Guide for
Directory of Services (DOS) Leads:
Setting up DOS Endpoints for EMIS Web, SystmOne & Vision GP Practices to receive NHS 111 Messages
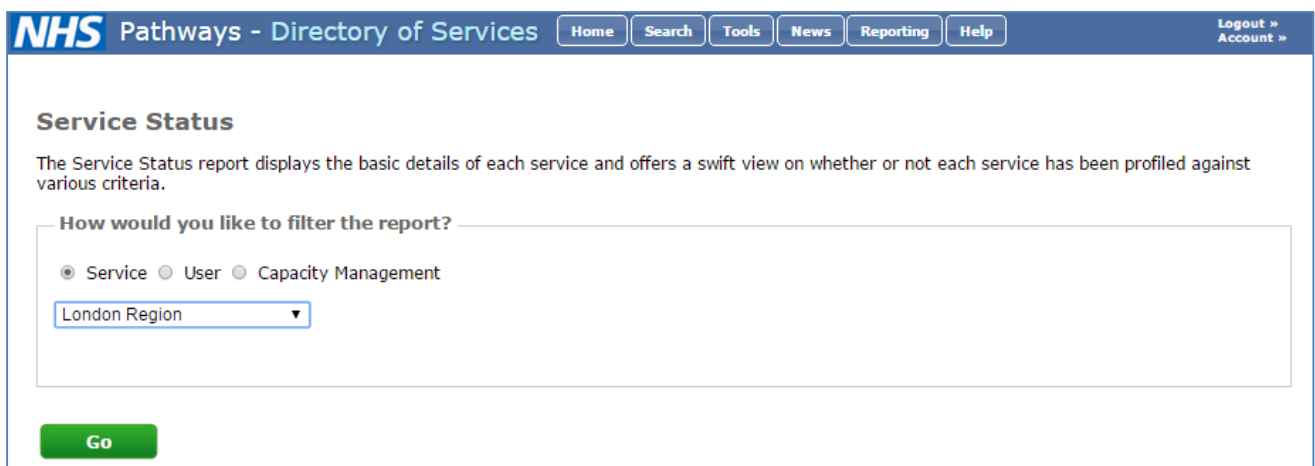
Last updated 25/09/2015

Introduction

- This is a guide for DOS leads to explain the process for setting up EMIS Web, SystmOne and Vision GP practices to receive 111 Messages/Reports directly into their clinical system. These are currently the only Primary Care IT systems capable of receiving ITK messaging, although Microtest should be able to in the near future.

- It is recommended that NHSmail messaging endpoints are also set up at the same time (as Order 2 Endpoints) to provide further contingency if there is any failure of ITK messaging.

- This guide is accompanied by a set of different guides to circulate to Practices for each Clinical System (for the setup of 111 messaging) which means DOS leads do not need to have any detailed knowledge of EMIS Web, SystmOne or Vision.

- One important difference between setting up EMIS Web/Vision and SystmOne practices is that EMIS Web/Vision practices **do not** need to do anything at their end to start to receive messages (i.e. the DOS lead can manage the whole process) but SystmOne practices **do** need to perform some steps at their end (requiring their DOS Service IDs) before they receive messages via ITK (i.e. DOS lead is still dependent on some steps being done by the practice to complete the process).

  If you have any problems or queries about this guide, please contact me directly at:
  Dr Shanker Vijayadeva (GP)- svijayadeva@nhs.net

Stage 1: Preparation

1) Obtain a list of **what Clinical IT System Practices are currently using** (and if known, any system that they might be planning to migrate to in the near future)

2) Obtain **generic NHSmail addresses** for practices that they use to receive Patient Reports
   - ➜ ICT/CCG staff may already have lists of such email addresses (e.g. used by hospitals etc. to send discharge summaries to practices)
   - ➜ Some practices use Docman (Document Management software) and it may be best to use NHSmail addresses associated with their Docman software
   - ➜ Avoid any personal NHSmail addresses of staff as this is unlikely to be robust (e.g. practices may be unable to check email if staff member away)

3) Send a **Test email** to all the Practices' email addresses to verify they are working/correct (ideally with acknowledgment/confirmation by the practice)

4) **Add these NHSmail addresses** to practice's DOS profiles under Contact Details within Demographic Details (this also helps with the next steps)
   - ➜ This is also a good opportunity for a general check/update of the practice's profile, especially the Practice's name (as this will be used later)

