

# NHS 111 Minimum Data Set, England, April 2016

#### Summary

There were 1,192,235 calls offered to the NHS 111 service in England in April 2016, a 5.4% increase on the 1,130,894 in April 2015. The number of calls answered by the service was 1,092,458 in April 2016 a slight increase on the April 2015 answered calls.

Of calls offered to NHS 111 in April 2016, the proportion abandoned after waiting longer than 30 seconds was 2.8%, a large drop on the 8.4% recorded in March 2016.

In April 2016, of calls answered by NHS 111, 87.1% were answered within 60 seconds, an improvement on the 70.7% reported in March 2016. However this is still lower than the 93.9% recorded in April 2015.

Of calls answered, 13.6% were offered a call back in April 2016, a slight improvement on March 2016.

Of call backs offered, 39.1% were within 10 minutes in April 2016, a large drop on the 47.6% in the previous April.

Of calls answered, 21.4% were transferred to a clinical advisor in April 2016 slightly up on the 21.0% in March 2016.

The average length of calls was exactly 16 minutes in April 2016.

Of calls answered, 86.5% were triaged in April 2016. The proportion has ranged between 85% and 87% since full national coverage was achieved in Feb 2014. 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, calls where the caller is unable or unwilling to give specific details about the patient’s condition or enquiries about contact details for pharmacists or other local care services.

Of calls triaged in April 2016, 12% had ambulances dispatched, 9% were recommended to A&E, 61% were recommended to primary care, 4% were recommended to another service, and 14% were not recommended to any service.

Of calls triaged the proportion recommended to home care was 5.4% in April 2016, this is the lowest proportion since the service began in August 2010.

Of calls transferred, the proportion live transferred was 36.3% in April 2016. This is an increase on the 32.9% in March 2016, and the first improvement in the last seven months.

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#### Additional Information:

All monthly data in the 111 Minimum Data Set (MDS) are available in spreadsheets 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), along with all the previous accompanying statistical notes, the specification guidance document for those who produce the data, and the timetables for data collection and publication. Publication dates are also available from [www.gov.uk/government/statistics](http://www.gov.uk/government/statistics).

Material changes to the data or presentation of the NHS 111 MDS are listed in the 03 July 2015 Statistical Note and in earlier versions. Any further material changes will be described here in future Statistical Notes.

#### Contacts

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

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