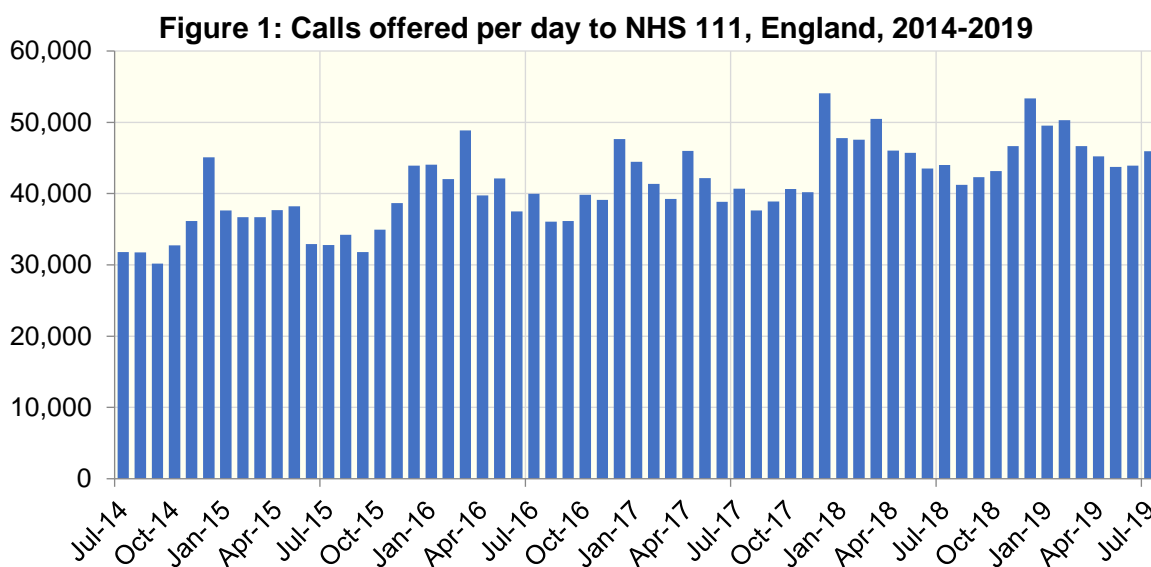


NHS 111 Minimum Data Set, England, July 2019

Data for North East Ambulance Service were unavailable for April and May 2019. For part of June and all of July 2019 only calls offered, calls answered, calls answered in 60 seconds and calls abandoned were available. Yorkshire Ambulance Service were also only able to provide these data items from 1st to 21st and 29th to 31st July. This affects rates that use these items as the denominator at a contract area, regional, and national level.

Latest data

There were 1,424,664 calls offered to the NHS 111 service in England in July 2019, an average of 46.0 thousand per day. This was an increase of 4.4% on 44.0 thousand per day in July 2018.



Of calls offered to NHS 111 in July 2019, the proportion abandoned after waiting longer than 30 seconds was 4.4%. The figure for July 2018 was 4.6%.

Of calls answered by NHS 111 in July 2019, 80.5% were answered within 60 seconds. In July 2018 the figure was 81.1%.

The proportion of calls triaged that received any form of clinical input in July 2019 was 55.7%. The corresponding figure for July 2018 was 52.7%.

Some 15.7% of all calls answered in July 2019 were offered a call back. In July 2018 the figure was 16.9%. Of the call backs in July 2019, 33.5% were made within 10 minutes.

Of calls triaged in July 2019, 13.5% were referred to the Ambulance Service¹, 9.6% were recommended to attend A&E, 55.8% were recommended to primary care, 6.4% were advised to attend another service and 14.7% were not recommended to attend another service. The largest

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.



change compared with July 2018 was “Recommended to primary care” which was 2.2 percentage points lower in July 2019 compared to July 2018. The only other change over 1 percentage point was the proportion of calls recommended to another service, which was 1.7 percentage points higher.

Revisions

Revisions to monthly data from week ending 7 October 2018 to week ending 31 March 2019 are published alongside the July 2019 data.

Revisions were received from the following service providers; Care UK, DHU Health Care, Integrated Care 24, Vocare and Yorkshire Ambulance Service. The revisions affected the whole period, and all data items.

A summary of how these revisions affected the numbers and rates at a national level for key NHS 111 indicators is summarised in the table below.

Impact of Revisions to NHS 111 statistics, England, October 2018 - March 2019

Month	Numerical changes to England totals				Percentage point changes to rates		
	Calls offered	Abandoned 30+ secs	Answered within 60 secs	Calls to any clinician	Abandoned 30+ secs	Answered within 60 secs	Calls to any clinician
October	5,079	469	369	-4,475	0.02%	0.00%	-0.43%
November	3,990	-5	938	-1,215	-0.01%	0.04%	-0.16%
December	-1,931	1	-812	552	0.00%	0.02%	0.17%
January	7,688	525	4,659	4,098	0.02%	-0.04%	0.14%
February	0	-9	298	-37	-0.00%	0.02%	0.04%
March	578	151	625	1,266	0.01%	0.03%	0.18%

Contacts

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