

## Integrated Urgent Care, England Aggregate Data Collection, August 2021

This publication provides a summary of Integrated Urgent Care Services in England during August 2021. The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services and is used to report the IUC Key Performance Indicators (KPIs). Underlying data and further details about the IUC ADC are [here](#).

From April 2021, the IUC ADC has been revised and replaces the NHS 111 Minimum Data Set (111 MDS) 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.

Figures replace those in the provisional August IUC ADC published last month.

### Key Facts

In August 2021 in England:

- 1,905,823 calls were received by NHS 111, an average of 61.5 thousand per day. This is a decrease of 4.7 thousand calls per day compared to the previous month, which was 66.2 thousand per day.
- 20.1%<sup>1</sup> of calls were abandoned after call steering IVR; this includes 16.8%<sup>2</sup> abandoned after waiting more than 30 seconds. In July 2021; 23.6%<sup>1</sup> of calls were abandoned after call steering IVR; this includes 19.2%<sup>2</sup> abandoned after waiting more than 30 seconds.
- The average time to call answer was 423<sup>3</sup> seconds and 41.3%<sup>4</sup> of calls were answered within 60 seconds. This compares with 466<sup>3</sup> seconds and 36.6%<sup>4</sup> of calls in July 2021.
- Callers spoke to a clinician or clinical advisor in 50.9%<sup>5</sup> of triaged calls. This is an increase of 1 percentage point from 49.9%<sup>5</sup> the previous month.
- 11.2%<sup>6</sup> of triaged calls were referred to the Ambulance service and 11.4%<sup>7</sup> were recommended to attend an Emergency Department. In July 2021; 11.0%<sup>6</sup> of triaged calls were referred to the Ambulance service and 11.4%<sup>7</sup> were recommended to attend an Emergency Department.
- 23.5%<sup>8</sup> of callers were recommended self-care after being assessed by a clinician or clinical advisor. In July 2021; 22.9%<sup>8</sup> of callers were recommended self-care after being assessed by a clinician or clinical advisor.



## Scope

The IUC ADC monitors the effectiveness of integrated urgent care services<sup>9</sup> commissioned by the NHS in England through the NHS 111 single entry point. IUC is the provision of a functionally integrated 24/7 urgent care access, clinical advice and treatment service (incorporating NHS 111, Clinical Assessment Services and out of hours services). IUC is provided by a variety of organisations, including ambulance services, private companies, not for profit organisations and NHS Trusts. The IUC ADC covers end to end IUC services, excluding NHS 111 Online contacts, unless otherwise stated.

## Data Quality

Data for the IUC ADC are provided by lead data providers for each integrated urgent care service in England. It is the responsibility of commissioners of IUC services to identify lead data suppliers and ensure that data are provided each month. While lead data suppliers are responsible for collating and coordinating information for the IUC ADC, they are not necessarily contracted to deliver all NHS 111 and out of hours services in the contract area. The quality of data in this report is therefore dependent upon all parts of the IUC service providing data to the relevant lead data supplier. Where figures reflect activity by more than one IUC service provider, there may be wide variation in the underlying performance of individual parts of the service.

Details of comments received from lead data suppliers about specific aspects of data quality can be found [here](#). This include details about missing or incomplete data; we recommend that this information is considered when interpreting figures.



## 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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## Footnotes

<sup>1</sup> KPI 1 Proportion of calls abandoned

<sup>2</sup> Proportion of calls abandoned after waiting more than 30 seconds is calculated using ADC data items  $(B04+B05)/(A03+B02)$

<sup>3</sup> KPI 2 Average speed to call answer

<sup>4</sup> Proportion of calls answered within 60 seconds is calculated using ADC data items  $B01/A03$

<sup>5</sup> KPI 4 Proportion of calls assessed by a clinician or Clinical Advisor

<sup>6</sup> Proportion of calls referred to the ambulance service is calculated using ADC data items  $E02/C01$

<sup>7</sup> Proportion of calls recommended to attend an emergency department is calculated using ADC data items  $E03/C01$

<sup>8</sup> KPI 6 Proportion of callers recommended self-care at the end of clinical input

<sup>9</sup> Integrated Urgent Care Services are described in detail in the [IUC service specification](#).