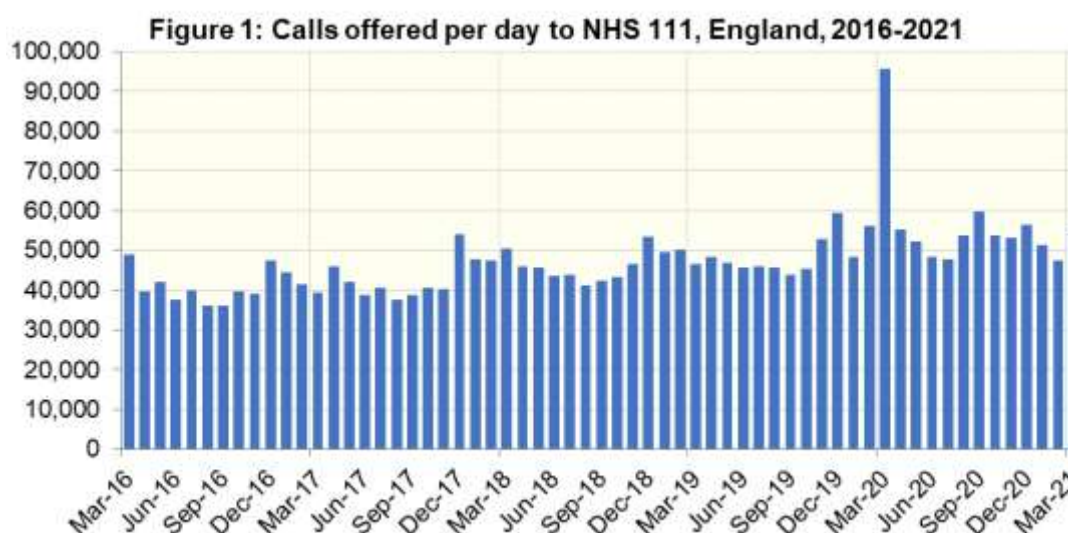


NHS 111 Minimum Data Set, England, March 2021

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 1,678,880 calls offered to the NHS 111 service in England in March 2021, an average of 54.2 thousand per day. This was a decrease of 43.3% on 95.6 thousand per day in March 2020.



Of calls offered to NHS 111 in March 2021, the proportion abandoned after waiting longer than 30 seconds was 4.4%. The figure for March 2020 was 38.7%.

Of calls answered by NHS 111 in March 2021, 78.2% were answered within 60 seconds. In March 2020 the figure was 30.2%.

The proportion of calls triaged that received any form of clinical input in March 2021 was 52.1%. The corresponding figure for March 2020 was 50.2%.

Some 18.9% of all calls answered in March 2021 were offered a call back. In March 2020 the figure was 17.4%. Of the call backs in March 2021, 26.3% were made within 10 minutes.

Of calls triaged in March 2021, 12.1% were referred to the Ambulance Service, 11.3% were recommended to attend A&E, 54.0% were recommended to primary care, 8.2% were advised to attend another service and 14.4% were not recommended to attend another service. The largest changes compared with March 2020 were “Not recommended to attend other service”, which was 7.6 percentage points lower, and “Recommended to attend primary care”, which was 6.7 percentage points higher.

Contacts

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