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.

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%\(^1\). 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

For press enquiries, please contact the NHS England press office on 0113 825 0958 or nhsengland.media@nhs.net.

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\(^1\) Yorkshire & Humber were unable to submit figures for ‘Calls to Any Clinician’ for 29-30 August 2018.