

# NHS 111 Minimum Data Set, England, October 2016

#### Summary

There were 1,235,035 calls offered to the NHS 111 service in England in October 2016, a 14% increase on the 1,083,628 in October 2015. The number of calls answered by the service was 1,137,200 in October 2016, a 10.4% increase on October 2015.

Of calls offered to NHS 111 in October 2016, the proportion abandoned after waiting longer than 30 seconds was 2.4%, an increase on the 1.5% in September 2016.

In October 2016, of calls answered by NHS 111, 88.5% were answered within 60 seconds; a decrease on the 92.0% recorded in September 2016 and below the 91.4% recorded in October 2015.

Of calls answered, 14% were offered a call back in October 2016, an increase on the 13% recorded in September 2016.

Of call backs offered, 38% were within 10 minutes in October 2016, a decrease on the 40% recorded in September 2016.

Of calls answered, 21.4% were transferred to a clinical advisor in October 2016, similar to the 21.2% recorded in September 2016.

The average length of calls was 16 minutes and 49 seconds in October 2016.

Of calls answered, 86% were triaged in October 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 October 2016, 13.2% had ambulances dispatched, 8.7% were recommended to A&E, 59.7% were recommended to primary care, 4.2% were recommended to another service and 14.2% were not recommended to attend another service. Since February 2014 (when data were first available for NHS 111 across all of England), these were the highest proportions both for ambulance dispatches and for another service. The proportions for primary care and for calls not recommended to attend another service were both the second lowest in this time.

Of calls resolved without triage in October 2016, calls terminated by the caller was the highest figure (57,165) recorded since the 111 service started in August 2010.

In October 2016, the data show 2,826,876 minutes worked by clinical staff, the highest amount in the series. However this is mainly because this item has been reported in the month for more areas (23) than ever before.

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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).

The September 2016 publication contained separate data for Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth. However, the provider has advised of inaccuracies in data which were best resolved by providing data for the whole South West London contract area, comprising these 6 CCGs, which is consequently what this publication now contains.

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

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