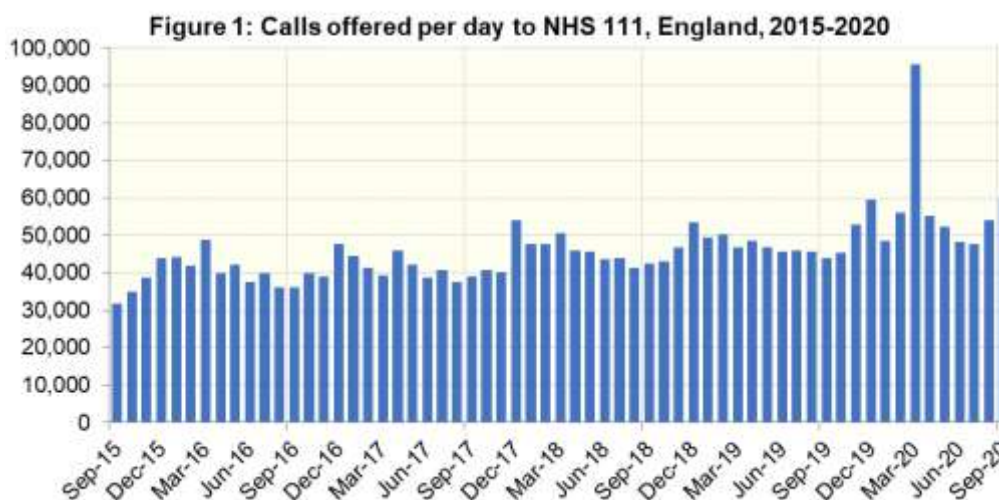


NHS 111 Minimum Data Set, England, September 2020

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 1,792,507 calls offered to the NHS 111 service in England in September 2020, an average of 59.8 thousand per day. This was an increase of 36.3% on 43.8 thousand per day in September 2019.



Of calls offered to NHS 111 in September 2020, the proportion abandoned after waiting longer than 30 seconds was 10.5%. The figure for September 2019 was 3.5%.

Of calls answered by NHS 111 in September 2020, 65.8% were answered within 60 seconds. In September 2019 the figure was 82.3%.

The proportion of calls triaged that received any form of clinical input in September 2020 was 51.1%. The corresponding figure for September 2019 was 54.3%.

Some 20.3% of all calls answered in September 2020 were offered a call back. In September 2019 the figure was 17.8%. Of the call backs in September 2020, 28.9% were made within 10 minutes.

Of calls triaged in September 2020, 11.2% were referred to the Ambulance Service, 10.2% were recommended to attend A&E, 48.5% were recommended to primary care, 10.2% were advised to attend another service and 18.6% were not recommended to attend another service. The largest changes compared with September 2019 were “Recommended to attend primary care”, which was 7.3 percentage points lower, and “Not recommended to attend other service”, which was 4.8 percentage points higher.

Contacts

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