

## NHS 111 Minimum Data Set, England, June 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 1,449,576 calls offered to the NHS 111 service in England in June 2020, an average of 48.3 thousand per day. This was an increase of 5.8% on 45.7 thousand per day in June 2019.



Of calls offered to NHS 111 in June 2020, the proportion abandoned after waiting longer than 30 seconds was 2.3%. The figure for June 2019 was 2.6%.

Of calls answered by NHS 111 in June 2020, 91.6% were answered within 60 seconds. In June 2019 the figure was 86.2%.

The proportion of calls triaged that received any form of clinical input in June 2020 was 54.2%. The corresponding figure for June 2019 was 53.8%.

Some 17.8% of all calls answered in June 2020 were offered a call back. In June 2019 the figure was 18.0%. Of the call backs in June 2020, 40.0% were made within 10 minutes.

Of calls triaged in June 2020, 12.8% were referred to the Ambulance Service, 11.8% were recommended to attend A&E, 50.4% were recommended to primary care, 8.6% were advised to attend another service and 14.7% were not recommended to attend another service. The largest changes compared with June 2019 were “Recommended to attend primary care”, which was 5.5 percentage points lower, and “Recommended to attend A&E”, which was 2.3 percentage points higher.

### Survey data for October 2019 to March 2020

NHS 111 providers conduct surveys to compare patient experience between service areas.

The number of responses received for the six months ending March 2020 was 14,074, and ranged from 26 for West Midlands, to 1,716 for South West London. Data were not supplied for Somerset, South East Coast (excluding East Kent), or North East London.

Results are not weighted according to the volume of callers or the resident population.

From October 2019 to March 2020 inclusive, of those that responded to the relevant question:

- 87.4% were either very or fairly satisfied with the way the NHS 111 service handled the whole process;
- 86.5% found the advice they received from the 111 service either very helpful or quite helpful;
- The proportion that followed all the advice given by the 111 service was also 86.5%;
- Seven days after their call, the problem they were calling about had improved or completely resolved for 77%;
- If the 111 service had not been available:
  - 14% would have contacted the 999 ambulance service;
  - 26% would have contacted A&E;
  - 40% would have contacted primary care;
  - 10% would have contacted someone else;
  - 9% would not have contacted anyone else.

Adding in survey results for April to September 2019 inclusive, to give results for the full year 2019-20:

- 14% would have contacted the 999 ambulance service;
- 28% would have contacted A&E;
- 36% would have contacted primary care;
- 14% would have contacted someone else;
- 8% would not have contacted anyone else, had 111 not been available.

Given that the actual dispositions for the 14.0 million calls triaged over this year were 13% ambulances and 9% A&E, this suggests that NHS 111 directed 0.2 million callers away from the ambulance services, and a further 2.7 million away from A&E.

### **Contacts**

For press enquiries, please contact the NHS England press office on 0113 825 0958 or [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net).

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