5) **Download a Service Status Report** from "Reporting" section:

6) **Complete the blank table in the Appendix** (of each Practice Guide) by using filters in Excel to extract the data listed below from the Service Status report:
   - a. **Practice Code** (ODS Code)
   - b. **Practice Name** – Use "Find and Replace" to remove erroneous text (e.g. GP In Hours; xxx CCG…) and leave just Practice name
   - c. **Practice's Email**
   - d. **DOS Service ID** – required in particular for SystmOne practices

7) Important: If SystmOne practices have **multiple DOS profiles** (e.g. GP Weekend services; GP Choice), then you need to also provide the practice with the **DOS Service ID for all their profiles**

8) **Add the DOS lead contact details** at the front of the Practice guides (provided)

9) Save the Practice Guides as **PDF versions** to help reduce impact on Practices' inboxes.

Stage 2: Roll-out

1) **Email practice managers** to explain what is about to happen – consider separate emails for practices on EMIS Web, Vision and SystmOne (as the key message is different)

   Ensure the **EMIS/SystmOne/Vision Practice Guide** (created in Stage 1) **is attached** to the relevant email, with completed Appendix showing Practice NHSmail Addresses/DOS Service IDs

Please find below draft emails which you could use as a starting point:

For EMIS Web Practices:

Subject: Receiving NHS 111 messages/reports via ITK into EMIS Web

Dear Practice Manager

On behalf of **Dr 111 GP Clinical Lead/**** CCG**, please find attached a guide which explains how from **date you start to set up ITK endpoints**, you should start to receive NHS 111 messages/reports directly into the Document Management in EMIS Web via a new messaging standard called "ITK".

For many practices, this might seem similar to how you are already receiving such messages, but this new "ITK" method is more robust- e.g. currently you may only be getting 111 reports if the Local 111 Provider took the call, but actually any 111 provider across the country might handle some calls for your patients. This new process should ensure the message will reach you no matter which 111 provider (across the country) handled the call.

Just to clarify that no specific action is required from your practice to start to receive these messages via ITK. However please ensure your staff are aware that 111 messages/reports may appear in EMIS Web's "Document Management". Please also check the appendix (in the attached guide) has the **correct generic NHSmail/Docman email address** for your practice (suitable to receive patient reports) – if it is missing/incorrect/not the best email address, then please let me know. This email address is used if messages fail to be delivered into EMIS Web via ITK and is particularly important for those practices not currently on EMIS Web as this is how you will receive reports.

Please do not hesitate to come directly to me if you have any queries or notice any issues with receiving 111 messages. If you have any queries/comments around the content of the 111 messages, you may wish to discuss this directly with **Dr 111 GP Clinical Lead (with email address)**.

Kind regards
DOS Lead
Email address/Contact Details

For TPP SystmOne Practices:

Subject: Setting up your practice to receive NHS 111 Messages/reports via ITK directly into SystmOne

Dear Practice Manager

On behalf of **Dr 111 Clinical Lead/**** CCG, please find attached a guide to show how to set up your practice to receive NHS 111 messages directly into SystmOne. **It takes about a minute to do** and please do check the guide even if you think you are already receiving 111 messages into SystmOne (as you might not be set up correctly). Once you have carried out the steps in the guide, please ensure your staff are aware that 111 messages/reports may start to be received as "Unassigned tasks"

For many practices, this might seem similar to how you are already receiving such messages, but this new "ITK" method is more robust- e.g. currently you may only be getting 111 reports if the Local 111 Provider took the call, but actually any 111 provider across the country might handle some calls for your patients. This new process should ensure the message will reach you no matter which 111 provider (across the country) handled the call.

Please check the Appendix (in the attached guide) to see if it has the **correct generic NHSmail/Docman email address** for your practice (suitable to receive patient reports) – if it is missing/incorrect/not the best email address, then please let me know. This email address is used if messages fail to be delivered into SystmOne via ITK (which will also be the case until you complete the steps in the guide).

