

# NHS 111 Minimum Data Set, England, November 2016

#### Summary

There were 1,170,452 calls offered to the NHS 111 service in England in November 2016, a 1% increase on 1,160,300 in November 2015. The number of calls answered by the service was 1,089,761 in November 2016, similar to 1,094,236 in November 2015.

Of calls offered to NHS 111 in November 2016, the proportion abandoned after waiting longer than 30 seconds was 2.5%, similar to 2.4% in October 2016.

In November 2016, of calls answered by NHS 111, 88.2% were answered within 60 seconds; similar to 88.5% in October 2016, but less than 89.6% in November 2015.

Of calls answered, 14% were offered a call back in November 2016, the same as in October 2016.

Of call backs offered, 38% were within 10 minutes in November 2016, the same as in October 2016.

Of calls answered, 21.6% were transferred to a clinical advisor in November 2016, similar to 21.4% in October 2016.

The average length of calls was 16 minutes and 30 seconds in November 2016.

Of calls answered, 87% were triaged in November 2016. 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 November 2016, 14% had ambulances dispatched, 9% were recommended to A&E, 59% were recommended to primary care, 4% were recommended to another service and 14% were not recommended to attend another service. Since February 2014 (when data were first available for NHS 111 across all of England), this is the highest proportion of ambulance dispatches.

#### Survey data for April to September 2016

NHS 111 providers conduct surveys to compare patient experience between service areas. The latest six-monthly batch up to the end of September 2016 contained 13,994 responses, with sample sizes varying from 2,551 in the South East Coast area to 30 in Somerset. Results are not weighted according to the volume of callers or the resident population.

Between April and September 2016 inclusive, 87% of those responding to the question wrote that they were either very or fairly satisfied with the way the 111 service handled the whole process. 88% of those responding to the question wrote that they followed all the advice given by the 111 service; and 76% of those responding to the question wrote that seven days after their call, the problem was improved or completely better.

If the 111 service had not been available, 16% of respondents to the question wrote that they would have contacted the 999 ambulance service, 30% would have contacted A&E, 34% would have contacted primary care, 16% would have contacted someone else, and 4% would not have contacted anyone else.

Considering the data supplied for the full year period (October 2015 to March 2016 and April to September 2016 surveys), 16% of respondents wrote that they would have called for an ambulance and 29% would have attended A&E.

Given that the actual dispositions for the 11.6 million calls triaged over this period were 12% ambulances and 8% A&E, this suggests that 0.5 million callers were directed away from the ambulance services, and a further 2.5 million were directed away from A&E.

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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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