

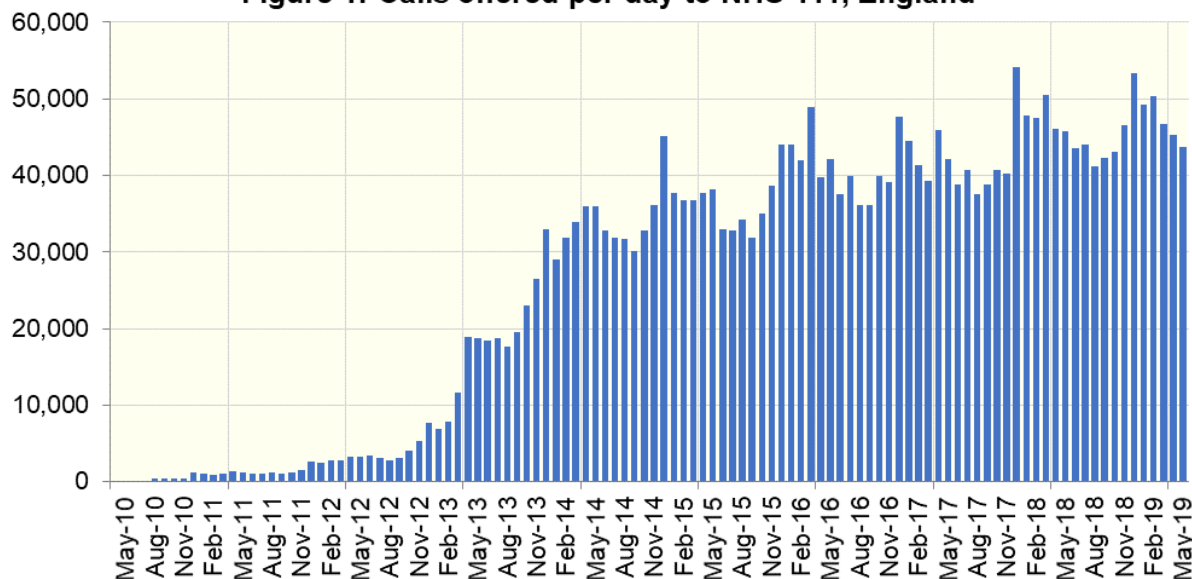
NHS 111 Minimum Data Set, England, May 2019

Latest data

North East Ambulance Service (NEAS) was unable to provide any data for April or May 2019. NEAS usually accounts for around 6% of call volume. This has an impact on the data so comparisons with previous periods should be made with caution.

There were 1,356,394 calls offered to the NHS 111 service in England in May 2019, an average of 43.8 thousand per day. This was a decrease of 4.3% on 45.7 thousand per day in May 2018.

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



Of calls offered to NHS 111 in May 2019, the proportion abandoned after waiting longer than 30 seconds was 2.5%. The figure for May 2018 was 3.1%.

Of calls answered by NHS 111 in May 2019, 86.4% were answered within 60 seconds. In May 2018 the figure was 84.8%.

The proportion of calls triaged that received any form of clinical input in May 2019 was 54.2%. The corresponding figure for May 2018 was 51.6%.

Some 17.4% of all calls answered in May 2019 were offered a call back. In May 2018 the figure was 16.8%. Of the call backs in May 2019, 35.6% were made within 10 minutes.

Of calls triaged in May 2019, 12.9% were referred to the Ambulance Service¹, 9.1% were recommended to attend A&E, 57.9% were recommended to primary care, 6.4% were advised to attend another service and 13.7% were not recommended to attend another service. The largest change compared with May 2018 was “Recommended to primary care” which was 1.7 percentage points lower in May 2019 compared to May 2018. The only other change over 1

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.

percentage point was the proportion of calls recommended to another service, which was 1.6 percentage points higher.

Survey data for October 2018 to March 2019

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

The number of responses received for the six months ending March 2019 was 19,509, and ranged from 9 in South West London, to 3,669 for West Midlands. Data were not supplied for North East London.

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

Between October 2018 and March 2019 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;
- 90% 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 77%;
- 91% 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;
 - 30% would have contacted A&E;
 - 31% would have contacted primary care;
 - 18% would have contacted someone else;
 - 6% would not have contacted anyone else.

With the previous six months also included to give results for the full year 2018-19, the proportions unchanged: 15% 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 13.1 million calls triaged over this year were 13% ambulances and 9% A&E, this suggests that 0.2 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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