

# NHS 111 Minimum Data Set, England, September 2016

#### Summary

There were 1,084,335 calls offered to the NHS 111 service in England in September 2016, a 13.7% increase on the 954,074 in September 2015. The number of calls answered by the service was 1,004,033 in September 2016 a 10.0% increase on the September 2015 answered calls.

Of calls offered to NHS 111 in September 2016, the proportion abandoned after waiting longer than 30 seconds was 1.5%, a small increase on the 1.4% recorded in August 2016.

In September 2016, of calls answered by NHS 111, 92.0% were answered within 60 seconds; a slight decrease on the 92.9% in August 2016, however, above the 91.4% recorded in September 2015.

Of calls answered, 12.9% were offered a call back in September 2016, an increase on the 12.7% recorded in August 2016.

Of call backs offered, 40.0% were within 10 minutes in September 2016, a decrease on the 42.4% recorded in August 2016.

Of calls answered, 21.2% were transferred to a clinical advisor in September 2016, similar to the 21.1% recorded in August 2016.

The average length of calls was 15 minutes and 31 seconds in September 2016.

Of calls answered, 85% were triaged in September 2016. This proportion has ranged between 85% and 87% for the last twenty four 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 September 2016, 13.0% had ambulances dispatched, 59.3% were recommended to primary care, 3.7% were recommended to another service, 14.8% were not recommended to attend any other service and 9.2% were recommended to A&E; this is the highest proportion recorded since the 111 service started in September 2010.

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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).

A number of provider contract changes occurred during September 2016, details of these changes have been included within the ‘volumes’ tab of the regional spreadsheets affected.

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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