Please do not hesitate to come directly to me if you have any queries or notice any issues with receiving 111 messages. If you have any queries/comments around the content of the 111 messages, you may wish to discuss this directly with **Dr 111 GP Clinical Lead (with email address)**

Kind regards
DOS Lead
Email address/Contact Details

For INPS Vision Practices:

Subject: Receiving NHS 111 messages/reports via ITK into INPS Vision

Dear Practice Manager

On behalf of **Dr 111 GP Clinical Lead/**** CCG, please find attached a guide which explains how from **date you start to set up ITK endpoints**, you should start to notice receiving NHS 111 messages/reports directly into the Document Management in INPS Vision via a new messaging standard called "ITK".

For many practices, this might seem similar to how you are already receiving such messages, but this new "ITK" method is more robust- e.g. currently you may only be getting 111 reports if the Local 111 Provider took the call, but actually any 111 provider across the country might handle some calls for your patients. This new process should ensure the message will reach you no matter which 111 provider (across the country) handled the call.

Just to clarify that no specific action is required from your practice to start to receive these messages via ITK, apart from ensuring staff are aware that 111 messages/reports may appear in Vision's "Workflow Manager".

However please ensure your staff are aware that 111 messages/reports may appear in Vision's "Workflow Manager" and please check the appendix (in the attached guide) to see if It has the **correct generic NHSmail/Docman email address** for your practice (suitable to receive patient reports) – if it is missing/incorrect/not the best email address, then please let me know. This email address is used if messages fail to be delivered into Vision via ITK and is particularly important for those practices not currently on Vision as this is how you will receive reports.

Please do not hesitate to come directly to me if you have any queries or notice any issues with receiving 111 messages. If you have any queries/comments around the content of the 111 messages, you may wish to discuss this directly with **Dr 111 GP Clinical Lead (with email address)**.

Kind regards
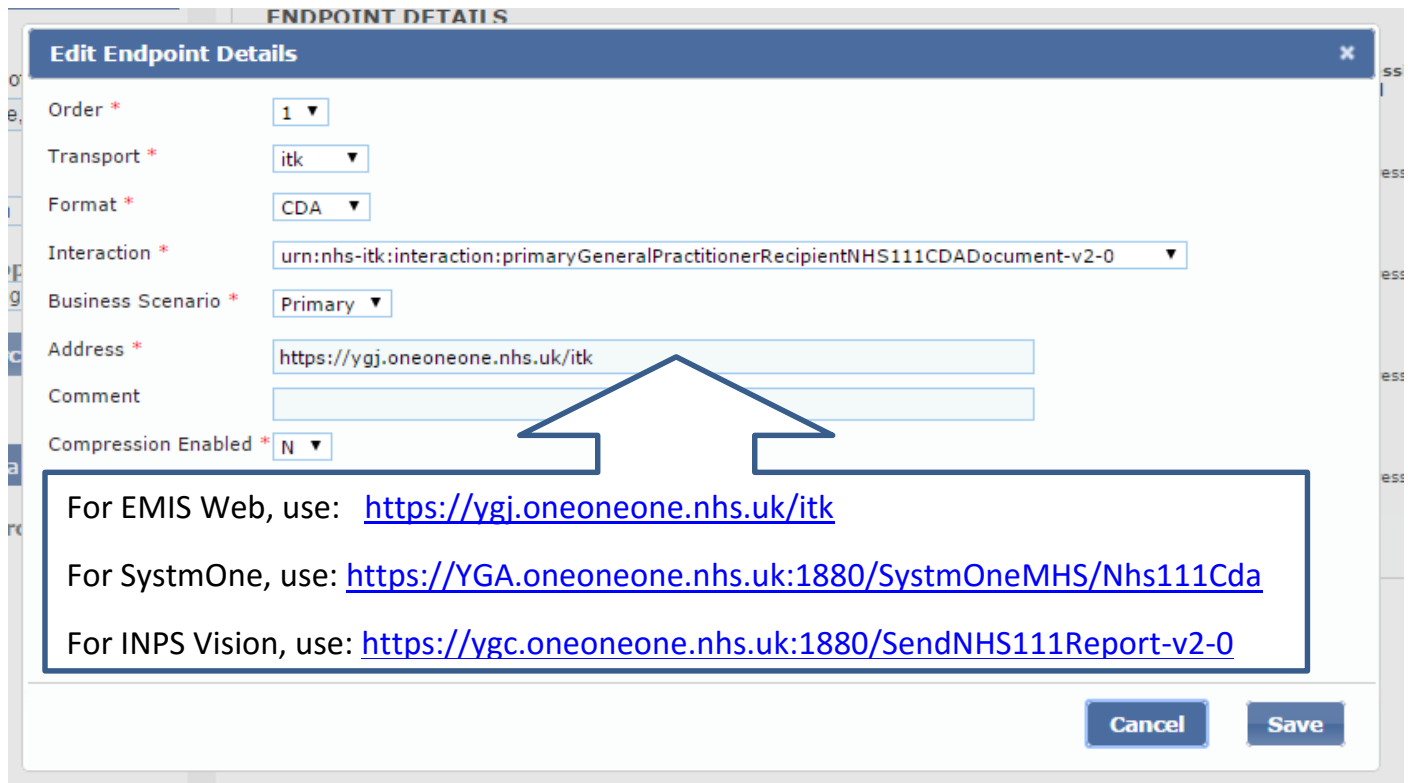DOS Lead
Email address/Contact Details

