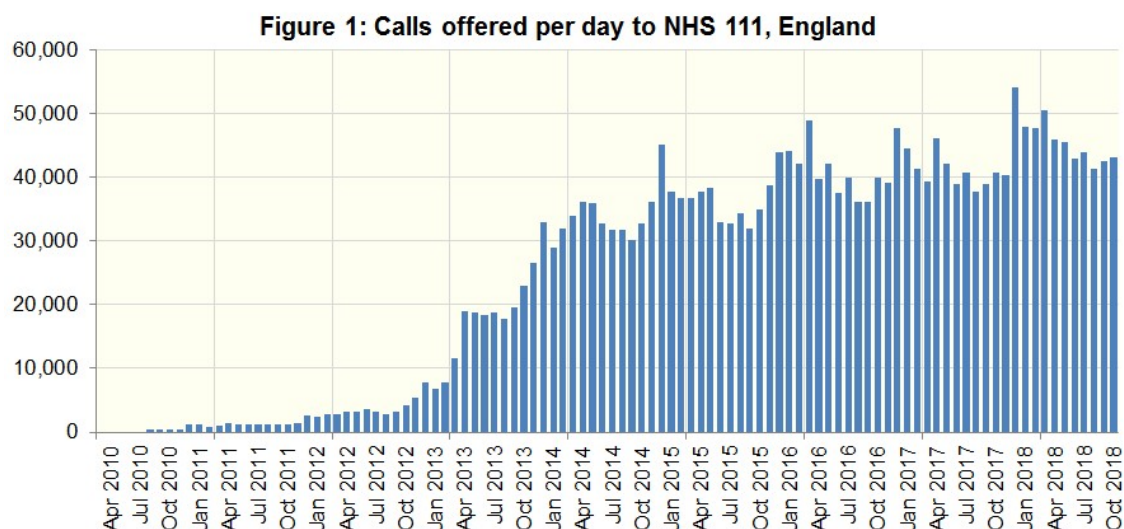


# NHS 111 Minimum Data Set, England, October 2018

## Latest data

There were 1,333,064 calls offered to the NHS 111 service in England in October 2018, an average of 43 thousand per day, and an increase of 5.8% on 40.6 thousand per day in October 2017.



Of calls offered to NHS 111 in October 2018, the proportion abandoned after waiting longer than 30 seconds was 3.4%. The figure for October 2017 was 2.3%.

Of calls answered by NHS 111 in October 2018, 83.0% were answered within 60 seconds. In October 2017 the figure was 87.0%.

The proportion of calls triaged that received any form of clinical input in October 2018 was 52.5%. The corresponding figure for October 2017 was 42.4%.

Some 16.4% of all calls answered in October 2018 were offered a call back. In October 2017 the figure was 13.5%. Of the call backs in October 2018, 38.0% were made within 10 minutes.

Of calls triaged in October 2018, 13.9% had ambulances dispatched, 9.4% were recommended to attend A&E, 57.8% were recommended to attend primary care, 4.8% were advised to attend another service and 14.1% were not recommended to attend another service. All of these proportions changed by less than one percentage point compared with October 2017, with the exception of "recommended to attend primary care" which was 1.1 percentage points lower in October 2018 compared to October 2017 (58.9%).

## 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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