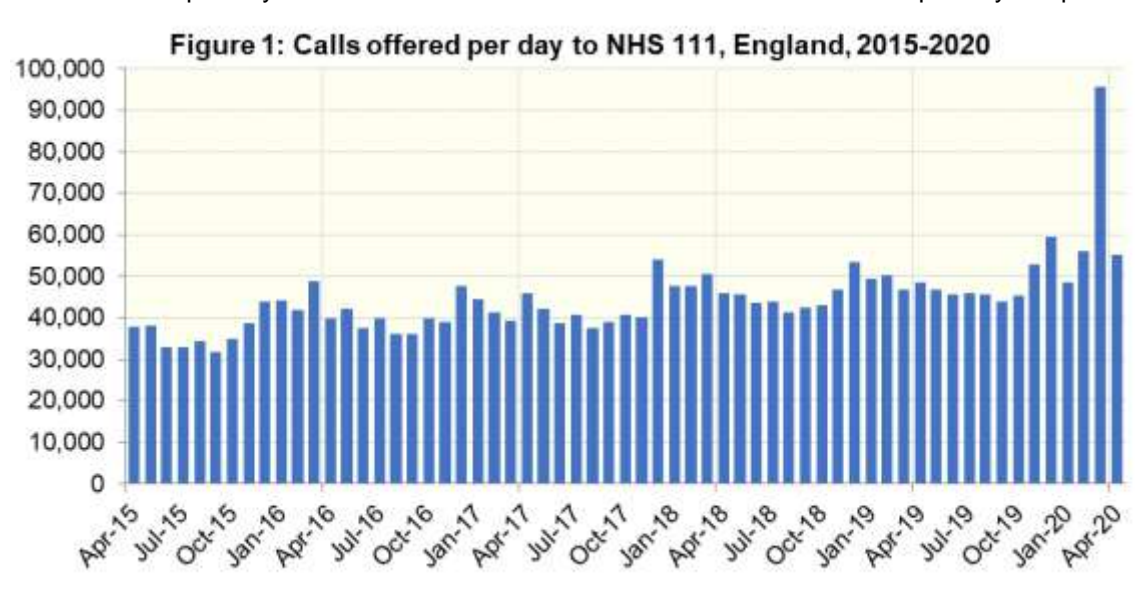


## NHS 111 Minimum Data Set, England, April 2020

NHS 111 service levels were heavily affected by demands relating to COVID-19 in April 2020. Figures for May show a return to call volumes that are only slightly higher than the demand expected at this time of year.

### Latest data

There were 1,655,146 calls offered to the NHS 111 service in England in April 2020, an average of 55.2 thousand per day. This was an increase of 14.0% on the 48.4 thousand per day in April 2019.



Of calls offered to NHS 111 in April 2020, the proportion abandoned after waiting longer than 30 seconds was 12.3%. The figure for April 2019 was 2.2%.

Of calls answered by NHS 111 in April 2020, 65.1% were answered within 60 seconds. In April 2019 the figure was 87.7%.

The proportion of calls triaged that received any form of clinical input in April 2020 was 53.3%. The corresponding figure for April 2019 was 53.8%.

Some 16.3% of all calls answered in April 2020 were offered a call back. In April 2019 the figure was 17.5%. Of the call backs in April 2020, 36.2% were made within 10 minutes.

Of calls triaged in April 2020, 12.1% were referred to the Ambulance Service, 8.2% were recommended to attend A&E, 49.3% were recommended to primary care, 13.8% were advised to attend another service and 16.6% were not recommended to attend another service. The largest changes compared with April 2019 were “Recommended to attend primary care”, which was 9.4 percentage points lower, and “Recommended to attend other service”, which was 7.3 percentage points higher.

### Contacts

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