

NHS 111 Minimum Data Set, England, July 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 1,477,851 calls offered to the NHS 111 service in England in July 2020, an average of 47.7 thousand per day. This was an increase of 3.7% on 46.0 thousand per day in July 2019.



Of calls offered to NHS 111 in July 2020, the proportion abandoned after waiting longer than 30 seconds was 2.2%. The figure for July 2019 was 4.4%.

Of calls answered by NHS 111 in July 2020, 91.0% were answered within 60 seconds. In July 2019 the figure was 80.5%.

The proportion of calls triaged that received any form of clinical input in July 2020 was 53.9%. The corresponding figure for July 2019 was 53.7%.

Some 19.4% of all calls answered in July 2020 were offered a call back. In July 2019 the figure was 18.1%. Of the call backs in July 2020, 39.0% were made within 10 minutes.

Of calls triaged in July 2020, 12.5% were referred to the Ambulance Service, 11.7% were recommended to attend A&E, 51.5% were recommended to primary care, 8.8% were advised to attend another service and 15.5% were not recommended to attend another service. The largest changes compared with July 2019 were "Recommended to attend primary care", which was 3.9 percentage points lower, and "Recommended to attend other service", which was 2.1 percentage points higher.

Contacts

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