

# SUS+ Service Summary Report

## Reporting Month - June-2026

NHS  
Digital



# Management Summary

## Business Activity

- ◆ 16,190 interchanges processed - comprising 203 million records.
- ◆ 3,377 extracts processed - comprising 422 million records.
- ◆ -

## Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 18/06/2026 (1 whole working day)
- ◆ -

## Lowlights

- ◆ -
- ◆ -

## Key activities over the next 3 months

- ◆ -
- ◆ -

## CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 43, CDS6.2.0 - 69, CDS6.3.1 - 178 (61%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 75, ECDSv4 - 101 (57%)

# HSSI Summary

| Incident ID | Sev | Occured<br>Date Time | Resolved<br>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    | 4            | 4              | 0          | 0                   |
| Totals   | 4            | 4              | 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  | 16 | 16 | 0 | 6 |
| Totals | 16 | 16 | 0 | 6 |

## 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     | 3         | 6                | 0        |
| Extracts            | 1         | 1                | 0        |
| Inbound Processing  | 0         | 2                | 0        |
| Outbound Processing | 0         | 1                | 0        |
| Other (SR1)         | 0         | 6                | 0        |
| Totals              | 4         | 16               | 0        |

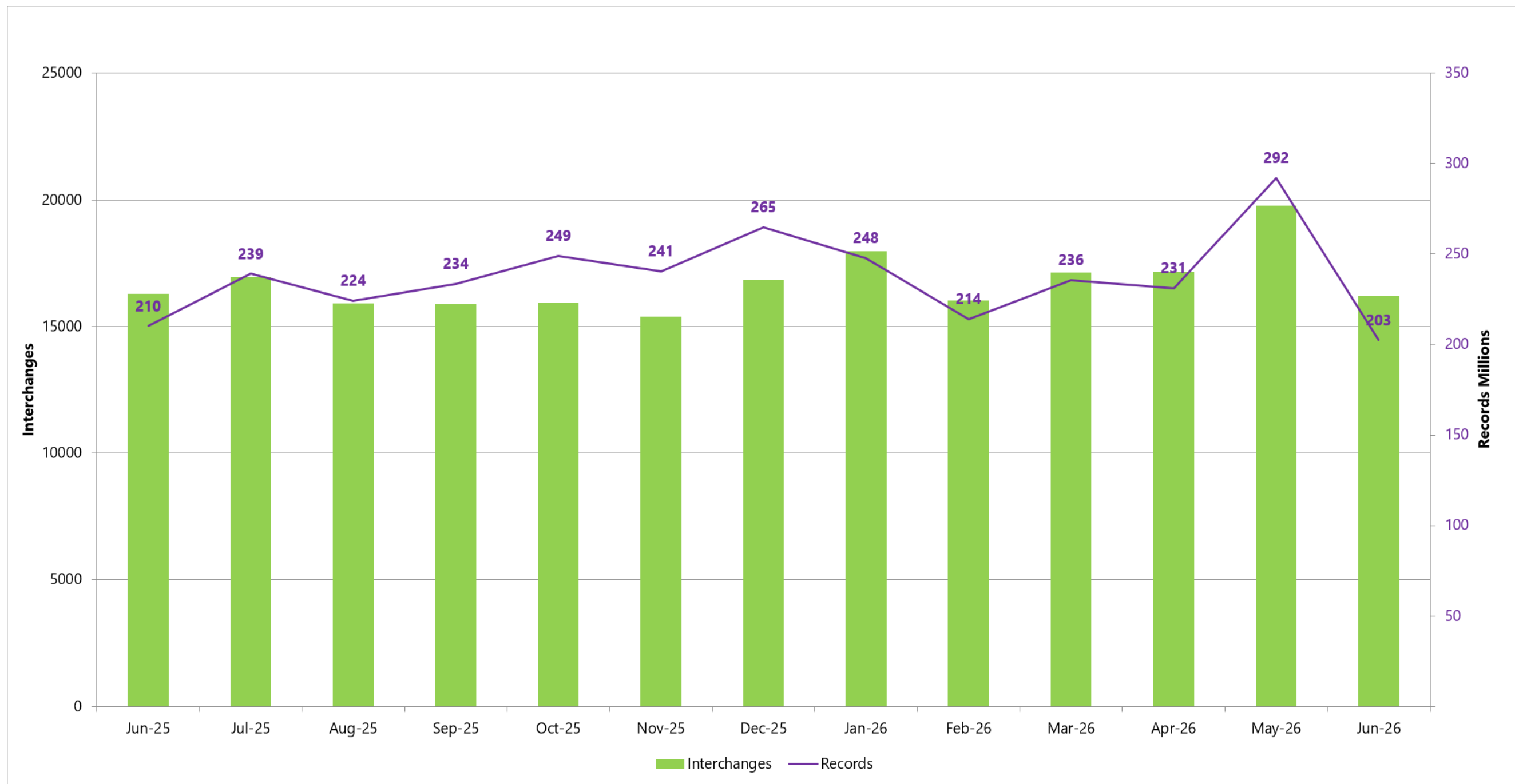
## Changes

|        | Backed Out | Failed | Partially Complete | Successful |
|--------|------------|--------|--------------------|------------|
| Totals | 0          | 0      | 0                  | 3          |

