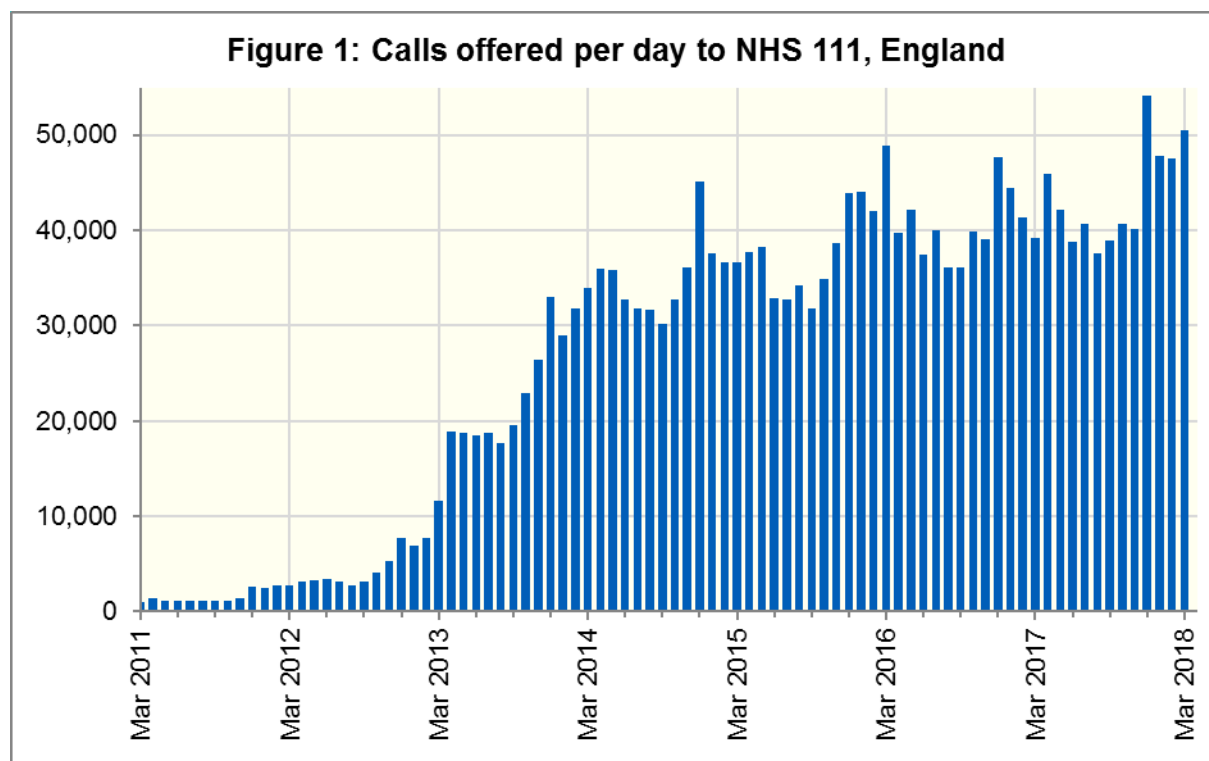


NHS 111 Minimum Data Set, England, March 2018

Latest data

There were 1,564,236 calls offered to the NHS 111 service in England in March 2018 (50.5 thousand per day), an increase of 28% on the 1,217,319 calls offered in March 2017 (39.3 thousand per day).



Of calls offered to NHS 111 in March 2018, the proportion abandoned after waiting longer than 30 seconds was 7.2%, the most in any month since March 2016. March 2017 had 1.9%.

Of calls answered by NHS 111 in March 2018, 70.0% were answered within 60 seconds, the fewest in any month since NHS 111 began. March 2017 had 91.0%.

The proportion of calls triaged that received any form of clinical input¹ in March 2018 was 48.4%, the highest since NHS 111 began. March 2017 had 34.4%.

15.8% of all calls answered in March 2018 were offered a call back, the most in any month since NHS 111 began. March 2017 had 13.5%. Of the call backs in March 2018, 40.1% were made within 10 minutes.

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

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 (such as requests for information on the nearest pharmacy).

Of calls triaged in March 2018, 12.2% had ambulances dispatched, 8.2% were recommended to attend A&E, 61.0% 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 all changed less than one percentage point compared with February 2018.

Contacts

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