

## Integrated Urgent Care / NHS 111 MDS Data Revisions April 2020 to January 2021 inclusive

This publication sets out data revisions to the NHS 111 MDS received by providers of NHS 111 / IUC Services for the period from week ending 5 April 2020 to week ending 31 January 2021 inclusive.

### Revisions

Revised figures were received from Devon Doctors, Dorset HealthCare, Integrated Care 24, Isle of Wight, London Ambulance Service and North East Ambulance Service. The revisions affected the whole period, and all data items.

The revised figures affect May – December in particular, when LAS were reporting a high number of calls triaged for North East London. Devon Doctors had various improvements in their reporting throughout the year and have updated all data items for this period based on corrected metrics.

A summary of how these revisions affected the numbers and rates at a national level for key NHS 111 indicators is summarised in the table below.

### Impact of Revisions to NHS 111 statistics, England, April 2020 - January 2021

Month	Numerical changes to England totals				Percentage point changes to rates		
	Calls offered	Abandoned 30+ secs	Answered within 60 secs	Calls to any clinician	Abandoned 30+ secs	Answered within 60 secs	Calls to any clinician
April	4,167	579	-2,996	2,215	0.00%	-0.35%	-1.07%
May	-35,212	2	-37,570	-8,809	0.07%	-0.56%	-0.91%
June	-34,644	-2	-36,876	-7,317	0.06%	-0.39%	-0.78%
July	-7,771	86	-10,422	-7,240	0.02%	-0.25%	-0.65%
August	5,912	3	2,179	-11,649	-0.01%	-0.20%	-0.73%
September	7,577	0	3,957	-9,502	-0.04%	-0.07%	-0.69%
October	-3,266	-7	6,283	-8,455	0.01%	-0.03%	-0.71%
November	7,599	22	7,089	-12,569	-0.02%	-0.01%	-1.00%
December	4,747	62	4,193	-6,295	-0.01%	0.03%	-0.19%
January	1,243	-150	1,750	256	-0.01%	0.05%	0.17%

### Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net).

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