

SUS+ Service Summary Report

Reporting Month - April-2026



Management Summary

Business Activity

- ◆ 17,159 interchanges processed - comprising 231 million records.
- ◆ 3,109 extracts processed - comprising 632 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 22/04/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 47, CDS6.2.0 - 74, CDS6.3.1 - 176 (59%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 79, ECDSv4 - 99 (56%)

HSSI Summary

Incident ID	Sev	Occured Date Time	Resolved Date Time	Description and impact	Resolution	Unplanned Downtime

Support Dashboard

Incidents

Severity	Total Raised	Total Resolved	Failed SLA	Resolved by Release
Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	5	5	0	0
Totals	5	5	0	0

Service Requests

Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	20	17	0	3
Totals	20	17	0	3

Problems

Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	0	0	0	0
Totals	0	0	0	0

Categories (Resolved)

	Incidents	Service Requests	Problems
Data Submission	2	9	0
Extracts	2	1	0
Inbound Processing	1	3	0
Outbound Processing	0	1	0
Other (SR1)	0	3	0
Totals	5	17	0

Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

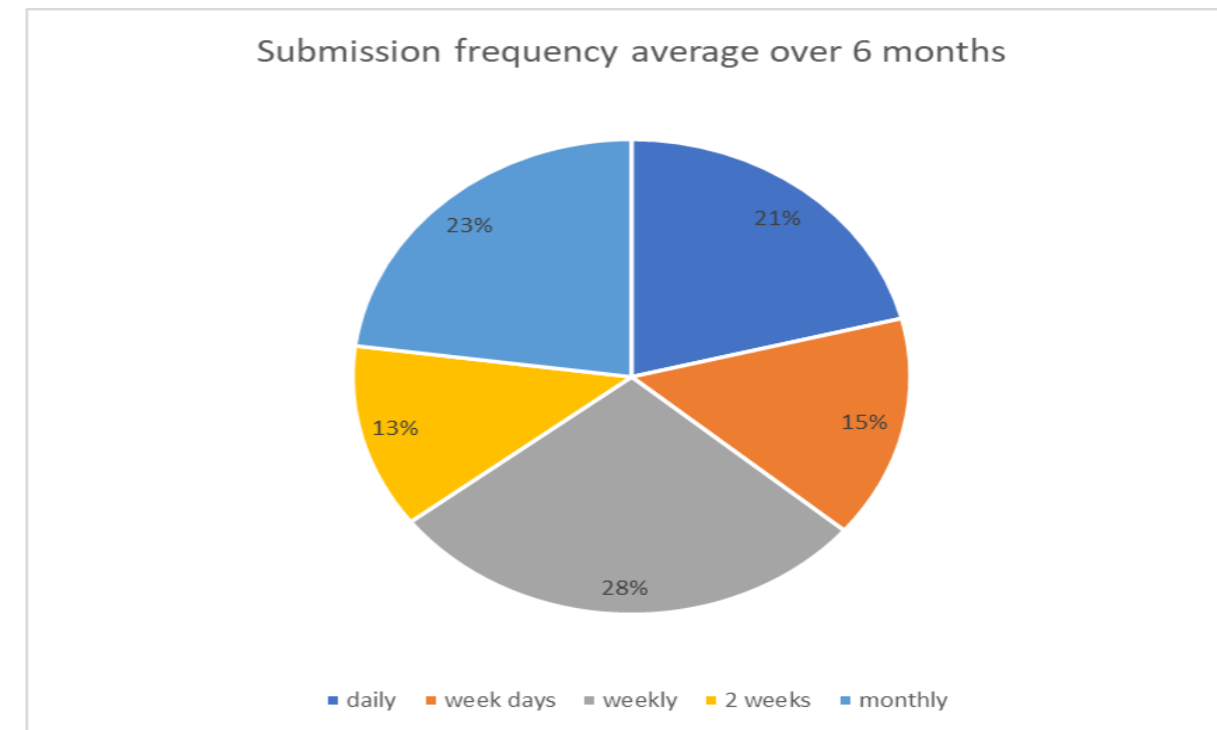
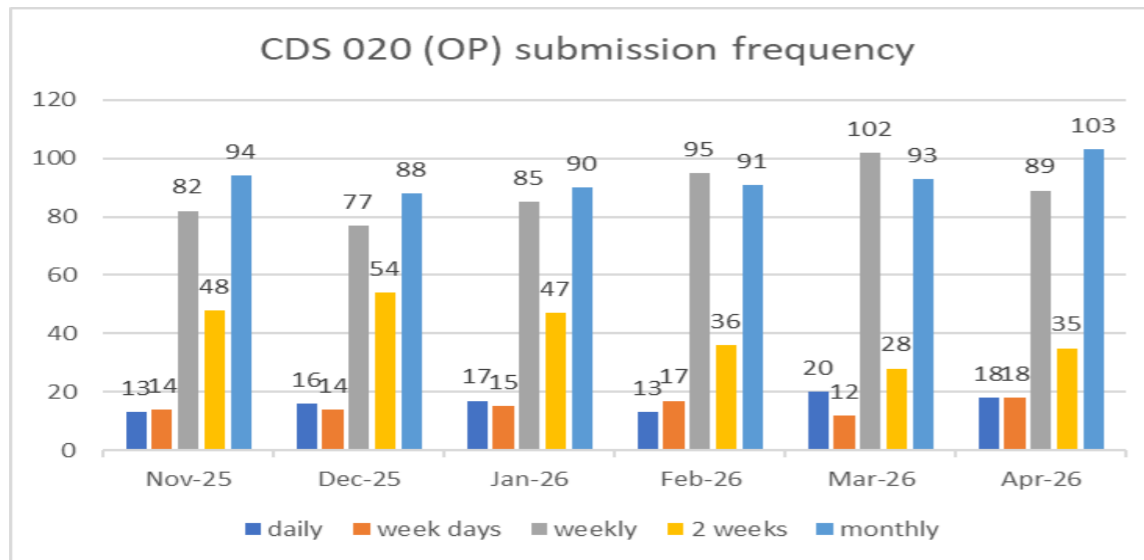
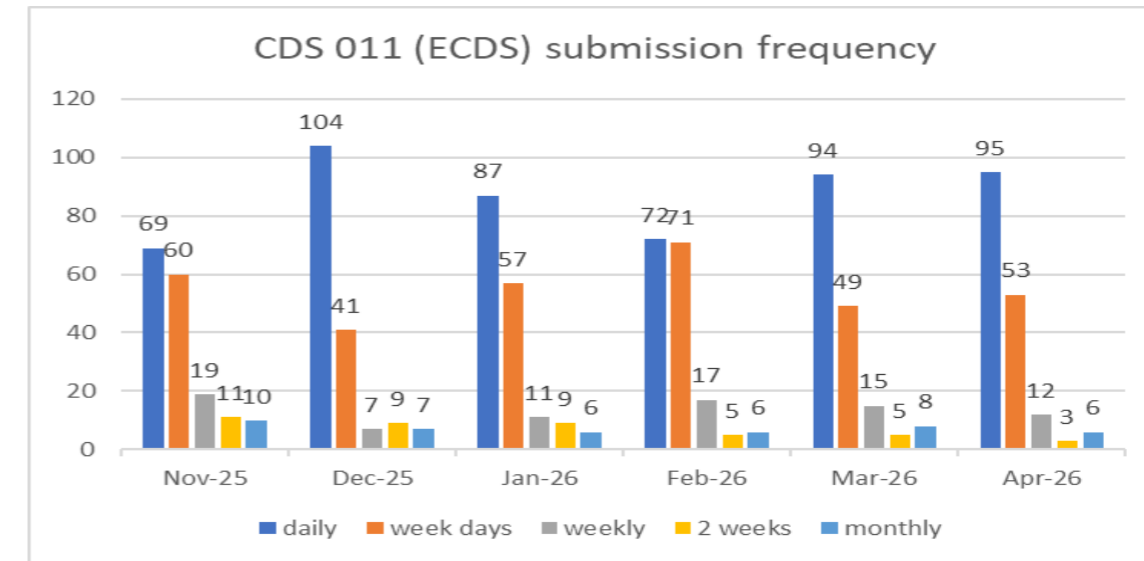
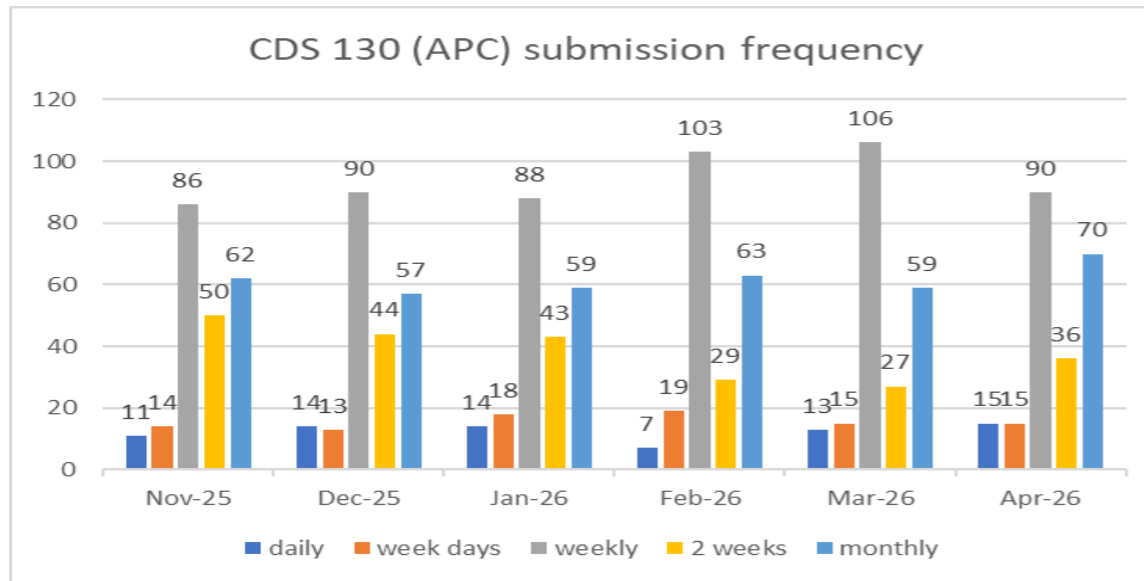
Interchange Errors