Important:
- After these emails are sent to practices, you need to proceed to rapidly set up the endpoints as shown in the following steps.
- It is best practice to do it in this order (i.e. emailing practices before setting up the endpoints) to ensure that practices are informed BEFORE they start to receive messages.
- However it does mean that you need to complete the setup of the endpoints quickly to avoid practices becoming confused about why they are not receiving their 111 messages as described in the guide they received.

2) **Set up ITK Primary Messages** for each practice – as **Order 1** as shown below:

Edit Endpoint Details ✕

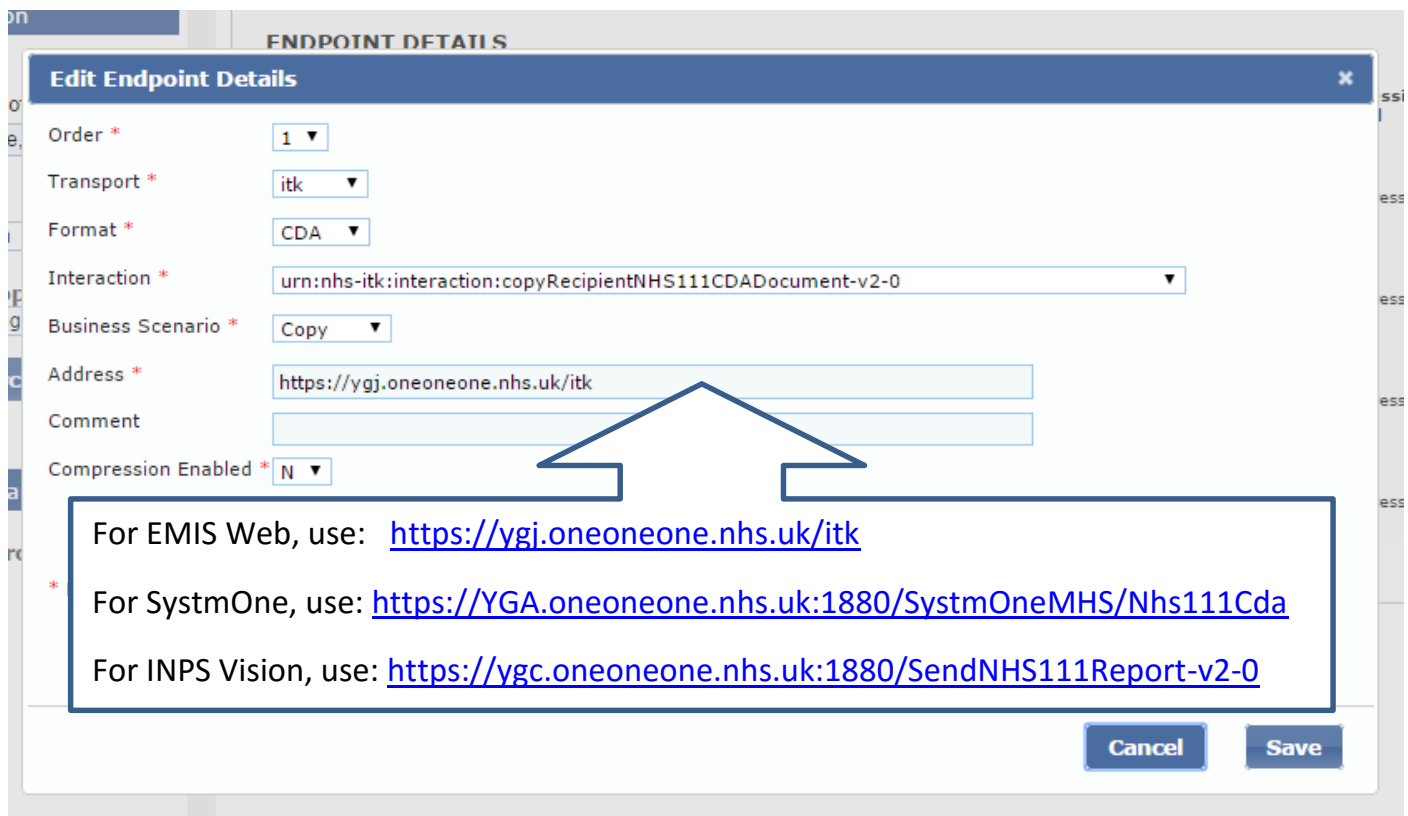| Order * | 1 ▼ |
Transport *	itk ▼
Format *	CDA ▼
Interaction *	urn:nhs-itk:interaction:primaryGeneralPractitionerRecipientNHS111CDADocument-v2-0 ▼
Business Scenario *	Primary ▼
Address *	https://ygj.oneoneone.nhs.uk/itk
Comment	
Compression Enabled *	N ▼

