# NHS 111 Statistics – May 2015

#### Summary

There were 1,184,177 calls offered to the NHS 111 service in May 2015, which was an average of 38,200 per day, the second largest average since 111 began. (The largest was 45,100 per day in December 2014.)

Of calls answered by NHS 111 in England in May 2015, 93.6% were answered within 60 seconds, less than 93.9% in April 2015, but more than the five months before that.

In May 2015, the proportion of calls abandoned after waiting longer than 30 seconds was 1.5%, similar to the rest of 2015.

Of all calls answered, 11.7% were offered a call back in May 2015, a little less than the peak of 12.5% in March 2015. Of those offered a call back, 45% were called back within 10 minutes, less than in April 2015 (48%) and the average for 2014-15 (50%).

The mean average episode length of a call in May 2015 was 15 minutes 8 seconds, slightly longer than 14 minutes 59 seconds in April 2015.

Of calls answered, 86% received triage in May 2015. This proportion has been 85%, 86% or 87% for the latest twelve months. Calls triaged are those where the NHS 111 call handler opens and uses the clinical assessment tool (NHS Pathways). Calls not triaged include, for example, follow-ups of previous calls, or calls where the caller is unable or unwilling to give specific details about the patient’s condition, such as enquiries about contact details for pharmacists or other local care services.

Of calls triaged in May 2015, 10% had ambulances dispatched, 8% were recommended to A&E, 63% were recommended to primary care, 4% were recommended to another service, and 15% were not recommended to any service. These proportions were the same as in April 2015.

Of calls offered to NHS 111, the proportion where 111 were dialled directly has increased in the last five months and is now the highest since 111 began at 97.1%.

#### Survey data for October 2014 to March 2015

Of survey respondents between October 2014 and March 2015 inclusive that expressed a view, 89.4% were very or fairly satisfied. This proportion was 89.8% for the previous six months and also for the six months before that.

If 111 had not been available, 17% of October 2014 to March 2015 respondents would have contacted the 999 ambulance service. This was unchanged from the previous six months. The proportion who would have contacted A&E reduced to 27% from 29%, while the proportion who would have not used any service increased from 7% to 10%.

The following tables and figures show key indicators measured at the national and regional level:

* Table 1: Key indicators across sites data up to May 2015
* Table 2: Total for each region
* Chart 1: Volume and access issues
* Chart 2: During the call issues
* Chart 3: Dispositions as a proportion of calls triaged data to May 2015
* Chart 4: Volume and access issues: totals over time
* Chart 5: During the call issues: totals over time
* Chart 6: Dispositions as a proportion of calls triaged national time series data to May 2015









****





#### Additional Information:

More statistics from the NHS 111 minimum dataset are at [www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set](http://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set).

#### Data Sources:

NHS 111 providers, NHS 111 Commissioners, Department of Health, NHS Direct

#### Announced Changes:

We are continuing to work with all data providers involved in this return to further improve data availability and quality.

All published data are the latest position available rather than the definitive position.

If historical data are revised in any way then this will be reflected in the NHS 111 Minimum Data Set.

Key areas of ongoing work are listed below. Any material changes to the data or presentation of the NHS 111 Minimum Data Set (MDS) are listed below by month of publication, beginning with the most recent update.

#### Material Changes

##### Release date 3 July 2015 – May data

* Survey data for October 2014 to March 2015 inclusive have been published. Survey data items between 7.18 and 7.41 have been revised for April to September 2014, for Derbyshire, Nottinghamshire, Northamptonshire, and Leicester & Rutland.

##### Release date 5 December 2014 – October data

* All 111 populations for 2010 to 2012 have been recalculated from consistent Office for National Statistics (ONS) population estimates, and 111 populations for 2013 and 2014 have been recalculated from ONS 2012-based projections. “Calls per year per 1,000 people” on the “Providers-indicators” tabs of the four regional files have been recalculated to be consistent with “Calls per month per 1,000 people” on the area tabs.
* North East Ambulance Service counts during October include some figures that were not actual calls. There was an artificial increase in item 5.5 (calls offered through other numbers) by about 10,000, also affecting item 5.3; and an artificial increase in item 5.9 (Calls answered through other numbers) by about 5,000, also affecting item 5.7.