	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26
Rejections	133	150	138	120	137	164
Deadletters	1	2	1	0	1	0

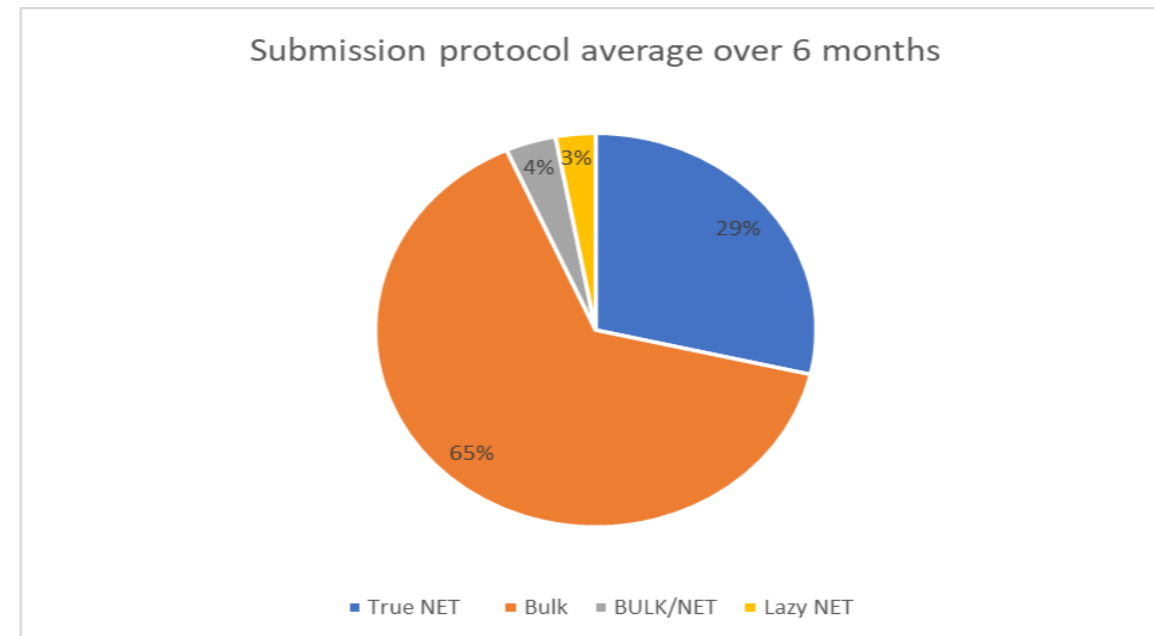
