

## Integrated Urgent Care Aggregate Data Collection September 2021 (provisional)

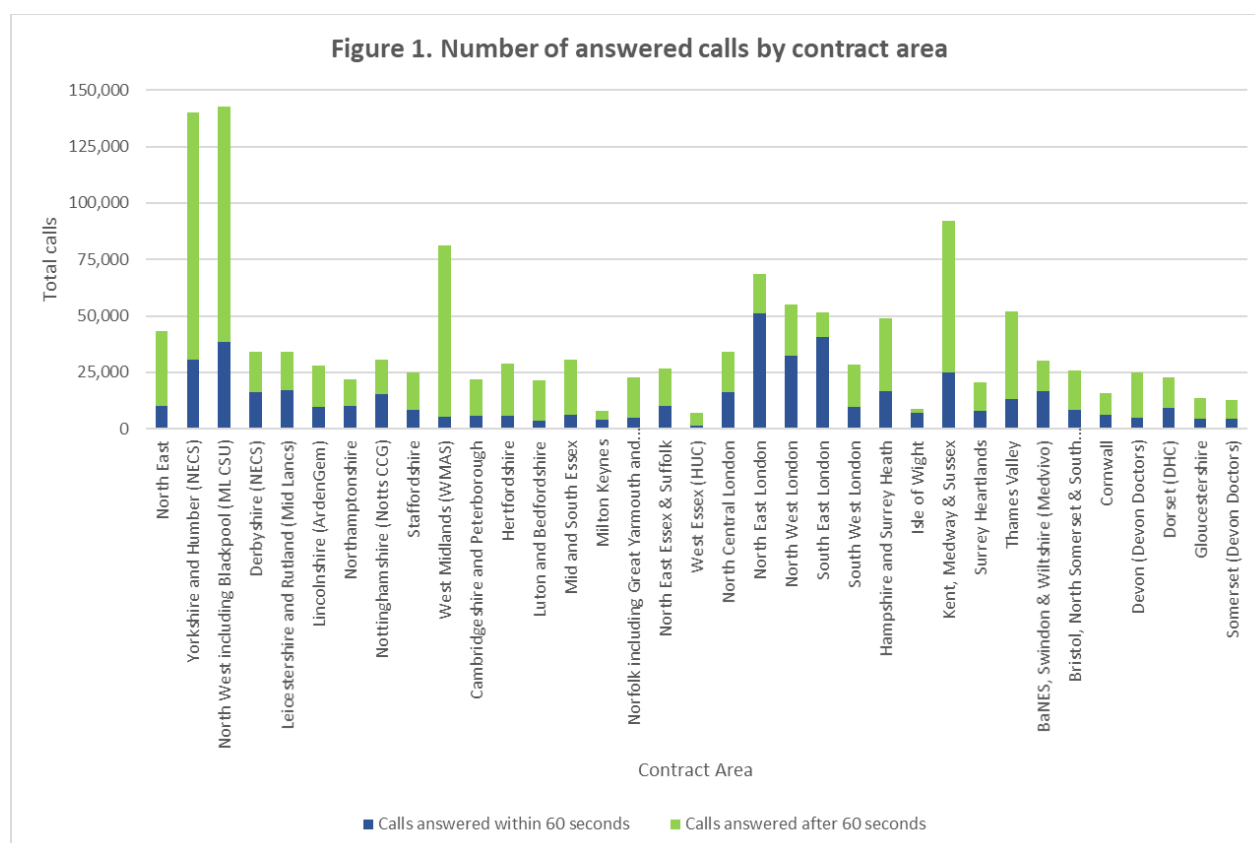
From April 2021, the Integrated Urgent Care Aggregate Data Collection (IUC ADC) has been revised and replaces the NHS 111 Minimum Data Set as the primary source of statistics about NHS 111 and integrated urgent care services. Although there is some overlap with previous collections, care should be taken 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 September 2021. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for September 2021 are published next month.

### Key Facts<sup>1</sup>

In September 2021:

- An average of more than 63 thousand calls were received by NHS 111 per day.
- 35.3% of those calls were answered in 60 seconds or less; the average time to call answer was 557 seconds.
- 25.6% of calls received by NHS 111 were abandoned.
- Of the calls triaged, 10.5% were referred to the Ambulance service and 11.4% were recommended to attend an Emergency Department.



**Footnote**

<sup>1</sup> One provider was unable to submit data at different times in the month, the number of days' data missing for this contract area is shown below:

- 111AJ5 – Lincolnshire (Arden GEM) – 4 days

