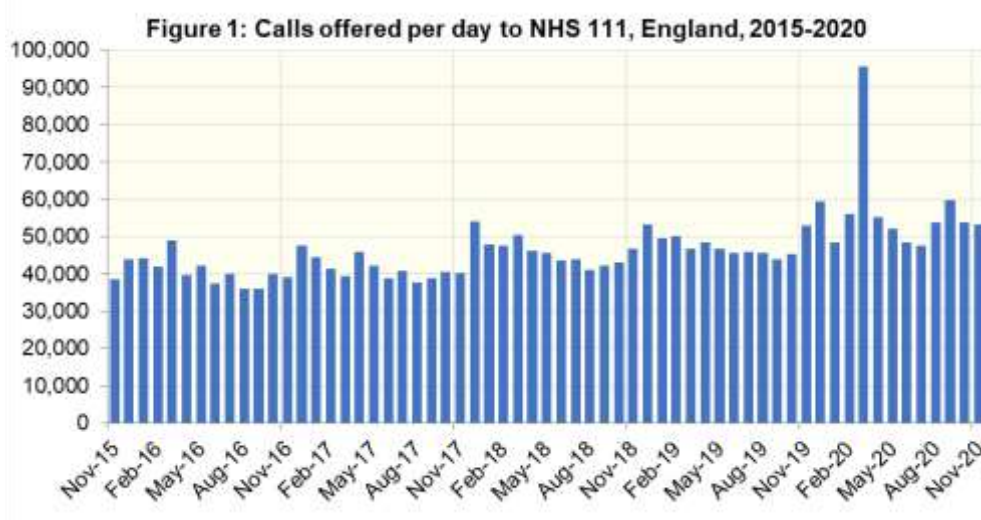


## NHS 111 Minimum Data Set, England, November 2020

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

### Latest data

There were 1,594,378 calls offered to the NHS 111 service in England in November 2020, an average of 53.1 thousand per day. This was an increase of 0.4% on 52.9 thousand per day in November 2019.



Of calls offered to NHS 111 in November 2020, the proportion abandoned after waiting longer than 30 seconds was 4.5%. The figure for November 2019 was 5.4%.

Of calls answered by NHS 111 in November 2020, 80.7% were answered within 60 seconds. In November 2019 the figure was 77.8%.

The proportion of calls triaged that received any form of clinical input in November 2020 was 52.8%. The corresponding figure for November 2019 was 52.2%.

Some 18.9% of all calls answered in November 2020 were offered a call back. In November 2019 the figure was 17.3%. Of the call backs in November 2020, 30.8% were made within 10 minutes.

Of calls triaged in November 2020, 12.4% were referred to the Ambulance Service, 10.4% were recommended to attend A&E, 52.4% were recommended to primary care, 8.3% were advised to attend another service and 16.5% were not recommended to attend another service. The largest changes compared with November 2019 were “Not recommended to attend other service”, which was 2.6 percentage points higher, and “Recommended to attend primary care”, which was 2.2 percentage points lower.

### Survey data for April to September 2020

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

The number of responses received for the six months ending September 2020 was 20,118, and ranged from 25 for West Midlands, to 2,123 for South West London. Data were not supplied for Dorset.

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

From April to September 2020 inclusive, of those that responded to the relevant question:

- 88% were either very or fairly satisfied with the way the NHS 111 service handled the whole process;
- 89% 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 89%;
- Seven days after their call, the problem they were calling about had improved or completely resolved for 78%;
- If the 111 service had not been available:
  - 18% would have contacted the 999 ambulance service;
  - 24% would have contacted A&E;
  - 37% would have contacted primary care;
  - 13% would have contacted someone else;
  - 8% would not have contacted anyone else.

Given that the actual dispositions for the 14.8 million calls triaged over this year were 12% ambulances and 10% A&E, this suggests that NHS 111 directed 0.6 million callers away from the ambulance services, and a further 2.2 million away from A&E.

### **Contacts**

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