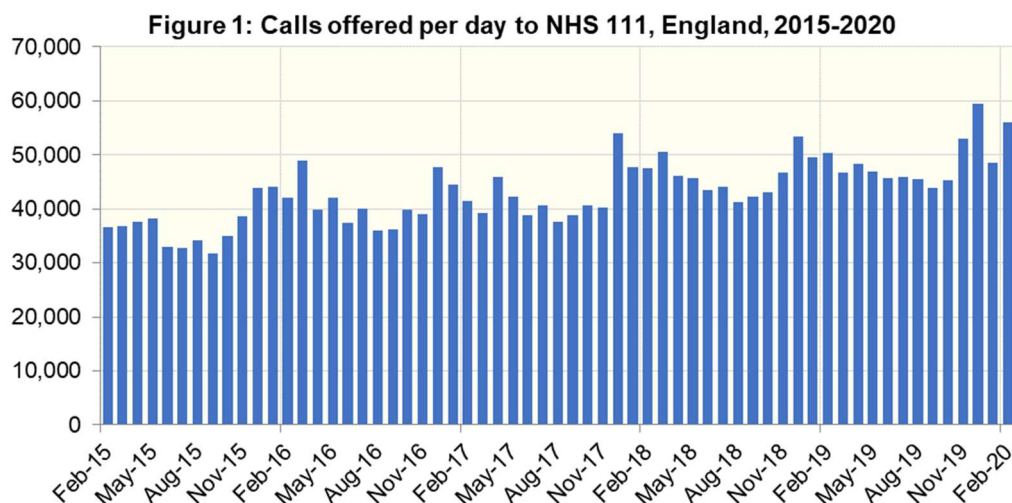


NHS 111 Minimum Data Set, England, February 2020

Latest data

There were 1,625,240 calls offered to the NHS 111 service in England in February 2020, an average of 56.0 thousand per day. This was an increase of 11.5% on 50.3 thousand per day in February 2019.



Of calls offered to NHS 111 in February 2020, the proportion abandoned after waiting longer than 30 seconds was 7.8%. The figure for February 2019 was 4.7%.

Of calls answered by NHS 111 in February 2020, 69.8% were answered within 60 seconds. In February 2019 the figure was 73.8%.

The proportion of calls triaged that received any form of clinical input in February 2020 was 51.9%. The corresponding figure for February 2019 was 53.8%.

Some 18.6% of all calls answered in February 2020 were offered a call back. In February 2019 the figure was 16.4%. Of the call backs in February 2020, 23.0% were made within 10 minutes.

Of calls triaged in February 2020, 12.2% were referred to the Ambulance Service, 8.8% were recommended to attend A&E, 55.3% were recommended to primary care, 7.0% were advised to attend another service and 16.4% were not recommended to attend another service. The largest changes compared with February 2019 were "Recommended to attend primary care", which was 3.9 percentage points lower, and "Not recommended to attend other service", which was 3.2 percentage points higher.

Contacts

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