

CHANGE REQUEST FORM NHS 111



Completed form to be sent to:

NHS111Change@VODAFONE.com

PART 1. CONTACT DETAILS

Customer Name:	NHS111 & NHS24(111 in Scotland)
Date:	21/05/2020
Name Of Requester:	NR
Phone Number:	Irrelevant & Sensitive
Email Address:	NR @nhs.net
Supplier / 3 rd Party Name: (Leave blank if not 3 rd party supplier)	
Project Reference: (Internal use only)	
Remedy Reference: (Internal use only)	

PART 2. CHANGE DETAILS

Date Of Change:	Thursday 21 st May Time TBC
Start Time (24 Hour Clock) GMT	
End Time (24 Hour Clock) GMT	
Brief Description:	Change Ref: NHSE0515 The PHE Helpline and COVID-19 Response Service (CRS) have merged. Since 07:00 on Wednesday 13th May, all calls have been answered by the provider Sitel, in the COVID-19 Response Service (CRS). For calls to 111 in England, we would like to simplify the call flow, as shown in the call flow diagram below.  20200521 Coronavirus_Call Flow Please can you record the messages in the SDF form below to support the changes.  20200521_NHSE0515 SDF .xls We would like the changes to be made ASAP, Thursday 21st May if possible (time TBC). Please let us know when we are able to make test calls via a whitelist.



Reason For Change:	Simplify the call flow as PHE Helpline and COVID-19 Response Service have merged and call volumes regarding Coronavirus have reduced.
Impact And Duration:	
Simple/Medium/Complex.	
Implementation Plan/Details:	
Does The Change Involve a Stage for a 3 rd Party, If Yes Please Provide Details of Stage & Contact Info:	
Contingency/Back Out Plans:	
Time To Back Out:	
Detailed Testing Procedure: (If required)	

PART 3. CHANGE CONTACTS

Change Mailbox	NHS111change@vodafone.com
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