## Interchange Errors

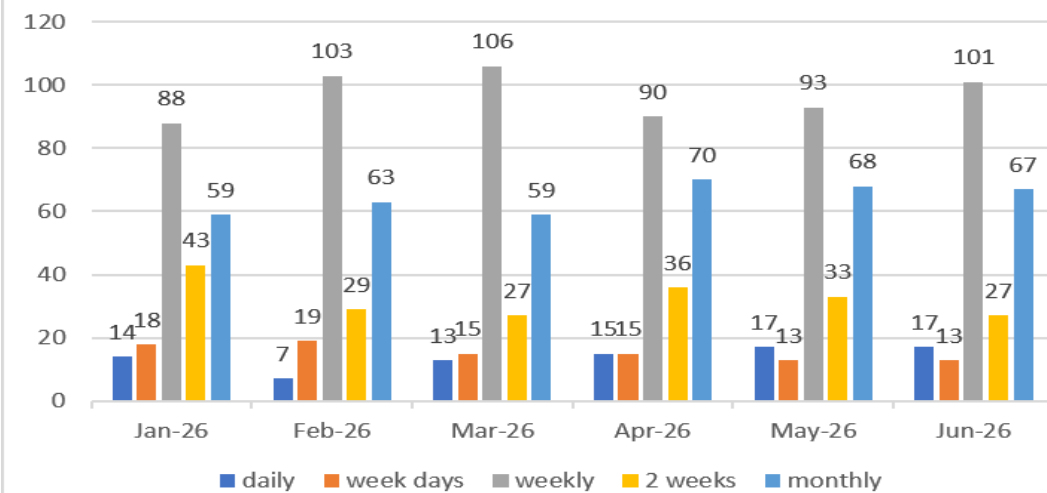
|             | Jan-26 | Feb-26 | Mar-26 | Apr-26 | May-26 | Jun-26 |
|-------------|--------|--------|--------|--------|--------|--------|
| Rejections  | 138    | 120    | 137    | 164    | 171    | 94     |
| Deadletters | 1      | 0      | 1      | 0      | 0      | 0      |