##### Release date 31 October 2014 – August data

* Inner North West London (INWL) and North Central London have a new system providing better quality triage and dispositions data.

##### Release date 4 July 2014 – May data

* Survey data for October 2013 to March 2014, which was not complete for all providers last month, is now complete. Survey data are only collected from providers who served an area for all of these six months.
* Other revisions to North Central London in March 2014, Great Yarmouth & Waveney (GYW) in April 2014, and North Essex in April 2014, are denoted ‘r’ in the spreadsheets.

##### Release date 6June 2014 – April data

* All 45 NHS 111 service sites have submitted their data, and winter contingence has stopped in April.

##### Release date 4April 2014 – February data

* All 46 NHS 111 service sites including Winter contingence have submitted their data in February MDS.

##### Release date 7February 2014 – December data

* North Essex has started to submit data.
* Cambridge and Peterborough has also started to submit data.

##### Release date 10January 2014 – November data

* Staffordshire and the Winter Contingency site have started to submit data.
* Cumbria and Lancashire, Greater Manchester and Cheshire and Mersey have stopped submitting data. The same area is now covered by the new sites North West and Blackpool. This change is due to a handover of contracts from NHS Direct to the North West Ambulance Service and Fylde Coast Medical Services (FCMS).

##### Release date 6December 2013 – October data

* South East Coast NHS 111 (Kent, Medway, Surrey & Sussex, KMSS) have started to submit data.

##### Release date 8November 2013 – September data

* Devon, Bristol, Gloustershire, Berkshire, Leicestershire & Rutland and Banes & Wiltshire have all started to submit data.
* Further publication of Systems Impact data has been discontinued.

##### Release date 11October 2013 – August data

* Kingston and Richmond Systems Impact data has become available
* Sutton and Merton Systems Impact data has become available

##### Release date 6September 2013 – July data

* North West London has started to submit calls data this month under the provider Harmoni.
* Systems Impact data has started to become available for Wandsworth Primary Care Trust (PCT)

##### Release date 2 August 2013 – June data.

* Some areas are unable to provide accurate “calls not triaged: other” because of a discrepancy between calls answered and the number of calls being reported for. Any minus figures have been replaced with a 0 in this field.
* South Essex and Oxfordshire have only been able to provide a partial return because of data problems. We are working the provider and commissioners on this.
* Outer North East London has now been able to provide call level data.

##### Release date 5 July 2013 – May data.

* South Essex and Oxfordshire have only been able to provide a partial return because of data problems. We are working the provider and commissioners on this.

##### Release date 7 June 2013 – April data.

* Systems impact data has now become available for Hertfordshire and GYW.
* South Essex and Oxfordshire have only been able to provide a partial return because of data problems. We are working the provider and commissioners on this.
* Patient Satisfaction Survey Results have also been published for up to March 2013.

##### Release date 10 May 2013 – March data.

* Oxfordshire are still struggling to report on times. We are working with the provider to rectify this.

##### Release date 11 April 2013 – February data.

* Sutton and Merton have had problems providing a full set of data, Caller Not Triaged data cannot be accurately reported at this time. The problem has now been rectified for next month’s submission.

##### Release date 8 March 2013 – January data.

* Harmoni revised their data to provide more accurate Caller Not Triaged figures. This is now rectified for future submissions.
* Population figures for Lancashire were revised to show a more accurate estimate.

##### Release date 1 February 2013 – December data.

* INWL revised data for their total call backs to accurately reflect calls transferred.
* The most recent patient satisfaction survey results are now available for April to October 2012.
* Systems impact data for INWL is now available.

##### Release date 11 January 2013 – November data.

* Both Hillingdon and Croydon sites are unable to provider “Average Live Transfer” and “Average Episode Length” times. We are working with providers to ensure this is corrected.
* Derby revised their calls offered to account for missing calls in the ‘abandoned in under 30 seconds calls’ field.