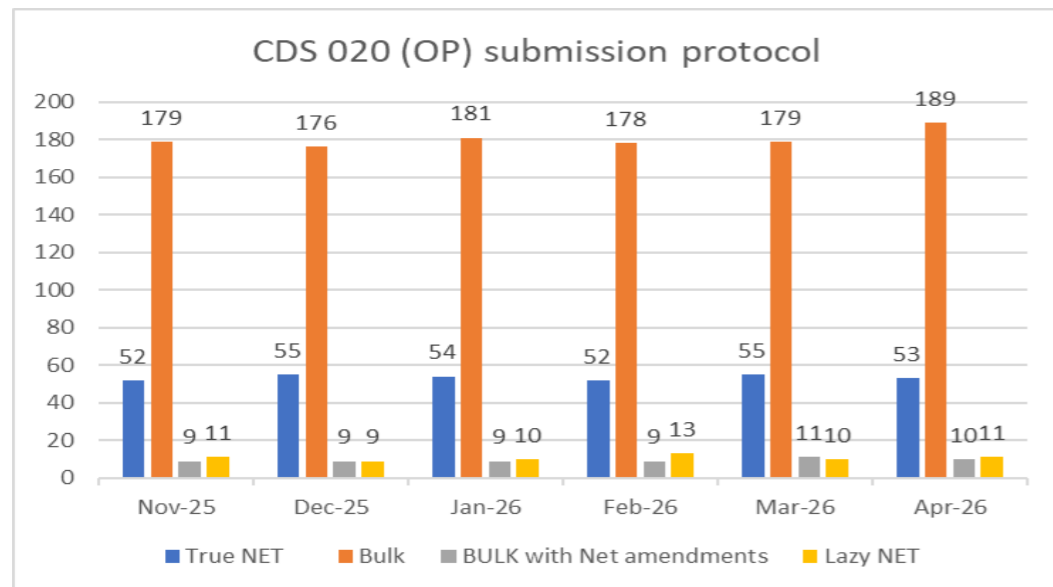
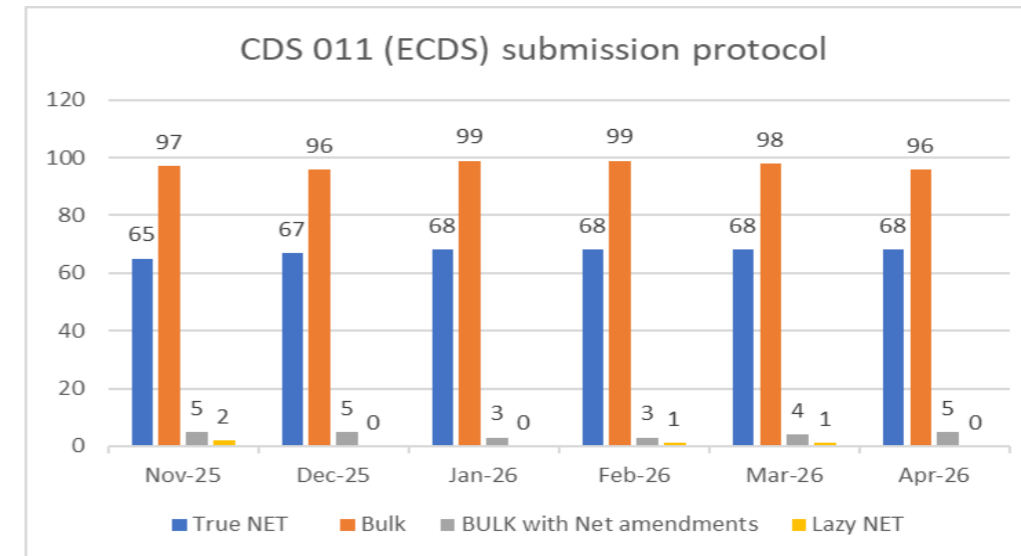
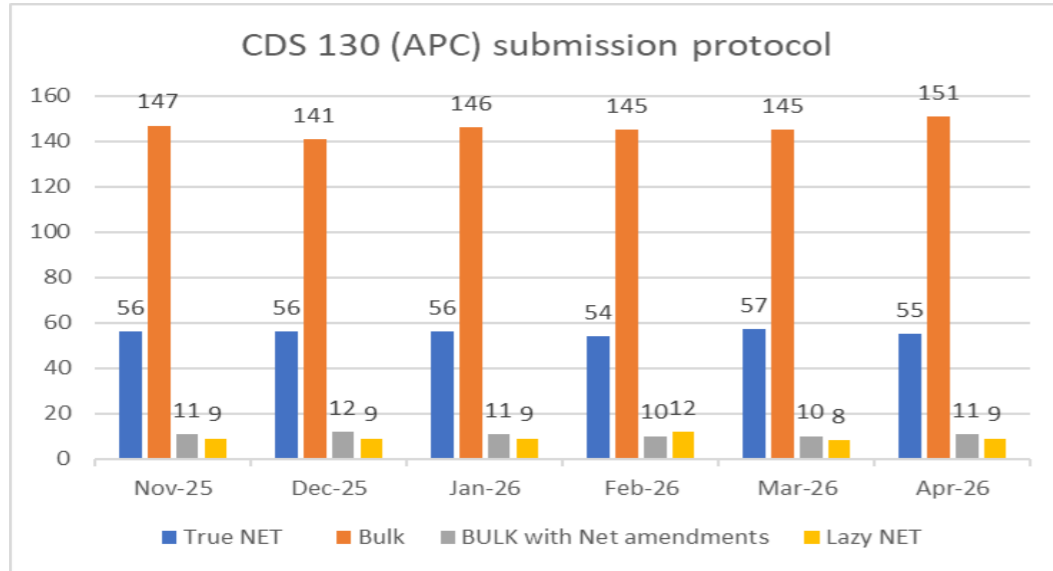
Data Submission - Rolling 13 Month View



