

WELSH INFORMATION STANDARDS BOARD

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Welsh Health Circular / Official Letter: N/A	Subject: 111 Service Final Outcomes
Sponsor: Roger Perks Delivery & Performance Division Delivery Directorate Health and Social Services Group Welsh Government	
Effective from: September 2021	

DATA STANDARD CHANGE NOTICE

A Data Standard Change Notice (DSCN) is an information mandate for a new or revised information standard.

This DSCN was approved by the Welsh Information Standards Board (WISB) on 21st January 2021.

WISB Reference: ISRN 2020 / 031

Summary:

This outlines the new standards for Final Outcomes within the newly procured NHS 111/ OOH Wales system.

Data sets / returns affected:

This standard applies to all OOH and 111 services in NHS Wales.

Please address enquiries about this Data Standard Change Notice to the Data Standards Team in NHS Wales Informatics Service

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

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:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632>

DATA STANDARD CHANGE NOTICE

Introduction

NHS 111 Wales is a unification of NHS Direct Wales and the GP 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 Adastral 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.

Work was previously undertaken to ensure consistency and to consolidate the reporting of Informational Outcomes for OOH services and the Adastral system in 2018. These Informational Outcomes have been reviewed to ensure they meet the needs of the 111 system and renamed "Final Outcomes".

This new standard defines a consolidated list of the outcomes available for selection within the new NHS 111 / OOH Wales System and confers an outcome descriptor for all patients following 111 / OOH contact for example, signposting the patient to another service, or a more formal referral. This will enable consistency in reporting on the outcomes of 111 / OOH contacts. The new list of Final Outcomes includes primary, secondary, and tertiary outcomes.

- Primary: cover medico-legal responsibilities and clearly define if follow-up is required.
- Secondary: aim to explain the rationale of the primary outcome.
- Tertiary: provide additional granularity where required.

The new system will incorporate a "Final Outcome Time Frame", which will be populated when a further contact with the health service is advised. Previously these time frames have been included within the 111 Dispositions. Separating them out will simplify reporting on outcomes.

Scope

To mandate a defined national list of final outcomes for use in the new 111 procured system across Welsh Ambulance Service Trust (NHS Direct Wales / 111) and all OOH services in NHS Wales. This list is defined in the Information Specification section below.

Actions Required

For external supplier:

- Update the national list of final outcomes within the new 111 system.

For Health Boards:

- Update local processes to incorporate the use of the national list of final outcomes.

For Welsh Government:

- Ensure that the OOH reporting proforma and associated guidance documentation are updated to incorporate the national list of final outcomes.

NHS Wales Informatics Service:

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

SPECIFICATION

Information Specification

The table below defines the list of national final outcomes for selection in the 111 system. These describe the onward care or advice provided following the end of the contact, i.e. after the final telephone call, Primary Care Centre (PCC) attendance or home visit. Welsh Reference Data Service Codes are included in brackets for each outcome.

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
Advised to contact another Health Care Professional (A1A1A5)	Following prioritisation and/or assessment by a clinician (telephone/face to face) a patient is advised to contact another health professional for further follow up care or treatment and provided with worsening advice during the period when their usual service may be closed.	<ul style="list-style-type: none"> Advised to contact General Practice (A1A1C2) 	<ul style="list-style-type: none"> NA
		<ul style="list-style-type: none"> Advised to contact General Practice (A1A1C2) 	<ul style="list-style-type: none"> Advised to contact Primary Care Centre (PCC) - further tests/investigations? (A1A1C9) Advised to contact Primary Care Centre (PCC) - Poorly controlled chronic disease? (A1A1D1) Advised to contact Practice Nurse (A1A1D2) Other (A1A1M1)
		<ul style="list-style-type: none"> Advised to contact Health Visitor (A1A1C3) Advised to contact Midwife or Maternity Unit (A1A1C5) Advised to contact Sexual Health Services (A1A1D6) Advised to contact Community Nurse (A1A1F7) Advised to contact Dental Clinic (A1A1A8) Advised to contact Public Health Wales helpline (A1A1D3) 	<ul style="list-style-type: none"> NA

