoned calls since midnight, these represent an unquantifiable clinical risk since, by definition, the needs of the caller have not been established. IUC ADC KPI 1 (B02 / (A03+B02))

**Numerator:** IUC ADC B02 number of calls abandoned since midnight at time of OPEL assessment.

**Denominator:** (IUC ADC A03 number of calls answered since midnight at time of OPEL assessment) + (IUC ADC B02 number of calls abandoned since midnight at time of OPEL assessment).

* ≤10% 0 points
* >10-20% 1 point
* >20–30% 2 points
* >30% 3 points

1. Outstanding clinical cases per scheduled 111 clinician (number)

Large clinical queues increase clinical risk.

**Numerator:** Number of 111 cases awaiting clinical assessment at time of OPEL assessment.

**Denominator:** Number of 111 clinicians scheduled at time of OPEL assessment.

Noting that while these OPEL parameters are aimed at the core NHS111 service, we acknowledge there are some providers that may operate a single clinical call stack for 999 and 111. Those providers should apply the same principles to report on (stated above). Thereby remaining in the spirit of OPEL and reporting the overall pressure on those clinicians available i.e. the number of outstanding cases awaiting clinical assessment against number of clinicians currently scheduled.

* ≤12 0 points
* >12-20 1 point
* >20-32 2 points
* >32 3 points

1. Clinical call backs offered within 20 minutes from midnight (percentage)

This is the percentage of clinical call backs offered within 20 minutes since midnight. Patients should be assessed within a reasonable time and therefore, time to call back (where this is required) should be monitored. IUC ADC KPI 5A ((D14+H20)/(D13+H19)).

**Numerator:** IUC ADC D14 number of callers who needed to speak to a clinician or clinical advisor within 20 minutes (immediately), who were warm transferred or who received a call back within 20 minutes + IUC ADC H20 number of NHS 111 Online contacts where the person was offered and accepted a call back and needed to speak to a clinician or clinical advisor within 20 minutes (immediately), who received a call back within 20 minutes, at the time of OPEL assessment.

**Denominator:** IUC ADC D13 number of callers who needed to speak to a clinician or clinical advisor within 20 minutes (immediately) + IUC ADC H19 number of NHS 111 Online contacts who were offered and accepted a call back and needed to speak to a clinician or clinical advisor within 20 minutes (immediately), at time of OPEL assessment.

For those providers that do not receive online contacts into their core NHS111 telephony, they should exclude the relevant elements of the above numerator and denominator calculations.

* ≥35 0 points
* <35%-25% 1 points
* <25%-15% 2 points
* <15% 3 points

1. Average wait for a clinical call back from midnight (minutes)

This is the average wait for clinical call back since midnight. Patients should be assessed within a reasonable time. Therefore, time to call back (where this is required) should be monitored.

**Numerator:** Total time to call back patients who needed to speak to a clinician or clinical advisor for all completed assessment, at time of OPEL assessment. Inclusive of those patients who started to wait for call back before midnight.

**Denominator:** Number of callers who needed to speak to a clinician or clinical advisor, at time of OPEL assessment excluding those still waiting for call back. Inclusive of those patients who started to wait for call back before midnight.

* ≤180 minutes 0 points
* >180-300 minutes 1 point
* >300-480 minutes 2 points
* >480 minutes 3 points