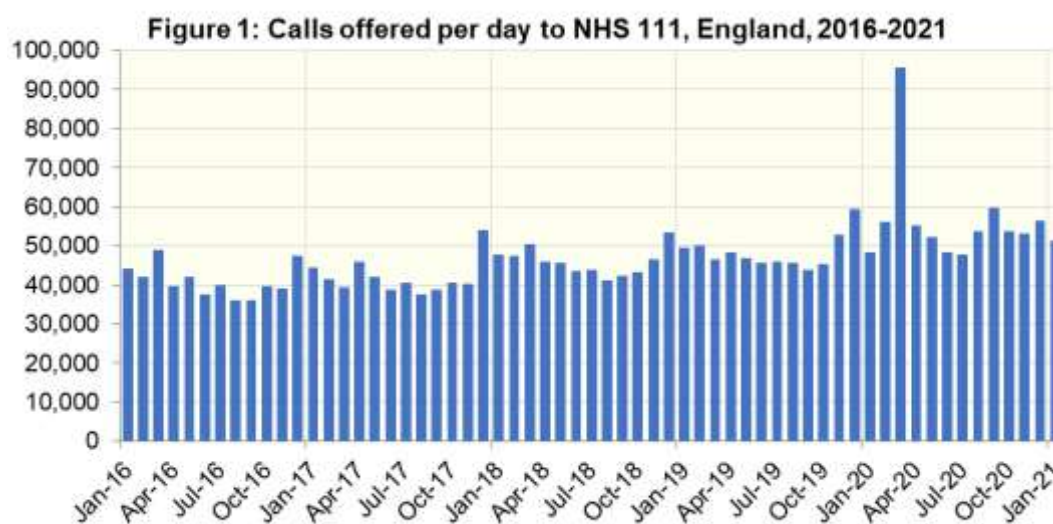


## NHS 111 Minimum Data Set, England, January 2021

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 1,592,616 calls offered to the NHS 111 service in England in January 2021, an average of 51.4 thousand per day. This was an increase of 5.9% on 48.5 thousand per day in January 2020.



Of calls offered to NHS 111 in January 2021, the proportion abandoned after waiting longer than 30 seconds was 5.2%. The figure for January 2020 was 3.2%.

Of calls answered by NHS 111 in January 2021, 72.3% were answered within 60 seconds. In January 2020 the figure was 85.2%.

The proportion of calls triaged that received any form of clinical input in January 2021 was 50.8%. The corresponding figure for January 2020 was 52.5%.

Some 18.7% of all calls answered in January 2021 were offered a call back. In January 2020 the figure was 17.2%. Of the call backs in January 2021, 29.9% were made within 10 minutes.

Of calls triaged in January 2021, 13.5% were referred to the Ambulance Service, 9.8% were recommended to attend A&E, 52.0% were recommended to primary care, 9.4% were advised to attend another service and 15.3% were not recommended to attend another service. The largest changes compared with January 2020 were "Recommended to attend primary care", which was 4.2 percentage points lower, and "Recommended to attend other service", which was 2.8 percentage points higher.

### Contacts

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