

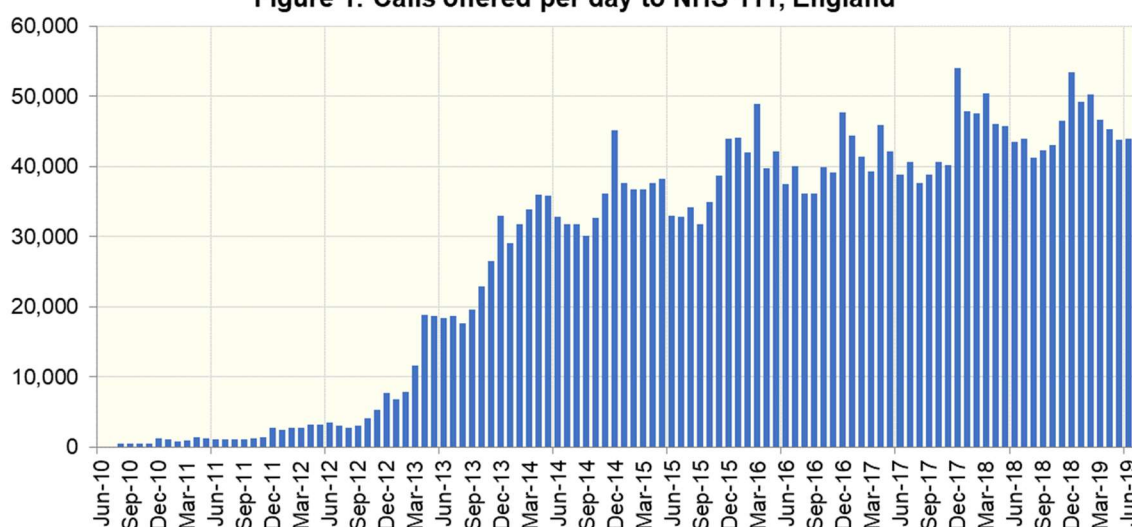
NHS 111 Minimum Data Set, England, June 2019

Data for the North East were unavailable for April and May 2019. For June 2019 only calls offered, calls answered, calls answered in 60 seconds and calls abandoned were available for the last 2 weeks of the month. This affects rates that use these items as the denominator at a contract area, regional, and national level.

Latest data

There were 1,317,740 calls offered to the NHS 111 service in England in June 2019, an average of 43.9 thousand per day. This was an increase of 1.0% on 43.5 thousand per day in June 2018.

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



Of calls offered to NHS 111 in June 2019, the proportion abandoned after waiting longer than 30 seconds was 2.6%. The figure for June 2018 was 3.6%.

Of calls answered by NHS 111 in June 2019, 86.0% were answered within 60 seconds. In June 2018 the figure was 83.4%.

The proportion of calls triaged that received any form of clinical input in June 2019 was 54.6%. The corresponding figure for June 2018 was 52.3%.

Some 17.4% of all calls answered in June 2019 were offered a call back. In June 2018 the figure was 16.9%. Of the call backs in June 2019, 32.8% were made within 10 minutes.

Of calls triaged in June 2019, 13.4% were referred to the Ambulance Service¹, 9.4% were recommended to attend A&E, 56.3% were recommended to primary care, 6.6% were advised to attend another service and 14.2% were not recommended to attend another service. The largest change compared with June 2018 was “Recommended to primary care” which was 2.2 percentage points lower in June 2019 compared to June 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 1.9 percentage points higher.

Contacts

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