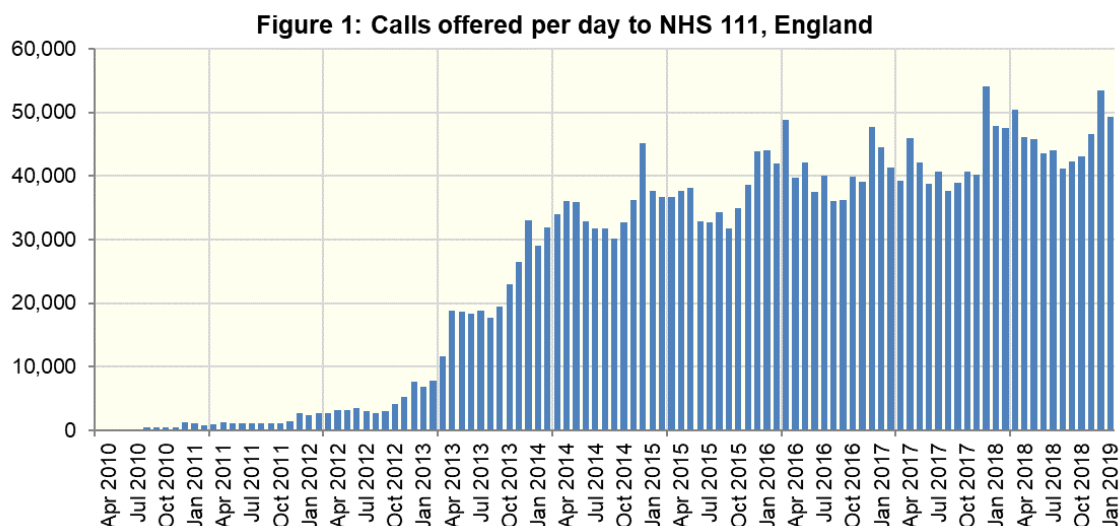


NHS 111 Minimum Data Set, England, January 2019

Latest data

There were 1,527,401 calls offered to the NHS 111 service in England in January 2019, an average of 49.3 thousand per day. This was an increase of 3.1% on 47.8 thousand per day in January 2018.



Of calls offered to NHS 111 in January 2019, the proportion abandoned after waiting longer than 30 seconds was 3.4%. The figure for January 2018 was 5.1%.

Of calls answered by NHS 111 in January 2019, 80.8% were answered within 60 seconds. In January 2018 the figure was 75.5%.

The proportion of calls triaged that received any form of clinical input in January 2019 was 53.5%. The corresponding figure for January 2018 was 45.3%.

Some 17.0% of all calls answered in January 2019 were offered a call back. In January 2018 the figure was 14.9%. Of the call backs in January 2019, 37.6% were made within 10 minutes.

Of calls triaged in January 2019, 14.0% had ambulances dispatched, 8.6% were recommended to attend A&E, 58.8% were recommended to attend primary care, 5.2% were advised to attend another service and 13.3% were not recommended to attend another service. All of these proportions changed by less than one percentage point compared with January 2018, with the exception of "recommended to attend primary care" which was 1.4 percentage points lower in January 2019 compared to January 2018.

The 13 December 2018 version of this Statistical Note contained mistakes in the NHS 111 patient experience survey section, on what callers would have done, had NHS 111 not been available. We have replaced this Note today with a corrected version.

Contacts

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