## Data Submission - Rolling 13 Month View

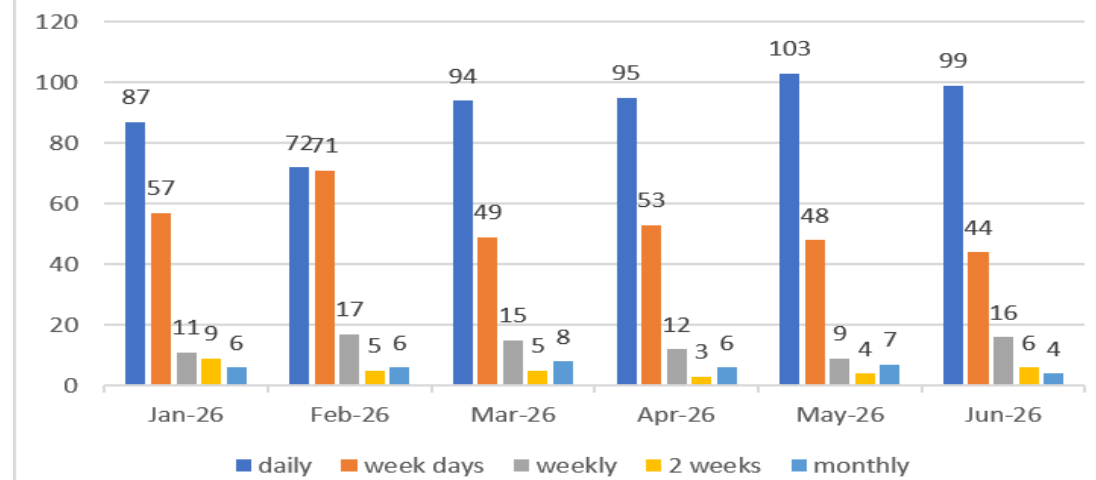


# Data Submission - Frequency

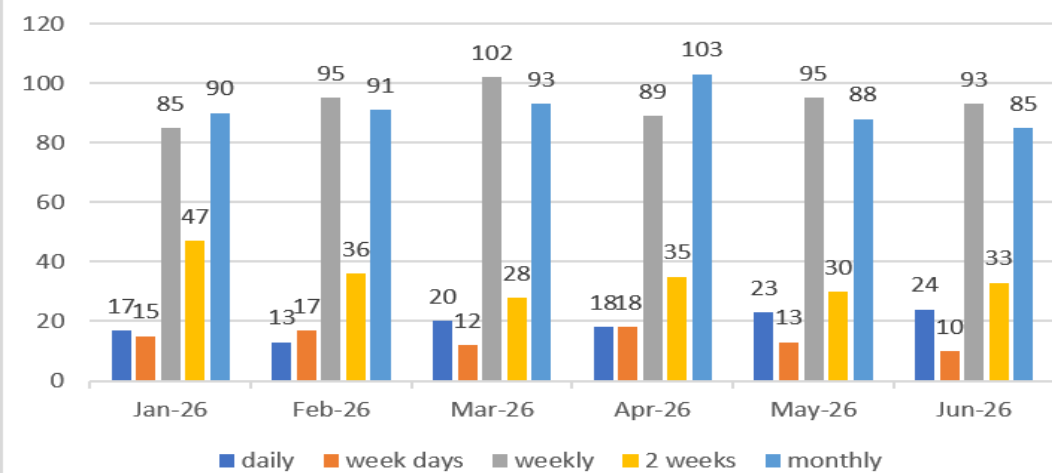
