

Mlv1.2 specification [2026]

Version: v2

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Purpose and Background to the Mlv1.2 Specification

This document sets out the Management Information v1.2 (Mlv1.2) metrics that suppliers within the Wayfinder programme are required to provide. These metrics support consistent performance measurement, identification of service and product improvement opportunities, and tracking against the Wayfinder benefits case.

The Mlv1 specification has been revised to create Mlv1.2 following the identification of limitations in the current Management Information v2 (Mlv2) approach, which is not yet suitable for consistent, comparable reporting across suppliers. In addition, variation in supplier implementations and interpretation of Mlv1 data highlighted the need for a clearer and more consistent reporting baseline.

Mlv1.2 therefore introduces a smaller, more focused set of KPIs that can be delivered consistently and used as a reliable interim baseline while Mlv2 continues to be developed. Updates and learning from Mlv1.2 will also inform the ongoing refinement of Mlv2.

We recognise that adoption may require changes from suppliers, and that this specification will evolve based on feedback and implementation experience.

Feedback is welcome. Please send comments or queries to the Wayfinder PMO mailbox at england.wayfinder.pmo@nhs.net, using the subject line: "Mlv1.2 Specification - Feedback".

Thank you for your continued support.

KPI Reporting Requirements

Submission Frequency

Submit **by 5pm on the 5th working day of the month**, containing metrics for only the previous complete month.

The submission is to be submitted manually via email to: england.wayfinder.pmo@nhs.net

Submission Format

Submit as **CSV or Excel file** (request a sample file if not provided), using the following file-naming convention:

- YYYY-MM [PEP_Name] Miv1 Submission Version [Version_Number]

All data in a **single tab**.

Provide data only for KPIs that your trusts are live with:

- If you have no value for a KPI that one of your trusts is live with, leave the value column blank, and include a short note in your email explaining the reason.
- If a trust is not live with a KPI, do not include it in your return.

Start Date and **End Date** must be in **UK format** (dd/mm/yyyy).

Example file structure:

2026-07 MyPortal Miv1 Submission Version 1.csv

```
"Portal","KPI Code","Trust","Start Date","End Date","Value"  
"MyPortal","WF-APPTS-CANC","RAA","2022-12-01","2022-12-31",4302  
"MyPortal","WF-APPTS-CANC","RAB","2022-12-01","2022-12-31",421
```

Resubmissions

Resubmissions are allowed for previously submitted data.

Resubmissions must include **all KPIs** for that month's complete period.

To differentiate resubmissions, file names must be retitled to the correct version number, such as (e.g. "Version 2").

Reasons for resubmission:

- Data validation
- Logic revision

Data Integrity Rules

1. No rows where Trust, KPI, Start/End Dates, PEP, and Value are identical (avoid duplicates).
2. No rows where Trust, KPI, Start/End Dates, and PEP are the same, but Value differs (avoid duplicates).
3. No rows where a trust ODS code is not included.
4. Do not enter any non-numeric value in the Value column; the column may only contain a number or be left blank (e.g., do not enter text such as "NULL", "N/A", or "not available").
5. Start and End Dates for a KPI must both fall within the same reporting month (i.e. the month being submitted).
6. Include all organisations integrated with NHS App, including mental health and/or community trusts if onboarded.
7. Only submit KPIs that are included in the list of agreed KPIs detailed in this deck.
 1. If submitting additional KPIs, specify these in the body of the email and include as much detail as possible about what they measure.
8. Where two different KPIs for the same Trust and reporting period (Start/End Dates) return identical values, include an explanation in the body of the email outlining why this is expected.

Priority Indicators

Must Have - these are critical KPIs used across multiple reports and benefit calculations. Please make every effort to implement these, even if custom code or system amendments are required.

Should Have - important to us, but if significant development is required, we may consider descoping them from your implementation.

Could Have - used in limited places only. Provide if straightforward (i.e., available without modifications or additional code).

Additional notes on applicability:

- Not all **Must Have**, **Should Have**, or **Could Have** KPIs will apply to every supplier at all times. KPI expectations depend on which Wayfinder features your PEP currently supports.
 - For example, if you are not yet exposing digital questionnaires via the NHS App / Nhs.uk, we would not expect questionnaire-related KPIs at this stage - even where they are marked as Must Haves.
- However, once a feature is made available to patients, the relevant KPIs must be provided.

