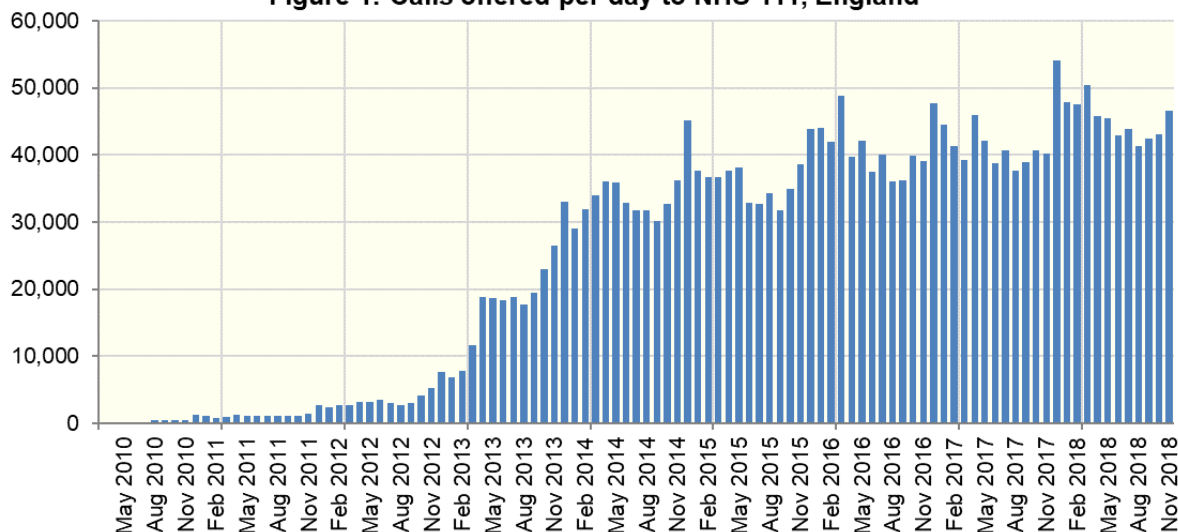


NHS 111 Minimum Data Set, England, November 2018

Latest data

There were 1,396,291 calls offered to the NHS 111 service in England in November 2018, an average of 46.5 thousand per day, and an increase of 15.8% on 40.2 thousand per day in November 2017.

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



Of calls offered to NHS 111 in November 2018, the proportion abandoned after waiting longer than 30 seconds was 3.6%. The figure for November 2017 was 2.3%.

Of calls answered by NHS 111 in November 2018, 80.9% were answered within 60 seconds. In November 2017 the figure was 86.8%.

The proportion of calls triaged that received any form of clinical input in November 2018 was 52.9%. The corresponding figure for November 2017 was 43.5%.

Some 16.3% of all calls answered in November 2018 were offered a call back. In November 2017 the figure was 13.8%. Of the call backs in November 2018, 38.4% were made within 10 minutes.

Of calls triaged in November 2018, 14.5% had ambulances dispatched, 9.1% were recommended to attend A&E, 58.1% were recommended to attend primary care, 4.8% were advised to attend another service and 13.5% were not recommended to attend another service. All of these proportions changed by less than one percentage point compared with November 2017, with the exception of "recommended to attend primary care" which was 1.1 percentage points lower in November 2018 compared to November 2017 (59.1%).

Revisions

Revisions to monthly data from week ending 8 April 2018 to week ending 30 September 2018 are published alongside the November 2018 data.

Revisions were received from the following service providers; DHU Health Care, Integrated Care 24, London Ambulance Service, Vocare and Yorkshire Ambulance Service. The revisions affected the whole period, and all data items.

Survey data for April 2018 to September 2018

NHS 111 providers conduct surveys to compare patient experience between service areas.

The number of responses received for the six months ending September 2018 was 15,378, and ranged from 19 in Cornwall to 2,503 for West Midlands excluding Staffordshire. Data were not supplied for South West London, or North Central London.

Results are not weighted according to the volume of callers or the resident population.

Between April 2018 and September 2018 inclusive, of those that responded to the relevant question:

- 88% were either very or fairly satisfied with the way the NHS 111 service handled the whole process;
- 88% followed all the advice given by the 111 service;
- Seven days after their call, the problem they were calling about had improved or completely resolved for 78%;
- 90% found the advice they received from the 111 service was either very or quite helpful;
- If the 111 service had not been available:
 - 15% would have contacted the 999 ambulance service;
 - 31% would have contacted A&E;
 - 31% would have contacted primary care;
 - 15% would have contacted someone else;
 - 7% would not have contacted anyone else.

For the 12 months to September 2018, 16% of respondents reported that they would have called for an ambulance, and 30% would have attended A&E, had 111 not been available.

Given that the actual dispositions for the 12.9 million calls triaged over this year were 13% ambulances and 9% A&E, this suggests that 0.4 million callers were directed away from the ambulance services, and a further 2.8 million were directed away from A&E.

Contacts

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