# NHS 111 Minimum Data Set, England, December 2016

#### Summary

There were 1,476,826 calls offered to the NHS 111 service in England in December 2016. Since the service started in August 2010, only March 2016 had more, or more per day. There were 8% more in December 2016 than in December 2015 (1,362,161).

The number of calls answered by the service was 1,351,761 in December 2016. This was the most per day since the service started, and was 11% more than in December 2015 (1,219,645).

Of calls offered to NHS 111 in December 2016, the proportion abandoned after waiting longer than 30 seconds was 3.8%, more than in November 2016 (2.5%) but less than in December 2015 (4.4%).

Of calls answered in December 2016, 86.0% were answered within 60 seconds, a decrease on November 2016 (88.2%), but similar to December 2015 (86.1%).

Of calls answered in December 2016, 295,861 calls were transferred to a clinical advisor, or 21.9%, similar to 22.2% (revised from 21.6%) in November 2016.

The 295,861 transfers included 182,355 where a call back was offered. This was 13% of all calls answered, similar to November 2016 (14%).

Of call backs offered, 70,009 were within 10 minutes, or 38%, similar to November 2016 (39%).

The average length of calls was 16 minutes and 50 seconds in December 2016.

There were 1,169,296 calls triaged in December 2016, which was 87% of all calls answered. 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 the triaged calls in December 2016, there were 150,258 ambulance dispatches, 88,378 callers recommended to attend A&E, 716,422 callers recommended to attend other primary care services (such as GP out of hours service or dental care), 51,461 callers recommended to attend another service (such as district nurse or midwife) and 162,658 callers not recommended to contact another service (such as calls closed with self-care).

These dispositions, as a proportion of all calls triaged, were 13% ambulance dispatches, 8% recommended to A&E, 61% to primary care, 4% to another service, and 14% not recommended to attend another service. All these proportions are within 2 percentage points of their respective November 2016 proportion.

This publication includes revisions to several data items for North Central London in October and November 2016, and revisions to single data items for North West England and Isle of Wight for November 2016.

For national level proportions, there are revisions of less than a percentage point, in the October proportion for call backs in ten minutes, and the November proportions for transfers to clinical advisors, and live transfers. All other revisions to proportions are 0.2 percentage points or less. Revised data are marked ‘r’ in the published spreadsheets.

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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 3 July 2015 Statistical Note and in earlier versions. Any further material changes will be described here in future Statistical Notes.

#### Contacts

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