# NHS 111 Minimum Data Set, England, November 2017

#### Latest data

There were 1,205,670 calls offered to the NHS 111 service in England in November 2017 (40.2 thousand per day), an increase of 2.8% on the 1,172,821 calls offered in November 2016 (39.1 thousand per day).



Of calls offered to NHS 111, the proportion abandoned after waiting longer than 30 seconds was 2.3% in November 2017, an improvement on November 2016 (2.5%).

In November 2017, of calls answered by NHS 111, 86.8% were answered within 60 seconds, less than in November 2016 (88.2%).

The proportion of calls answered that received any form of clinical input[[1]](#footnote-1) increased in November 2017 to a new high of 37.7%. This proportion has increased every month since it was first collected in November 2016.

13.8% of all calls answered in November 2017 were offered a call back, the same as the 13.8% recorded in November 2016. Of those call backs, 41.1% were made within 10 minutes.

Of calls triaged in November 2017, 13.7% had ambulances dispatched, 8.5% were recommended to attend A&E, 59.1% were recommended to attend primary care, 4.4% were advised to attend another service and 14.3% were not recommended to attend another service. These proportions remain largely unchanged from October 2017.

**Revisions**

Revisions to monthly data from July 2017 to October 2017 (inclusive) will be published alongside the November 2017 data. For July, August and October, all data items have been revised. The largest changes for each data item in each month are summarised in the table below.

|  |  |
| --- | --- |
| **Data Item** | **Largest change between revised and original submission** |
| July 2017 | August 2017 | September 2017 | October 2017 |
| Total calls offered | 4,081 | 758 |  | 15,891 |
| Calls abandoned after at least 30 seconds | 88 | 12 | -25 | 667 |
| Calls answered | 3,286 | 746 |  | 15,102 |
| Calls answered within 60 secs | 2,964 | 357 |  | 12,135 |
| Calls triaged | 2,783 | 562 | 42 | 12,346 |
| Calls transferred to a clinical advisor | 639 | -4,750 | 13 | 3,044 |
| Calls warm transferred to clinical advisor | 271 | -4,750 | 4 | 1,023 |
| Calls where person offered call back | 368 | 80 | 9 | 2,021 |
| Calls back within 10 min | 153 | 50 | -2 | 841 |
| Calls to a clinician | -1,985 | -1,667 | -1,535 | 4,602 |
| Ambulance dispatches | -2,506 | -3,038 | -2,927 | -301 |
| Recommended to attend A&E | 307 | 85 | 4 | 794 |
| Recommended to attend primary care | 2,506 | 3,041 | 2,938 | 8,446 |
| Recommended to contact primary care | 1,098 | 241 | 147 | 4,456 |
| Recommended to speak to primary care | 817 | 939 | 826 | 1,838 |
| Recommended to dental | 115 | 34 | 38 | 924 |
| Recommended to pharmacy | 1,512 | 1,884 | 1,927 | 1,228 |

**Table 1:** Largest changes at provider level between revised and original submissions. A negative value indicates a data item which has decreased in the revised submission. A blank cell indicates that no change occurred for that data item in that month.

#### Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or nhsengland.media@nhs.net.

The individual responsible for these data is:

Ian Kay

0113 825 4606

NHS England, Operational Information for Commissioning (Central)

Room 5E24, Quarry House, Leeds LS2 7UE

i.kay@nhs.net

1. 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-1)