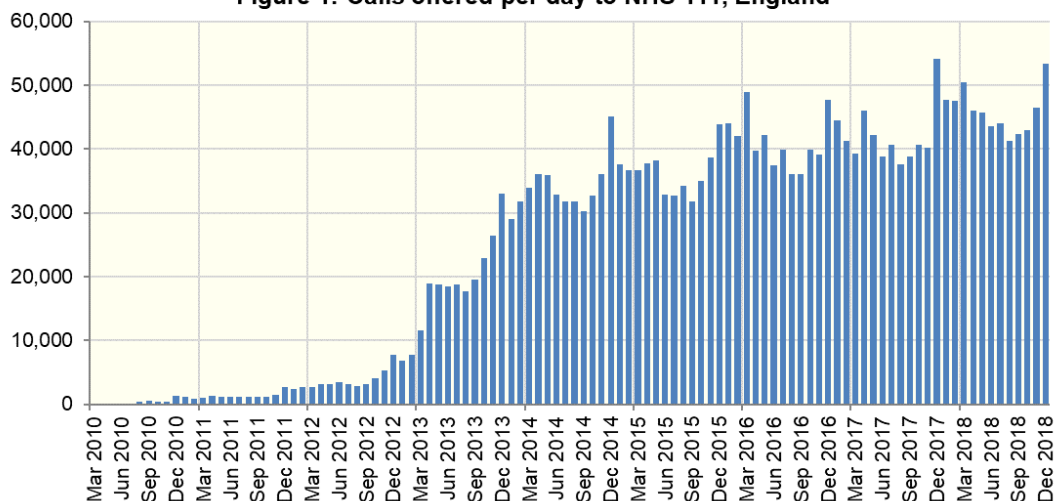


NHS 111 Minimum Data Set, England, December 2018

Latest data

There were 1,655,688 calls offered to the NHS 111 service in England in December 2018, an average of 53.4 thousand per day. This was a decrease of 1.2% on 54.1 thousand per day in December 2017.

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



Of calls offered to NHS 111 in December 2018, the proportion abandoned after waiting longer than 30 seconds was 3.5%. The figure for December 2017 was 7.2%.

Of calls answered by NHS 111 in December 2018, 82.0% were answered within 60 seconds. In December 2017 the figure was 72.7%.

The proportion of calls triaged that received any form of clinical input in December 2018 was 53.9%; the highest recorded monthly figure. The corresponding figure for December 2017 was 46.0%.

Some 16.3% of all calls answered in December 2018 were offered a call back. In December 2017 the figure was 14.3%. Of the call backs in December 2018, 39.9% were made within 10 minutes.

Of calls triaged in December 2018, 13.4% had ambulances dispatched, 8.1% were recommended to attend A&E, 60.4% were recommended to attend primary care, 4.9% were advised to attend another service and 13.2% were not recommended to attend another service. All of these proportions changed by less than one percentage point compared with December 2017, with the exception of "recommended to attend primary care" which was 1.6 percentage points lower in December 2018 compared to December 2017.

Contacts

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

The individual responsible for these data is:

Ian Kay
0113 825 4606
NHS England, Operational Information for Commissioning (Central)
Room 5E24, Quarry House, Leeds LS2 7UE
i.kay@nhs.net