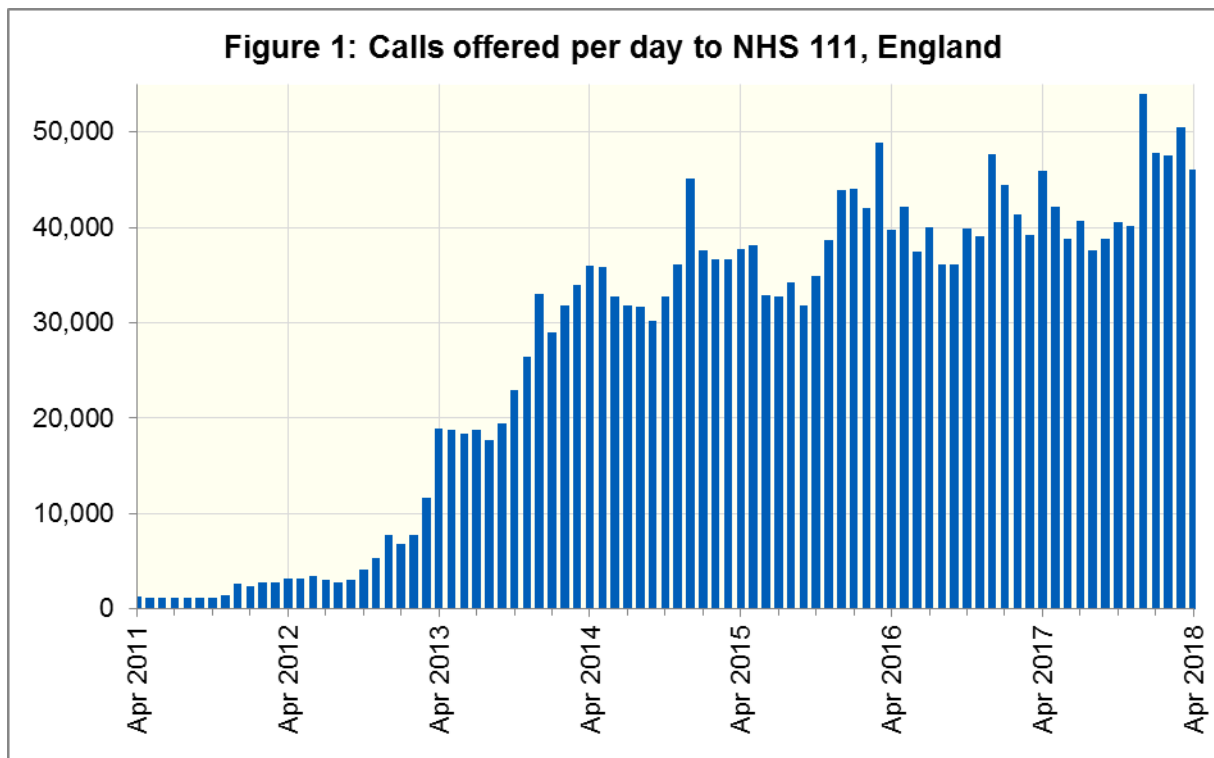


NHS 111 Minimum Data Set, England, April 2018

Latest data

NHS 111 data for April 2018 is for the period 1 - 29 April only.

There were 1,338,253 calls offered to the NHS 111 service in England in the month to 29 April 2018 an average of 46.1 thousand per day, an increase of 0.4% on 46.0 thousand per day in April 2017.



Of calls offered to NHS 111 in April 2018, the proportion abandoned after waiting longer than 30 seconds was 3.4%. The figure for April 2017 was 2.0%.

Of calls answered by NHS 111 in April 2018, 83.2% were answered within 60 seconds. In April 2017 the figure was 91.4%.

The proportion of calls triaged that received any form of clinical input¹ in April 2018 was 50.3%, the highest since NHS 111 began. The corresponding figure for April 2017 was 38.5%.

Some 16.5% of all calls answered in April 2018 were offered a call back, the most in any month since NHS 111 began. In April 2017 the figure was 12.9%. Of the call backs in April 2018, 41.9% 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 April 2018, 12.1% had ambulances dispatched, 8.7% were recommended to attend A&E, 60.7% were recommended to attend primary care, 4.6% were advised to attend another service and 14.0% were not recommended to attend another service. These proportions all changed by less than 1.5% compared with April 2017.

Contacts

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