

# Receiving NHS 111 Messages into GP

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## Introduction

This guide is intended for practice managers and system administrators using SystemOne GP who want to start receiving NHS 111 messages via the interoperability toolkit (ITK). This guide will detail how to enable your practice to receive both primary recipient messages and copy recipient messages. A primary message is received when you are the service who should provide care to the patient. A copy message is received to notify you, as the patient's GP, that the patient has been treated at another service following an NHS 111 encounter. Copy messages are also often referred to as Post Event Messages (PEMs). The two types of messages will be received as different task types; Incoming Primary NHS 111 CDA Message tasks, and Incoming Copy NHS 111 CDA Message tasks. You will be able to configure mappings for how these tasks are handled for both primary and copy messages.

### Directory of Services (DOS)

Your local DOS lead will need to configure your practice on DOS to specify whether you will receive primary and/or copy messages and if these will be received via ITK. They can also configure whether you can only receive primary messages for patients registered at your practice or for any patient. They will also be responsible for configuring which disposition codes (Dx codes) your practice can receive. A Dx code is determined by the patient's answers to the NHS 111 assessment and advises how the patient should be treated (e.g. Dx05 - To contact the GP practice or other local service within 2 hours).

When your local DOS lead sets you up to receive NHS 111 messages via ITK, you will need to provide them with the following endpoint: <https://YGA.oneoneone.nhs.uk:1880/SystemOneMHS/Nhs111Cda> This endpoint is the same for all SystemOne GP practices and for both primary and copy messages.

If you are not sure how your DOS entry is set up, or want to make changes to the messages you currently receive you will need to contact your local DOS lead through your CCG.

## SystemOne Configuration - Copy Messages

### Enabling your practice to receive copy messages

SystemOne GP practices can enable themselves to receive copy messages. An option is available under Organisation Preferences > NHS 111 > Copy Message Settings called 'Enable incoming NHS 111 copy messages' (see [figure 1](#)). Ticking this will allow you to receive copy recipient messages once your DOS lead has configured your practice on DOS.