Key Definitions

Term	Definition
Reporting period	The calendar month being reported on. For example, for March 2026, this would be the period from 01/03/26 to 31/03/26 (inclusive).
Outpatient appointments	All outpatient appointments, including those delivered face-to-face, via virtual/video, telephone, or home visits. This includes diagnostic, mental health, and community health appointments. Full definition available here .
Supported by Wayfinder	<p>All secondary care appointments (including diagnostic, mental health, and community health appointments), documents, questionnaires, and patient actions/interactions (such as viewing appointment details, managing an appointment, or requesting a PIFU appointment) that are made available to patients via the NHS App or NHS.uk through Wayfinder.</p> <p>This includes only items that have been made available to the Patient Care Aggregator and can be accessed in the NHS App / NHS.uk via a deeplink.</p> <p>For more detail on the aggregator and Wayfinder service please see here.</p>
Within the scope of Wayfinder	All secondary care appointments (including diagnostic, mental health, and community health appointments), referrals, documents, questionnaires, and related patient interactions that fall within the service types and capabilities Wayfinder is designed to support , but which may not necessarily have been made available to patients via the NHS App or NHS.uk (for example, where a trust or supplier has not enabled the feature, or where the interaction is not yet surfaced through Wayfinder channels).

Note: The terms **Supported by Wayfinder** and **Within the scope of Wayfinder** are defined terms and are used consistently throughout this document.

For information about Data Provision Notice please see [here](#).

Summary of KPIs

This section provides a list of all KPIs included within the scope of Mlv1, along with short descriptions and their assigned MoSCoW priority classifications (see details in the section **Priority Indicators**).

The full KPI specifications (including detailed definitions, inclusion and exclusion criteria) are provided in the subsequent section titled **Detailed KPI Specifications**.

Core Features

KPI	Short Definition	MoSCoW Prioritisation
LOGIN	The total number of successful patient logins to a PEP (regardless of the source) within the reporting period to access services within the scope of Wayfinder .	Should Have
WF-LOGIN	The total number of successful patient logins to a PEP that were initiated from Wayfinder within the reporting period.	Should Have

View Appointments

KPI	Short Definition	MoSCoW Prioritisation
WF-APPTS	The total number of outpatient appointments dated within the reporting period that are made available for patients to view via the NHS App or Nhs.uk through Wayfinder.	<u>Must Have</u>
APPTS-VIEW	The total monthly count of unique patient views of outpatient appointment details that were supported by Wayfinder , and accessed directly through a PEP portal or via the deeplink in the NHS App or Nhs.uk within the reporting period.	Must Have
WF-APPTS-VIEW	The total monthly count of unique patient views of outpatient appointment details that were supported by Wayfinder and accessed via the deeplink in NHS App or Nhs.uk within the reporting period.	Must Have
WF-APPTS-CANC	The total number of outpatient appointments dated within the reporting period that were supported by Wayfinder and have an outcome status of Cancelled.	Should Have
WF-APPTS-DNA	The total number of outpatient appointments dated within the reporting period that were supported by Wayfinder and have an outcome status of DNA.	Must Have

APPTS-RESCH	The total number of outpatient appointments dated within the reporting period that were within the scope of Wayfinder and have an outcome status of Rescheduled (do not need to be visible via the NHS App or Nhs.uk).	Could Have
WF-APPTS-RESCH	The total number of outpatient appointments dated within the reporting period that are were supported by Wayfinder and have an outcome status of Rescheduled.	Should Have

Manage Appointments

KPI	Short Definition	MoSCoW Prioritisation
WF-APPTS-REQUEST-CONFIRM	The total number of outpatient appointments supported by Wayfinder dated within the reporting period for which a patient confirms their intention to attend via the NHS App or Nhs.uk through Wayfinder.	Must Have
WF-APPTS-REQUEST-CANC	The total number of outpatient appointments supported by Wayfinder dated within the reporting period for which a patient submits a request to cancel via the NHS App or Nhs.uk through Wayfinder.	Must Have
WF-APPTS-REQUEST-RESCH	The total number of outpatient appointments supported by Wayfinder scheduled within the reporting period for which a patient submits a request to reschedule via the NHS App or Nhs.uk through Wayfinder.	Must Have

