

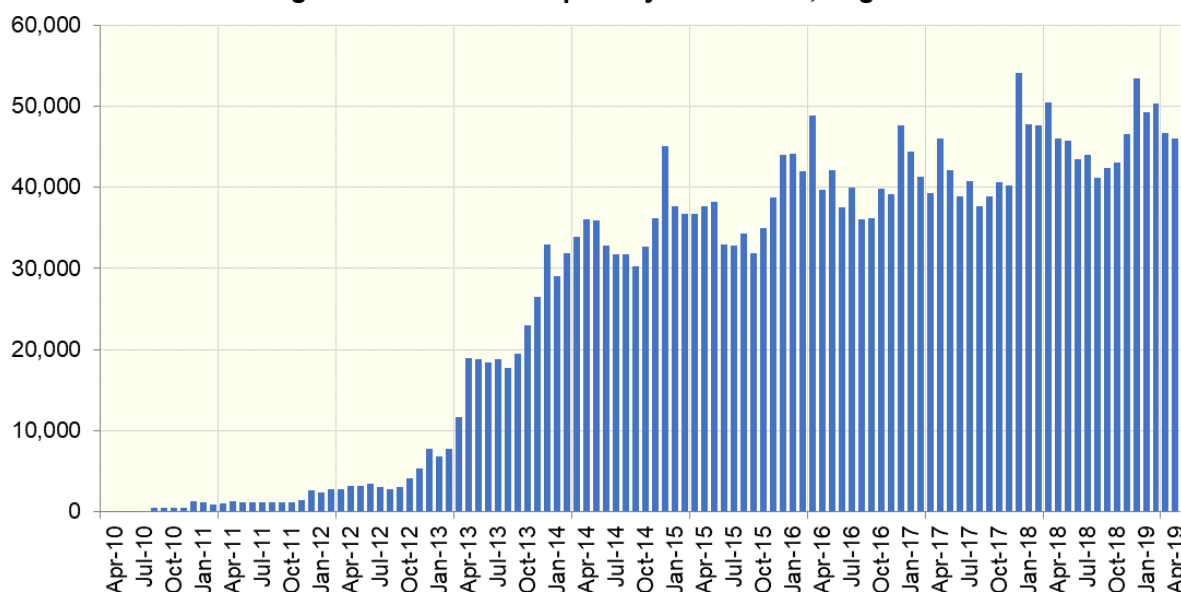
## NHS 111 Minimum Data Set, England, April 2019

### Latest data

NHS 111 data for April 2019 is for the period 1 - 28 April only. In addition, the whole Easter period is included in these figures, whereas last year, only part of Easter fell in April. North East Ambulance Service have been unable to provide any data for this April – they usually account for around 6% of call volume. All these factors have an impact on the data and hence comparisons with previous periods should be made with caution.

There were 1,286,913 calls offered to the NHS 111 service in England in the month to 28 April 2019, an average of 46.0 thousand per day.

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



Of calls offered to NHS 111 in April 2019, the proportion abandoned after waiting longer than 30 seconds was 2.3%. The figure for April 2018 was 3.3%.

Of calls answered by NHS 111 in April 2019, 87.4% were answered within 60 seconds. In April 2018 the figure was 83.4%.

The proportion of calls triaged that received any form of clinical input in April 2019 was 54.3%. The corresponding figure for April 2018 was 51.1%.

Some 17.0% of all calls answered in April 2019 were offered a call back. In April 2018 the figure was 16.3%. Of the call backs in April 2019, 38.3% were made within 10 minutes.

Of calls triaged in April 2019, 12.7% were referred to the Ambulance Service<sup>1</sup>, 8.6% were recommended to attend A&E, 59.4% were recommended to primary care, 6.0% were advised to attend another service and 13.4% were not recommended to attend another service. The largest change compared with April 2018 was “Recommended to attend other service” which was 1.4

<sup>1</sup> 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.



percentage points higher in April 2019 compared to April 2018. The only other change over 1 percentage point was the proportion of calls recommended to primary care, which was 1.1 percentage point lower.

**Contacts**

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