For EMIS Web, use: https://ygj.oneoneone.nhs.uk/itk

For SystmOne, use: https://YGA.oneoneone.nhs.uk:1880/SystmOneMHS/Nhs111Cda

For INPS Vision, use: https://ygc.oneoneone.nhs.uk:1880/SendNHS111Report-v2-0

Cancel   Save

3) **Set up ITK Copy Messages** for each practice – as **Order 1** as shown below:

Edit Endpoint Details ✕

Order *	1 ▼
Transport *	itk ▼
Format *	CDA ▼
Interaction *	urn:nhs-itk:interaction:copyRecipientNHS111CDADocument-v2-0 ▼
Business Scenario *	Copy ▼
Address *	https://ygj.oneoneone.nhs.uk/itk
Comment	
Compression Enabled *	N ▼

For EMIS Web, use: https://ygj.oneoneone.nhs.uk/itk

For SystmOne, use: https://YGA.oneoneone.nhs.uk:1880/SystmOneMHS/Nhs111Cda

For INPS Vision, use: https://ygc.oneoneone.nhs.uk:1880/SendNHS111Report-v2-0

Cancel   Save

4) **Set up NHSmail Primary Messages** for each practice – as **Order 2** as shown below:

Using practice's NHSmail/Docman email address

5) **Set up NHSmail Copy Messages** for each practice – as **Order 2** as shown below:

Using practice's NHSmail/Docman email address

6) If practices respond with corrections to their Email addresses, ensure their DOS endpoints and Contact details are updated accordingly (& update appendix in guide)
7) Provide your local 111 provider with a copy of the Practice guides as practices might also approach them with queries. Your 111 provider might also wish to contact the DOS lead/practices if it spots "failed ITK" messages for particular practices.

Examples of Feedback on Practice Guides

Thank you very much for.. the supporting guidance which can't be more easier, a special thanks for that.
- Practice Manager

The step by step picture guide is really clear - I like it - thank you!
- Practice Administrator

This is excellent documentation. Have just updated my system one and hand held all the way. Why can't others produce good documentation like this?
- GP

We now have been receiving and managing the NHS 111 reports for our Patients which is far better than the way we used to receive them via fax.
- Practice Manager

Stage 3: Variations & Queries

Q **Is it essential to set up NHSmail addresses for Order 2? We do not have generic NHSmail accounts for all practices.**

A No, it is not essential but it is saves time if you can enter them at the same time as Order 1 ITK messaging. It does help with contingency/the roll-out of ITK messaging. It can also help act as a central database for NHSmail addresses for practices (to receive reports) for other purposes outside of 111 messaging. Perhaps even if you cannot set this up initially, you might wish to complete setting up NHSmail addresses later as part of a wider IT/Communication strategy.

Q **What happens if a SystmOne practice fails to follow the steps to set up ITK messaging at their end?**

A The ITK message will simply fail and 111 will end up using the contingency NHSmail (Order 2) endpoint for that practice. This is one reason why it is best practice to set up the NHSmail endpoints as well.

