

Reference: FOI. ICB-2526/324

Subject: NHS 111 Online Assessments

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. Has the Bristol, North Somerset and South Gloucestershire Integrated Care Board commissioned the accessibility of all NHS 111 online assessments to the Emergency Departments in all of your Trusts?</p> <p>Clarification received: Can Bristol, North Somerset and South Gloucestershire Integrated Care Board advise if they have arranged for a digital integration pathway that allows assessments completed by users on NHS 111 online to be assessed by Emergency Departments in all their Trusts?</p> <p>2. If so, please provide the date(s) when this commissioning took place?</p> <p>3. If not, please confirm the reasons why it has not been commissioned, and whether the Bristol, North Somerset and South Gloucestershire Integrated Care Board has plans to commission this in the future.</p>	<p>1. No, users of 111 Online do not have a digital integration pathway that allows 111 Online assessments to be assessed by Emergency Departments.</p> <p>2. N/A</p> <p>3. The Emergency Departments triage all patients on arrival to obtain the latest clinical information and so there are no plans to commission this in the future.</p>

The information provided in this response is accurate as of 20 January 2026 and has been approved for release by Caroline Dawe, Deputy Director of Performance and Delivery, Acute and Integrated Care, MHLDA and EP RR for NHS Bristol, North Somerset and South Gloucestershire ICB.