# NHS 111 Minimum Data Set, England, January 2017

#### Summary

There were 1,378,117 calls offered to the NHS 111 service in England in January 2017, a 1% increase on 1,366,094 in January 2016. The number of calls answered by the service was 1,270,066 in January 2017, greater than the 1,225,247 in January 2016.

Of calls offered to NHS 111 in January 2017, the proportion abandoned after waiting longer than 30 seconds was 2.7%, less than both the 3.8% in December 2016 and 4.5% in January 2016.

In January 2017, of calls answered by NHS 111, 88.1% were answered within 60 seconds; an improvement on 86.0% in December 2016 and 82.2% in January 2016.

Of calls answered, 13% were offered a call back in January 2017, the same as in December 2016.

Of call backs offered, 39% were within 10 minutes in January 2017, similar to December 2016 (38%).

Of calls answered in January 2017, 22.4% were transferred to or answered by a clinical advisor using NHS Pathways, similar to 22.1% in December 2016.

This month’s publication contains a new data item, clinical input, for November and December 2016, and January 2017. It measures calls involving any clinician, not just clinical advisors using NHS Pathways. It is an experimental statistic[[1]](#footnote-1) and may change markedly as providers develop their calculation methods. The specification is in data item 5.22 on the guidance document v0.901 at the NHS 111 MDS landing page, [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).

Of calls answered, the proportion with clinical input according to this new measure was 23.8% in January 2017, similar to 23.0% in December 2016.

The average length of calls was 16 minutes and 21 seconds in January 2017.

Of calls answered, 86% were triaged in January 2017. 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 January 2017, 13% had ambulances dispatched, 8% were recommended to A&E, 60% were recommended to primary care, 5% were recommended to another service and 14% were not recommended to attend another service.

This publication includes a revision to two data items (5.16: Calls transferred to or answered by a clinical advisor and 5.17: Calls that were warm transferred to or answered by a clinical advisor) for East Kent in December 2016, which increases the proportion for England from 21.9% to 22.1% and 38.0 to 38.6% respectively. The 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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1. More information on experimental statistics is at [www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/guidetoexperimentalstatistics](https://www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/guidetoexperimentalstatistics) [↑](#footnote-ref-1)