Q **A practice using Docman has requested to receive 111 reports to their Docman software rather than via ITK messaging to their Clinical System.**

A It is understandable why this might suit their practice's processes better.

If the practice can give you the Docman NHSmail address used for their practice, you can switch the Order of the Endpoints so that the Docman NHSmail address (for Primary and Copy messages) are set as **Order 1** and the ITK endpoints are set as **Order 2** (so they are kept handy if ever need to be switched back in the future). Please consider adding a comment to the endpoint to explain the practice's preference to avoid any future confusion about why ITK is not first order.

If a practice has Docman but is not sure how to receive reports directly into Docman, then please suggest they look at the FAQ section in the guide for practice for more information, which is also reproduced for you below:

1) Practices needs to contact their local IT Helpdesk/NHSmail desk to ask them to create/set up a suitable Docman NHSnet address for your practice - most of the time this NHS email address is setup as a combination of their practice's ODS code and the word "docman".

2) Once they get this email address, they need to contact Docman support on 0844 967 0 967 or 01977 664498 (this latter number is cheaper to call)

3) When the practice's calls Docman, they will ask for:
>   - NHSnet mail address and password that IT have set up for you to use with Docman (the practice doesn't have to give Docman support the password, but if you do then they can set it all up for you otherwise you will need to enter the Password on the Docman interface at your end to complete the setup)
>   - Your practice's postcode.

Docman will then test that it is working - they say it only takes 10minutes to do it all from when you call. Docman will not charge you for any of this process if you have an active Docman account.

Q **Practices (not on EMIS Web/SystmOne/Vision) are frustrated about receiving 111 reports via NHSmail.**

A It is worth checking if they have Docman which could be another preferable option for them (see answer to other related Docman questions for more information on how to help set up practices).

Q **How do I handle practices not on EMIS Web, SystmOne or Vision?**

A We would recommend that you still set them up for NHSmail endpoints (both Primary and Copy) set as Order 2 (keeping Order 1 free for future ITK developments – see next question for example). However practices may find this frustrating and a step backwards if they had previously been receiving reports via a "local solution" using DTS (also sends messages direct to their clinical system).

Ultimately this is a case of balancing risks vs the benefits – Setting up NHSmail DOS endpoints means the practice will now receive 111 reports no matter which 111 provider handled the call, yet it can be more cumbersome/time-consuming for the practice to handle reports received via NHSmail compared to DTS (if that is how they were receiving them previously). Alternatively you could leave them with a local (non DOS) solution using DTS which means they benefit from receiving reports direct to their clinical system, but the risk is that they only receive 111 reports if their local 111 provider handled the call. If you are considering the latter, then it is important that you have discussed this with your local Clinical Governance lead and made this decision with awareness of the risks.

Q **A practice is not on EMIS Web / SystmOne / Vision at the moment, but they are due to migrate to Emis Web/SystmOne/Vision in the near future.**

A You should set them up for NHSmail Endpoints (set as Order 2). You could either ask the practice to contact you back once they have migrated to Emis Web/SystmOne/Vision so that you can set up the ITK messaging endpoints at that stage. Alternatively you could also set up the ITK endpoints now (set up as Order 1) in advance of their migration as in the interim the ITK message will fail (as they have not yet migrated) and 111 will then automatically attempt to send the message via NHSmail (set as Order 2). If you do this, you are recommended to add a comment to the ITK endpoint to make it clear you are setting it up before migration to avoid any confusion. This approach might save you and the practice time in the future. Please ensure you let your 111 provider know that you are taking this approach, otherwise they might be confused why they are getting ITK Delivery failure messages.

Q **Practices are now complaining about the clinical content of the 111 messages they are receiving.**

A Ask them to read the FAQ section in the practice guide and suggest they raise their concerns with your local 111 clinical governance lead.

Q **Practices also have separate profiles for GP Weekend services which serve patients registered at a group of practices. How should I set up their Messaging Endpoints?**

A As a minimum, you should set up a NHSmail/Docman email address for Primary messages endpoint (Copy messages should not be required).

For EMIS Web & Vision practices, it may not be feasible to set up ITK messaging endpoints unless you are able to have the correct ODS code in all the profiles (i.e. not dummy ODS codes).

