

## WELSH INFORMATION STANDARDS BOARD

<b>DSC Notice:</b>	DSCN 2023 / 31
<b>Date of Issue:</b>	28 <sup>th</sup> July 2023

<b>Welsh Health Circular/Official Letter:</b> None	<b>Subject:</b> 111 Service Case Status and Priorities (AMD)
<b>Sponsor:</b> Roger Perks Delivery & Performance Division Delivery Directorate Health and Social Services Group Welsh Government	
<b>Implementation Date:</b> September 2023	

### DATA STANDARDS CHANGE NOTICE

A Data Standards 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 20<sup>th</sup> July 2023.

**WISB Reference:** ISRN 2019 / 003

**Summary:**

This outlines the amended standard for Case Status and Priorities within the newly procured 111 / OOH system in Wales.

**Data sets / returns affected:**

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

Please address enquiries about this Data Standards Change Notice to the Data Standards Team in Digital Health and Care Wales

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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:

[https://nhs.wales365.sharepoint.com/sites/DHC\\_DST/Lists/Information%20Standards%20Assurance%20Submission%20Log/AllItems.aspx](https://nhs.wales365.sharepoint.com/sites/DHC_DST/Lists/Information%20Standards%20Assurance%20Submission%20Log/AllItems.aspx)

## DATA STANDARDS 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 Aadastra systems. The new system will be introduced across Wales in the Autumn 2023 as a single implementation following the successful completion of the national 111 roll-out. 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 2021 / 19 mandated an amendment to the name of the standard from Case Types and Priorities to Case Status and Priorities. 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 whilst priorities identify the expected timeframe for each patient contact.

A requirement for an additional case status 'Emergency Department Special Helpline Assessment' has been identified. The new system requires a case status reason to capture the Emergency Department Special Helpline which is a collaborative process between NHS 111 Wales Operations and Local Health Boards (LHB) to stream calls based on their suitability to transfer to a 111 First Flow Centre.

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

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### Scope

The scope of this standard is to mandate a defined national list of Case Status and Priorities for use in the new 111 procured system across Welsh Ambulance Service NHS 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

1. To update the national list of Case Statuses by adding:
  - Emergency Department Special Helpline Assessment (CTN29)
2. To amend incorrect references of Welsh Ambulance Service NHS Trust (WAST) to include its full Organisation name.

## Data Dictionary Version

Where applicable, this DSCN reflects changes introduced by DSCN and/or DDCN since the release of version 4.17 of the NHS Wales Data Dictionary.

The changes introduced by such DSCNs will be published in version 4.18 of the NHS Wales Data Dictionary.

## 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 changes 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

## Information Specification

The tables below list the Case Status and Priorities with corresponding definitions that make up the information standard mandated by this DSCN. Welsh Reference Data Service Codes are included in brackets for each Case Status and Priority. Refer to Appendix B for a definition of TeleGuide and WebGuide.

### Information Case Status for OOH's/ 111

Case Status Name	Definition
Non-Clinical Call Handler Assessment (CTN01)	Logging of patients contact for health information or further assessment or advice.
Health Information (CTN02)	Health information - information provided to the public on common health concerns. This information is provided by non-clinical health professionals.
Base Appointment (CTN04)	A face to face assessment by a clinician in an urgent primary care setting.
Home Visit (CTN05)	A visit to a patient's residency by a clinician working for an urgent care service.
Home Visit Other Urgent care practitioner (CTN06)	A visit to a patient's residency by a health professional working within the urgent care service.
Dental Non-Clinical Assessment (CTN07)	Logging of patients contact details for dental advice, information or other dental services.
Initial Dental Assessment (CTN27)	Initial Dental Assessment undertaken using a Dental specific Teleguide within 111 (Welsh Ambulance Service NHS Trust (WAST)).
Dental Clinical Assessment (CTN08)	A remote dental assessment by a dental clinician.
Dental Care Appointment (CTN09)	A face to face assessment by a dental clinician in a dental care setting.
Dental Home Visit (CTN10)	A visit to a patient's residency by a dental clinician.
App. Web access assessment (CTN11)	A call transferred following advice by a web or app-based symptom checker for clinical assessment.
Health Professional Access (CTN12)	A phone call directly received or transferred electronically from a health professional e.g. primary care, Welsh Ambulance Service NHS Trust (WAST) and, Welsh Community Care Information System (WCCIS) community nursing services.

Quick call (CTN13)	A call managed by a call handler, who provides service information, e.g. contact details and opening times, at the request to of the caller, usually having undertaken a Directory of Service (DoS) look up.
Initial Clinical Assessment (CTN03)	Initial Clinical assessment undertaken using TeleGuide within 111 (Welsh Ambulance Service NHS Trust (WAST)).
Specialised Clinical Assessment (CTN14)	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) (CTN15)	Urgent Primary Care (UPC) Booking Queue.
Appointment Booking (ED/MIU) (CTN16)	Emergency Department (ED) / Minor Injuries Unit (MIU) Booking Queue.
Prescription Printing (CTN17)	A prescription needs to be printed and sometimes supplied directly to the patient at another location.
CSH - Clinical (CTN18)	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 (CTN19)	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 (CTN20)	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 (CTN21)	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 (CTN22)	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 (CTN23)	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 (CTN24)	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 (CTN25)	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 (CTN26)	A call is passed to the dispatcher to pass to Totalmobile and vehicle allocation.
New Encounter (CTN28)	A newly created Encounter (record) that has not been assigned an Encounter Type/Pathway yet.
Emergency Department Special Helpline Assessment (CTN29)	Emergency Department Special Helpline Assessment Queue for Specialised Clinician Assessment by Health Boards. Professionals practicing autonomously.

#### Priorities for 111 / OOH's services

Stage	Definition
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 111 Non-Clinical Call Handler Assessment - P1CHD111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Dental Queue for 111 Dental Nurse Call back within 1 hour
Post 111 Non-Clinical Call Handler Assessment - P2CHD111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Dental Queue for 111 Dental Nurse Call back within 2 hours.
Post 111 Non-Clinical Call Handler Assessment - P3CHD111	Post 111 Non-Clinical Call Handler TeleGuide Assessment, the case status changes to Dental Queue for 111 Dental Nurse 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 WebGuide Assessment - P1WD111	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 Dental Queue for 111 Clinician Call back within 1 hour
Post WebGuide Assessment - P2WD111	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 Dental Queue for 111 Clinician Call back within 2 hours.
Post WebGuide Assessment - P3WD111	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 Dental 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	<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 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 111 Initial Clinician Assessment - P0CAPCC	<p>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.</p>
Post 111 Initial Clinician Assessment - P1CAPCC	<p>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.</p>

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 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 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". Public facing "on-line" WebGuides will not be available for use for children under one year of age for clinical risk management purposes.