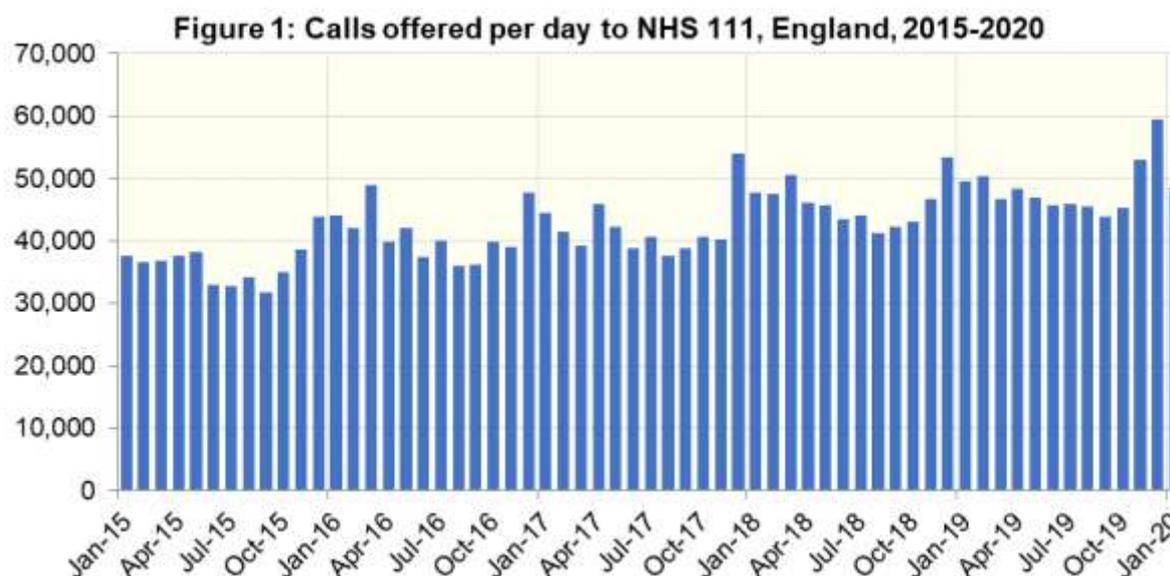


NHS 111 Minimum Data Set, England, January 2020

Latest data

There were 1,503,318 calls offered to the NHS 111 service in England in January 2020, an average of 48.5 thousand per day. This was a decrease of 2.1% on 49.5 thousand per day in January 2019.



Of calls offered to NHS 111 in January 2020, the proportion abandoned after waiting longer than 30 seconds was 3.2%. The figure for January 2019 was 3.5%.

Of calls answered by NHS 111 in January 2020, 85.2% were answered within 60 seconds. In January 2019 the figure was 80.7%.

The proportion of calls triaged that received any form of clinical input in January 2020 was 52.5%. The corresponding figure for January 2019 was 53.6%.

Some 17.2% of all calls answered in January 2020 were offered a call back. In January 2019 the figure was 17.1%. Of the call backs in January 2020, 33.9% were made within 10 minutes.

Of calls triaged in January 2020, 13.3% were referred to the Ambulance Service, 9.5% were recommended to attend A&E, 56.2% were recommended to primary care, 6.7% were advised to attend another service and 14.1% were not recommended to attend another service. The largest changes compared with January 2019 were “Recommended to attend primary care”, which was 2.7 percentage points lower, and “Recommended to attend other service”, which was 1.6 percentage points higher.

Contacts

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