# NHS 111 Minimum Data Set, England, February 2018

#### Latest data

There were 1,331,873 calls offered to the NHS 111 service in England in February 2018 (47.6 thousand per day), an increase of 15% on the 1,157,994 calls offered in February 2017 (41.4 thousand per day).

Of calls offered to NHS 111, the proportion abandoned after waiting longer than 30 seconds was 6.6% in February 2018, an increase on February 2017 (2.2%).

In February 2018, of calls answered by NHS 111, 70.4% were answered within 60 seconds, less than in February 2017 (89.4%).

The proportion of calls triaged that received any form of clinical input[[1]](#footnote-1) in February 2018 was 46.4%, compared to 29.3% in February 2017.

15.5% of all calls answered in February 2018 were offered a call back, more than the 13.8% recorded in February 2017 and the largest proportion since August 2010. Of those call backs, 39.3% were made within 10 minutes.

Of calls triaged in February 2018, 13.0% had ambulances dispatched, 8.1% were recommended to attend A&E, 60.2% were recommended to attend primary care, 4.8% were advised to attend another service and 13.8% were not recommended to attend another service. These proportions are very similar to January 2018, but a slightly lower proportion of ambulance dispatches and a slightly higher proportion advised to attend another service. They are largely in line with trends seen in February 2017.

#### Contacts

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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)

Note also that the percentage of calls with clinical input is now being calculated using number of calls triaged (rather than number of calls answered) as the denominator. This change has been made to account for the fact that some calls answered would not require clinical input (eg requests for information on the nearest pharmacy).” [↑](#footnote-ref-1)