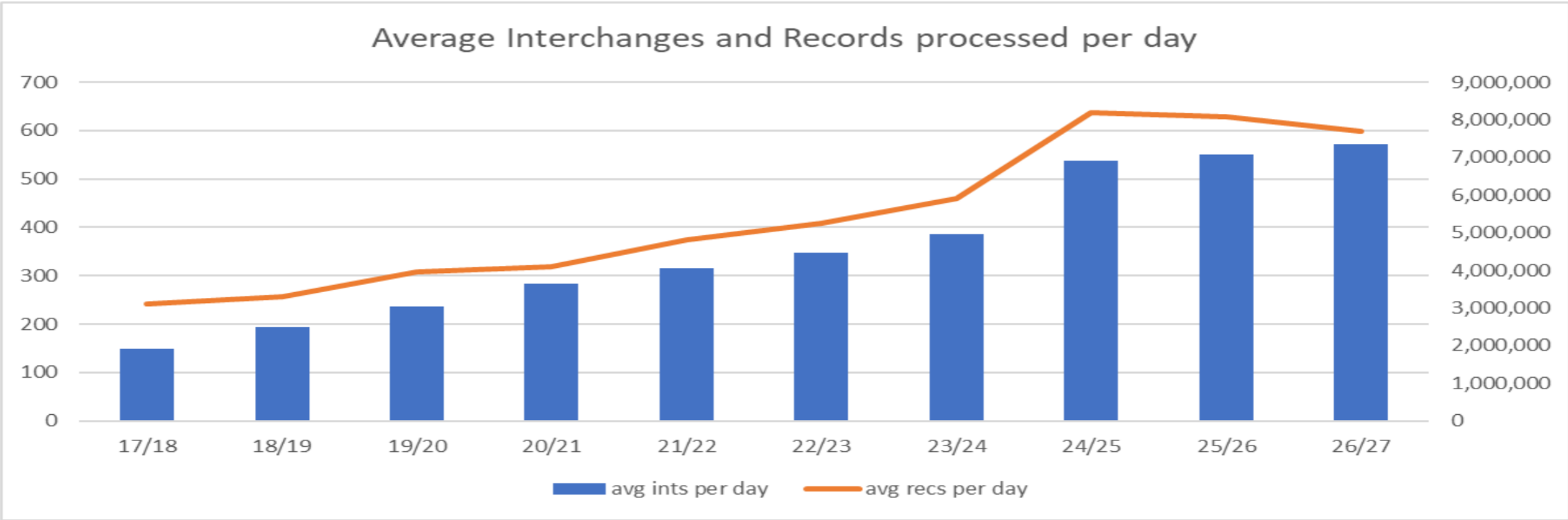
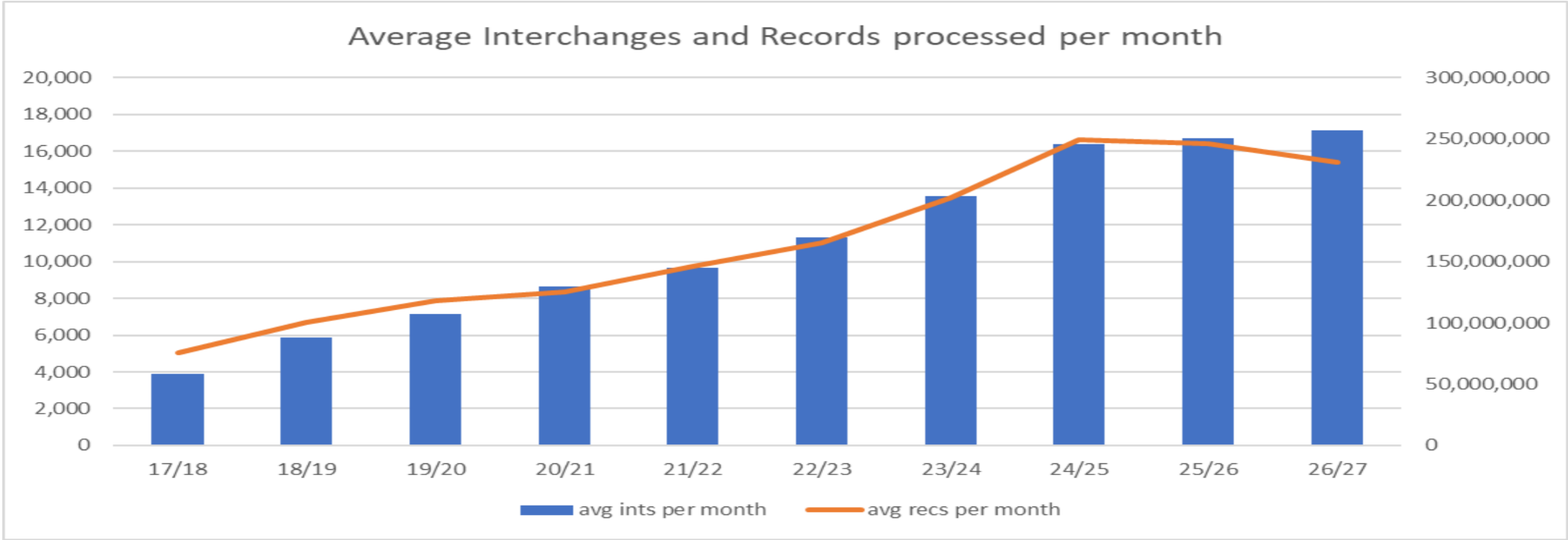
Data Submission - Frequency