Documents

KPI	Short Definition	MoSCoW Prioritisation
DOCS-OPEN	The total number of documents supported by Wayfinder opened by a patient directly in a PEP portal or via the NHS App / Nhs.uk through Wayfinder click-through for the first time during the reporting period.	Must Have
WF-DOCS-OPEN	The total number of documents supported by Wayfinder opened by a patient via the NHS App or Nhs.uk through Wayfinder click-through for the first time during the reporting period.	Must Have

Questionnaires

KPI	Short Definition	MoSCoW Prioritisation
QUEST-COMplete	The total number of questionnaires supported by Wayfinder completed by a patient directly in a PEP portal or via the NHS App / Nhs.uk through Wayfinder click-through during the reporting period.	Must Have
WF-QUEST-COMplete	The total number of questionnaires supported by Wayfinder completed by a patient via the NHS App or Nhs.uk through Wayfinder click-through during the reporting period.	Must Have

Notification & Messaging

KPI	Short Definition	MoSCoW Prioritisation
NOTIF-SMS-SENT	The total number of SMS notifications sent by a Trust within the reporting period that relate to services within the scope of Wayfinder .	Should Have
WF-NOTIF-SMS-SENT	The total number of SMS notifications sent by a Trust within the reporting period that relate to services supported by Wayfinder and include a Wayfinder URL.	Could Have
WF-NM-APP-OPEN	The total number of unique in-app push notifications (Notifications & Messaging) opened by a patient via the NHS App / Nhs.uk within the reporting period that relate to services supported by Wayfinder .	Could Have
WF-NM-APP-SENT	The total number in-app push notifications (Notifications & Messaging) sent from the PEP/Trust and successfully delivered via the NHS App / Nhs.uk within the reporting period that relate to services supported by Wayfinder .	Could Have
WF-NM-EMAIL-SENT	The total number of emails sent from the PEP/Trust within the reporting period that relate to services supported by Wayfinder and include a Wayfinder URL.	Should Have
WF-NM-LETTER-SENT	The total number of paper letters sent within the reporting period that relate to services supported by Wayfinder .	Should Have

Detailed KPI Specifications

Core Features

LOGIN

KPI	LOGIN
What do we collect?	<p>The <u>total number of successful patient logins</u> to a PEP within the reporting period to access services within the scope of Wayfinder, aggregated per month and per Trust.</p> <p>This includes all logins regardless of the source (e.g., those initiated from Wayfinder (via NHS App / Nhs.uk deeplinks), PEP portal, notifications such as SMS/email, or other systems).</p> <p>Aggregation per month should be based on the login timestamp (e.g., two logins in December and one in January should be counted as two for December, one for January).</p>
Inclusions	<ul style="list-style-type: none"> Logins by patients accessing services within the scope of Wayfinder. Multiple logins by the same patient within the reporting period (each login counts). All successful logins to a PEP, regardless of the originating platform.
Exclusions	<ul style="list-style-type: none"> Logins by patients accessing services not within the scope of Wayfinder. Failed login attempts.
MoSCoW Prioritisation	Should Have

WF-LOGIN

KPI	WF-LOGIN
What do we collect?	<p>The <u>total number of successful patient logins to a PEP that were initiated from Wayfinder</u> within the reporting period, aggregated per month and per Trust.</p> <p>A login is considered "initiated from Wayfinder" when the patient starts their journey in Wayfinder (via NHS App or Nhs.uk Wayfinder entry points, including screens, notifications, and messages) and accesses the PEP by following a deeplink from Wayfinder to the PEP Wayfinder UI.</p> <p>Aggregation per month should be based on the login timestamp (e.g., two logins in December and one in January should be counted as two for December, one for January).</p>
Inclusions	<ul style="list-style-type: none"> • Logins by patients accessing services supported by Wayfinder. • Multiple logins by the same patient within the reporting period (each login counts). • All successful logins initiated from Wayfinder (e.g., when a patient connects to information held in the PEP Wayfinder UI or carries out an action via a deeplink in NHS App / Nhs.uk).
Exclusions	<ul style="list-style-type: none"> • Logins by patients accessing services not supported by Wayfinder. • Logins not initiated from Wayfinder. • Failed login attempts.
MoSCoW Prioritisation	Should Have