##### Release date 30 November 2012 – October data.

* Both Hillingdon and Croydon sites are unable to provider “Average Live Transfer” and “Average Episode Length” times. We are working with providers to ensure this is corrected.
* The population figure for The North West has been changed to show the most up to date figure.

##### Release date 2 November 2012 – September data.

* In Reasons not triaged, we have amended the figures in “reason for non-triage: other” to a balancing figure to ensure all answered calls are accounted for. Previously there were missing calls, which were not recorded in the MDS submission.
* INWL revised call volume data for August 2012, giving a more accurate account of calls offered.
* From September, ‘Calls not triaged: other reason’ is now a balancing figure to ensure all answered calls are accounted for in the MDS. There has therefore been an increase in this data field.

##### Release date 4 October 2012 – August data.

* Systems impact data and patient satisfaction survey results have now become available for Derbyshire. This is the first month Derbyshire have been able to provide a full set of data, including answered with 60 seconds.
* The population figure for Derbyshire has been changed to reflect them being in the final stage of their roll out process.

##### Release date 31 August 2012 – July data.

* As detailed last month, we have had to use estimated figures for County Durham and Darlington (CDD) from 23rd June to 11th July. This problem has now been resolved. (see below for more details).
* CDD have revised the disposition break down of triaged calls, from January to June 2012. This was due to a miscalculation.
* Systems impact data for Isle of Wight has now become available.

##### Release date 3 August 2012 – June data.

* We have had to use estimated figures for CDD for part of the month. From 23rd June to 11th July, Cable and Wireless could not remove phantom calls from CDD, this meant that call volume looked to have doubled. Using estimated figures has given the most accurate data set possible. This problem has now been resolved.

##### Release date 6 July 2012 – May data.

* CDD revised their “recommend to attend primary care” figures for December to May 2012. This is because they uncovered an error with how it was being calculated. This has now been rectified.
* Isle of Wight reported 0 calls under “reasons not triaged”. This is due to a misunderstanding of what to record under that field. We are working with the provider to get an accurate figure.
* Data from one new live site will be included in the MDS, INWL. Call level data has been included to the MDS publication.
* Hillingdon and Croydon both revised their call level data for April 2012. While reporting for May, April’s figures were discovered to be incorrect. This was due to how they submitted their figures to DH. This has now been rectified.

##### Release date 8 June 2012 – April data.

* CDD revised their “answered through 111” and “answered through other” figures for March 2012. This is because they uncovered an error with how it was being calculated. This has now been rectified.
* Patient experience data from October 2011 to March 2012 has been finalised and a full set of figures included.
* Derbyshire’s data is not currently available. We are working with the provider to get this data. It will be included in the MDS when it has been finalised.
* Data from two new live sites will be included in the MDS, Croydon and Hillingdon. Call level data has been included to the MDS publication.

##### Release date 4 May 2012 – March data.

* This month shows revised data for CDD. The ‘Average episode length’ figures for Dec to Feb were changed due to erroneous data being found.
* Population data has been updated for Derbyshire to show a more accurate population figure.

##### Release date 30 March 2012 – February data.

* This month shows the refreshed MDS data for: CDD, Lincolnshire, Luton and Nottingham City. Providers revised data from their go live date to December 2011 to ensure the most accurate data possible is being used.

##### Release date 2 March 2012 – January data.

* The presentation of the system impact data on the “Providers-indicators” tab has changed. Some additional context has been added to show the actual A&E attendance and ambulance incident figures. The actual numbers of NHS 111 referrals for the relevant month are also shown. All of these figures are already included in the MDS but they have been introduced into this presentation to provide some contextual information.
* Some corrections were made to the last edition of the MDS. The amended version is available on the NHS 111 statistics website and a summary of these amendments included in this workbook.
* Refreshed data from the first four sites (CDD, Lincolnshire, Luton and Nottingham City), from go live to Dec 2011, will be included in the next release of the MDS (March 30).