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
		<ul style="list-style-type: none"> • Advised to contact Sexual Assault Centre (A1A1D5) • Advised to contact Optometrist (optician) (A1A1C6) • Advised to contact General Dental Practitioner (A1A1J1) • Advised to contact Hospice Services (A1A1J9) 	
		<ul style="list-style-type: none"> • Advised to contact Community Pharmacist (A1A1A7) 	<ul style="list-style-type: none"> • Advised to seek emergency contraception (A1A1E1) • Common Ailments (A1A1K8) • Repeat prescription (emergency supply) (A1A1Q5) • Refer to Pharmacist before the next scheduled dose (A1A1N4) • Other (A1A1M1)
		<ul style="list-style-type: none"> • Advised to contact Secondary Care (A1A1D4) 	<ul style="list-style-type: none"> • Advised to contact Hospital Team (A1A1C4)
		<ul style="list-style-type: none"> • Advised to contact Optometrist (optician) (A1A1C6) 	<ul style="list-style-type: none"> • Welsh Eye Care Service (WECS) (A1A1S4) • Other (A1A1M1)
		<ul style="list-style-type: none"> • Advised to contact other (A1A1S6) 	<ul style="list-style-type: none"> • Advised to contact Diabetes Healthcare Team (A1A1B4) • Other (A1A1M1)
		<ul style="list-style-type: none"> • Advised to contact Allied Health Care Professional (A1A1E2) 	<ul style="list-style-type: none"> • Chiropodist / Podiatrist (A1A1F5) • Dietician (A1A1G5) • Occupational Therapist (A1A1L5) • Orthoptist (A1A1L9) • Paramedic (A1A1M5) • Radiographer (A1A1M8)

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
			<ul style="list-style-type: none"> • Speech and Language Therapist (A1A1R3)
Referred to another Health Care Professional (A1A1N8)	This outcome should be used only when there is a formal handover of care to another professional who needs to act on the referral.	<ul style="list-style-type: none"> • Referred to Sexual Health Services (A1A1Q2) • Referred to Public Health Wales (A1A1P8) • Referred to Sexual Assault Referral Centre (A1A1Q1) • Referred to Specialist Nursing Services (A1A1R2) • Referred to Community Nursing Service (A1A1F6) • Referred to Midwife (A1A1K7) • Referred to Genitourinary Medicine (A1A1J4) • Referred to other (A1A1T4) 	<ul style="list-style-type: none"> • NA
		<ul style="list-style-type: none"> • Referred to Dental Clinic (A1A1P1) 	<ul style="list-style-type: none"> • Referred/booked into Emergency Dental Clinic (A1A1Q4)
		<ul style="list-style-type: none"> • Referred to Mental Health Team (A1A1K6) 	<ul style="list-style-type: none"> • Crisis Team (urgent referral) (A1A1F9) • Mental health section assessment (A1A1K5)
		<ul style="list-style-type: none"> • Referred to Community Pharmacist (A1A1N3) 	<ul style="list-style-type: none"> • Common Ailments (A1A1K8) • Repeat prescription (emergency supply) (A1A1Q5) • Refer to Pharmacist before the next scheduled dose (A1A1N4) • Emergency contraception (A1A1G8) • Other (A1A1M1)