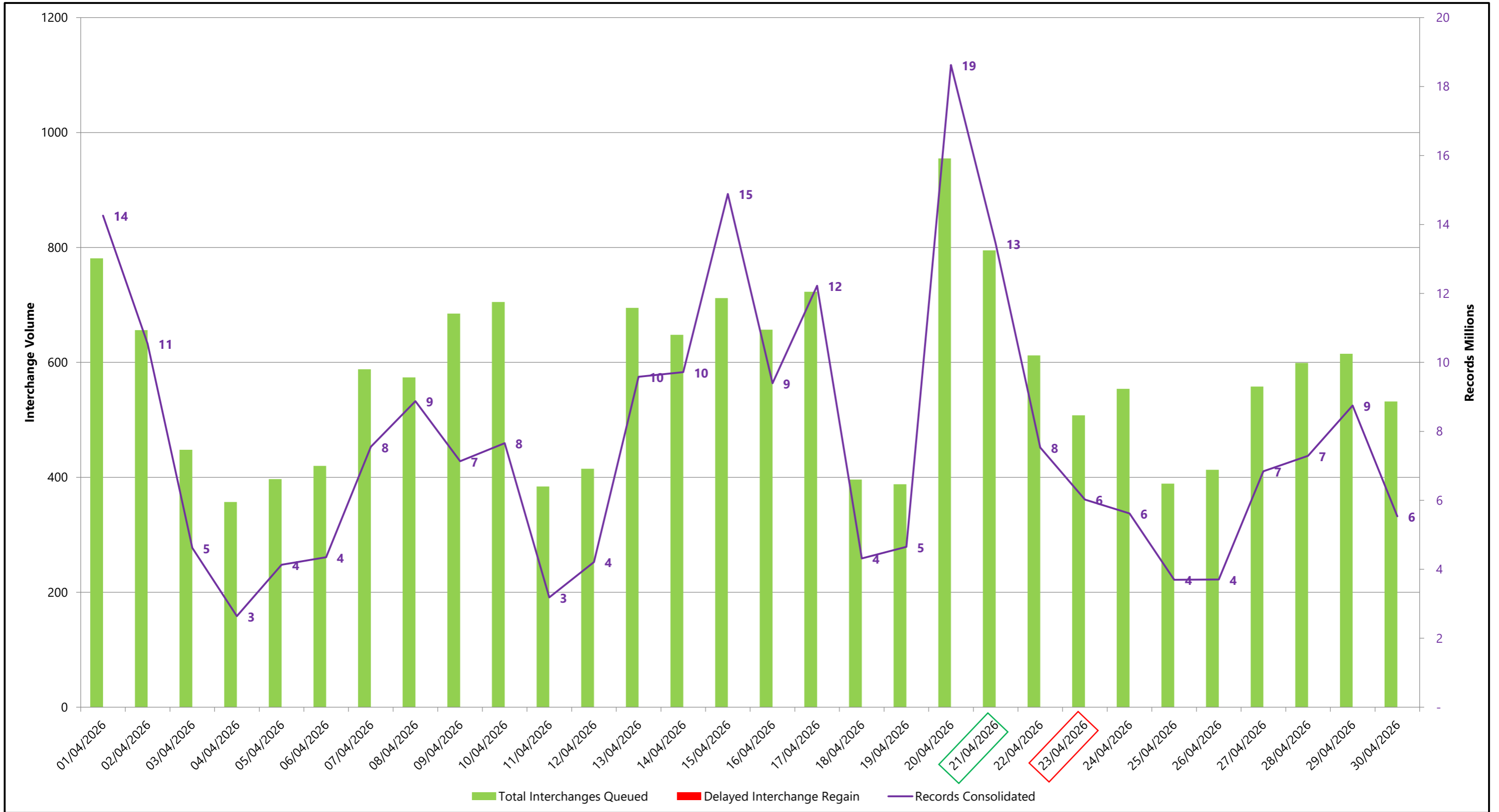
Data Submission - Protocol



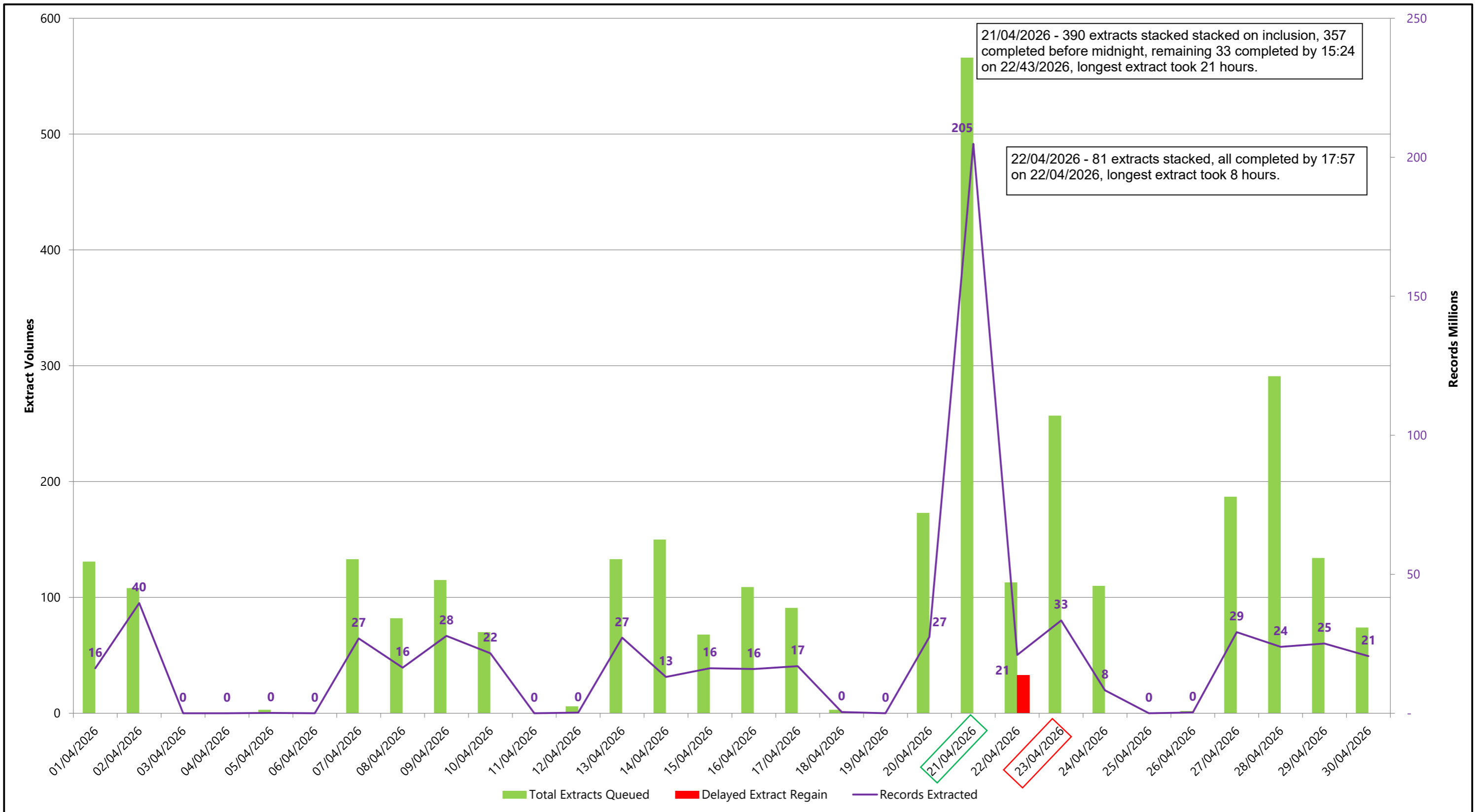
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Feb-26	Mar-26	Apr-26
0 to 5 hours	100.00%	100.00%	99.90%
5 to 10 hours	0.00%	0.00%	0.10%
10 to 24 hours	0.00%	0.00%	0.00%
24 to 48 hours	0.00%	0.00%	0.00%

Inbound commentary

Max - 363 minutes
 Mean - 4 minutes
 Median - 0 minutes
 Mode - 0 minutes

Target 95% complete in 5 hours - 99.90%
Target 99% complete in 10 hours - 100.00%

Outbound Processing

	Feb-26	Mar-26	Apr-26
0 to 5 hours	98.51%	96.63%	96.33%
5 to 10 hours	1.40%	2.73%	2.87%
10 to 24 hours	0.09%	0.64%	0.80%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 96.33%
Target 95% complete in 10 hours - 99.20%

10 to 24 hours

25 extracts on 21/04/2026 Inclusion day demand

24 to 48 hours

	Feb-26	Mar-26	Apr-26
Total Extracts	2282	2640	3109
Complete same day	99.0%	99.0%	98.9%
Delayed	1.0%	1.0%	1.1%

Delayed extracts

33 extracts on 21/04/2026 Inclusion day demand

SLA breach by 6pm on 2nd working day

	Feb-26	Mar-26	Apr-26
Inclusion date	18/02/2026	18/03/2026	21/04/2026
ALL Extracts completed	19/02/2026	19/03/2026	22/04/2026
Completed in (working days)	1	1	1

SLA

All extracts completed by 17:57 on 22/04/2026



Thank You
Questions?

