

# NHS 111 Minimum Data Set, England, May 2016

#### Summary

There were 1,306,199 calls offered to the NHS 111 service in England in May 2016, a 10.3% increase on the 1,184,177 in May 2015. The number of calls answered by the service was 1,199,877 in May 2016 a 6% increase on the May 2015 answered calls.

Of calls offered to NHS 111 in May 2016, the proportion abandoned after waiting longer than 30 seconds was 2.5%, slightly less than the 2.8% recorded in April 2016.

In May 2016, of calls answered by NHS 111, 88.2% were answered within 60 seconds, a small improvement on the 87.1% reported in April 2016. However this is still considerably lower than the 93.6% recorded in May 2015.

Of calls answered, 13.7% were offered a call back in May 2016, a slight decline on April 2016.

Of call backs offered, 40.6% were within 10 minutes in May 2016, a drop on the 44.9% recorded in May 2015. However, the total number of call backs within 10 minutes was the highest recorded since the service started in August 2010 at 66,804.

Of calls answered, 21.4% were transferred to a clinical advisor in May 2016, the same proportion as recorded in April 2016.

The average length of calls was 15 minutes and 41 seconds in May 2016.

Of calls answered, 86% were triaged in May 2016. This proportion has ranged between 85% and 87% for the last twenty 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, 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 May 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 attend any other service.

Of calls resolved without triage in May 2016, calls where the caller was referred to another service (15,077) and where the caller was given health information (9,764) were the highest figures recorded since the 111 service started in August 2010.

The total time that clinical staff spent dealing with calls in May 2016 was 2,558,227 minutes; this is the largest amount of time recorded in a single month since the 111 service commenced. It should be noted that clinical staff call time is only supplied by 21 of the 44 NHS 111 areas.

Of direct 111 service dispositions in May 2016, both the number of callers recommended to attend A&E (89,071) and the number not recommended to attend any other service but given health information (18,112) were the highest figures ever recorded.

#### Survey data for October 2015 to March 2016

NHS 111 providers are expected to conduct a patient survey every 6 months for each area they provide services for. The sample size for each of the areas is expected to be a minimum of 200. Data was submitted for all 44 of the NHS 111 areas for the period October 2015 to March 2016. The number of respondents by NHS 111 area ranged between 47 and 860. The average number being 249 respondents, 20 areas had greater than 200 survey responses.

The total number of survey responses supplied for England was 10,950 for the period.

Of survey respondents between October 2015 and March 2016 inclusive that expressed a view, 87.8% stated that they were either very or fairly satisfied.

Of respondents that were given advice, 84.7% stated that they fully complied with the advice given by 111 and that of problems respondents called 111 regarding, 76.5% stated the problem was either resolved or improved following the call to 111.

If 111 had not been available, 16.6% of October 2015 to March 2016 respondents would have contacted the 999 ambulance service, a decrease from the 19.2% reported in the previous six month survey. However, the percentage who would have contacted A&E increased slightly to 28.7% from the 28.0% reported in the previous six months. The percentage of respondents that would have not used any service showed a small increase to 6.4% from 6.1%.

Considering the data supplied for the full year period (April 2015 to September 2015 and October 2015 to March 2016 surveys), 18.0% of patients reported they would have called for an ambulance and 28.3% would have attended A&E. However, for 11.6% of triaged calls an ambulance was dispatched by the NHS 111 service and in 8.4% of calls the caller was advised to attend A&E.

For the full year period (April 2015 to March 2016), 11.3 million calls were triaged. From this we can estimate the impact of the 111 service. The differences mean that due to availability of the NHS 111 service, over 2.25 million people this year were directed away from using A&E and over 750,000 were directed away from calling an ambulance.

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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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Published on Thursday 14th July 2016.