WELSH INFORMATION STANDARDS BOARD

DSC Notice:	DSCN 2021 / 05
Date of Issue:	5th March 2021

Welsh Health Circular / Official Letter: N/A	**Subject:** 111 Service Relationship to Caller
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 / 010

Summary:

This introduces the new standard for relationship to caller within the 111 / Out of Hours (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 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

As part of a 5-year plan, NHS Wales is in the process of adopting 111 Services to replace existing GP Out of Hours (OOH) services across Wales by 2020-21. As well as changing the way that OOH services operate, a new electronic system has been procured 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.

With the rollout of the 111-programme progressing at pace, there is a drive to align the definitions for the relationship to caller to ensure a more consistent reporting process across the 111 / OOH service. This will be used to feed into the main specification for the procurement of the new 111 system which will replace Adastra in 2021.

The original OOH standards were developed in 2014, and the interim 111 standards in 2016 prior to the 111-service going live. As such the time is right to adopt a more consistent way of capturing a patient's relationship to caller.

Historically, the services have been recording relationship to caller through drop down lists, but they are inconsistent across Health Boards (HBs). This causes issues with the compilation of any valuable data on the relationship to caller. Therefore, the creation of the relationship to caller data item has been undertaken with HBs and operational service input to determine what is clinically appropriate and realistic at service level to ensure there is a clear picture on who is calling on behalf of the patient. It is important that 111 has identified the individual who has called the service, on behalf of another person, in order to contact the correct individual.

Description of Change

To introduce a list of patient relationships to caller for use in the 111 / OOH service for the new system only.

Scope

To mandate a defined national list of patient relationship to caller for use in the new 111 procured system across Welsh Ambulance Service Trust (NHS Direct Wales/111) and all OOH services in NHS Wales and not for the current systems. This list is defined in the Information Specification section below.

Actions Required

For external supplier:

- Update the national list of relationship to caller within the new 111 system.

For Health Boards:

- Update local processes to incorporate the use of the national list of relationship to caller.

For Welsh Government:

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

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 relationships to caller.

Relationship to Caller	Definition	Welsh Reference Data Service Code
Self	Self.	SELF01
Mother	Has parental responsibility (PR) registered on the birth certificate.	MTHR01
Father		FTHR01
Spouse	Spouse registered on marriage certificate or civil partnership certificate.	SPOU01
Partner	Common law partner.	PRTN01
Grandparent	Extended Family.	GRPRNT
Son		SN0101
Daughter		DGHT01
Sibling		SBLG01
Other family member		OTHFAM
Friend	Member of the Public.	FRND01
Neighbour		NGHB01
Other		OTH010
Carer	A person who provides or intends to provide care for an adult or disabled child.	CAR001
HCP Health Care Professional	Health Care Professional calling on behalf of a child or adult.	HCP001
HCP Paramedic on scene		HCPPAR
HCP Community Nurse		HCPCOM
HCP Nursing Home Staff		HCPNUR
HCP Palliative Care Team		HCPPAL
HCP Pharmacist		HCPPHA
HCP Optometrist		HCPOPT
HCP Dentist		HCPDEN
HCP Mental Health		HCPMEN
HCP Midwife		HCPMID
HCP Secondary Care		HCPSEC
HCP MIU/ED		HCPMED

SG Adult	An adult acting for a vulnerable person - adult or child.	SGA001
SG Adult with SGO	Safeguarding Adult with Special Guardianship Order.	SGASGO
SG Adult Person with POA	Safeguarding Adult with active power of Attorney for health and care.	SGAPOA
SG Adult Looked after Child	Safeguarding Adult acting on behalf of Social Services (SS).	SGALAC
SG Child Protection Register	Safeguarding Adult acting on behalf of Social Services (SS) for a child on the Child Protection Register but inform SS.	SGCHPR
Ambulance Control Centre	A call made by an ambulance service on behalf of a service user.	AMCCNT
Social Services	A call made by a social worker on behalf of a service user.	SOCSER
Police control	A call made by a police control on behalf of a service user.	POLCON
Police on scene	A call made by a police officer on scene on behalf of a service user.	POLSCE
Fire Service	A call made by a fire service on behalf of a service user.	FIRSER