

Sarah Wilkinson
Chief Executive
NHS Digital
1 Trevelyan Square
Boar Lane
Leeds
LS1 6AE

21st December 2020

Dear Sarah

1. **NHS 111 First Sitrep Directions 2020**

- 1.1 I am writing on behalf of the National Health Service Commissioning Board (known as **NHS England**) to provide Directions to the Health and Social Care Information Centre, known as and hereafter referred to in these Directions as **NHS Digital**.
- 1.2 These Directions are given in exercise of the powers conferred by sections 254(1), (3) and (6), section 260(2)(d), section 261(2)(e) and section 304(9), (10) and (12) of the Health and Social Care Act 2012¹ (**the 2012 Act**).
- 1.3 In exercising the activities and functions described in these Directions, NHS Digital must have regard to such priorities, policies, advice or guidance of NHS England as NHS England may notify in writing from time to time to NHS Digital.
- 1.4 These Directions are to be known as the **NHS 111 First Sitrep Directions 2020** and come into force on the date signed.

2. **Purpose**

The purpose of these Directions (**Purpose**) is to collect and analyse information from all NHS 111 providers in England, which will support the implementation of

¹ 2012 c.7

the NHS Long Term Plan² by bringing consistency to information held by the NHS 111 service providers, with a view to encourage patients to call NHS 111 for triage before attending A&E services. This collection aims to monitor the impact of the new service by looking at changes to flows of patients through the wider Urgent and Emergency Care (UEC) system and whether using 111 as the default triage mechanism for UEC patients results in more efficient use of NHS resource.

3. Establishing and operating information systems for the NHS 111 First Sitrep Directions data collection

3.1 In accordance with sections 254(1) and 254(6) of the 2012 Act, NHS England directs NHS Digital to establish and operate a system for the collection and analysis of information described in the NHS 111 First Sitrep Requirements Specification (**the Requirements Specification**) attached at Annex A of these Directions, such system to be known as the **NHS 111 First Sitrep Directions Information System**.

3.2 NHS Digital is directed to carry out the activities above in accordance with the Requirements Specification and generally in such a way as to enable and facilitate the Purpose described above. The Requirements Specification may be updated periodically (within the confines of the scope set out in these Directions) by NHS Digital and agreed in writing by NHS England.

4. Analysis and linkage

Pursuant to NHS England's powers under 254(1) and 254(6) of the 2012 Act, NHS Digital is further directed to analyse the information collected pursuant to these Directions, including by such reference or linkage to other data held by NHS Digital as NHS Digital determines is necessary to achieve the Purpose.

5. Requirement for these Directions

5.1 In accordance with section 254(3) of the 2012 Act, NHS England considers that the information which could be obtained by complying with these Directions is information which it is necessary or expedient for NHS England to have in relation to its exercise of functions in connection with the provision of NHS services.

5.2 In accordance with section 254(5) of the 2012 Act, NHS Digital has been consulted before these Directions have been given.

6. Publication

Due to the discovery nature of the information collection, in accordance with section 260(2)(d) of the 2012 Act, NHS Digital is directed not to publish any information that is obtained by complying with these Directions without prior agreement from NHS England.

² <https://www.longtermplan.nhs.uk/online-version/chapter-1-a-new-service-model-for-the-21st-century/2-the-nhs-will-reduce-pressure-on-emergency-hospital-services/>

7. Dissemination

- 7.1 In accordance with section 261(2)(e) of the 2012 Act, despite any prohibition on publication, NHS Digital may disseminate under section 261(1) of the 2012 Act the information it has obtained by complying with these Directions to NHS England and NHS Improvement, where section 261(1) would otherwise not apply due to the restriction on publication, and where it would be lawful for NHS Digital to do so.
- 7.2 Under section 262(5) of the 2012 Act, NHS Digital is directed not to exercise its powers under section 261(1) and 261(4) of the 2012 Act without prior agreement from NHS England, other than to disseminate information to NHS England and NHS Improvement where it would be lawful for NHS Digital to do so.

8. Fees and Accounts

- 8.1 Pursuant to section 254(7) of the 2012 Act, NHS Digital is entitled to charge NHS England a reasonable fee in respect of the cost of NHS Digital complying with these Directions.
- 8.2 NHS Digital must keep proper accounts, and proper records in relation to the accounts, in connection with the NHS 111 First Sitrep Directions 2020.

9. Duration

NHS Digital is directed to operate the NHS 111 First Sitrep Directions Information System (the **Directed Function**) unless and until revoked by a further direction or instructed in writing by an authorised officer of NHS England on reasonable notice to suspend and/or permanently cease the Directed Function. Where a Directed Function is to cease, such written request will also contain a direction to revoke these Directions in accordance with the timescales and arrangements to be agreed with NHS Digital.

10. Review of these Directions

These Directions will be reviewed when the Specification is amended. This review will include consultation with NHS Digital as required by section 254(5) of the 2012 Act.

11. Saving

For the avoidance of doubt, these Directions are separate from and will not impact the Establishment of Information Systems for NHS Services: NHS 111 Pathways Directions 2017³.

³ <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/nhs-england-directions/establishment-of-information-systems-for-nhs-services-nhs-111-pathways-directions-2017>

Yours sincerely

A handwritten signature in black ink, appearing to be 'S. H. B.', is positioned above a solid blue horizontal line. To the left of the signature, there is a vertical black line that extends downwards from the top of the page.

Signed by authority of NHS England

ANNEXES – NHS 111 First Sitrep DIRECTIONS 2020

Annex A – NHS 111 First Sitrep Directions Requirements Specification