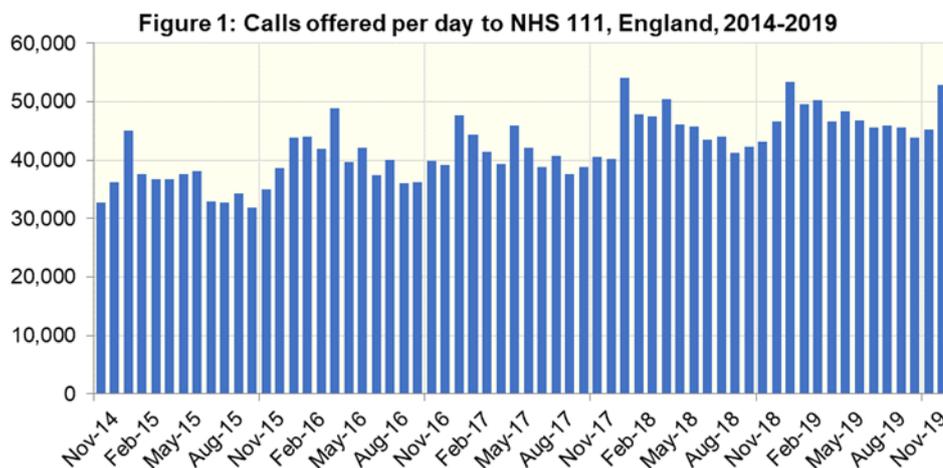


NHS 111 Minimum Data Set, England, November 2019

Latest data

There were 1,588,137 calls offered to the NHS 111 service in England in November 2019, an average of 52.9 thousand per day. This was an increase of 13.4% on 46.7 thousand per day in November 2018.



Of calls offered to NHS 111 in November 2019, the proportion abandoned after waiting longer than 30 seconds was 5.4%. The figure for November 2018 was 3.6%.

Of calls answered by NHS 111 in November 2019, 77.8% were answered within 60 seconds. In November 2018 the figure was 80.9%.

The proportion of calls triaged that received any form of clinical input in November 2019 was 52.2%. The corresponding figure for November 2018 was 52.8%.

Some 17.3% of all calls answered in November 2019 were offered a call back. In November 2018 the figure was 16.5%. Of the call backs in November 2019, 29.0% were made within 10 minutes.

Of calls triaged in November 2019, 13.8% were referred to the Ambulance Service, 8.9% were recommended to attend A&E, 54.6% were recommended to primary care, 7.0% were advised to attend another service and 13.9% were not recommended to attend another service. The largest changes compared with November 2018 were “Recommended to attend primary care”, which was 3.5 percentage points lower, and “Recommended to attend other service”, which was 2.3 percentage points higher.

Revisions

Revisions to monthly data from week ending 7 April 2019 to week ending 29 September 2019 are published alongside the November 2019 data.

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

The revised figures affect April – June in particular, when NEAS were originally unable to provide any figures, and for a period afterwards were only able to provide basic telephony data. YAS had similar issues for a number of weeks over the same period.

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, April 2019 - September 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
April	95,224	1,983	70,045	35,473	-0.01%	0.10%	-0.24%
May	95,977	1,486	69,178	32,574	-0.06%	0.23%	-0.45%
June	51,898	1,005	34,766	27,196	-0.03%	0.12%	-0.83%
July	656	-1	29	64,424	-0.00%	0.00%	-2.01%
August	64	-400	50	51,390	-0.03%	-0.00%	-2.32%
September	4,515	-3	53	15,118	-0.01%	0.00%	-0.17%

Survey data for April to September 2019

NHS 111 providers conduct surveys to compare patient experience between service areas.

The number of responses received for the six months ending September 2019 was 13,660, and ranged from 68 for Inner North West London, to 1,658 for West Midlands. Data were not supplied for Somerset, or for South East Coast excluding East Kent.

Results are not weighted according to the volume of callers or the resident population.

Between April and September 2019 inclusive, of those that responded to the relevant question:

- 88% were either very or fairly satisfied with the way the NHS 111 service handled the whole process;
- 89% followed all the advice given by the 111 service;
- 92% found the advice they received from the 111 service was either very or quite helpful;
- Seven days after their call, the problem they were calling about had improved or completely resolved for 79%;
- If the 111 service had not been available:
 - 15% would have contacted the 999 ambulance service;
 - 30% would have contacted A&E;
 - 31% would have contacted primary care;
 - 18% would have contacted someone else;
 - 6% would not have contacted anyone else.

Those five proportions remain the same if we consider the full year October 2018 to September 2019.

Given that the actual dispositions for the 13.5 million calls triaged over this year were 14% ambulances and 9% A&E, this suggests that 0.2 million callers were directed away from the ambulance services, and a further 2.8 million were directed away from A&E.

Contacts

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