CDS 130 (APC) submission frequency



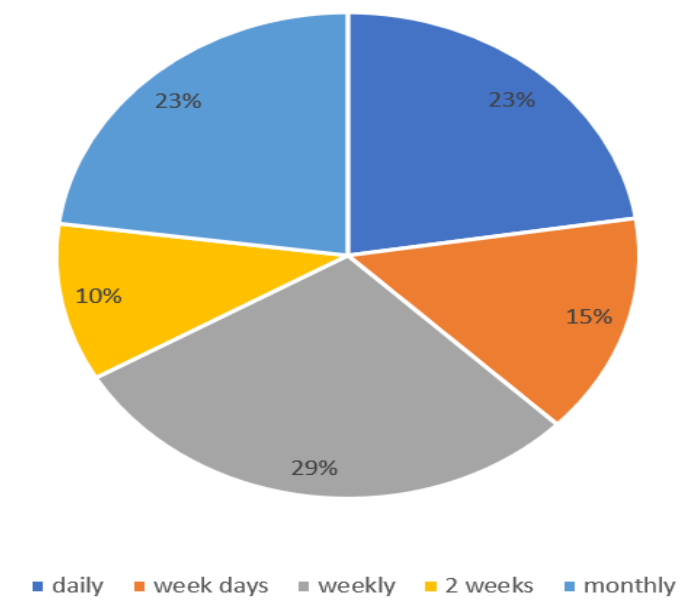
CDS 011 (ECDS) submission frequency



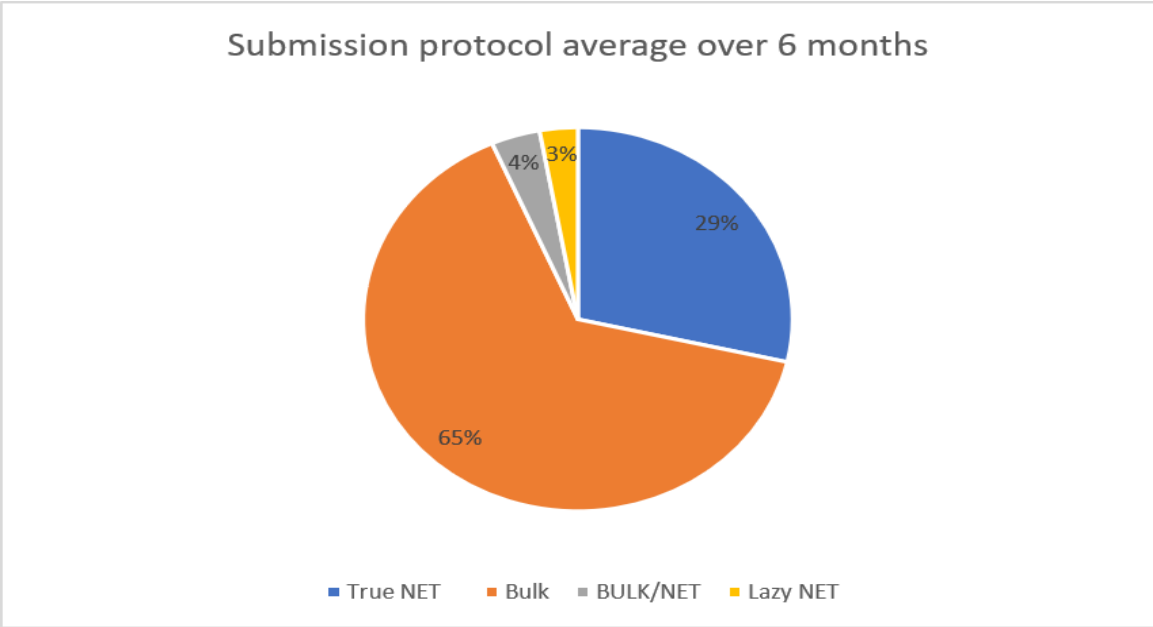