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
		<ul style="list-style-type: none"> Referred to a General Practitioner (Handover of care) (A1A1N6) 	<ul style="list-style-type: none"> Referred to Primary Care - new serious disease? (A1A1P4) Referred to Primary Care - urgent clinical review (A1A1P7) Referred to Primary Care - poorly controlled chronic disease? (A1A1P5) Referred to Primary Care - review medical records (e.g. Medication) (A1A1P6)
Advised to contact Dentist (A1A1B2)	Patients who are directly booked, or referred into an Emergency Dental Clinic or referred to an in hours access session (this outcome will predominantly be used in 111 service to direct patients away from the GPOOH service)	<ul style="list-style-type: none"> Advised to contact Dental Service emergency (A1A1B1) Advised to contact Dentist urgently (A1A1B3) Advised to contact Orthodontist (A1A1C7) Advised to contact Dental Service (A1A1A9) 	<ul style="list-style-type: none"> NA
Advised to contact equipment provider (A1A1B5)	Use were problems are reported with equipment provided by an equipment supplier	<ul style="list-style-type: none"> Advised to contact equipment provider – other (A1A1B7) Advised to contact equipment provider – respiratory (A1A1B9) Advised to contact equipment provider – endocrine (A1A1B6) Advised to contact equipment provider – renal (A1A1B8) 	<ul style="list-style-type: none"> NA
Assessment and Advice (A1A1E3)	Patient is provided with self-care advice and advised to re-contact if necessary.	<ul style="list-style-type: none"> Self-care advice plus/minus OTC medication (A1A1Q9) Prescription issue (A1A1M6) 	<ul style="list-style-type: none"> NA
Advised to attend the Emergency Department (A1A1A3)	Patient is advised to attend an Emergency Department or Minor Injury Unit using their own transport.	<ul style="list-style-type: none"> Advised to attend the Emergency Department (A1A1A3) Advised to attend a Minor Injury Unit (A1A1A2) 	<ul style="list-style-type: none"> With urgent transport (A1A1S5) Booked taxi (A1A1E4) Own transport (A1A1M2)

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
			<ul style="list-style-type: none"> Transferred to Emergency Department special helpline queue (i.e. phone first?) (A1A1R6)
Referred to 999 Ambulance (A1A1N5)	The patient is directed to the 999-service including streamed calls at the call taking stage, and/or assessment by a clinician into the Emergency Medical Service either through a 999 call or via a health professional line.	<ul style="list-style-type: none"> Immediately life threatening (A1A1K1) Further assessment/assistance with conveyance (A1A1H8) 	<ul style="list-style-type: none"> NA
Referred to another 999 emergency service (A1A1N7)	The patient is directed to the 999-service including streamed calls at the call taking stage, and/or assessment by a clinician into the Emergency Medical Service either through a 999 call or via a health professional line.	<ul style="list-style-type: none"> Referred to police (A1A1P3) Referred to fire service (A1A1P2) Referred to coastguard (A1A1N1) 	<ul style="list-style-type: none"> NA
Advised to contact other emergency service (A1A1C8)	Advised to contact an emergency service other than ambulance	<ul style="list-style-type: none"> Advised to contact police (A1A1D8) Advised to contact fire service (A1A1C1) 	<ul style="list-style-type: none"> NA
Advised to contact another service (A1A1A6)	Advised to contact Social Services	<ul style="list-style-type: none"> Advised to contact Social Services (A1A1D7) 	<ul style="list-style-type: none"> NA
Referred to another service (A1A1N9)	This outcome should be used when there is a formal handover of care to Social Services, who need to act on the referral. However, in some circumstances, the patient may be advised to contact Social Services	<ul style="list-style-type: none"> Referred to Social Services (A1A1Q3) 	<ul style="list-style-type: none"> NA

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
	directly if they are already in contact with them.		
Death (A1A1G1)	Covers all reported deaths into the service.	<ul style="list-style-type: none"> • Expected - verified by GP (A1A1H4) • Expected - verified by other professional (A1A1H6) • Unexpected - verified by GP - reported to police (A1A1R9) • Unexpected - verified Health Care Professional (HCP) - reported to police (A1A1S1) • Unexpected - reported directly to the police (A1A1R8) • Expected - verified by GP remotely (A1A1H5) 	<ul style="list-style-type: none"> • NA
Referred to Secondary Care (A1A1P9)	Patient is referred directly by a clinician to secondary care for further assessment with a handover of clinical information. This could include direct pathways into specialties (e.g. ambulatory care)	<ul style="list-style-type: none"> • Referred to Mental Health (A1A1K3) 	<ul style="list-style-type: none"> • In hours GP to arrange death verification (A1A1K2) • Adult Mental Health (A1A1A1) • Child and Adolescent Mental Health Services (A1A1F4) • Old Age Psychiatry (A1A1L6)

