

WELSH INFORMATION STANDARDS BOARD

DSC Notice:	DSCN 2021 / 19
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Welsh Health Circular / Official Letter: N/A	Subject: 111 Service Case Status and Priorities (AMD)
Sponsor: Roger Perks, Head of Performance, Welsh Government	
Implementation Date: September 2021	
DATA STANDARD CHANGE NOTICE	
<p>A Data Standard Change Notice (DSCN) is an information mandate for a new or revised information standard.</p> <p>This DSCN was approved by the Welsh Information Standards Board (WISB) at its meeting on 20th May 2021.</p> <p>WISB Reference: ISRN 2019 / 003</p>	
<p>Summary: This outlines the new standards for Case Status and Priorities within the newly procured 111 / OOH system in Wales.</p>	
<p>Applies to: This standard applies to all OOH and 111 services in NHS Wales.</p>	
<p>Please address enquiries about this Data Standard Change Notice to the Data Standards Team in NHS Wales Informatics Service</p> <p>E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539</p>	
<p>The Welsh Information Standards Board is responsible for appraising information standards. Submission documents and WISB Outcomes relating to the approval of this standard can be found at:</p> <p>http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632</p>	

DATA STANDARD CHANGE NOTICE

Introduction

NHS 111 Wales is a unification of NHS Direct Wales and Urgent Primary Care, especially Out of Hours (OOH) services. The 111 service is available 24 hours a day, seven days a week, providing health information, signposting, and access to urgent primary care, especially during the OOH period.

In conjunction with the rollout of the NHS 111 Wales service, a national procurement was undertaken to replace the Clinical Assessment Software (CAS) and multiple Adastra systems. The new system will be introduced across Wales in a phased approach from September 2021. This system will be used to capture information for use both in the direct care of patients, including the clinical record, as well as in performance monitoring and service improvement.

DSCN 2020 / 03 mandated a list of Case Types and Priorities and associated definitions for use in the new system for NHS 111 Wales.

Case Type referred to two data fields within the new 111 system. This standard, and the data item within this standard previously referred to as 'Case Type' has been renamed to Case Status, this is referenced in COP 1.1 of schedule 2.1 and in the response 4.1. Case Status describes the current status of a live encounter which changes as the encounter passes through the different phases within the system (for example, passes from a non-clinical call handler to the filtered queue). Case Status also records the status of a call at the time of call closure and final outcome. In contrast, Case Type is now used to define a type of encounter as the contact is originally logged (previously Call Type (source of a call) RVI 1.4). This standard defines an updated list of Case Statuses and Priorities.

Refer to the revised 'Standards and Quality Indicators - 111 and OOH in Wales – National and Local Measures' for amendments to reporting and measures.

Scope

The scope of this standard is to mandate a defined national list for Case Status and Priorities for use in the new 111 procured system across Welsh Ambulance Service Trust (NHS Direct Wales / 111) and Urgent Primary Care Services in NHS Wales and not for the current systems. This list is defined in the Information Specification section below.

Description of Change

To update the national list of Case Statuses by adding:

- Initial Clinical Assessment
- Specialised Clinical Assessment
- Appointment Booking (UPC)
- Appointment Booking (ED/MIU)
- Prescription Printing
- CSH - Clinical
- CSH - Pharmacist
- CSH - Mental Health
- CSH - Palliative
- CSH - Advanced Nurse Practitioner
- CSH - Paediatrics
- CSH - Emergency Department

- CSH - Other
- Dispatch

To change the following Case Status items within the standard:

- Case Type
- Non-Clinical Triage
- Dental Clinical Triage
- Health Professional Access
- DOS (Direction of service) lookup assessment / Quick call

To update the national list of Priorities by adding:

- Post 111 Non-Clinical Call Handler Assessment - P0CH111
- Post 111 Non-Clinical Call Handler Assessment - P1CH111
- Post 111 Non-Clinical Call Handler Assessment - P2CH111
- Post 111 Non-Clinical Call Handler Assessment - P3CH111
- Post 111 Non-Clinical Call Handler Assessment - P0CHPCC
- Post 111 Non-Clinical Call Handler Assessment - P1CHPCC
- Post 111 Non-Clinical Call Handler Assessment - P2CHPCC
- Post 111 Non-Clinical Call Handler Assessment - P3CHPCC
- Post WebGuide Assessment - P0W111
- Post WebGuide Assessment - P1W111
- Post WebGuide Assessment - P2W111
- Post WebGuide Assessment - P3W111
- Post 111 WebGuide Assessment - P0WPCC
- Post 111 WebGuide Assessment - P1WPCC
- Post 111 WebGuide Assessment - P2WPCC
- Post 111 WebGuide Assessment - P3WPCC
- Post 111 Initial Clinician Assessment - P0CAPCC
- Post 111 Initial Clinician Assessment - P1CAPCC
- Post 111 Initial Clinician Assessment - P2CAPCC
- Post 111 Initial Clinician Assessment - P3CAPCC
- Final Outcome Acuity - P0FOA
- Final Outcome Acuity - P1FOA
- Final Outcome Acuity - P2FOA
- Final Outcome Acuity - P3FOA

To change the following Priorities within the standard:

- Call Handler Stage - P0CH
- Call Handler Stage - P1CH
- Call Handler Stage - P2CH
- Call Handler Stage - P3CH
- Post Clinical Assessment - P0T
- Post Clinical Assessment - P1T
- Post Clinical Assessment - P2T
- Post Clinical Assessment - P3T
- Face to Face - P1F2F
- Face to Face - P3F2F

Actions

For external supplier:

- Update the national list of Case Status and priorities within the new 111 system.

For health boards:

- Update local processes to incorporate the use of the national list of Case Status and priorities

For Welsh Government:

- Ensure that the OOH reporting proforma and associated guidance documentation are updated to incorporate the national list of Case Status and priorities

Digital Health and Care Wales:

- Ensure that all national systems have been updated to comply with the standard set out in the Information Specification within this DSCN.

Appendix A: Highlighted changed to be made to the NHS Wales Data Dictionary

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in **blue** and deletions are shown with a ~~strikethrough~~. The text shaded in **grey** shows existing text copied from the NHS Wales Data Dictionary.

SPECIFICATION

Information Specification

The tables below list the Case Types Status and Priorities with corresponding definitions that make up the information standard mandated by this DSCN. Refer to Appendix B for a definition of TeleGuide and WebGuide.

Information Case Types Status for OOH's/ 111

Case Type Status Name	Definition
Non-Clinical Triage Call Handler Assessment	Logging of patients contact for health information or further assessment or advice.
Health Information	Health information - information provided to the public on common health concerns. This information is provided by non-clinical health professionals.
Clinical Assessment	A remote clinical assessment by a clinician
Base Appointment	A face to face assessment by a clinician in an urgent primary care setting.
Home Visit	A visit to a patient's residency by a clinician working for an urgent care service.
Home Visit Other Urgent care practitioner	A visit to a patient's residency by a health professional working within the urgent care service.
Dental Non-Clinical Assessment	Logging of patients contact details for dental advice, information or other dental services.
Dental Clinical Triage Assessment	A remote dental assessment by a dental clinician.
Dental Care Appointment	A face to face assessment by a dental clinician in a dental care setting.
Dental Home Visit	A visit to a patient's residency by a dental clinician.

App. Web access assessment	A call transferred following advice by a web or app-based symptom checker for clinical assessment.
Health Professional Access	A phone call directly received or transferred electronically from a health professional e.g. primary care, Welsh Ambulance Service Trust (WAST) and, Welsh Community Care Information System (WCCIS) community nursing services.
DoS (Direction of service) lookup assessment / Quick call	A phone call received in relation to wanting information on services only (e.g. local pharmacy opening times, GP practice telephone number). A call managed by a call handler, who provides service information, e.g. contact details and opening times, at the request of the caller, usually having undertaken a Directory of Service (DoS) look up.
Initial Clinical Assessment	Initial Clinical assessment undertaken using TeleGuide within 111 (Welsh Ambulance Service Trust (WAST)) .
Specialised Clinical Assessment	Specialised clinical assessment is being undertaken by health professionals practicing autonomously, not usually using TeleGuides, and currently working for Health Boards. Including the clinical support hub (CSH), highlighting the relevant governance transfer.
Appointment Booking (UPC)	Urgent Primary Care (UPC) Booking Queue.
Appointment Booking (ED/MIU)	Emergency Department (ED) / Minor Injuries Unit (MIU) Booking Queue.
Prescription Printing	A prescription needs to be printed and sometimes supplied directly to the patient at another location.
CSH - Clinical	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by a CSH clinician - usually a GP.
CSH - Pharmacist	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by a pharmacist.
CSH - Mental Health	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by a Mental Health practitioner.
CSH - Palliative	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by a Palliative Care Nurse.

