

Title	NHS 111 SAFETY NET PROCEDURE			Number	E17
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Other Ref:					
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Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
06.08.21	Updated password and fax number	SB
18.07.22	Reviewed, updated screenshots and removal of safe haven fax	KK/SBr/AB
05.08.22	Updated password	KK
18.07.23	Updated Contact email and password	KK

Introduction

This procedure is to be used in the event of an NHS 111 provider system failure that prevents patient case details being sent to Badger via electronic means. **It is not to be used by the provider to override the outcome of the pathways system or the Directory of Services (DoS).**

In the event of a system failure at 111 all calls will be directed to an email account allowing patient details to be sent to Badger during the operational period. The safety net has been developed to enable a continuation of OOH services ensuring patient safety at all times.

This process would only be enacted after verbal agreement by Badger and 111 shift leads.

Procedure

The procedure will begin with a call being received from a 111 shift leader at DHU Healthcare, informing the Badger Team Leader that they have a system failure and they wish to enact the 111 safety net with a possible duration of downtime if known. During this call a form will need to be completed by the Badger Team Leader (see appendix 1) recording the details of the downtime.

The Badger TL will inform the Duty on Call Manager and Medical Director, and then advise all call handlers of the situation.

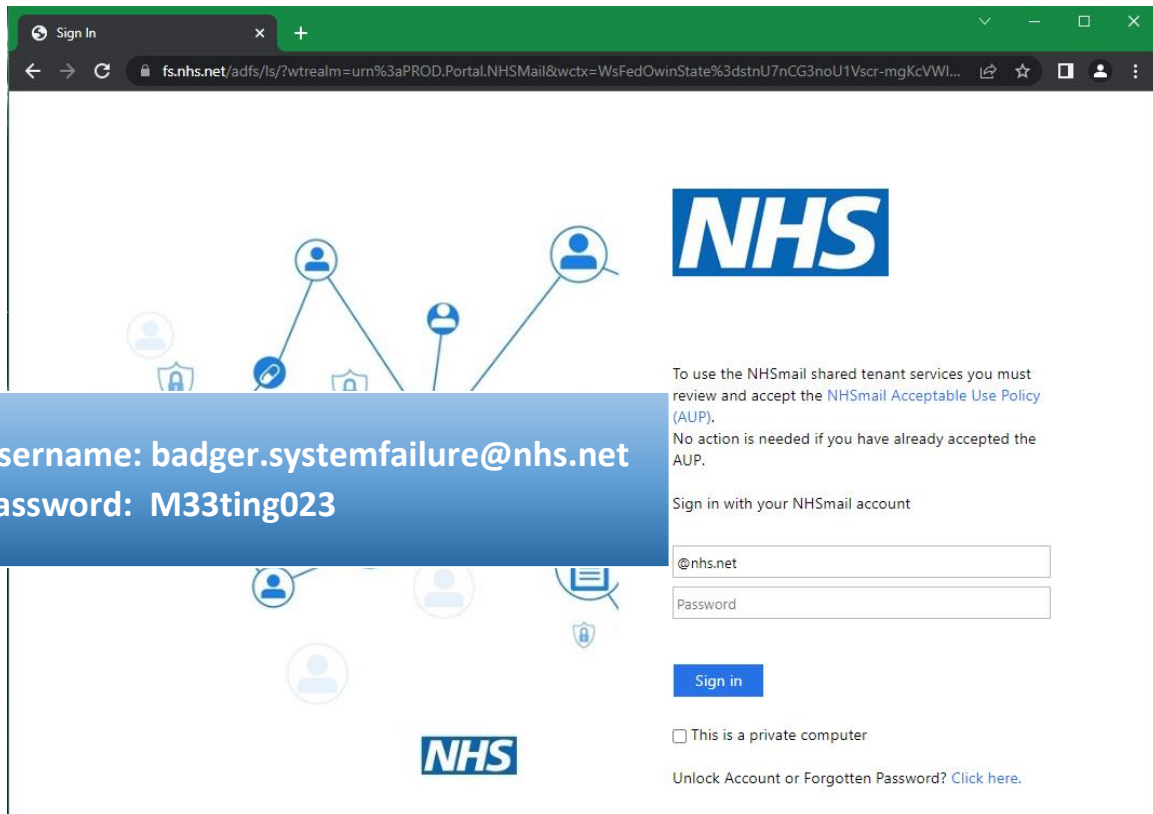
Receiving Patient Details

All case details will be sent to badger.systemfailure@nhs.net *this e-mail account is only to be used for the purpose of 111 safety net.*

To access the emailed 111 case details log onto the nhs.net website using the internet browser by entering portal.nhs.net into the address bar.

