

Integrated Urgent Care, England Aggregate Data Collection, November 2021

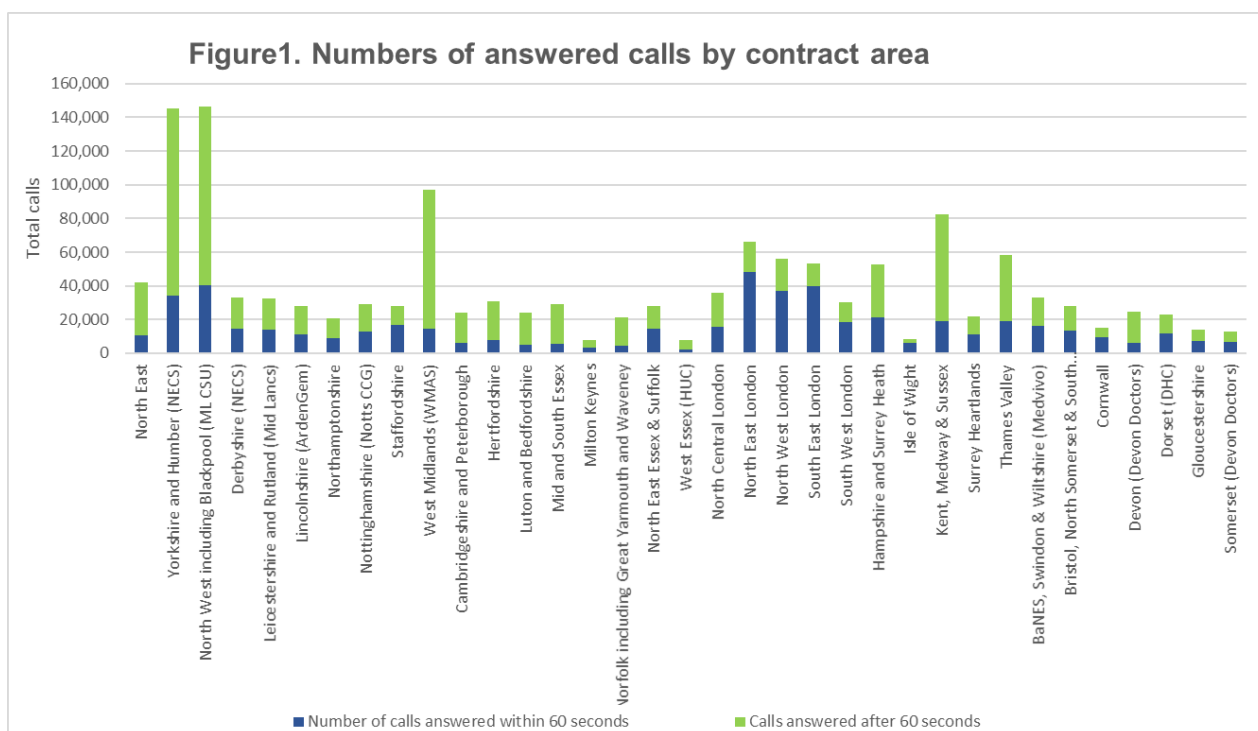
This publication provides a summary of Integrated Urgent Care Services in England during November 2021. The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services and is used to report the IUC Key Performance Indicators (KPIs)¹. Underlying data and further details about the IUC ADC are [here](#).

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

Key Facts

In November 2021 in England:

- 1,907,765 calls were received by NHS 111, an average of 63.6 thousand per day. This is a decrease of 4.1 thousand calls per day compared to the previous month, which was 67.7 thousand calls per day. In November 2020 the figure was 53.4 thousand per day.
- 21.6% of calls were abandoned after call steering IVR; this includes 17.9% abandoned after waiting more than 30 seconds. In October 2021, 27.6% of calls were abandoned after call steering IVR; this includes 23.6% abandoned after waiting more than 30 seconds.
- The average time to call answer was 493 seconds and 38.3% of calls were answered within 60 seconds. This compares with 665 seconds and 29.1% of calls in October 2021. In November 2020 calls answered within 60 seconds was 80.7%.
- Callers spoke to a clinician or clinical advisor in 51.4% of triaged calls. This is a decrease of 0.1 percentage points from 51.5% the previous month. In November 2020 the figure was 51.8%.
- 11.3% of triaged calls were referred to the Ambulance service, which increased by 0.3 percentage points from 11.0% in October 2021. In November 2020 12.4% of triaged calls were referred to the Ambulance service.
- 11.4% of triaged calls were recommended to attend an Emergency Department, compared to October 2021 when 11.1% were recommended to attend an Emergency Department. In November 2020 the figure was 10.3%.
- 24.1% of callers were recommended self-care after being assessed by a clinician or clinical advisor. In October 2021, 24.0% 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 services² 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.

Other enquiries about the published statistics should be referred to
Integrated Urgent Care
NHS England & Improvement
Quarry House,
Leeds LS2 7UE
Email: england.integratedurgentcare@nhs.net

Footnotes

¹ 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.

² Integrated Urgent Care Services are described in detail in the [IUC service specification](#).