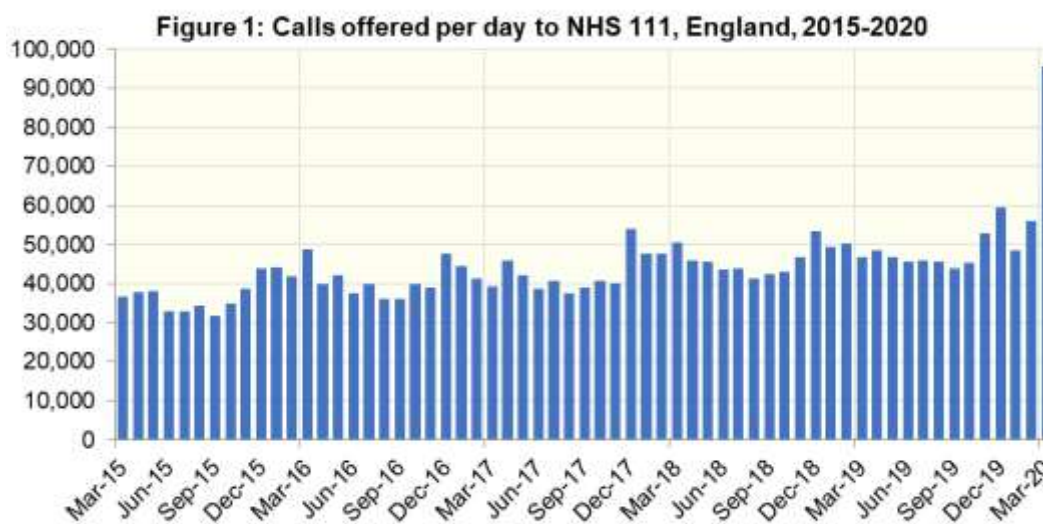


NHS 111 Minimum Data Set, England, March 2020

NHS 111 service levels started to be affected by demands relating to COVID-19 from mid-February 2020. This has resulted in a sharp increase in figures this month relating to call volumes, call-answering times and numbers of abandoned calls when compared to last year.

Latest data

There were 2,962,751 calls offered to the NHS 111 service in England in March 2020, an average of 95.6 thousand per day. This was more than double the 46.7 thousand per day in March 2019.



Of calls offered to NHS 111 in March 2020, the proportion abandoned after waiting longer than 30 seconds was 38.7%. The figure for March 2019 was 2.4%.

Of calls answered by NHS 111 in March 2020, 30.2% were answered within 60 seconds. In March 2019 the figure was 85.0%.

The proportion of calls triaged that received any form of clinical input in March 2020 was 50.2%. The corresponding figure for March 2019 was 53.9%.

Some 17.4% of all calls answered in March 2020 were offered a call back. In March 2019 the figure was 16.7%. Of the call backs in March 2020, 20.0% were made within 10 minutes.

Of calls triaged in March 2020, 10.6% were referred to the Ambulance Service, 5.8% were recommended to attend A&E, 47.3% were recommended to primary care, 12.7% were advised to attend another service and 22.1% were not recommended to attend another service. The largest changes compared with March 2019 were “Recommended to attend primary care”, which was 11.2 percentage points lower, and “Not recommended to attend other service”, which was 8.6 percentage points higher.

Contacts

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