##### Release date 3 February 2012 – December data.

* Data from a new live site will be included in the MDS, Cumbria and Lancashire – 1st phase. Call level data has been included to the MDS publication.
* Population figures have been updated to reflect those in the ONS mid 2010 estimates for resident populations of Primary Care Organisations (PCOs). These were previously based on mid-2009 figures.
* The time series for Lincolnshire and Nottingham City A&E attendances have been updated. The East Midlands Quality
* Observatory was providing this data but now it is being provided by Nottingham City PCT. We have been working with analysts from these teams to ensure that we source the most appropriate data. The PCT analytical teams are closer to the data and have a more thorough understanding of the data quality issues surrounding it, for this reason they will now be providing all future A&E data for Lincolnshire and Nottingham City.

##### Release date 6 January 2012 – November data.

* Patient experience data from April to October of 2011 will be finalised and a full set of figures included.
* Data from two new live sites will be included in the MDS, namely Isle of Wight and Derbyshire.

##### Release date 2 December 2011 – October data.

* Patient experience data from April to October of 2011 will be included. The full data set was not available for inclusion at the time of publication; any missing items will be included in the next release.
* To clarify what is happening to calls that have not been answered a data value has been added into the MDS. This figure, titled “Abandoned calls (within 30 seconds waiting time)” shows the total number of calls offered where the caller hung up before reaching 30 seconds following being queued for an advisor. Abandoned calls (after 30 seconds waiting time) are already included in the MDS as this is a NQR standard and a key performance measure of the NHS 111 service.

##### Release date 4 November 2011 – September data.

* Renamed “NHS 111 Warm transfer Time” to “NHS 111 live transfer time”.
* A new measure for warm transfer time has been included. This is in addition to the “NHS 111 live transfer time” as described above. This measure looks at the transfer time on the telephony system, i.e. the time between when the call handler dials the queue until the clinician answers the phone. This measure gives an indication of whether the ratio of clinicians to call handlers is appropriate e.g. if this figure is high then it would suggest that there were not enough clinicians available to take calls transferred by call handlers.
* GP Out of hour’s data from Luton has been split out so we can report on the Urgent Care Centre and Walk-in Centre attendance levels as well.

##### Release date 30 September 2011 – August data.

* Throughout the data set dispositions are aggregated into five groups. One of these groups “Not recommended to attend other services” includes calls not triaged. A new line has been added to show the percentage of calls not triaged.
* Updated system data has been received for Lincolnshire and Nottingham City. This data has been used to update previous figures.

##### Release date 2 September 2011 – July data.

* Renamed “Warm Transfer Time” to “NHS 111 Warm transfer Time”. The definitions used to describe warm transfer times for each pilot site has also been edited to reflect ongoing work in this area. These definitions can be seen in the “About the MDS” worksheet and in the notes under relevant tables.
* Found some issues with the recording of the number of calls answered from direct 111 dials. Have worked to rectify this issue and updated the data as required. Please note that this issue did not affect the total number of calls received or the total number of calls received through direct 111 dials.

##### Release date 29 July 2011 – June data.

* System data for the most recent pilot sites (Lincolnshire, Luton and Nottingham City) have now been included.
* A further breakdown of “recommended to attend primary care” and “not recommended to attend other service” dispositions has been included.
* A new worksheet titled “About the MDS” has been added to help provide further context to the MDS and the data it contains.
* The definitions page of the MDS has been updated to correct some truncated definitions present in the May edition.

##### Release date 1 July 2011 – May data.

* Update of population figures for each pilot area. These data have been updated using the ONS mid 2009 estimates for resident populations of PCOs.
* The breakdown of call handling time by clinical and call handling staff has now been included for CDD.

#### Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or nhsengland.media@nhs.net.

The Government Statistical Service (GSS) statistician responsible for these data is:

Ian Kay, Analytical Services (National), Finance Directorate

NHS England, Room 5E24, Quarry House, Leeds, LS2 7UE

0113 825 4606

i.kay@nhs.net

Published on Friday 3 July 2015.