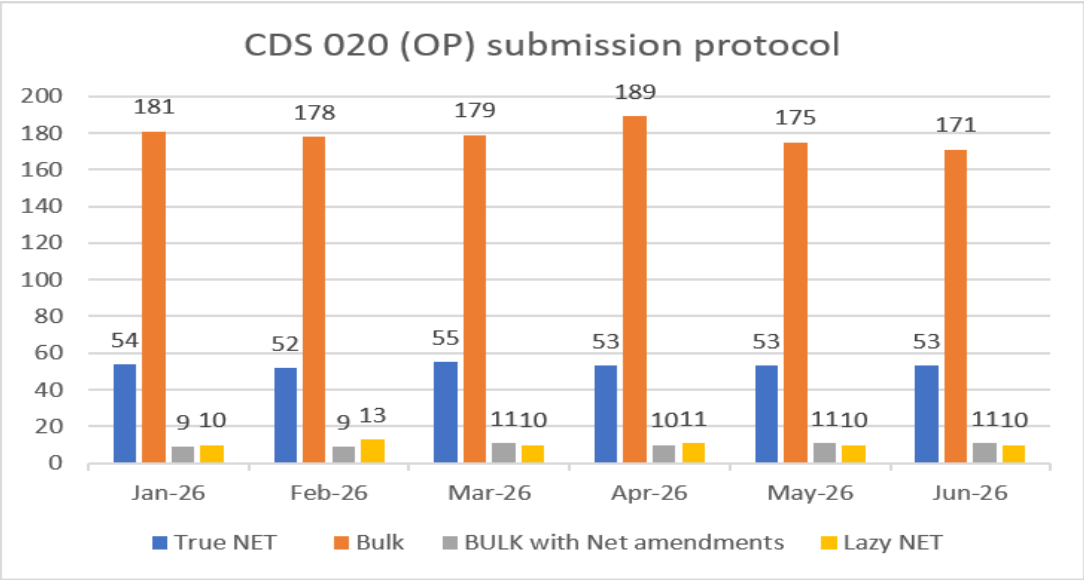
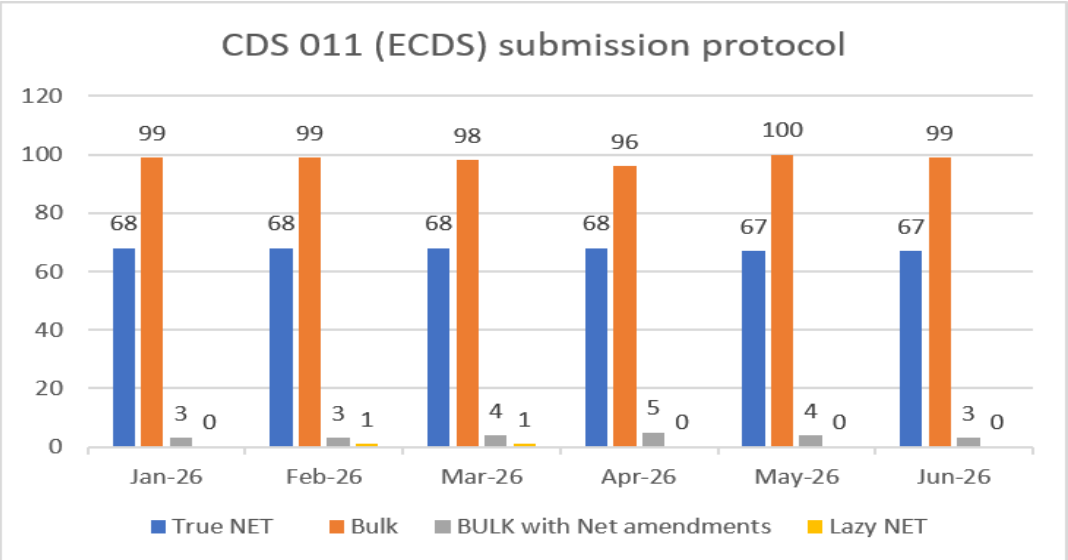
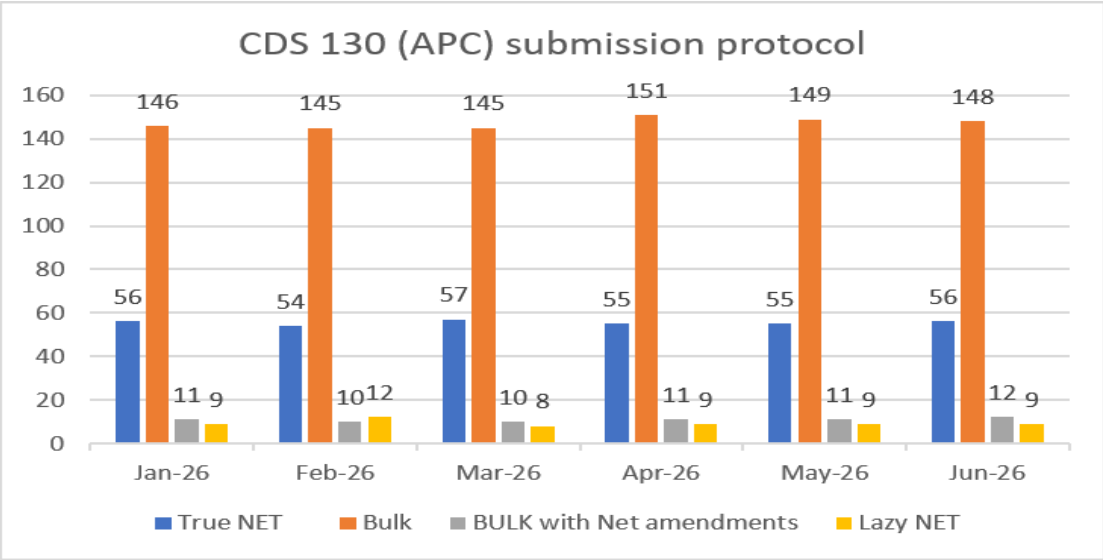
CDS 020 (OP) submission frequency