CSH - Advanced Nurse Practitioner	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by an Advance Nurse Practitioner.
CSH - Paediatrics	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by a paediatric specialist.
CSH - Emergency Department	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by an Emergency Medicine specialist.
CSH - Other	Clinical Support Hub (CSH), a regional or national virtual specialised clinical assessment service (Urgent Primary Care). A call is requiring assessment by another specialist.
Dispatch	A call is passed to the dispatcher to pass to Totalmobile and vehicle allocation.

Priorities for 111 / OOH's services

Stage	Definition
Call Handler Stage – P0CH	A call handler is the person who has the initial contact with the patient. This is the number of patient contacts that were prioritised by the Out of Hours / 111 call handler as P0CH with a target to start their definitive clinical assessment within 20 Minutes.
Call Handler Stage – P1CH	A call handler is the person who has the initial contact with the patient. This is the number of patient contacts that were prioritised by the Out of Hours / 111 call handler as P1CH with a target to start their definitive clinical assessment within 1 hour.
Call Handler Stage – P2CH	A call handler is the person who has the initial contact with the patient. This is the number of patient contacts that were prioritised by the Out of Hours / 111 call handler as P2CH with a target to start their definitive clinical assessment within 2 hours.

Call Handler Stage – P3CH	A call handler is the person who has the initial contact with the patient. This is the number of patient contacts that were prioritised by the Out of Hours / 111 call handler as P3CH with a target to start their definitive clinical assessment within 4 hours.
Post 111 Non-Clinical Call Handler Assessment - P0CH111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 20 minutes.
Post 111 Non-Clinical Call Handler Assessment - P1CH111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 1 hour
Post 111 Non-Clinical Call Handler Assessment - P2CH111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 2 hours.
Post 111 Non-Clinical Call Handler Assessment - P3CH111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 4 hours.
Post 111 Non-Clinical Call Handler Assessment – P0CHPCC	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 20 minutes.
Post 111 Non-Clinical Call Handler Assessment - P1CHPCC	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 1 hour.
Post 111 Non-Clinical Call Handler Assessment - P2CHPCC	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 2 hours.
Post 111 Non-Clinical Call Handler Assessment - P3CHPCC	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 4 hours.

Post WebGuide Assessment - P0W111	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment. Post WebGuide Assessment, case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 20 minutes.
Post WebGuide Assessment - P1W111	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment. Post WebGuide Assessment, case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 1 hour.
Post WebGuide Assessment - P2W111	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment. Post WebGuide Assessment, case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 2 hours.
Post WebGuide Assessment - P3W111	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment. Post WebGuide Assessment, case status changes to Initial Clinical Assessment Queue for 111 Clinician Call back within 4 hours.
Post 111 WebGuide Assessment - P0WPCC	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment. Post WebGuide Assessment, case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 20 minutes (Not reported).
Post 111 WebGuide Assessment - P1WPCC	A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they

	<p>need to seek help from 111. A priority is assigned based on the outcome of the assessment.</p> <p>Post WebGuide Assessment, case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 1 hour.</p>
Post 111 WebGuide Assessment - P2WPCC	<p>A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment.</p> <p>Post WebGuide Assessment, case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 2 hours.</p>
Post 111 WebGuide Assessment - P3WPCC	<p>A WebGuide assessment is completed by a patient/on behalf of a patient to understand their symptoms and determine whether they need to seek help from 111. A priority is assigned based on the outcome of the assessment.</p> <p>Post WebGuide Assessment, case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 4 hours.</p>
Post Clinical Assessment – P0T	<p>Post clinical assessment is a call back to the patient following the prioritisation by the call handler within 20 minutes. (This is to be used when a case is closed after remote clinical assessment)</p>
Post Clinical Assessment – P1T	<p>Post clinical assessment is a call back to the patient following the prioritisation by the call handler within 1 hour. (This is to be used when a case is closed after remote clinical assessment)</p>
Post Clinical Assessment – P2T	<p>Post clinical assessment is a call back to the patient following the prioritisation by the call handler within 2 hours. (This is to be used when a case is closed after remote clinical assessment)</p>
Post Clinical Assessment – P3T	<p>Post clinical assessment is a call back to the patient following the prioritisation by the call handler within 4 hours. (This is to be used when a case is closed after remote clinical assessment)</p>

