# NHS 111 Minimum Data Set, England, August 2017

#### Latest data

There were 1,165,310 calls offered to the NHS 111 service in England[[1]](#footnote-1) in August 2017 (37.6 thousand per day), an increase of 4% on the 1,118,207 calls offered in August 2016 (36.1 thousand per day).



Of calls offered to NHS 111, the proportion abandoned[[2]](#footnote-2), after waiting longer than 30 seconds was 1.2% in August 2017, less than in August 2016 (1.4%) and the smallest proportion since October 2014.

In August 2017, of calls answered by NHS 111, 92.7% were answered within 60 seconds, slightly less than in August 2016 (92.9%), but the highest proportion since.

The proportion of calls answered that received any form of clinical input[[3]](#footnote-3) increased for the ninth month in a row in August 2017 to 36.4%, from 35.8% in July 2017.

13% of all calls answered in August 2017 were offered a call back, the same as in August 2016. Of those call backs, 46% were made within 10 minutes, the highest proportion since April 2015.

Of calls triaged in August 2017, 13% had ambulances dispatched, 9% were recommended to attend A&E, 59% were recommended to attend primary care, 5% were advised to attend another service and 14% were not recommended to attend another service, all unchanged from July 2017.

#### Contacts

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1. No data for South East London are available for Wednesday 2nd August 2017. SE London had about 700 calls offered on the adjacent days. [↑](#footnote-ref-1)
2. Calls abandoned are not available for East Kent, so calls offered for East Kent are excluded in calculating the abandoned call proportion. This percentage would round to 1.1%, if they were not excluded. [↑](#footnote-ref-2)
3. This data item is an experimental statistic 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. More information on experimental statistics is at: [www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/guidetoexperimentalstatistics](https://www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/guidetoexperimentalstatistics) [↑](#footnote-ref-3)