

# How we can help you maintain the NHS 111 Directory of Services

**NHS Midlands and Lancashire (ML) delivers high-quality maintenance and support for the Directory of Services (DoS) in your area, enhancing the accuracy, quality, and efficiency of the DoS. Our expert team collaborates closely with commissioners, urgent care providers, local 111 providers, and out-of-hours services to maintain an up-to-date and precise DoS ensuring seamless integration and accuracy across various healthcare services.**

This leads to improved patient journey, allowing patients to receive the right care, advice, or treatment at the right place and time. Having the DoS accurately profiled also provides trusted information for health care professionals to triage patients through the system.

## What is the Directory of Services?

The urgent and emergency care Directory of Services (DoS) is a comprehensive central directory of NHS services in England. It works with NHS Pathways, the clinical decision support tool behind 111, 999, NHS Service Finder and NHS website, to provide real-time information about local services to help patients to the right place. NHS Pathways uses the DoS and the information profiled about the patient, such as location and how quickly they need to be treated, to provide a list of the best services for them.

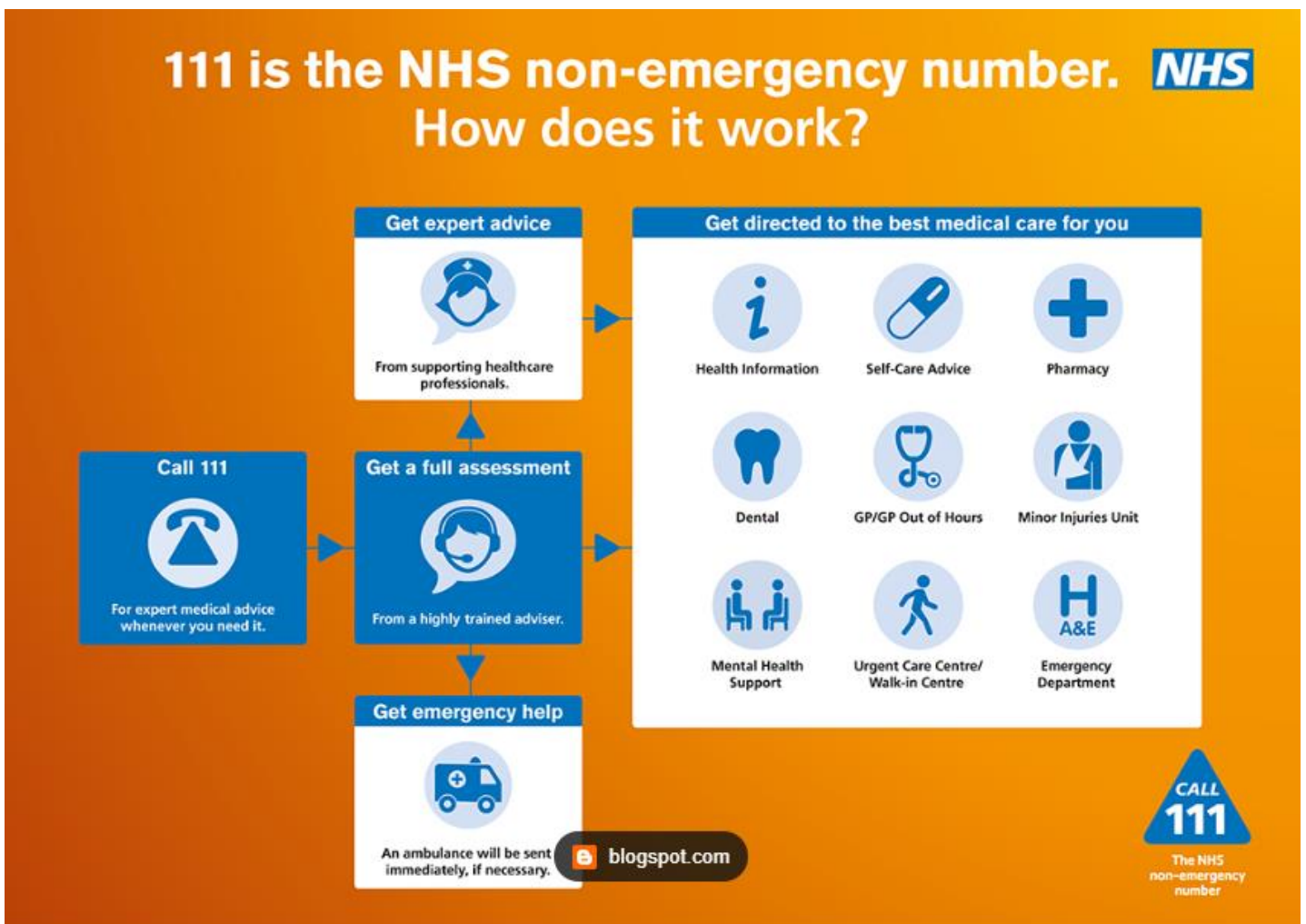
The DoS plays an important role in the urgent and emergency care system, providing information to multiple digital services, both telephony and online. It also integrates with NHS Profile Manager and NHS Service Finder retrieving information from the DoS to help health and care staff to access quickly and easily information they need to signpost patients.

The DoS supports:

- 21.6m triaged calls received via NHS Pathways in the last 12 months
- 7.4m completed sessions through 111 online in the last 12 months
- 281k cases received via Streaming and Redirection in the last 12 months.

## How we can help

- Provide a high standard of maintenance to the Directory of Services, ensure service profiles are accurate and up to date, liaising with commissioners, urgent care providers, local 111 providers, out-of-hours and other services system wide.
- Develop new and existing service profiles to reflect regional/local and national strategy.
- Review and discuss with integrated care boards (ICBs) the service agreements for new national clinical code sets, perform scenario testing and profile the DoS accordingly.
- Support general practices, community, acute, mental health, councils services and services within the voluntary sector with education, specialist training, advice, guidance, and support in the operation of the DoS.
- Review national DoS updates, compare against new versions and run scenario testing for an accurate service profile.



## Why NHS ML?

- Quick mobilisation - once access has been given to the DoS for the area, we can start to maintain it right away
- Follow due processes at all times and maintain a robust and accurate audit trail of profile changes.
- Provide real time service reporting information, and analytic advice and expertise utilising the intelligence data tool system.
- Perform gap analyses, compare services, raise gaps in service provision to relevant stakeholders and identify potential solutions.
- Raise issues with service providers, ICB teams and other stakeholders.
- Support provider service testing with a wide range of stakeholders.
- Maintain constructive relationships with a broad range of internal and external stakeholders.
- Respond, investigate, resolve requests raised with the team in a timely manner.
- Participate in working groups/projects and attend regular local and national meetings.
- Work closely with local and national NHS Pathways and DoS teams to ensure updates and changes to the system are understood, communicated and implemented.
- Have a DoS-dedicated email address and telephone number manned by an expert DoS team.

## Get to know us or get in touch

**Gemma Cowley, Head of Referral Management**

**Mobile:** 07919 175965

**Email:** [gemma.cowley7@nhs.net](mailto:gemma.cowley7@nhs.net)

**X:** [@NHSmidslancs](https://twitter.com/NHSmidslancs)

**LinkedIn:** [linkedin.com/company/nhsmidlandslancashire](https://www.linkedin.com/company/nhsmidlandslancashire)

**[midlandsandlancashirecsu.nhs.uk](https://www.midlandsandlancashirecsu.nhs.uk)**