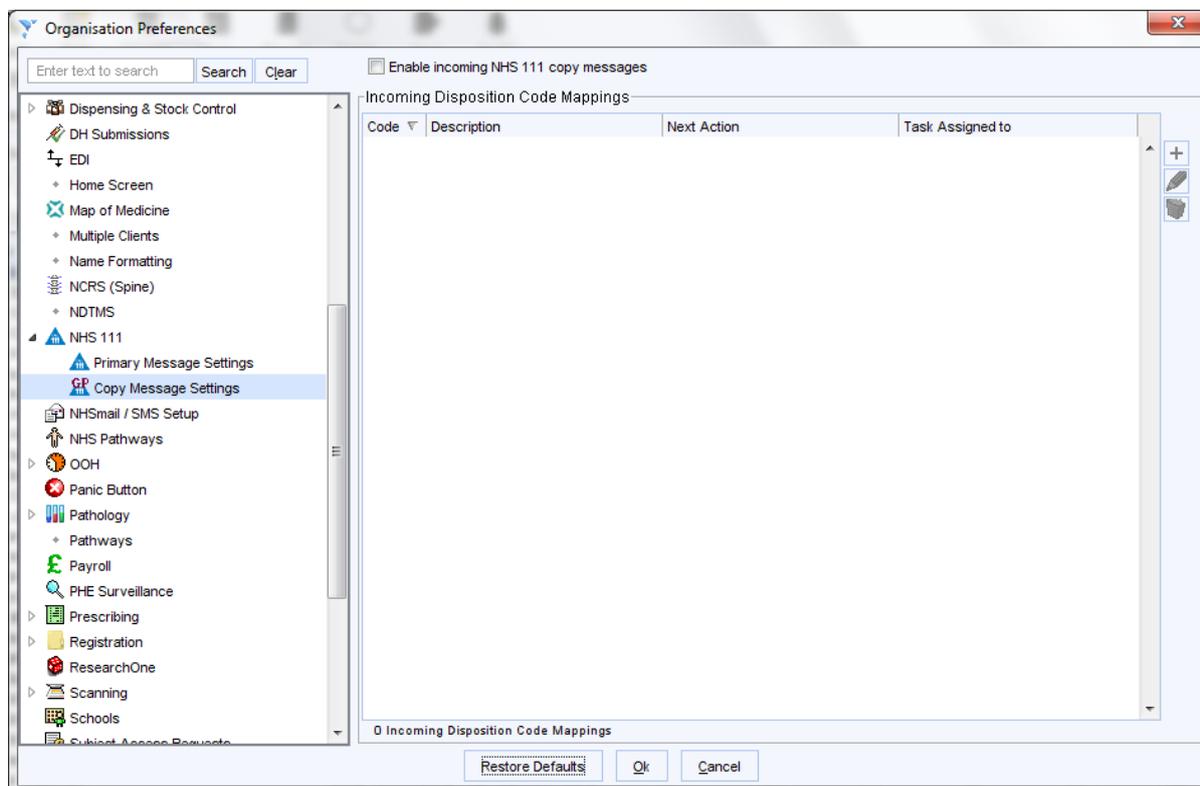


Figure 1: The NHS 111 Copy Message Settings node under Organisation Preferences

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Creating mappings for copy messages

1. To create a new mapping, click on the Create New Mapping button  at the right-hand side of the screen. This will open the New Incoming Disposition Code Mapping dialog (see [figure 2](#)).

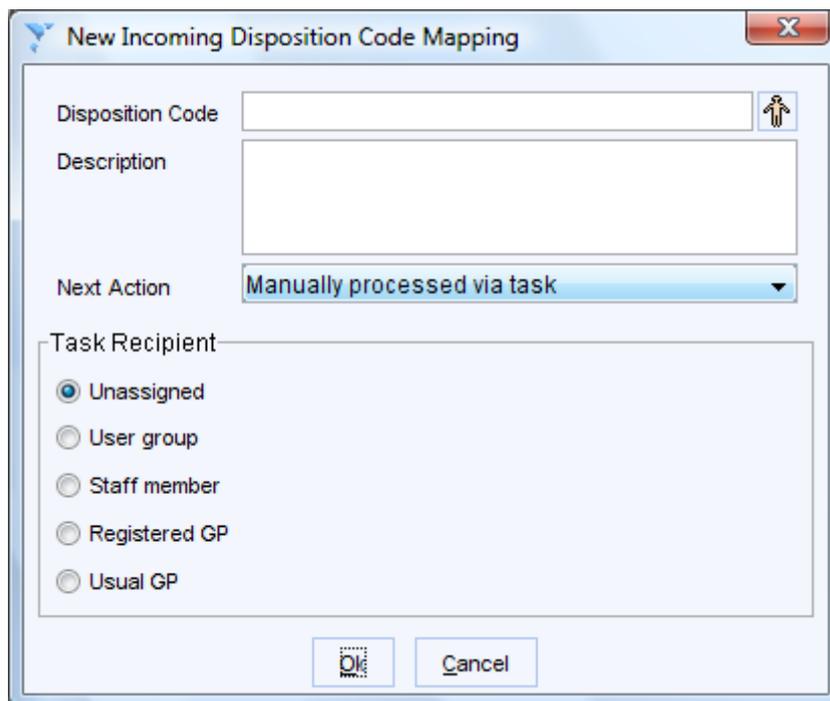


Figure 2: The New Incoming Disposition Code Mapping dialog

2. Click on the Insert NHS Pathways disposition button  to open the Select Pathways Disposition Code dialog. Either use the Search function or browse down the list to find the disposition code you want to create a mapping for. Selecting a disposition from this list will automatically populate the Description field. Alternatively, you can type a Dx code into the Disposition Code field and type your own Description.
3. Select a Next Action from either 'Manually processed via task' or 'Match and file to patient record'.
4. Select a Task Recipient.
5. Once you are happy with the configuration, press Ok and configure mappings for the rest of the disposition codes you will be receiving.
6. To amend a mapping, select the mapping you wish to change and use the Amend Selected Mappings button . This will open the Amend Incoming Disposition Code Mapping dialog. Make any changes you require and then select Ok on the dialog.
7. To delete a mapping, select the mapping you want to remove and use the Delete Selected Mapping button . You will then be asked to confirm that you want to delete the mapping.
8. Once you have configured all of the mappings, press Ok on the Organisation Preferences dialog.

