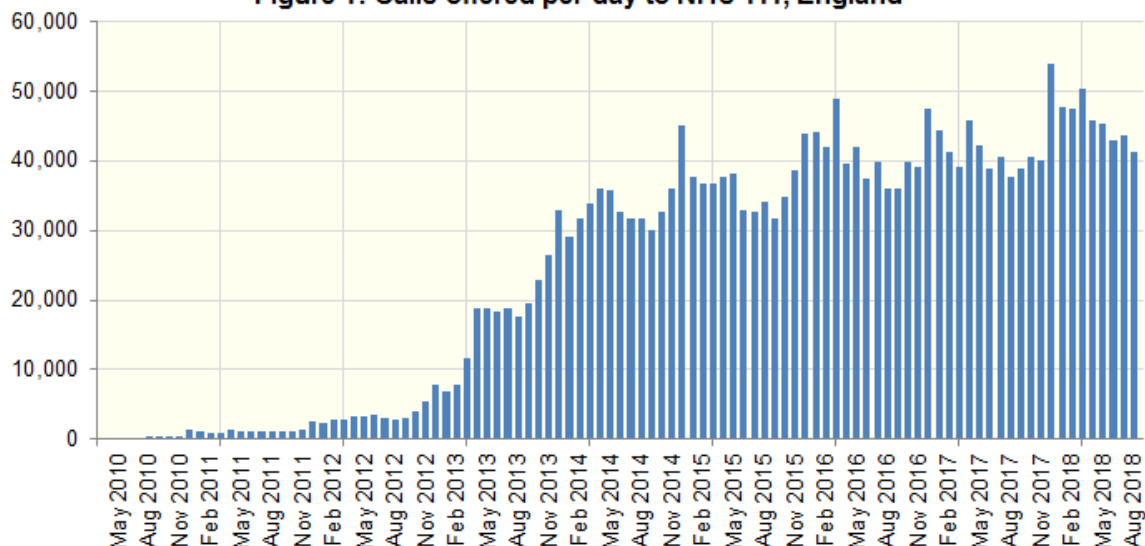


# NHS 111 Minimum Data Set, England, August 2018

## Latest data

There were 1,278,986 calls offered to the NHS 111 service in England in August 2018, an average of 41.3 thousand per day, and an increase of 9.7% on 37.6 thousand per day in August 2017.

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



Of calls offered to NHS 111 in August 2018, the proportion abandoned after waiting longer than 30 seconds was 3.2%. The figure for August 2017 was 1.2%.

Of calls answered by NHS 111 in August 2018, 85.4% were answered within 60 seconds. In August 2017 the figure was 92.6%.

The proportion of calls triaged that received any form of clinical input in August 2018 was 51.5%<sup>1</sup>. The corresponding figure for August 2017 was 42.3%.

Some 16.3% of all calls answered in August 2018 were offered a call back. In August 2017 the figure was 13.1%. Of the call backs in August 2018, 38.7% were made within 10 minutes.

Of calls triaged in August 2018, 12.9% had ambulances dispatched, 9.4% were recommended to attend A&E, 59.1% were recommended to attend primary care, 4.7% were advised to attend another service and 13.9% were not recommended to attend another service. All of these proportions changed by less than half of one percentage point compared with August 2017.

## Contacts

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<sup>1</sup> Yorkshire & Humber were unable to submit figures for 'Calls to Any Clinician' for 29-30 August 2018.