

Integrated Urgent Care Aggregate Data Collection June 2021 (provisional)

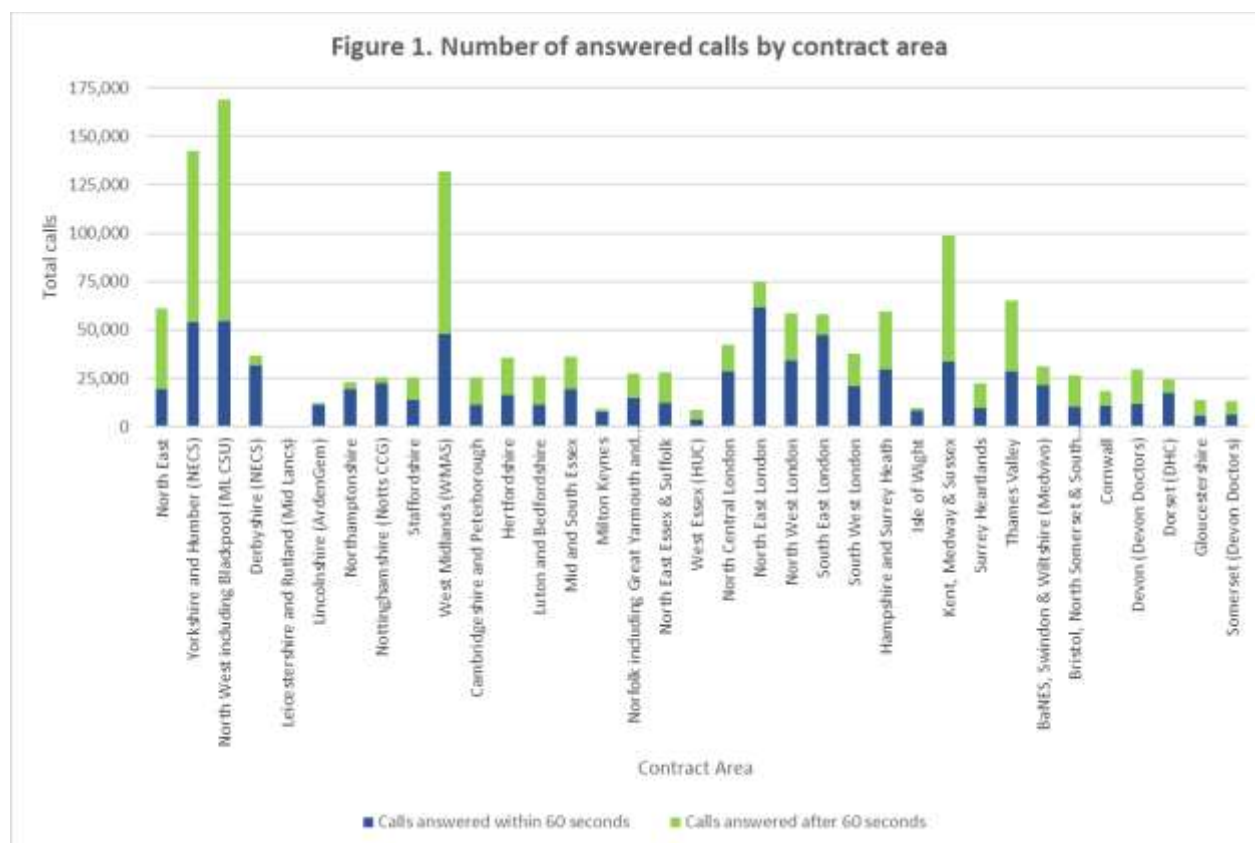
From April 2021, the Integrated Urgent Care Aggregate Data Collection (IUC ADC) has been revised and replaces the NHS 111 Minimum Data Set as the primary source of statistics about NHS 111 and integrated urgent care services. Although there is some overlap with previous collections, care should be taken when comparing with data collected before April 2021 due to definitional differences. Underlying data and further details about the IUC ADC are [here](#).

This publication provides a subset of IUC ADC for June 2021. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for June 2021 are published next month.

Key Facts¹

In June 2021:

- An average of more than 50 thousand calls were answered by NHS 111 per day.
- 50.2% of those calls were answered in 60 seconds or less; the average time to call answer was 214 seconds.
- 15.2% of calls received by NHS 111 were abandoned.
- Of the calls triaged, 11.5% were referred to the Ambulance service and 12.3% were recommended to attend an Emergency Department.
- 9.9% of callers were recommended self-care.



Footnote

¹ Several providers were unable to submit data at different times in the month, the number of days' data missing by contract area is shown below:

- 111AJ6 – Leicestershire and Rutland (ML CSU) – 30 days (all month)
- 111AJ5 – Lincolnshire (Arden GEM) – 13 days; data estimates were provided for a further 3 days
- 111AJ4 – Nottinghamshire (Notts CCG) – 6 days