

Incident Reference: INC0421098

Service: NHS Directory of Services (DoS)

Priority: P1

Status: Ongoing

Update: 2

Executive Summary

Since approximately 02:00 on 08/09/2026, multiple organisations and services have been encountering failures when interacting with the Directory of Services (DoS). Affected users are experiencing intermittent authentication failures affecting critical DoS-dependent services, including NHS 111 Online, 111 Telephony, Ambulance Services, ED Streaming, EPS DoS API consumers and Check Capacity Summary functionality. The incident has resulted in varying levels of service degradation across urgent care pathways and associated integrated systems.

Issue

Multiple users and connected organisations are experiencing failures when performing DoS lookups and related API transactions. Reported symptoms include:

- Authentication failures, including "account locked" messages.
- Inability to retrieve service information through DoS lookups.
- Failure of Check Capacity Summary requests.
- Failure of EPS DoS API searches used to locate pharmacy services.
- Impact to Streaming & Redirection functionality.
- Service degradation affecting NHS 111 Online and 111/999 Telephony pathways.

Root Cause

Root cause remains under active investigation at the time of writing.

Ongoing mitigation activity

NHS England technical teams have identified a mitigating activity to restore service, and work has commenced to implement the fix.

An additional potential fix is available for providers to action directly should they wish. This information should be shared with system suppliers (who can raise any queries via National Service Desk or via ServiceNow Customer Portal). Some users have been able to work around the issue by changing the way their systems send requests to the Directory of Services API.



Specifically, the removal of the optional "traceparent" HTTP header from API requests. This header is not used within the Directory of Services anyway - supplying it is potentially causing the issues we're seeing.

The above fix has been implemented by NHS 111 Online and is seeing successful responses – which should help to alleviate some of the demand challenges on services.