View Appointments

WF-APPTS

KPI	WF-APPTS
What do we collect?	<p>The <u>total number of outpatient appointments</u> dated within the reporting period that are made <u>available for patients to view via the NHS App or Nhs.uk through Wayfinder (supported by Wayfinder)</u>, aggregated per month and per Trust.</p> <p>Aggregation per month should be based on the appointment date (e.g., an appointment booked in December for January should be counted in January).</p> <p>These are Wayfinder appointments only.</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder. • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • All appointment statuses supported by the PEP: booked, attended, DNA (Did Not Attend), cancelled, and rescheduled. • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	<u>Must Have</u>

APPTS-VIEW

KPI	APPTS-VIEW
What do we collect?	<p>The <u>total count of unique patient views of outpatient appointment details accessed directly through a PEP portal or via the deeplink in the NHS App or Nhs.uk</u>, aggregated per month and per Trust. Only appointments supported by Wayfinder are included.</p> <p>A view is recorded as the first time a patient opens appointment details in the PEP or clicks the appointment deeplink in the NHS App / Nhs.uk (allowing them to view appointment information in the PEP Wayfinder UI).</p> <p>Aggregation per month should be based on the first view timestamp (e.g., viewing an appointment in December, scheduled for January, is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder which are directly viewed in the PEP portal or via the deeplink in NHS App / Nhs.uk. • Appointments for patients aged 16 and over at the date of the appointment (including paediatric specialties where 16-18-year-olds are seen). • All appointment statuses supported by the PEP: booked, attended, DNA, cancelled, and rescheduled. • Both new and follow-up appointments. • All Treatment Function Codes (TFCs). • First view of the same appointment by the same patient at any time (only the first view is counted).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 at the date of the appointment. • Appointments for patients with unknown age. • Repeat views of the same appointment by the same patient after the first view. For example, if the appointment is viewed three times in December and once in January, it is only counted <u>once</u> in December and not in January.
MoSCoW Prioritisation	Must Have

WF-APPTS-VIEW

KPI	WF-APPTS-VIEW
What do we collect?	<p>The <u>total count of unique patient views of outpatient appointment details accessed via the deeplink in NHS App or Nhs.uk</u>, aggregated per month and per Trust.</p> <p>A view is recorded when a patient clicks the appointment deeplink in the NHS App / Nhs.uk for the first time (allowing them to view appointment information in the PEP Wayfinder UI).</p> <p>Aggregation per month should be based on the first view timestamp (e.g., viewing an appointment in December, scheduled for January, is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder which are viewed via the deeplink in NHS App / Nhs.uk. • Appointments for patients aged 16 and over at the date of the appointment (including paediatric specialties where 16-18-year-olds are seen). • All appointment statuses supported by the PEP: booked, attended, DNA, cancelled, and rescheduled. • Both new and follow-up appointments. • All Treatment Function Codes (TFCs). • First view of the same appointment by the same patient at any time (only the first view is counted).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Appointments directly viewed in the PEP portal. • Daycase and inpatient appointments. • Appointments for patients aged under 16 at the date of the appointment. • Appointments for patients with unknown age. • Repeat views of the same appointment by the same patient after the first view. For example, if the appointment is viewed three times in December and once in January, it is only counted <u>once</u> in December and not in January.
MoSCoW Prioritisation	Must Have

WF-APPTS-CANC

KPI	WF-APPTS-CANC
What do we collect?	<p>The <u>total number of outpatient appointments</u> dated within the reporting period that were made <u>available to patients in the NHS App / Nhs.uk through Wayfinder</u> (supported by Wayfinder) and have an <u>outcome status of Cancelled</u>, regardless of who initiated the cancellation or when it occurred (before or on the day of the appointment).</p> <p>Each cancelled appointment is counted once, aggregated per month and per Trust.</p> <p>Aggregation per month should be based on the appointment date (e.g., a cancelled appointment scheduled in December for January should be counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder with outcome status Cancelled. • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder with outcome status Cancelled. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Should Have

WF-APPTS-DNA

KPI	WF-APPTS-DNA
What do we collect?	<p>The <u>total number of outpatient appointments</u> dated within the reporting period that were made <u>available to patients in the NHS App / Nhs.uk through Wayfinder (supported by Wayfinder)</u> and have an <u>outcome status of DNA (Did Not Attend)</u>.</p> <p>Each appointment with a DNA outcome is counted once, aggregated per month and per Trust.</p> <p>Aggregation per month should be based on the original appointment date (e.g., a DNA appointment scheduled in December for January should be counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder with outcome status DNA. • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder with outcome status DNA. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Must Have

