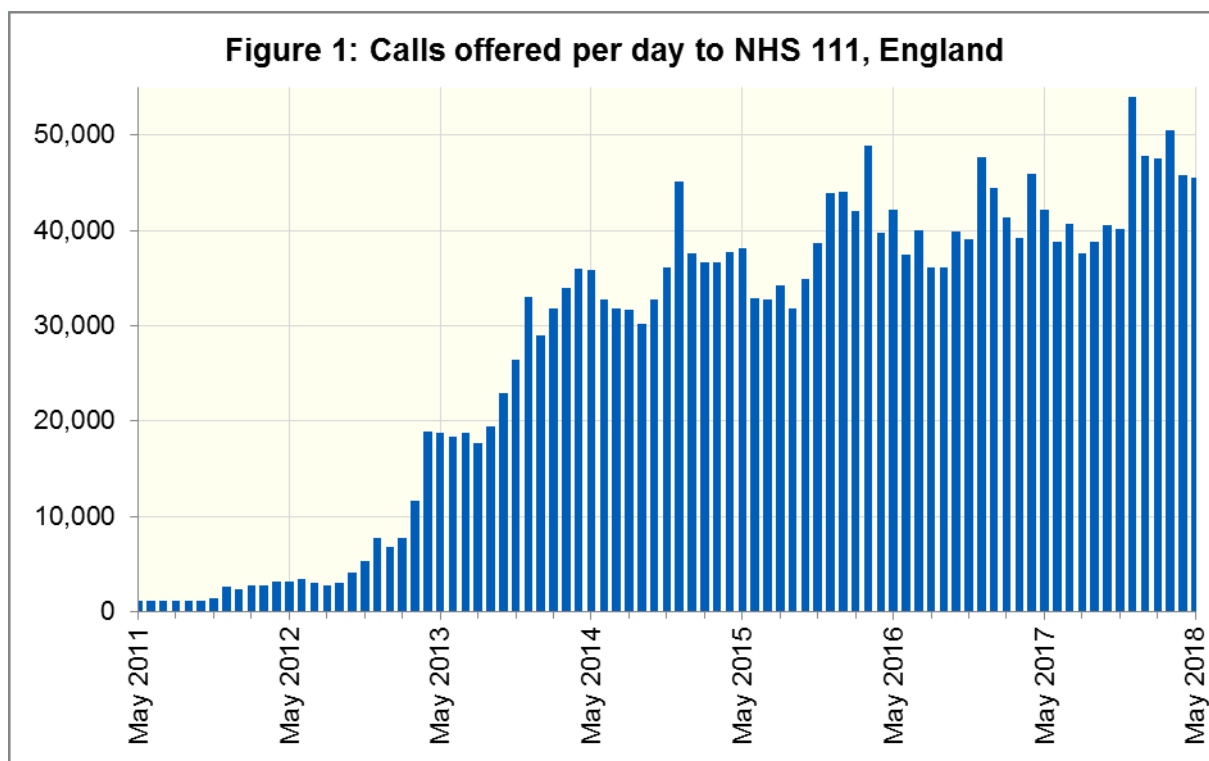


NHS 111 Minimum Data Set, England, May 2018

Latest data

There were 1,410,188 calls offered to the NHS 111 service in England in May 2018 an average of 45.5 thousand per day, an increase of 7.9% on 42.2 thousand per day in May 2017.



Of calls offered to NHS 111 in May 2018, the proportion abandoned after waiting longer than 30 seconds was 3.1%. The figure for May 2017 was 2.2%.

Of calls answered by NHS 111 in May 2018, 84.8% were answered within 60 seconds. In May 2017 the figure was 89.2%.

The proportion of calls triaged that received any form of clinical input¹ in May 2018 was 51.1%, the highest since NHS 111 began. The corresponding figure for May 2017 was 39.7%.

Some 17.1% of all calls answered in May 2018 were offered a call back, the most in any month since NHS 111 began. In May 2017 the figure was 13.6%. Of the call backs in May 2018, 40.3% 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 May 2018, 12.2% had ambulances dispatched, 9.2% were recommended to attend A&E, 59.7% were recommended to attend primary care, 4.9% were advised to attend another service and 14.0% were not recommended to attend another service. All of these proportions changed by one percentage point or less compared with May 2017.

Revisions

Revisions to monthly data from week ending 5 November 2017 to week ending 1 April 2018 are published alongside the May 2018 data. The revisions are all to Clinical Input figures, and the largest monthly changes are summarised in the table below.

Table 1: Largest changes at provider level between revised and original submissions.

	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Calls to any clinician	4,630	6,511	4,850	956	3,259

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

