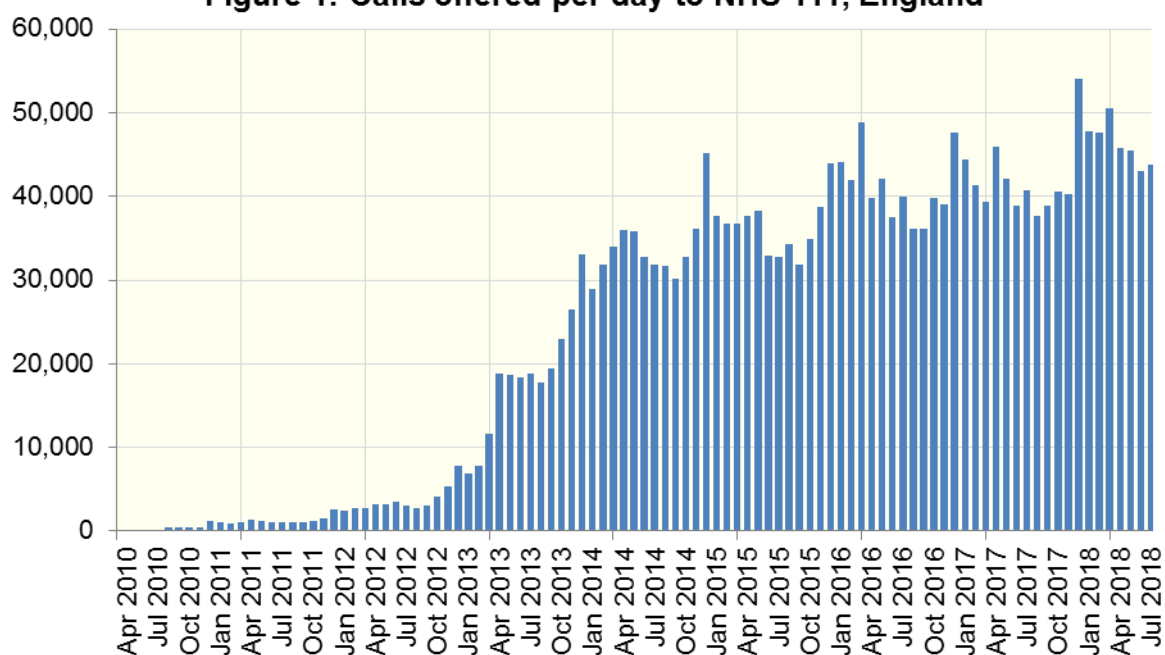


NHS 111 Minimum Data Set, England, July 2018

Latest data

There were 1,357,863 calls offered to the NHS 111 service in England¹ in July 2018, an average of 43.8 thousand per day, and an increase of 7.6% on 40.7 thousand per day in July 2017.

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



Of calls offered to NHS 111 in July 2018, the proportion abandoned after waiting longer than 30 seconds was 4.7%. The figure for July 2017 was 1.8%.

Of calls answered by NHS 111 in July 2018, 81.2% were answered within 60 seconds. In July 2017 the figure was 89.7%.

The proportion of calls triaged that received any form of clinical input in July 2018 was 52.1%, the highest since NHS 111 began. The corresponding figure for July 2017 was 41.5%.

Some 17.4% of all calls answered in July 2018 were offered a call back. In July 2017 the figure was 13.8%. Of the call backs in July 2018, 37.4% were made within 10 minutes.

Of calls triaged in July 2018, 13.1% had ambulances dispatched, 10.1% were recommended to attend A&E, 58.0% were recommended to attend primary care, 4.8% were advised to attend another service and 14.0% were not recommended to attend another service. The proportion recommended to attend primary care fell by 1.1 percentage points, while ambulance dispatches and recommendations to attend A&E increased by 0.5 and 0.7 percentage points respectively.

¹ Data was not available for East London and City or Outer North East London for 30-31 July 2018.

Contacts

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