#### Next Action - Manually processed via task

Selecting this action will mean that when the task is received and actioned, the message will be imported into Document Management for processing. The message will be added to the NHS 111 CDA Messages batch on the Acquired Documents screen (see [figure 3](#)). The message can then be processed and filed like any other electronic document.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

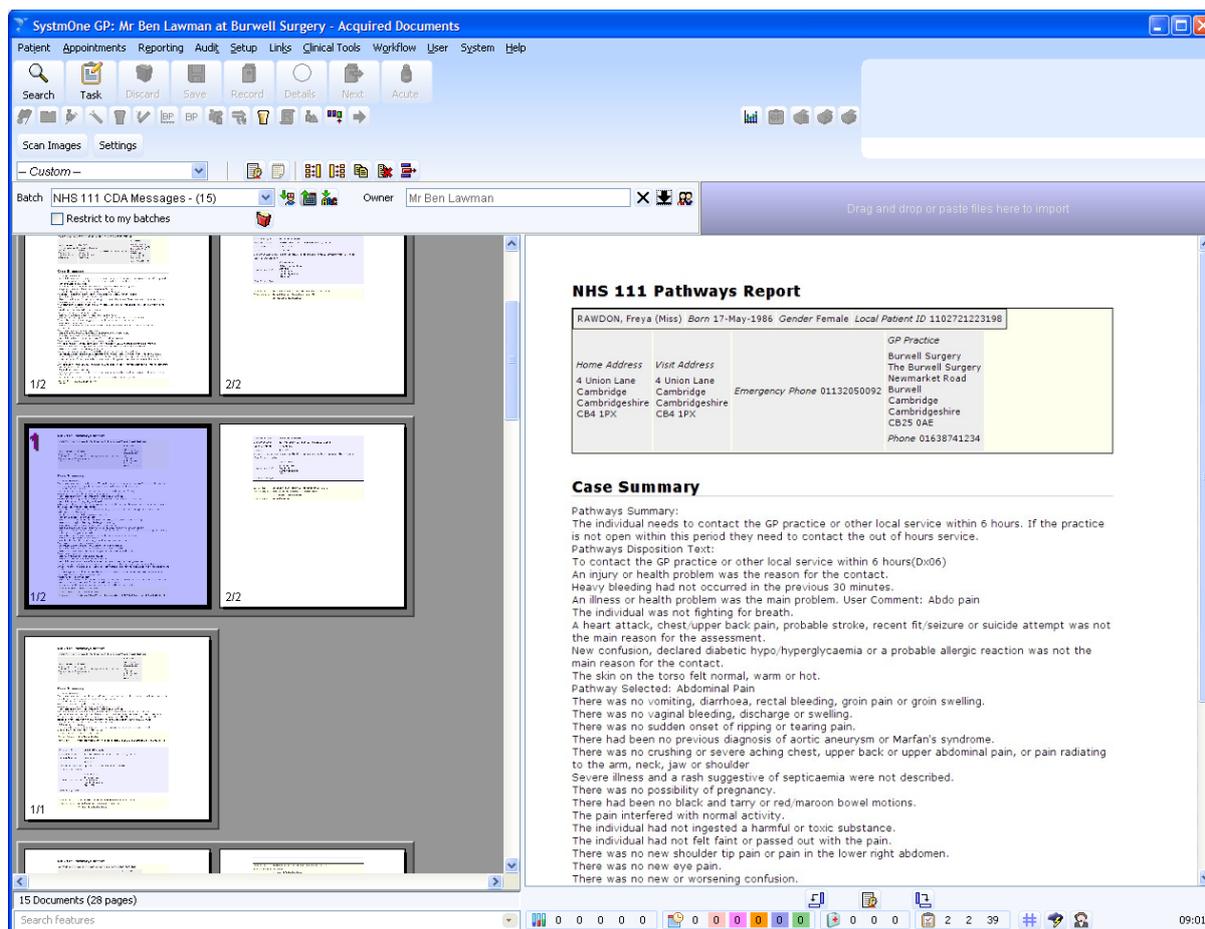


Figure 3: A message in the NHS 111 CDA Messages batch in Acquired Documents

### Next Action - Match and file to patient record

Specifying this action when configuring the mapping means that when a message is received, SystemOne will attempt to match the message to a patient record. If a match is made, the message will be automatically filed to the record. A task will still be created to notify you that a message has been filed to the record. Actioning the task acts as an acknowledgement that the message has been received. Reports are filed to the Communications and Letters node within the patient record.

