

Reference: FOI.ICB-2526/395

Subject: NHS 111 Online Assessment

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

QUESTION	RESPONSE
<p>1. When a patient completes an NHS 111 online assessment or calls NHS 111, are Emergency Department clinicians within your Trusts able to view the full NHS 111 assessment record?</p> <p>This includes the triage outcome and the answers the patient provided during the assessment.</p>	<p>The Emergency Department clinicians can view the full NHS111 assessment record for patients who have called 111 and been recommended to attend the Emergency Department via a Post Event Message (Email). This does not apply to 111 Online assessments.</p>
<p>2. Has the ICB taken any steps—such as commissioning work, implementing systems, or establishing data-sharing arrangements—to ensure that Emergency Departments can access NHS 111 online assessment information</p>	<p>No</p>
<p>3. If the ICB has taken such steps, please provide the date(s) when this work was carried out or commissioned.</p>	<p>Not applicable</p>
<p>4. If the ICB has not taken steps to enable Emergency Departments to access NHS 111 online assessment information, please explain the reasons for this and confirm whether there are any plans to introduce this capability in the future.</p>	<p>The Emergency Departments triage all patients on arrival to obtain the latest clinical information and so whilst it is in place for telephony referrals, there are no plans to introduce this capability for online assessments in the future.</p>

The information provided in this response is accurate as of 10 February 2026 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.