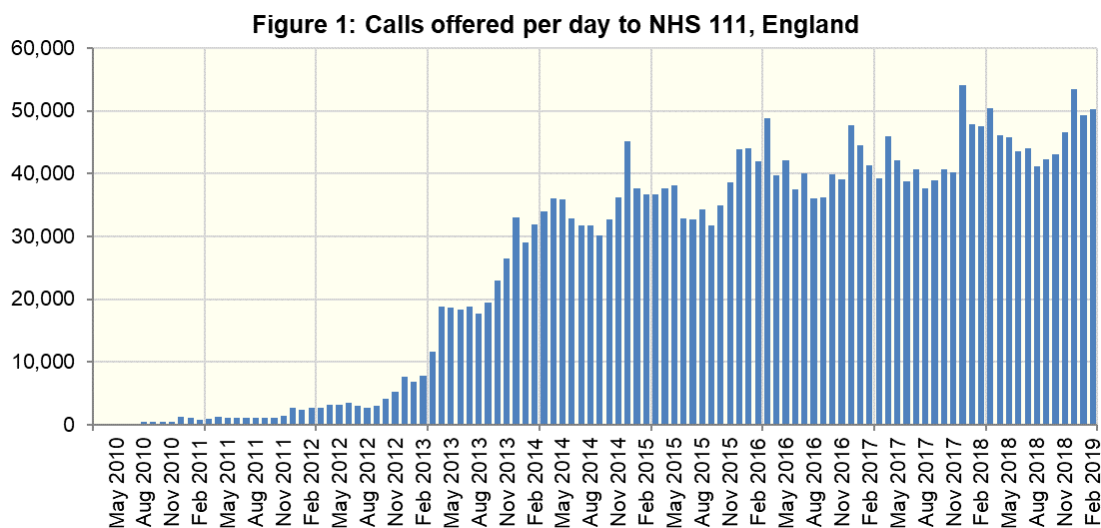


NHS 111 Minimum Data Set, England, February 2019

Latest data

There were 1,407,833 calls offered to the NHS 111 service in England in February 2019, an average of 50.3 thousand per day. This was an increase of 5.7% on 47.6 thousand per day in February 2018.



Of calls offered to NHS 111 in February 2019, the proportion abandoned after waiting longer than 30 seconds was 4.7%. The figure for February 2018 was 6.6%.

Of calls answered by NHS 111 in February 2019, 73.7% were answered within 60 seconds. In February 2018 the figure was 70.4%.

The proportion of calls triaged that received any form of clinical input in February 2019 was 53.8%. The corresponding figure for February 2018 was 46.5%.

Some 16.4% of all calls answered in February 2019 were offered a call back. In February 2018 the figure was 15.5%. Of the call backs in February 2019, 36.5% were made within 10 minutes.

Of calls triaged in February 2019, 13.4% were referred to the Ambulance Service¹, 8.7% were recommended to attend A&E, 59.1% were recommended to attend primary care, 5.6% 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 February 2018, with the exception of "recommended to attend primary care" which was 1.1 percentage points lower in February 2019 compared to February 2018.

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:

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¹ Final NHS Pathways disposition was a referral to the Ambulance Service: Further clinical assessment within the Integrated Urgent Care (NHS 111) or 999 service areas may have indicated that an ambulance response and/or conveyance was not required. The actual percentage resulting in an ambulance being dispatched may therefore be lower.