

Date Feedback, Request for Change or Enquiry Logged	Priority	Summary of Feedback, Request for Change or Enquiry from Provider	Summary of NHS Pathways Initial Outcome	Date of Initial Outcome	Summary of Final Outcome	Date Final Outcome changes released or expected to be released
30/01/2024	P2	A 111 Provider raised a concern related to the repeat caller functionality (which identifies callers who have made multiple calls within 72 hours to 111).	NHS Pathways reviewed the case to establish the source of the issue and found multiple possible actions.	06/02/2024	NHS Pathways discussed amendments with the National NHS111 team who agreed that, where ambulance and treatment centre outcomes are reached for a repeat caller, these will be directed promptly to a clinician to be validated.	28/05/2024 Release 44