### Task Recipient

You can map disposition codes so that the tasks created from the incoming messages are assigned to a specific user group, individual, the patient's registered GP, or usual GP. For example, you could configure copy messages with Dx010 (999 ambulance) to send a task to the patient's usual GP to inform them that their patient required an ambulance, and configure copy messages with Dx25 (Home Management) to an Administration user group to action. Messages that contain a disposition code for which a mapping has not been configured will create an unassigned task.

## SystmOne Configuration - Primary Messages

### Enabling your practice to receive primary messages

SystmOne GP practices can enable themselves to receive primary messages. A option is available under Setup > Organisation Preferences > NHS 111 > Primary Message Settings and select the Enable incoming NHS 111 primary messages box.

You will also need to contact your local DOS lead and arrange for your DOS entry to be configured. It is important that your SystmOne unit is enabled before the DOS entry is activated for primary messages. This prevents 111 services from attempting to send ITK messages to your practice before you are able to receive them.

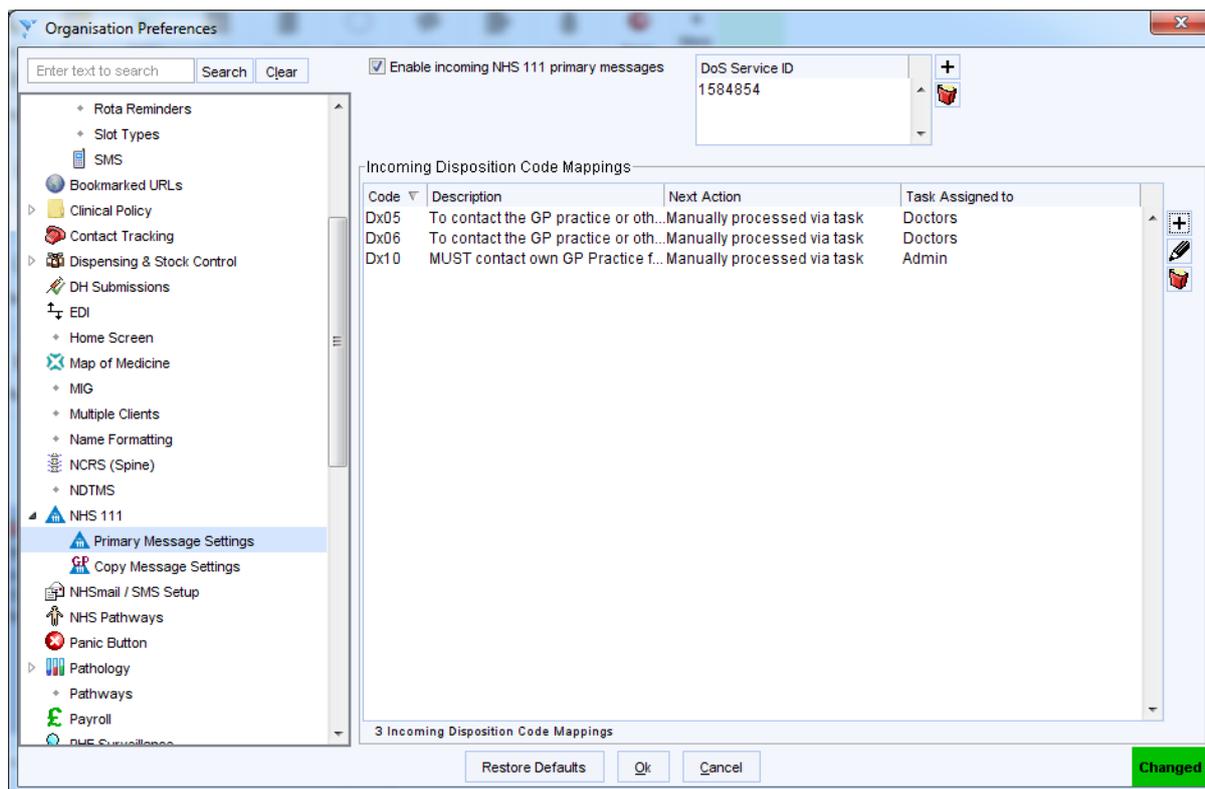


Figure 4: The Primary Message Settings node is used to enable the unit to receive NHS 111 Primary messages.