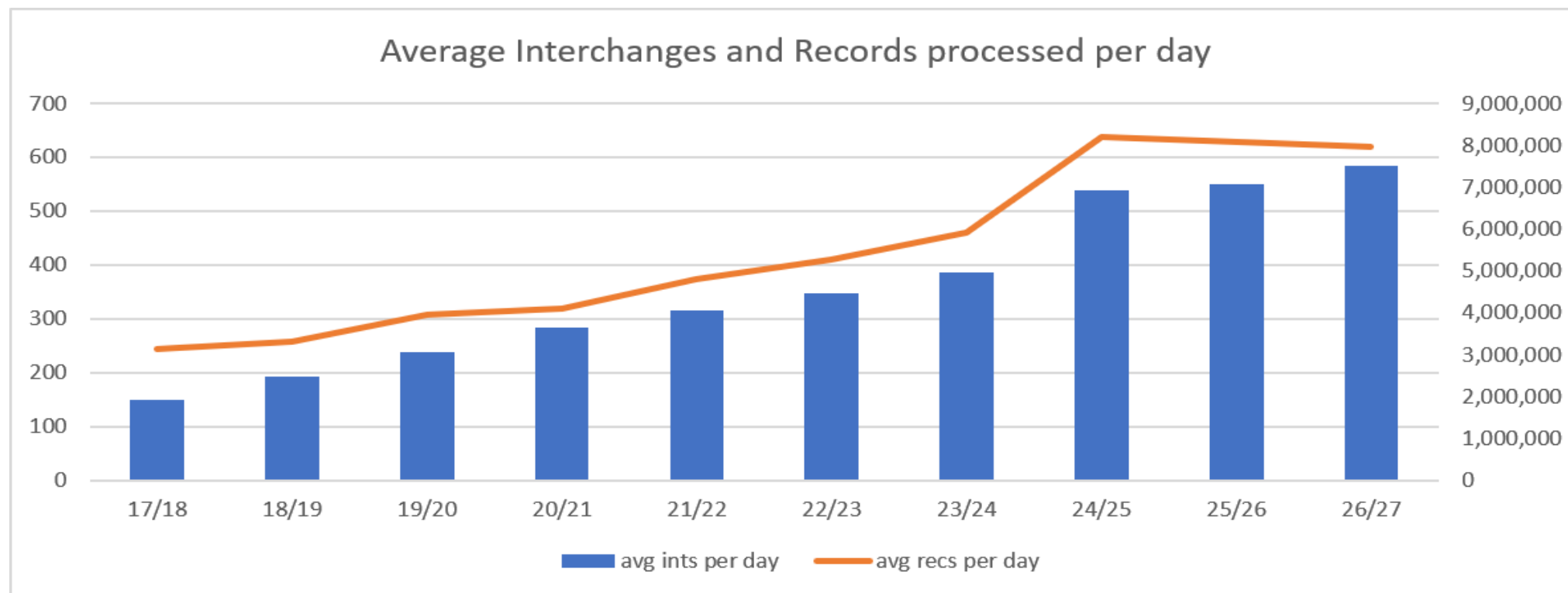
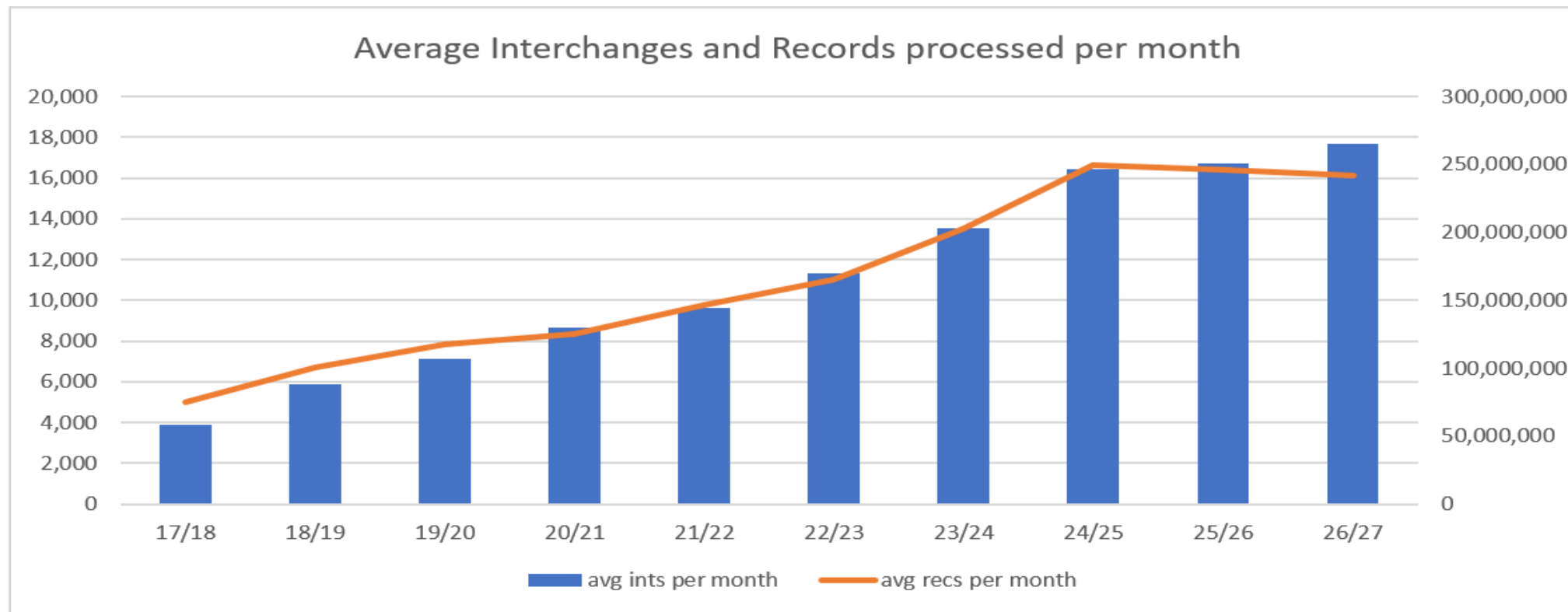
Submission frequency average over 6 months



