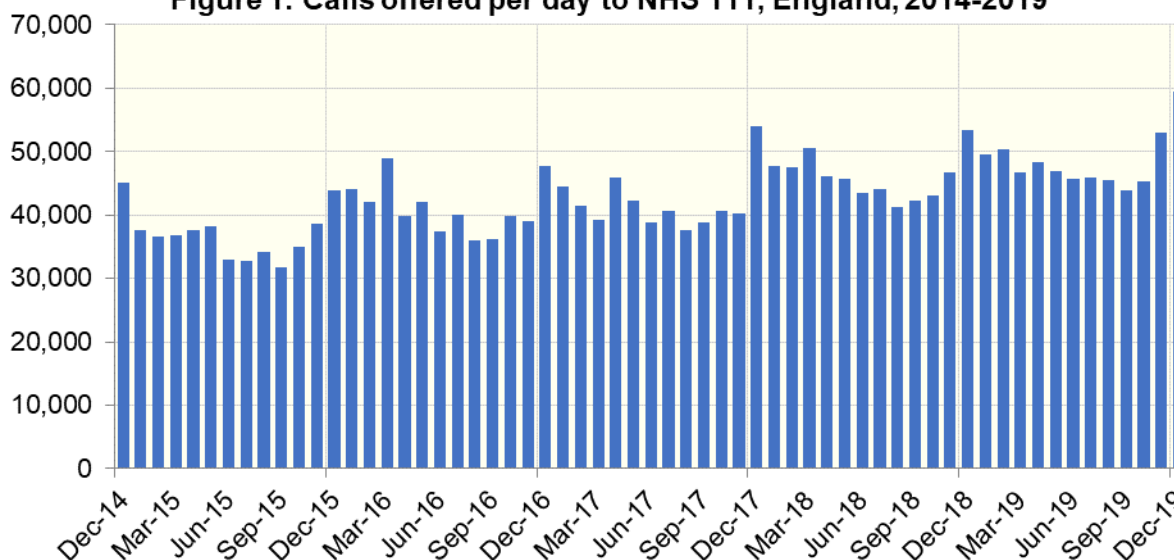


NHS 111 Minimum Data Set, England, December 2019

Latest data

There were 1,844,804 calls offered to the NHS 111 service in England in December 2019, an average of 59.5 thousand per day. This was an increase of 11.6% on 53.3 thousand per day in December 2018.

Figure 1: Calls offered per day to NHS 111, England, 2014-2019



Of calls offered to NHS 111 in December 2019, the proportion abandoned after waiting longer than 30 seconds was 6.0%. The figure for December 2018 was 3.5%.

Of calls answered by NHS 111 in December 2019, 75.7% were answered within 60 seconds. In December 2018 the figure was 82.0%.

The proportion of calls triaged that received any form of clinical input in December 2019 was 50.6%. The corresponding figure for December 2018 was 54.1%.

Some 16.8% of all calls answered in December 2019 were offered a call back. In December 2018 the figure was 16.4%. Of the call backs in December 2019, 26.7% were made within 10 minutes.

Of calls triaged in December 2019, 13.2% were referred to the Ambulance Service, 8.6% were recommended to attend A&E, 57.8% were recommended to primary care, 6.5% were advised to attend another service and 13.8% were not recommended to attend another service. The largest changes compared with December 2018 were "Recommended to attend primary care", which was 2.7 percentage points lower, and "Recommended to attend other service", which was 1.7 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

