

NHS 111 Minimum Data Set, England, May 2020

NHS 111 service levels were heavily affected by demands relating to COVID-19 in March 2020. Figures for April and 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 1,620,102 calls offered to the NHS 111 service in England in May 2020, an average of 52.3 thousand per day. This was an increase of 11.5% on 46.9 thousand per day in May 2019.



Of calls offered to NHS 111 in May 2020, the proportion abandoned after waiting longer than 30 seconds was 3.3%. The figure for May 2019 was 2.5%.

Of calls answered by NHS 111 in May 2020, 86.0% were answered within 60 seconds. In May 2019 the figure was 86.7%.

The proportion of calls triaged that received any form of clinical input in May 2020 was 55.2%. The corresponding figure for May 2019 was 53.7%.

Some 17.1% of all calls answered in May 2020 were offered a call back. In May 2019 the figure was 17.6%. Of the call backs in May 2020, 38.1% were made within 10 minutes.

Of calls triaged in May 2020, 12.0% were referred to the Ambulance Service, 10.5% were recommended to attend A&E, 52.7% were recommended to primary care, 10.0% were advised to attend another service and 14.9% were not recommended to attend another service. The largest changes compared with May 2019 were "Recommended to attend primary care", which was 4.7 percentage points lower, and "Recommended to attend other service", which was 3.1 percentage points higher.

Contacts

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