Post 111 Initial Clinician Assessment - P0CAPCC	Post TeleGuide Assessment the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 20 minutes.
Post 111 Initial Clinician Assessment - P1CAPCC	Post TeleGuide Assessment the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 1 hour.
Post 111 Initial Clinician Assessment - P2CAPCC	Post TeleGuide Assessment the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 2 hours.
Post 111 Initial Clinician Assessment - P3CAPCC	Post TeleGuide Assessment the case status changes to Specialised Clinical Assessment Queue by default but may be allocated to other queues in urgent primary care (as part of the ongoing algorithm reviews) for Primary Care Centre (PCC) encounter management and/or call back within 4 hours.
For Further Assessment - P0FFA	For Further Assessment is a call back to the patient following an initial assessment and requires a more appropriate clinician to undertake an assessment within 20 minutes. (This is to be used when a case requires further clinical assessment from a more appropriate clinicians).
For Further Assessment - P1FFA	For Further Assessment is a call back to the patient following an initial assessment and requires a more appropriate clinician to undertake an assessment within 1 Hours. (This is to be used when a case requires further clinical assessment from a more appropriate clinicians).
For Further Assessment - P2FFA	For Further Assessment is a call back to the patient following an initial assessment and requires a more appropriate clinician to undertake an assessment within 2 Hours. (This is to be used when a case requires further clinical assessment from a more appropriate clinicians).
For Further Assessment - P3FFA	For Further Assessment is a call back to the patient following an initial assessment and requires a more appropriate clinician to undertake

	an assessment within 4 Hours. (This is to be used when a case requires further clinical assessment from a more appropriate clinicians).
Face to Face - P1F2F	A face to face appointment is anytime a clinician is physically with a patient. Patients that have been assessed as needing a face to face visit as soon as possible within 1 hour from the end of their clinical assessment.
Face to Face - P2F2F	A face to face appointment is anytime a clinician is physically with a patient. Patients that have been assessed as needing a face to face visit within 2 hours from the end of their clinical assessment.
Face to Face - P3F2F	A face to face appointment is anytime a clinician is physically with a patient. Patients that have been assessed as needing a face to face visit within 8 6 hours from the end of their clinical assessment.
Final Outcome Acuity - P0FOA	The acuity assigned to a patient following the end of the patient's contact with the 111/OOH service when a Final Outcome has been determined. This is used for audit purposes and end learning from previous algorithms. Patients should have been assessed as requiring emergency 999 assistance to attend the Emergency Department as soon as possible.
Final Outcome Acuity - P1FOA	The acuity assigned to a patient following the end of the patient's contact with the 111/OOH service when a Final Outcome has been determined. This is used for audit purposes and end learning from previous algorithms. Patients should have an assessment within 1 hour.
Final Outcome Acuity - P2FOA	The acuity assigned to a patient following the end of the patient's contact with the 111/OOH service when a Final Outcome has been determined. This is used for audit purposes and end learning from previous algorithms. Patients should have an assessment within 2 hours.
Final Outcome Acuity - P3FOA	The acuity assigned to a patient following the end of the patient's contact with the 111/OOH service when a Final Outcome has been determined. This is used for audit purposes and end learning from previous algorithms. Patients should have an assessment within 8 hours.

Appendix B: Working definitions from NHS 111 Wales for TeleGuide and WebGuide

TeleGuides are algorithmically based decision support software (tools) used by both non-clinicians and clinicians. The non-clinician component of the TeleGuide shares its scripting with WebGuides. Therefore TeleGuides may include a “skill set stop point” which automatically transfers the encounter to a clinical queue for a “call back” where a clinician would add value through more subtle probing or autonomous clinical practice, while continuing the same algorithm. The TeleGuides risk stratifies the presenting symptoms and recommends outcomes (called dispositions) and an appropriate priority in terms of a timeframe for any action. For clinicians they are a tool to support decision making and are not diagnostic. They include rationales for each question asked and care advice appropriate for the symptoms presented.

WebGuides are based on the same algorithms but worded for use by the public “on-line” or through an App. The WebGuides may include a “skill set stop point” which automatically transfers the call to a clinical queue for a “call back”.