APPTS-RESCH

KPI	APPTS-RESCH
What do we collect?	<p>The <u>total number of outpatient appointments within the scope of Wayfinder</u> dated within the reporting period that have an <u>outcome status of Rescheduled</u>, regardless of who initiated the reschedule or when it occurred (before or on the day of the appointment).</p> <p>This includes all outpatient appointments whether or not they are visible in Wayfinder (i.e., do not need to be supported by Wayfinder).</p> <p>Each appointment that is rescheduled is counted once, even if rescheduled multiple times, and is aggregated per month and per Trust.</p> <p>Aggregation per month should be based on the original appointment date (e.g., an appointment scheduled for January that is rescheduled to February is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments within the scope of Wayfinder with outcome status Rescheduled. • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not within the scope of Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Could Have

WF-APPTS-RESCH

KPI	WF-APPTS-RESCH
What do we collect?	<p>The <u>total number of outpatient appointments</u> dated within the reporting period that have an <u>outcome status of Rescheduled</u> that were made available to patients in the NHS App / Nhs.uk through Wayfinder (supported by Wayfinder), regardless of who initiated the reschedule or when it occurred (before or on the day of the appointment).</p> <p>Each appointment that is rescheduled is counted once, even if rescheduled multiple times, and is aggregated per month and per Trust.</p> <p>Aggregation per month should be based on the original appointment date (e.g., a January appointment rescheduled for February is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder with outcome status Rescheduled. • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder with outcome status Rescheduled. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Should Have

Manage Appointments

WF-APPTS-REQUEST-CONFIRM

KPI	WF-APPTS-REQUEST-CONFIRM
What do we collect?	<p>The <u>total number of outpatient appointments supported by Wayfinder</u> dated within the reporting period <u>for which a patient confirms their intention to attend via the NHS App or Nhs.uk through Wayfinder</u>, aggregated per month and per Trust.</p> <p>Each appointment confirmation is counted once, regardless of how many times a patient submits a confirmation for the same appointment. However, if the appointment is subsequently rescheduled and the patient confirms it again, this does count as a new confirmation.</p> <p>Aggregation per month should be based on the confirmation received timestamp (e.g., an appointment confirmed in January for a February appointment is counted in January).</p> <p>Appointments should be counted even if later cancelled, rescheduled, or result in a DNA outcome.</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder where a patient <u>confirms attendance</u> via the NHS App / Nhs.uk. • Appointments confirmed by a patient regardless of their final outcome (e.g. attended, cancelled, rescheduled, or DNA). • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Must Have

WF-APPTS-REQUEST-CANC

KPI	WF-APPTS-REQUEST-CANC
What do we collect?	<p>The <u>total number of outpatient appointments supported by Wayfinder</u> dated within the reporting period <u>for which a patient submits a request to cancel</u> via the NHS App or Nhs.uk through Wayfinder aggregated per month and per Trust.</p> <p>Each appointment is counted once, regardless of how many times a patient submits a cancellation request for the same appointment. Requests are counted whether the cancellation is actioned or remains pending.</p> <p>Aggregation per month should be based on the cancellation request timestamp (e.g., a cancel request submitted in January for a February appointment is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder where a patient <u>submits a cancellation</u> request via the NHS App / Nhs.uk. • Cancellation requests regardless of final outcome (e.g. cancelled, or still pending). • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Must Have