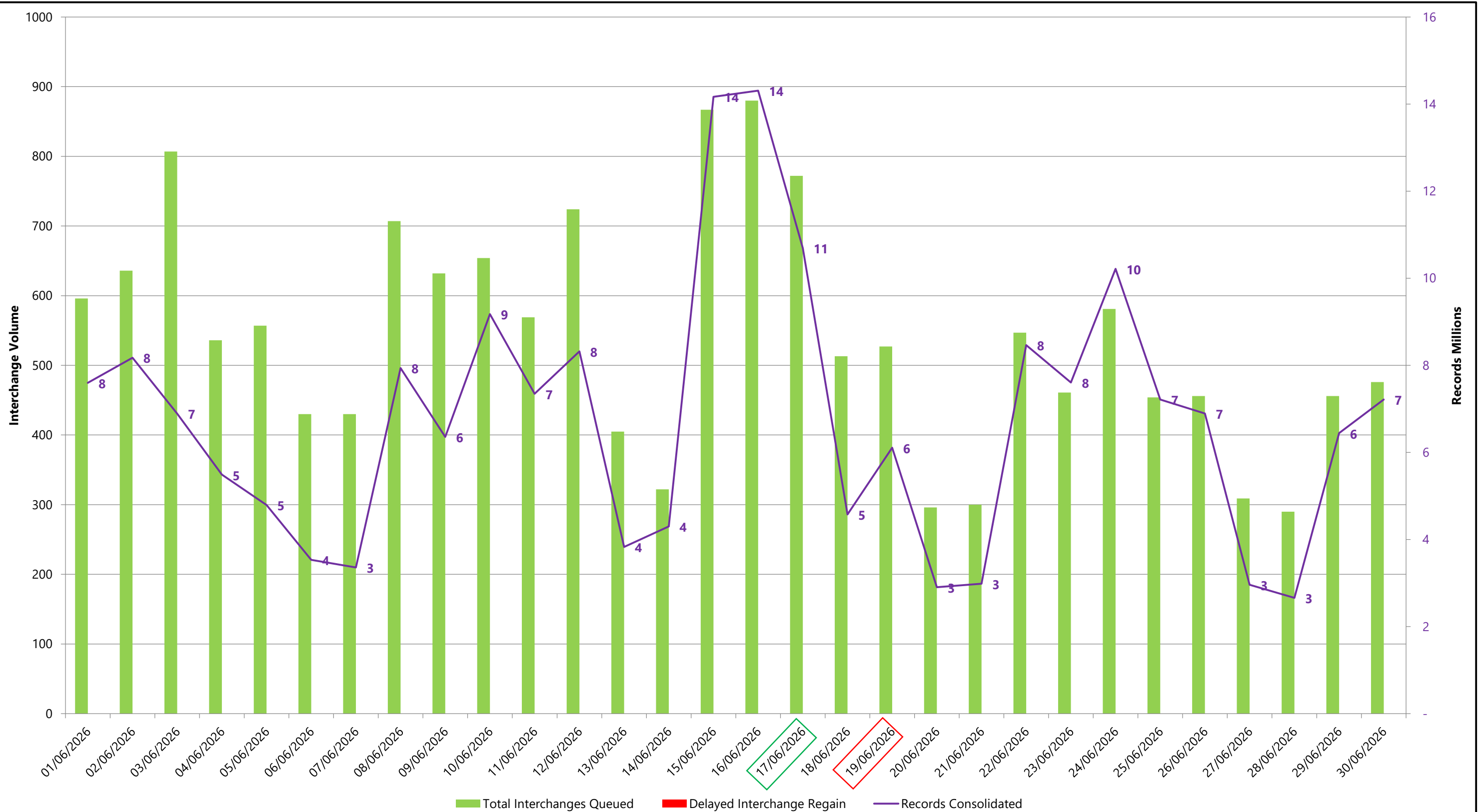
# Data Submission - Protocol



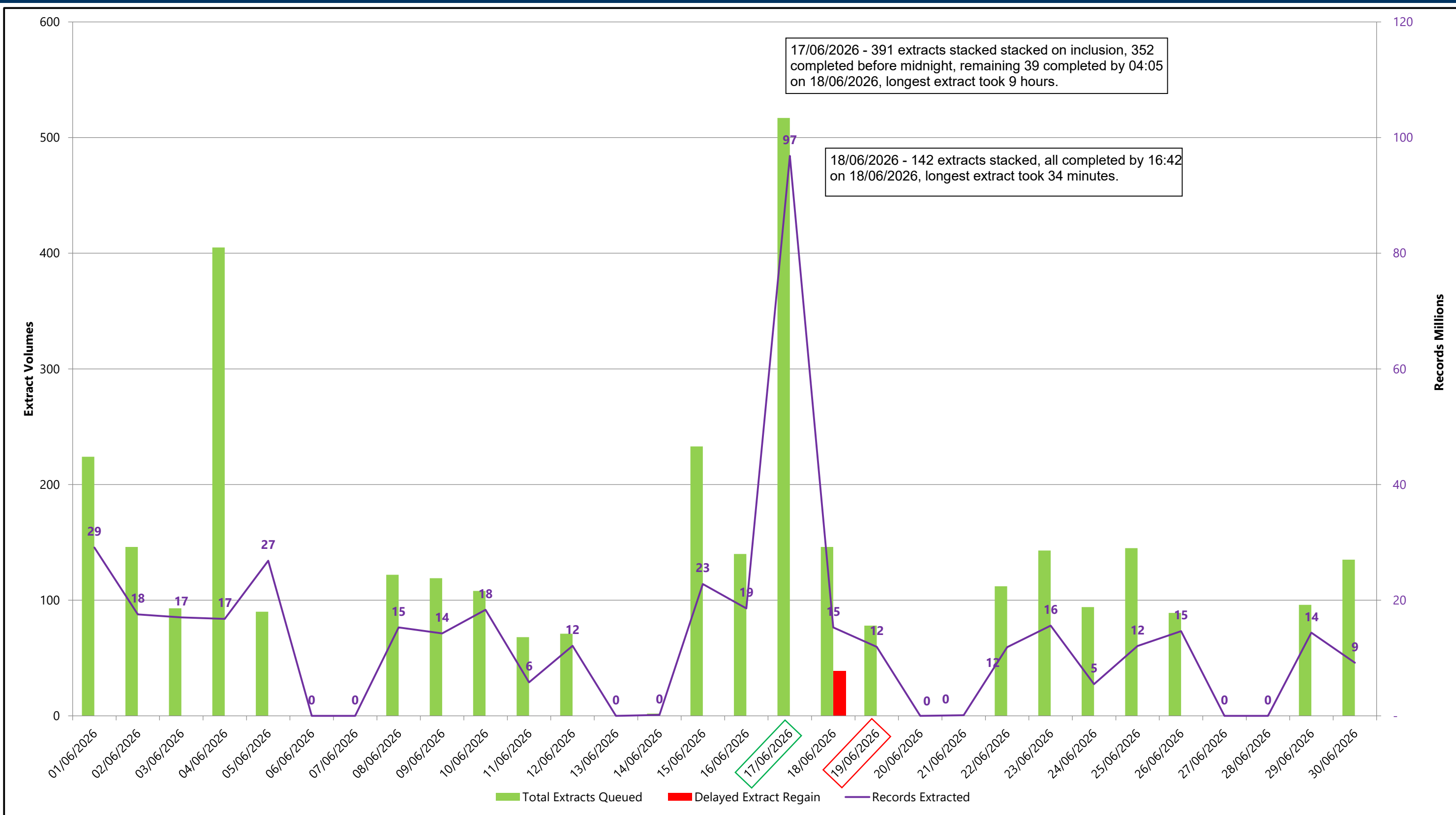
## Submitted Data - Historic view



## Performance - Inbound Processing Activity



# Performance - Outbound Processing Activity



## Inbound & Outbound Processing

## Inbound Processing

|                | Apr-26 | May-26  | Jun-26  |
|----------------|--------|---------|---------|
| 0 to 5 hours   | 99.90% | 100.00% | 100.00% |
| 5 to 10 hours  | 0.10%  | 0.00%   | 0.00%   |
| 10 to 24 hours | 0.00%  | 0.00%   | 0.00%   |
| 24 to 48 hours | 0.00%  | 0.00%   | 0.00%   |

**Inbound commentary**

Max - 159 minutes  
Mean - 1.2 minutes  
Median - 0 minutes  
Mode - 0 minutes

**Target 95% complete in 5 hours - 100%**  
**Target 99% complete in 10 hours - 100%**

Mode - 0 minutes

**Target 99% complete in 10 hours - 100%**

## Outbound Processing

|                | Apr-26 | May-26 | Jun-26 |
|----------------|--------|--------|--------|
| 0 to 5 hours   | 96.33% | 87.23% | 98.87% |
| 5 to 10 hours  | 2.87%  | 12.38% | 1.13%  |
| 10 to 24 hours | 0.80%  | 0.39%  | 0.00%  |
| 24 to 48 hours | 0.00%  | 0.00%  | 0.00%  |

|                   | Apr-26 | May-26 | Jun-26 |
