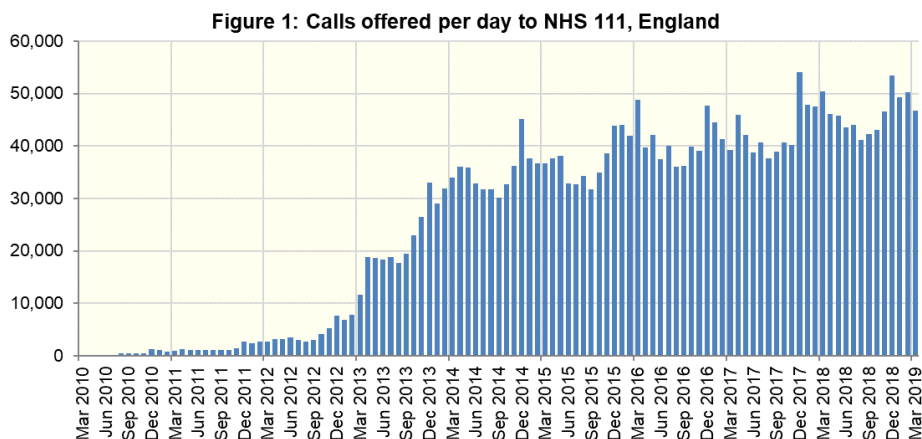


NHS 111 Minimum Data Set, England, March 2019

Latest data

There were 1,446,548 calls offered to the NHS 111 service in England in March 2019¹, an average of 46.7 thousand per day. This was a decrease of 7.5% on 50.5 thousand per day in March 2018.



Of calls offered to NHS 111 in March 2019, the proportion abandoned after waiting longer than 30 seconds was 2.4%. The figure for March 2018 was 7.2%.

Of calls answered by NHS 111 in March 2019, 85.0% were answered within 60 seconds. In March 2018 the figure was 70.0%.

The proportion of calls triaged that received any form of clinical input in March 2019 was 53.7%. The corresponding figure for March 2018 was 48.8%.

Some 16.6% of all calls answered in March 2019 were offered a call back. In March 2018 the figure was 15.8%. Of the call backs in March 2019, 36.5% were made within 10 minutes.

Of calls triaged in March 2019, 13.2% were referred to the Ambulance Service², 9.0% were recommended to attend A&E, 58.3% were recommended to attend primary care, 6.1% were advised to attend another service and 13.4% were not recommended to attend another service. The largest change compared with March 2018 was “recommended to attend primary care” which was 2.6 percentage points lower in March 2019 compared to March 2018. The proportion of calls referred to the Ambulance Service was up by 1.0 percentage point, and recommendations to A&E up 0.8 percentage points.

Contacts

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¹ March 2018 included the beginning of the Easter weekend, which in 2019 falls entirely in the month of April.

² 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.