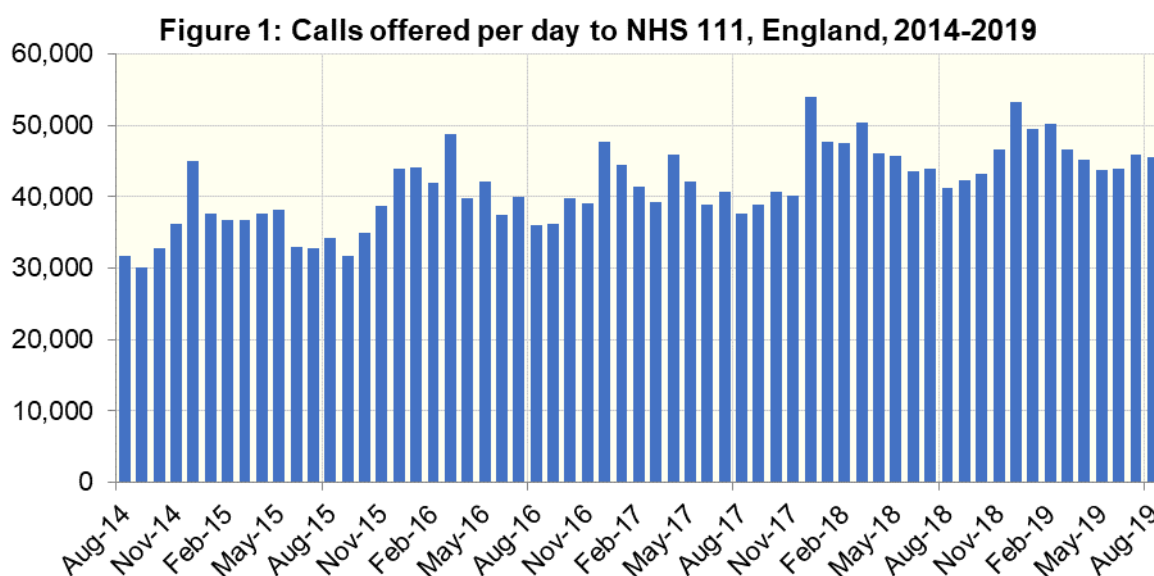


NHS 111 Minimum Data Set, England, August 2019

Data for North East Ambulance Service were unavailable for April and May 2019. For part of June and all of July and August 2019 only calls offered, calls answered, calls answered in 60 seconds and calls abandoned were available. Yorkshire Ambulance Service was also only able to provide these data items for a total of 24 days in July and 17 days in August 2019. This affects rates that use these items as the denominator at a contract area, regional, and national level.

Latest data

There were 1,412,536 calls offered to the NHS 111 service in England in August 2019, an average of 45.6 thousand per day. This was an increase of 10.5% on 41.2 thousand per day in August 2018.



Of calls offered to NHS 111 in August 2019, the proportion abandoned after waiting longer than 30 seconds was 3.2%. The figure for August 2018 was 3.3%.

Of calls answered by NHS 111 in August 2019, 83.3% were answered within 60 seconds. In August 2018 the figure was 85.4%.

The proportion of calls triaged that received any form of clinical input in August 2019 was 56.1%. The corresponding figure for August 2018 was 52.0%.

Some 16.0% of all calls answered in August 2019 were offered a call back. In August 2018 the figure was also 16.0%. Of the call backs in August 2019, 35.2% were made within 10 minutes.

Of calls triaged in August 2019, 13.0% were referred to the Ambulance Service¹, 9.3% were recommended to attend A&E, 57.2% were recommended to primary care, 6.6% were advised to

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.



attend another service and 13.9% were not recommended to attend another service. The largest changes compared with August 2018 were “Recommended to primary care”, which was 1.9 percentage points lower, and “Recommended to other service”, which was 1.9 percentage points higher.

Contacts

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