The service ID set up on the DoS for the unit the needs to be set against the unit so that messages can be directed to the correct location. This is set by clicking on the  button next to the DoS Service ID box, and entering the Service ID into the DoS Service ID dialog.

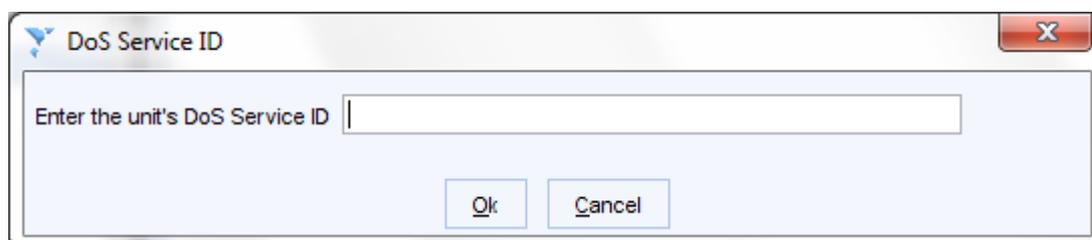


Figure 5: The DoS Service ID dialog is used to set the DoS Service ID against the unit.

### Creating mappings for primary messages

To configure the mappings, follow the same steps outlined for creating copy message mappings. Remember, this time you are creating mappings for messages you receive when you are the service who needs to provide the care for the patient. Primary messages require action and are not for information only.

## FAQs

### *What happens if I receive a copy message for a patient who is not registered with my practice?*

If the message cannot be automatically matched to a patient registered at your practice then this will be stated in the body of the task. If the mapping states that the message should normally be automatically filed, it will remain on the task list for manual processing. You should then contact the 111 service who sent the task to advise them that you are not the patient's registered GP practice.

### *Why would I receive a copy message for a patient who is not registered with me?*

Sometimes if the patient cannot be found on PDS by the 111 service they may need to manually register them. As part of the registration process the 111 service needs to set the registered practice. Occasionally patients may give inaccurate information or call handlers may inadvertently select the wrong practice. Notifying the 111 service will mean that they can update the registered practice for the patient for the next time they have a 111 encounter.

### *What happens if I receive a primary message for a patient who is not registered with my practice?*

Depending on how your practice is configured on DOS, it is possible for a 111 service to refer patients to your practice for treatment even when they are not registered with you (see the [Directory of Services](#) section earlier in the document). If you are receiving primary messages for patients who are not registered with you and you believe this is incorrect, please contact your local DOS lead. If you should be providing care for the patient, you can register them and then process the message via Document Management.

### *What is the endpoint I will need to give to my DOS lead?*

The endpoint is specified in the [Directory of Services](#) section earlier in this document. The endpoint is the same for both primary and copy messages and is also the same for all SystemOne GP practices in the country.

### *What are the benefits of receiving NHS 111 messages via ITK?*

Unlike other transport mechanisms like DTS, receiving NHS 111 messages via ITK is almost instant. This means that as soon as the 111 service sends the message, it is received by SystemOne and available for you to view or process. This means that you have sight of the information prior to the patient presenting with your service.

Another benefit is that the messages are received directly into your clinical system. Receiving NHS 111 messages via NHSmail means that they need to be imported into your clinical system, taking up administration time.

### *Can other SystemOne modules receive NHS 111 messages?*

Yes, SystemOne A&E, SystemOne MIU, SystemOne Out of Hours PCC and SystemOne Community can also receive NHS 111 primary messages. Please contact the TPP Analyst Team with a reference number for more information.