

Contact Tracing Service Management Information Update



	CTS activity in 7 days to
Number of positive cases transferred to the contact tracing system ¹	
Number of positive cases where contact tracing completed	
Total number of positive cases where contact tracing not completed	
• Number of incomplete cases sent an SMS advising self-isolation and inviting to digitally self-trace	
• Number of incomplete cases telephoned at least once	
Number of contacts identified ²	
Number of contacts reached	
Number of contacts not reached	

¹ CTS aims to deduct duplicates and cases where no contact details are available. Care home residents who test positive are followed up under separate health protection arrangements and are not included in this information.

² This does not include staff and patient contacts in a hospital/Trust setting, as these are managed by the relevant Health and Social Care Trust.

Notes:

- SMS sent to all contacts from September 30 2020
- Digital Self Trace for cases commenced on October 9 2020
- Based on information manually recorded and data extracted from current CTS (MS Dynamics).
- This data provides a snapshot of contact tracer activity. Data reported relates to a live operational system which includes case and contact activity in progress or in a queue and consequently this information will not be complete.
- Reporting methods and parameters may change over time.
- Should not be compared with other published figures as they will not align
- New IT systems and data outputs often take some time to bed in. Data should therefore be treated with caution while the system and understanding of the data develops. At this stage, there is a risk of data entry errors or delay, which may require that data are revised and updated in future. The process of finding and removing duplicate records may also need refining, which could result in revisions to the data.