For SystmOne practices, it is possible to set up ITK messaging endpoints and you need to supply the practice with the DOS Service IDs for the additional profiles and instruct them to follow the guidance in the FAQ section of the practice guide to add these additional DOS Service IDs to their SystmOne setup. However you need to check if this is the best option for the practice as they might find it confusing when they receive ITK messages for **patients not registered at their practice** directly into their clinical system. They might also confuse incoming messages for their GP In Hours/Core service with those for their additional services/profiles. For these reasons, the practice may prefer to receive messages for these additional DOS profiles/services via NHSmail and use ITK just for their core GP In Hours service/profile.

Q **Practice has said they are receiving 111 reports in a "corrupted format" and they cannot access the information.**

A Check that you there are no errors in their DOS endpoints, especially whether the correct "Format" has been selected (see earlier screenshots).

Q **The 111 provider has given me a list of "failed endpoints". What should I do next?**

A
1) Check you have correctly entered the Endpoints for the practice – normally:
   – 4 endpoints: Order 1 (ITK) & Order 2 (NHSmail) Endpoints,
            each for both Primary & Copy messages
   - Correct Message format: CDA for ITK and PDF for NHSmail
2) Check the ODS code for the practice is correct on the DOS profile
3) Contact the practice and verify you have the correct IT system (for their ITK endpoint) and correct NHSmail address for them (something might have changed over time)
4) If the practice is on SystmOne, check that you have given them the correct DOS Service ID for their profile. Forward the practice another copy of the SysmOne Practice guide to check if they have done the required steps at their end (as explained in the guide).
5) If the practice is on EMIS Web/Vision, please check they are definitely already using the clinical system (you might have set up their endpoint early in advance of the practice's migration to a new clinical system which is why the 111 provider is getting a failure message)
6) Check if somehow another service on the DOS has the same ODS code/DOS Service ID code
7) Ensure at least that the practice is receiving 111 messages via NHSmail
8) If all the above steps have not revealed a problem, you may wish to get a colleague to check your steps above and then suggest the 111 provider raises it with their clinical system provider and if that does not find anything, the practice could raises it with their IT Clinical System provider.

![NHS England logo](NHS England)

Q **Practices are receiving reports for patients not registered with the practice – what should they do?**

A Firstly check that you there are no errors in their DOS profile (e.g. correct ODS code; correct endpoints; correct practice name). If this is all ok, then suggest they read the FAQ section in the practice guide. This explains that they should try to reject the report but this may not necessarily send the report back to the relevant 111 provider for review. So I would also recommend that the practice notifies the relevant 111 provider who handled the call (usually the report will show this). You can find their NHSmail addresses below (last updated 28/04/2015):

NHS 111 Provider	NHSmail
CareUK	careuk111.feedback@nhs.net
London Ambulance Service (LAS)	selondon111.feedback@nhs.net
London Central West UCC (LCW)	lcw111@nhs.net
The Partnership of East London Cooperatives (PELC)	john.light3@nhs.net Jacqui.Niner@nhs.net
Derbyshire Health United (DHU)	feedback111.derbyshire@nhs.net
East of England Ambulance Service (EEAST)	medicom.supervisors@nhs.net
Fylde Coast Medical Service (FCMS)	Nw111cumbrialancs.feedback@nhs.net
Herts Urgent Care (HUC)	huc.feedback@nhs.net
IC24 (South East Health/Cleo)	IC24.111query@nhs.net / cg.sehl@nhs.net
Isle of Wight Ambulance Service (IoW)	iow.nhs111@nhs.net
North East Ambulance Service (NEAS)	neastnt.NeasRiskAdmin@nhs.net contactcentreadmin@nhs.net
North West Ambulance Service (NWAS)	NW111cumbrialancs.feedback@nhs.net
Staffs. Doctors Urgent Care (SDUC)	sduc.governance@nhs.net
South East Coast Ambulance Service (SECAMB)	hcpfeedback.sec111@nhs.net
Serco (Cornwall)	No NHSmail – Call 01872 222400
South Central Ambulance Service (SCAS)	Scas.111-North@nhs.net
South West Ambulance (SWAST)	swasft.ucs111@nhs.net
West Midlands Ambulance Service (WMAS)	wmas.111cg@nhs.net
Yorkshire Ambulance Service (YAS)	oneoneoneyas.feedback@nhs.net

Finally:

Q **I've found this Guide helpful, but I still have a few unanswered queries**

If you have any queries, please contact:

▸ Dr Shanker Vijayadeva – svijayadeva@nhs.net ◂