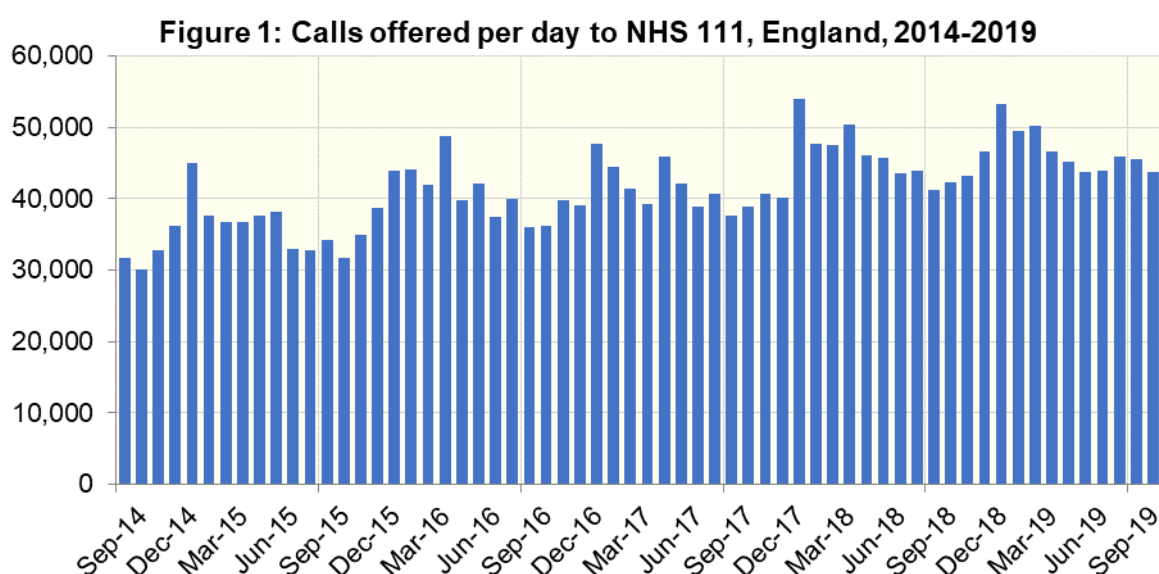


NHS 111 Minimum Data Set, England, September 2019

Data for North East Ambulance Service were unavailable for April and May 2019, and incomplete for June to September 2019. Yorkshire Ambulance Service also provided incomplete data for July to September 2019. This affects rates that use these items as the denominator at a contract area, regional, and national level.

Latest data

There were 1,310,829 calls offered to the NHS 111 service in England in September 2019, an average of 43.7 thousand per day. This was an increase of 3.2% on 42.3 thousand per day in September 2018.



Of calls offered to NHS 111 in September 2019, the proportion abandoned after waiting longer than 30 seconds was 3.5%. The figure for September 2018 was 3.0%.

Of calls answered by NHS 111 in September 2019, 82.2% were answered within 60 seconds. In September 2018 the figure was 85.1%.

The proportion of calls triaged that received any form of clinical input in September 2019 was 54.5%. The corresponding figure for September 2018 was 52.8%.

Some 17.4% of all calls answered in September 2019 were offered a call back. In September 2018 the figure was 16.3%. Of the call backs in September 2019, 35.3% were made within 10 minutes.

Of calls triaged in September 2019, 13.8% were referred to the Ambulance Service¹, 9.6% were recommended to attend A&E, 55.7% were recommended to primary care, 7.1% 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 13.8% were not recommended to attend another service. The largest changes compared with September 2018 were “Recommended to primary care”, which was 2.9 percentage points lower, and “Recommended to other service”, which was 2.3 percentage points higher.

Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or nhsengland.media@nhs.net.

NHS England, Performance Analysis Team
Room 5E24, Quarry House,
Leeds LS2 7UE
england.nhsdata@nhs.net