WF-APPTS-REQUEST-RESCH

KPI	WF-APPTS-REQUEST-RESCH
What do we collect?	<p>The <u>total number of outpatient appointments supported by Wayfinder</u> scheduled within the reporting period <u>for which a patient submits a request to reschedule</u> via the NHS App or Nhs.uk through Wayfinder, aggregated per month and per Trust.</p> <p>Each appointment is counted once, regardless of how many times a patient submits a reschedule request for the same appointment, and requests are counted whether the reschedule is actioned or remains pending. However, if the appointment is subsequently rescheduled and the patient submits another request to reschedule, this does count as a new request.</p> <p>Aggregation per month should be based on the reschedule request timestamp (e.g., a reschedule request submitted in January for a February appointment is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All outpatient appointments supported by Wayfinder where a patient <u>submits a reschedule request</u> via the NHS App / Nhs.uk. • Reschedule requests regardless of final outcome (e.g. rescheduled or still pending). • Appointments for patients aged 16 and over <u>at the date of the appointment</u> (including paediatric specialties where 16-18-year-olds are seen). • Both new and follow-up appointments. • All Treatment Function Codes (TFCs).
Exclusions	<ul style="list-style-type: none"> • Appointments not supported by Wayfinder. • Daycase and inpatient appointments. • Appointments for patients aged under 16 <u>at the date of the appointment</u>. • Appointments for patients with unknown age.
MoSCoW Prioritisation	Must Have

Documents

DOCS-OPEN

KPI	DOCS-OPEN
What do we collect?	<p>The <u>total number of documents supported by Wayfinder opened by a patient directly in a PEP portal or via the NHS App / Nhs.uk through Wayfinder click-through</u> for the first time during the reporting period, aggregated per month and per Trust.</p> <p>A document is considered "opened" when the patient accesses the actual binary file (e.g., opens the PDF), not when they view a page listing the document or a thumbnail or any other preview.</p> <p>Only the first opening of the same document by the same patient is counted.</p> <p>Aggregation per month should be based on the first open timestamp (e.g., if a document uploaded in November is opened three times in December and once in January, it is only counted once in December).</p>
Inclusions	<ul style="list-style-type: none"> • All document types opened by the patient, either in the PEP portal or via NHS App / Nhs.uk click-through, that were supported by Wayfinder, including those not associated with an appointment. • First opening of the same document by the same patient at any time (only the first opening is counted). • Documents opened for the first time regardless of their original upload date (counted in the month of the first opening).
Exclusions	<ul style="list-style-type: none"> • Viewing/opening a page where documents are listed without opening the actual binary file (e.g., PDF). • Viewing/opening a thumbnail or any other preview of the document without opening the binary file (e.g., PDF). • Documents that are opened in the PEP portal but are not supported by Wayfinder. • Repeat openings of the same document by the same patient after the first opening.
MoSCoW Prioritisation	Must Have

WF-DOCS-OPEN

KPI	WF-DOCS-OPEN
What do we collect?	<p>The <u>total number of documents supported by Wayfinder opened by a patient via the NHS App or Nhs.uk through Wayfinder click-through</u> for the first time during the reporting period, aggregated per month and per Trust.</p> <p>A document is considered "opened" when the patient accesses the actual binary file (e.g., opens the PDF), not when they view a page listing the document or a thumbnail or any other preview.</p> <p>Only the first opening of the same document by the same patient is counted.</p> <p>Aggregation per month should be based on the first open timestamp (e.g., if a document uploaded in November is opened three times in December and once in January, it is only counted once in December).</p>
Inclusions	<ul style="list-style-type: none"> • All document types supported by Wayfinder even if not associated with an appointment. • Documents opened by the patient via the NHS App or Nhs.uk click-through. • First opening of the same document by the same patient at any time (only the first opening is counted). • Documents opened for the first time regardless of their original upload date (counted in the month of the first opening).
Exclusions	<ul style="list-style-type: none"> • Viewing/opening a page where documents are listed without opening the actual binary file (e.g., PDF). • Viewing/opening a thumbnail or any other preview of the document without opening the binary file (e.g., PDF). • Documents opened through routes other than Wayfinder (e.g., opened directly in PEP portal). • Documents not supported by Wayfinder. • Repeat openings of the same document by the same patient after the first opening.
MoSCoW Prioritisation	Must Have

Questionnaires

QUEST-COMPLETE

KPI	QUEST-COMPLETE
What do we collect?	<p>The <u>total number of questionnaires supported by Wayfinder completed by a patient directly in a PEP portal or via the NHS App / Nhs.uk through <u>Wayfinder click-through</u> during the reporting period, aggregated per month and per Trust.</u></p> <p>A questionnaire is considered "completed" when the patient answers all mandatory questions and successfully submits it.</p> <p>Aggregation per month should be based on the completion timestamp (e.g., a questionnaire issued in December but completed in January is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All questionnaire types supported by Wayfinder that were completed by the patient, including those not associated with an appointment. • Questionnaires completed regardless of their original issue date (counted based on the month completed). • Multiple completions of different questionnaires by the same patient within the same month (each completed questionnaire counts).
Exclusions	<ul style="list-style-type: none"> • Questionnaires that are partially completed or saved but not submitted. • Viewing a questionnaire without submitting it. • Questionnaires that are completed in the PEP portal but are not supported by Wayfinder.
MoSCoW Prioritisation	Must Have