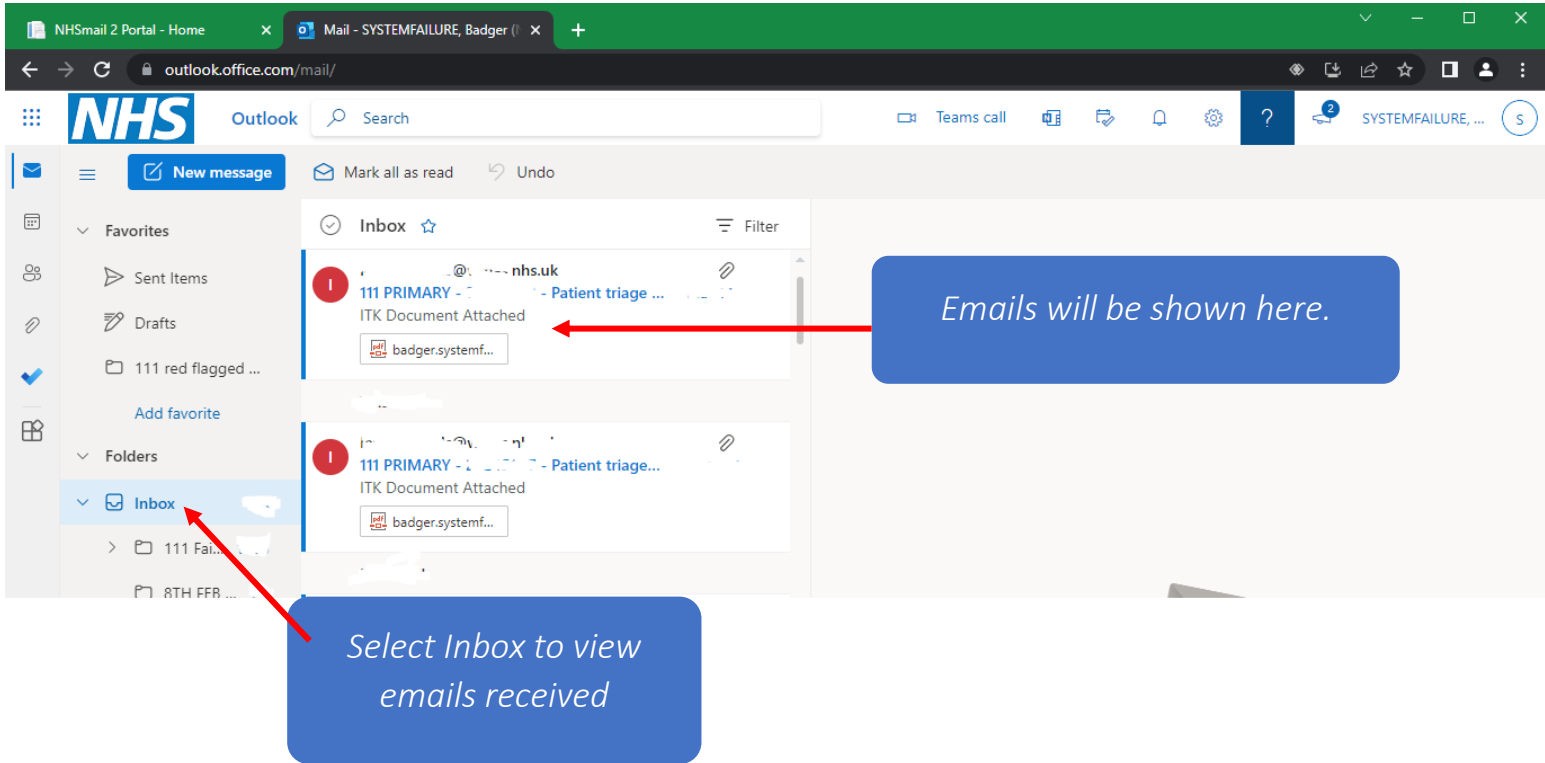


The following website will appear.



Enter the username and password as shown above.

Note: the username and password are case sensitive.



1. Open the email and view the attachment, the attachment showing will be a fax cover sheet and the Adastra record with patient details
2. Print the case details and enter the information onto the Adastra system
3. Once the case has been entered onto the Badger Adastra system and put into case streaming it will follow the normal OOH procedure. You may need to contact the patient or the patients' representative to obtain further details as per the new 111 inbox procedure.

As soon as 111 become operational the 111 Shift Leader will contact the Badger TL to notify Badger to revert back to standard practice. A member of the Operational team will remove all emails received and completed on the system failure e-mail account the following working day. All case details will be checked against the information recorded on Adastra before the emails are removed.

Additional Resources

In the event of a system failure refer to Operational Procedures E12 – Summary Escalation Plan.

Appendix 1 - NHS 111 Safety Net – Activation Form



NHS 111 Safety Net – Activation Form

Date call received; Time call received;

Reason for activation?	
Who requested the activation?	
Estimated duration of downtime	

Downtime	Time	Date
Activation		
Deactivation		
Total duration of downtime		

How will the calls be received?	E-mail	Comments
	<input type="checkbox"/>	

Notification	Have you notified the Manager on Call?	Time	Date	Have you notified the Medical Director?	Time	Date
Activation	<input type="checkbox"/>			<input type="checkbox"/>		
Deactivation	<input type="checkbox"/>			<input type="checkbox"/>		

OFFICE USE ONLY

Emails checked against Adastra by	Emails removed from safety net account? Y / N
Finance Team informed by	Date/time Finance informed
Total number of calls received during downtime	