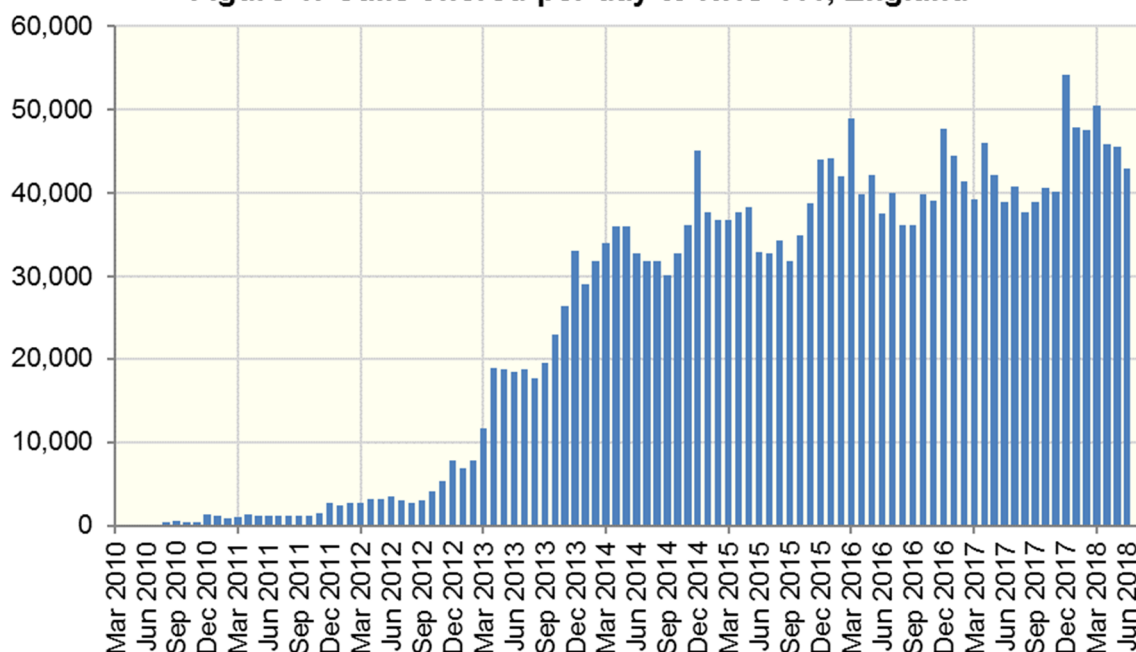


# NHS 111 Minimum Data Set, England, June 2018

## Latest data

There were 1,288,299 calls offered to the NHS 111 service in England in June 2018, an average of 42.9 thousand per day, and an increase of 10.6% on 38.8 thousand per day in June 2017.

**Figure 1: Calls offered per day to NHS 111, England**



Of calls offered to NHS 111 in June 2018, the proportion abandoned after waiting longer than 30 seconds was 3.7%. The figure for June 2017 was 2.0%.

Of calls answered by NHS 111 in June 2018, 83.4% were answered within 60 seconds. In June 2017 the figure was 89.1%.

The proportion of calls triaged that received any form of clinical input<sup>1</sup> in June 2018 was 51.4%, the highest since NHS 111 began. The corresponding figure for June 2017 was 40.7%.

Some 17.5% of all calls answered in June 2018 were offered a call back, the most in any month since NHS 111 began. In June 2017 the figure was 14.1%. Of the call backs in June 2018, 37.7% were made within 10 minutes.

Of calls triaged in June 2018, 12.6% had ambulances dispatched, 9.6% were recommended to attend A&E, 58.5% were recommended to attend primary care, 4.9% were advised to attend another service and 14.2% were not recommended to attend another service. All of these proportions changed by less than half of one percentage point compared with June 2017.

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<sup>1</sup> 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](http://www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/guidetoexperimentalstatistics)

## Survey data for October 2017 to March 2018

NHS 111 providers conduct surveys to compare patient experience between service areas.

The number of responses received for the six months ending March 2018 was 14,909, and ranged from 80 in Cornwall, to 2,550 for South East Coast excluding East Kent. Data were not supplied for South West London, Outer North East London, East London & City, and North Central London.

Results are not weighted according to the volume of callers or the resident population

Between October 2017 and March 2018 inclusive, of those that responded to the relevant question:

- 88% were either very or fairly satisfied with the way the NHS 111 service handled the whole process;
- 89% followed all the advice given by the 111 service;
- seven days after their call, the problem they were calling about had improved or completely resolved for 73%;
- 91% found the advice they received from the 111 service was either very or quite helpful;
- If the 111 service had not been available:
  - 17% would have contacted the 999 ambulance service;
  - 29% would have contacted A&E;
  - 33% would have contacted primary care;
  - 17% would have contacted someone else;
  - 4% would not have contacted anyone else.

For the full year 2017-18, 16% of respondents reported that they would have called for an ambulance, and 28% would have attended A&E, had 111 not been available.

Given that the actual dispositions for the 12.7 million calls triaged over this year were 13% ambulances and 9% A&E, this suggests that 0.4 million callers were directed away from the ambulance services, and a further 2.5 million were directed away from A&E.

## Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net).

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