WF-QUEST-COMPLETE

KPI	WF-QUEST-COMPLETE
What do we collect?	<p>The <u>total number of questionnaires supported by Wayfinder completed by a patient via the NHS App or Nhs.uk through Wayfinder click-through</u> during the reporting period, aggregated per month and per Trust.</p> <p>A questionnaire is considered "completed" when the patient answers all mandatory questions and successfully submits it.</p> <p>Only questionnaires accessed via Wayfinder click-through are counted; questionnaires completed through other routes (e.g., directly via the PEP portal) are excluded.</p> <p>Aggregation per month should be based on the completion timestamp (e.g., a questionnaire issued in December but completed in January is counted in January).</p>
Inclusions	<ul style="list-style-type: none"> • All questionnaire types supported by Wayfinder, even if not associated with an appointment. • Questionnaires completed by the patient via the NHS App / Nhs.uk click-through. • Questionnaires completed in the reporting period regardless of their original issue date (counted based on the month completed). • Multiple completions of different questionnaires by the same patient within the same month (each completed questionnaire counts).
Exclusions	<ul style="list-style-type: none"> • Questionnaires that are partially completed or saved but not submitted. • Viewing a questionnaire without submitting it. • Questionnaires that are completed through routes other than Wayfinder (e.g., directly via PEP portal). • Questionnaires not supported by Wayfinder.
MoSCoW Prioritisation	Must Have

Notification & Messaging

NOTIF-SMS-SENT

KPI	NOTIF-SMS-SENT
What do we collect?	<p>The <u>total number of SMS notifications sent</u> by a Trust that relate to <u>services within the scope of Wayfinder</u> (secondary care appointments and associated documents/questionnaires), within the reporting period, aggregated per month and per Trust.</p> <p>Each SMS is counted individually, regardless of its content, purpose, or delivery status, as long as it is in scope of Wayfinder.</p> <p>Aggregation per month should be based on the sent timestamp (e.g., an SMS sent in December for a January appointment is counted in December).</p>
Inclusions	<ul style="list-style-type: none">• All SMS notifications within the scope of Wayfinder sent to patients, regardless of whether they were successfully delivered or failed.• SMS sent regardless of content or purpose (e.g., appointment reminders, updates).• SMS sent regardless of whether they contain URLs or links.• SMS counted based on the month sent, even if related to a future event.
Exclusions	<ul style="list-style-type: none">• SMS notifications not within the scope of Wayfinder (e.g., unrelated to secondary care appointments and associated documents/questionnaires).
MoSCoW Prioritisation	Should Have

WF-NOTIF-SMS-SENT

KPI	WF-NOTIF-SMS-SENT
What do we collect?	<p>The <u>total number of SMS notifications sent</u> by a Trust within the reporting period <u>that relate to services supported by Wayfinder</u> and include a <u>Wayfinder URL</u>, aggregated per month and per Trust.</p> <p>Each SMS is counted individually, regardless of its content, purpose, or delivery status, as long as it is in scope of Wayfinder and includes the Wayfinder URL.</p> <p>Aggregation per month should be based on the sent timestamp (e.g., an SMS sent in December for a January appointment is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All SMS notifications sent that <u>relate to services supported by Wayfinder</u> and include a <u>Wayfinder URL</u>, regardless of whether they were successfully delivered or failed. • SMS sent regardless of content or purpose (e.g., appointment reminders, updates). • SMS are counted based on the month they are sent, even if they are related to a future event.
Exclusions	<ul style="list-style-type: none"> • SMS notifications that aren't related to <u>services supported by Wayfinder</u> and do not contain a Wayfinder URL. • SMS notifications not in scope of the Wayfinder programme (e.g., unrelated to secondary care appointments and associated documents/questionnaires).
MoSCoW Prioritisation	Could Have