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
	or through hospital bed management processes.	<ul style="list-style-type: none"> • Referred to Cardiology (A1A1F3) • Referred to Ear Nose & Throat (A1A1G6) • Referred to Elderly Care Medicine (A1A1G7) • Referred to Gastroenterology (A1A1H9) • Referred to General Medicine (A1A1J2) • Referred to General Surgery (A1A1J3) • Referred to Gynaecology (A1A1T2) • Referred to Obstetrics (A1A1L4) • Referred to Ophthalmology (A1A1T3) • Referred to other (A1A1T4) • Referred to Palliative Medicine (A1A1M4) • Referred to Paediatrics (A1A1M3) • Referred to Trauma & Orthopaedics (A1A1R7) • Referred to Urology (A1A1S3) 	<ul style="list-style-type: none"> • NA
		<ul style="list-style-type: none"> • Referred to Emergency Department (A1A1G9) • Referred to Minor Injuries Unit (A1A1K9) • Referred to Urgent Care Centre (A1A1S2) 	<ul style="list-style-type: none"> • With urgent transport (A1A1S5) • Booked taxi (A1A1E4) • Own transport (A1A1M2)

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
Referred to Social Services (A1A1Q3)	This outcome should be used when there is a formal handover of care to Social Services, who need to act on the referral. However, in some circumstances, the patient may be advised to contact Social Services directly if they are already in contact with them.	<ul style="list-style-type: none"> • Contact Emergency Duty Social worker (A1A1F8) • Mental health section assessment (A1A1K5) • Safeguarding Referral (Adult or Child) (A1A1Q6) • Advised to contact usual professional (A1A1D9) • Mental Health Referral (A1A1K4) 	<ul style="list-style-type: none"> • NA
Failed Contact (A1A1H7)	Unable to contact service user (patient) to undertake a clinical assessment.	<ul style="list-style-type: none"> • No answer - no voice mail (A1A1L1) • No answer - voice mail left to call service again if required (A1A1L2) • Number unobtainable (A1A1L3) • Failed remote assessment – video or online (A1A1S9) 	<ul style="list-style-type: none"> • NA
Encounter/assessment aborted (A1A1H2)	Encounter terminated early, before full assessment for non-clinical reasons. An "Encounter" is a single, and specific episode of care managed solely within the 111/OOH clinical System (Salus), following contact with the 111 service, identified by a unique referenced identifier, assigned to an individual service user (patient).	<ul style="list-style-type: none"> • Caller abusive/offensive (A1A1E6) • Caller terminated call (A1A1F2) • Call disconnected (A1A1E5) • Caller cancelling 111 call back (A1A1E7) • Failed contact (A1A1H7) • Technical problems (A1A1R4) • Other (A1A1M1) 	<ul style="list-style-type: none"> • NA

Primary Final Outcome	Definition	Secondary Final Outcome	Tertiary Final Outcome
Encounter closed early (A1A1H1)	<p>Encounter closed before completion of assessment.</p> <p>Where the caller has called i.e. a follow up call is it is important one of the encounters is closed without a clinical outcome, to avoid duplication.</p>	<ul style="list-style-type: none"> • Self-referral to 999 (A1A1Q7) • Self-referral to emergency department/minor injury unit (A1A1Q8) • Green 3 (A1A1J5) • Encounter closed – as managed via a “follow up” encounter (A1A1S7) • Follow up encounter closed as managed via an earlier encounter (A1A1T1) 	<ul style="list-style-type: none"> • NA
Encounter closed early: Out of Hours only (A1A1S8)	Failed face to face assessment - encounter closed	<ul style="list-style-type: none"> • Did not arrive at Primary Care Centre (PCC) (A1A1G3) • Did not wait at Primary Care Centre (PCC) (A1A1G4) • Home visit - not at address (A1A1J7) • Home visit - unable to gain access (A1A1J8) 	<ul style="list-style-type: none"> • NA