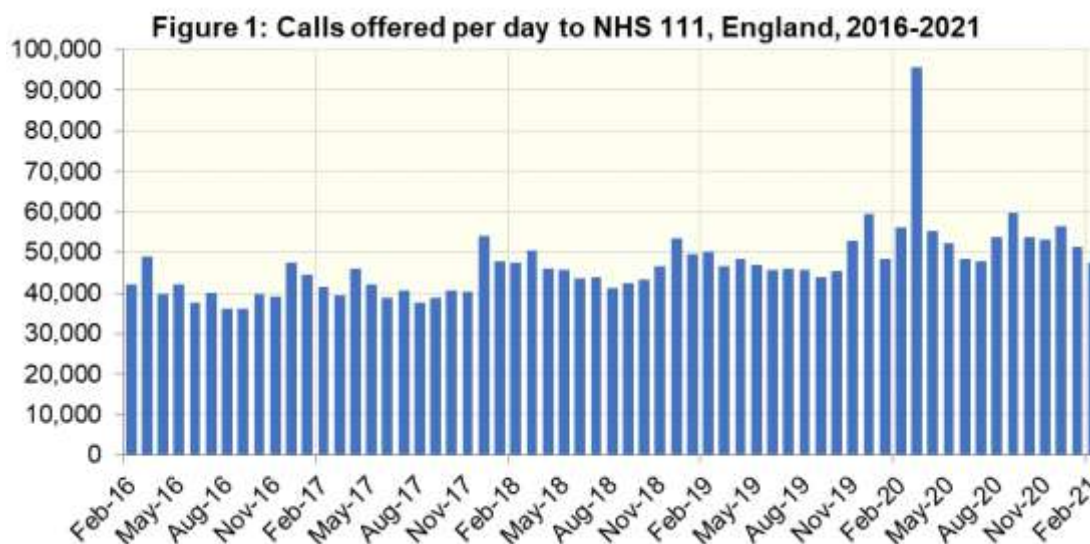


NHS 111 Minimum Data Set, England, February 2021

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 1,333,655 calls offered to the NHS 111 service in England in February 2021, an average of 47.6 thousand per day. This was a decrease of 15.0% on 56.0 thousand per day in February 2020.



Of calls offered to NHS 111 in February 2021, the proportion abandoned after waiting longer than 30 seconds was 2.4%. The figure for February 2020 was 7.8%.

Of calls answered by NHS 111 in February 2021, 86.0% were answered within 60 seconds. In February 2020 the figure was 69.8%.

The proportion of calls triaged that received any form of clinical input in February 2021 was 53.2%. The corresponding figure for February 2020 was 51.9%.

Some 19.1% of all calls answered in February 2021 were offered a call back. In February 2020 the figure was 18.6%. Of the call backs in February 2021, 31.8% were made within 10 minutes.

Of calls triaged in February 2021, 12.9% were referred to the Ambulance Service, 11.1% were recommended to attend A&E, 53.4% were recommended to primary care, 8.3% were advised to attend another service and 14.2% were not recommended to attend another service. The largest changes compared with February 2020 were “Recommended to attend A&E”, which was 2.3 percentage points higher, and “Not recommended to attend other service”, which was 2.1 percentage points lower.

Contacts

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