WF-NM-APP-OPEN

KPI	WF-NM-APP-OPEN
What do we collect?	<p>The <u>total number of unique in-app push notifications (Notifications & Messaging) opened by a patient via the NHS App / Nhs.uk within the reporting period <u>that relate to services supported by Wayfinder</u>, aggregated per month and per Trust.</u></p> <p>Each message is counted once only, based on the first time it is opened by a patient, regardless of its content or purpose, as long as it is in scope of Wayfinder and originates from the PEP/Trust. Subsequent openings of the same message by the same patient are not counted.</p> <p>Aggregation per month should be based on the first open timestamp (e.g., if a message received in November is opened three times in December and once in January, it is only counted once in December).</p>
Inclusions	<ul style="list-style-type: none"> • All in-app push notifications <u>related to services supported by Wayfinder</u> sent from the PEP/Trust and opened via the NHS App / Nhs.uk. • Only the patient's first opening of a message. • Only messages first opened in the reporting period, regardless of when they were sent.
Exclusions	<ul style="list-style-type: none"> • Messages not related to services supported by Wayfinder. • Viewing a message preview without fully opening it.
MoSCoW Prioritisation	Could Have

WF-NM-APP-SENT

KPI	WF-NM-APP-SENT
What do we collect?	<p>The <u>total number of in-app push notifications (Notifications & Messaging) sent</u> from the PEP/Trust via the NHS App / Nhs.uk within the reporting period <u>that relate to services supported by Wayfinder</u>, aggregated per month and per Trust.</p> <p>Each message is counted individually at the time it is sent, regardless of its content or purpose, as long as it is in scope of Wayfinder.</p> <p>Aggregation per month should be based on the send timestamp (e.g., a message sent in December for a January appointment is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All in-app push notifications related to services supported by Wayfinder sent from the PEP/Trust via the NHS App / Nhs.uk for patient visibility. • Messages sent regardless of their content or purpose (e.g., appointment reminders, updates). • Resent messages and retries (each successful send event counts). • Messages counted based on the month sent, even if related to a future event.
Exclusions	<ul style="list-style-type: none"> • Messages not supported by Wayfinder. • Messages dispatched through channels other than the NHS App / Nhs.uk (e.g., email, SMS, letter).
MoSCoW Prioritisation	Could Have

WF-NM-EMAIL-SENT

KPI	WF-NM-EMAIL-SENT
What do we collect?	<p>The <u>total number of emails sent from the PEP/Trust</u> within the reporting period <u>that relate to services supported by Wayfinder and include a Wayfinder URL</u>, aggregated per month and per Trust.</p> <p>Each email is counted individually at the time it is sent, regardless of its content, purpose, or delivery status, as long as it is in scope of Wayfinder.</p> <p>Aggregation per month should be based on the send timestamp (e.g., an email sent in December for a January appointment is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All emails sent from the PEP/Trust that <u>relate to services supported by Wayfinder and include a Wayfinder URL</u>, regardless of whether they were successfully delivered or failed. • Emails sent regardless of content or purpose (e.g., appointment reminders, updates). • Emails counted based on the month sent, even if related to a future event. • Resent emails and retries (each send event counts). • Both new emails and reply emails count (each send event is included).
Exclusions	<ul style="list-style-type: none"> • Emails related to services not supported by Wayfinder.
MoSCoW Prioritisation	Should Have

WF-NM-LETTER-SENT

KPI	WF-NM-LETTER-SENT
What do we collect?	<p>The <u>total number of paper letters sent</u> within the reporting period <u>that relate to services supported by Wayfinder</u>, aggregated per month and per Trust.</p> <p>Each letter is counted individually at the time it is sent, regardless of delivery outcome or whether it is a resend.</p> <p>Aggregation per month should be based on the send timestamp (e.g., a letter sent in December for a January appointment is counted in December).</p>
Inclusions	<ul style="list-style-type: none"> • All letters <u>that relate to services supported by Wayfinder</u> sent to patients, regardless of whether they were successfully delivered or failed. • Letters sent regardless of content or purpose (e.g., appointment reminders, updates). • Letters counted based on the month sent, even if related to a future event. • Resent letters (each send event counts separately).
Exclusions	<ul style="list-style-type: none"> • Letters not related to services supported by Wayfinder. • Non-patient-facing letters (e.g., internal communications).
MoSCoW Prioritisation	Should Have