|-------------------|--------|--------|--------|
| Total Extracts    | 3109   | 3038   | 3377   |
| Complete same day | 98.9%  | 89.2%  | 98.8%  |
| Delayed           | 1.1%   | 10.8%  | 1.2%   |

|                                      |               |               |               |
|--------------------------------------|---------------|---------------|---------------|
| SLA breach by 6pm on 2nd working day | <b>Apr-26</b> | <b>May-26</b> | <b>Jun-26</b> |
| <b>Inclusion date</b>                | 21/04/2026    | 20/05/2026    | 17/06/2026    |
| <b>ALL Extracts completed</b>        | 22/04/2026    | 21/05/2026    | 18/06/2026    |
| <b>Completed in (working days)</b>   | 1             | 1             | 1             |

# Outbound commentary

Target 90% complete in 5 hours - 98.87%

Target 95% complete in 10 hours - 100%

10 to 24 hours

24 to 48 hours

Delayed extracts

39 extracts on 17/06/2026 Inclusion day demand

SLA

All extracts completed by 16:42 on 18/06/2026

**Target 95% complete in 10 hours - 100%**

## 24 to 48 hours

39 extracts on 17/06/2026 Inclusion day demand

All extracts completed by 16:42 on 18/06/2026



**Thank You**  
**Questions?**



























