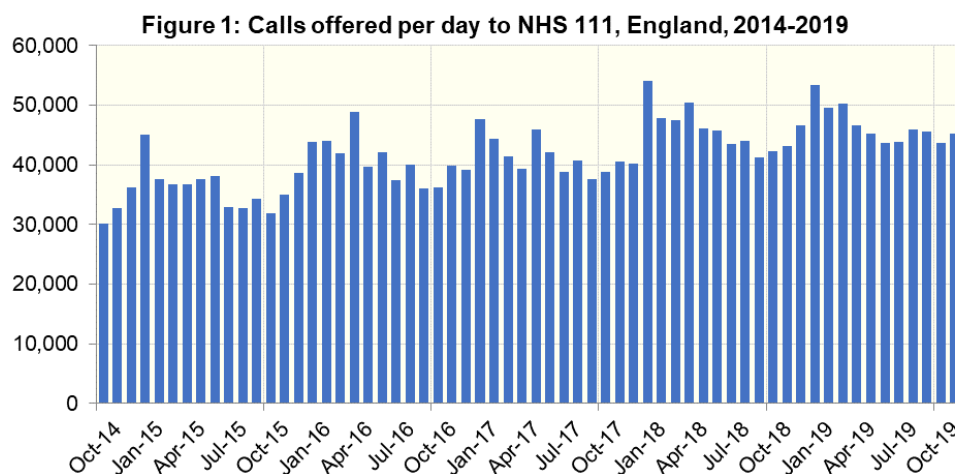


NHS 111 Minimum Data Set, England, October 2019

Latest data

There were 1,404,399 calls offered to the NHS 111 service in England in October 2019, an average of 45.3 thousand per day. This was an increase of 5.0% on 43.2 thousand per day in October 2018.



Of calls offered to NHS 111 in October 2019, the proportion abandoned after waiting longer than 30 seconds was 3.9%. The figure for October 2018 was 3.4%.

Of calls answered by NHS 111 in October 2019, 82.0% were answered within 60 seconds. In October 2018 the figure was 83.0%.

The proportion of calls triaged that received any form of clinical input in October 2019 was 53.7%. The corresponding figure for October 2018 was 52.1%.

Some 17.7% of all calls answered in October 2019 were offered a call back. In October 2018 the figure was 16.5%. Of the call backs in October 2019, 30.3% were made within 10 minutes.

Of calls triaged in October 2019, 14.2% were referred to the Ambulance Service¹, 9.3% were recommended to attend A&E, 55.3% were recommended to primary care, 7.2% were advised to attend another service and 14.0% were not recommended to attend another service. The largest changes compared with October 2018 were “Recommended to primary care”, which was 2.5 percentage points lower, and “Recommended to other service”, which was 2.5 percentage points higher.

Contacts

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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.

