

Integrated Urgent Care Aggregate Data Collection December 2021 (provisional)

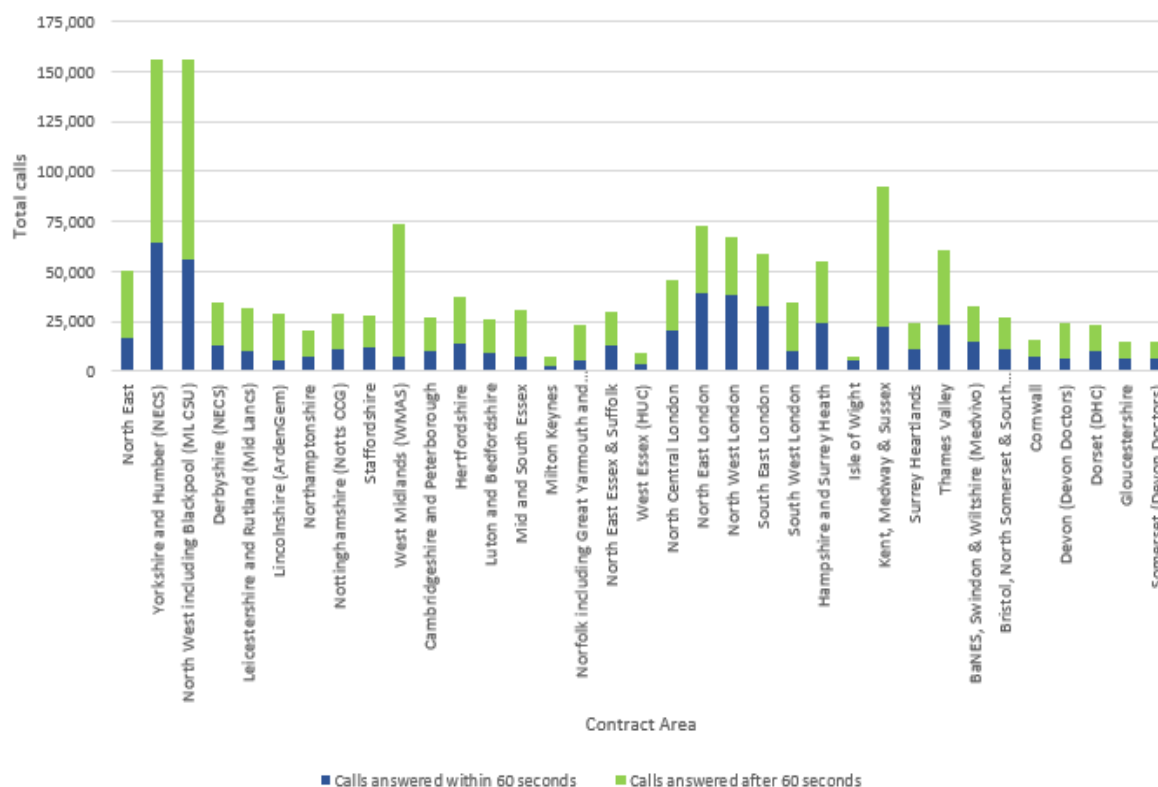
The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services¹. This publication provides a subset of IUC ADC for December 2021. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for December 2021 are published next month.

Key Facts²

In December 2021:

- An average of more than 67 thousand calls were received by NHS 111 per day.
- 38.2% of those calls were answered in 60 seconds or less; the average time to call answer was 567 seconds.
- 23.4% of calls received by NHS 111 were abandoned.
- Of the calls triaged, 10.5% were referred to the Ambulance service and 10.0% were recommended to attend an Emergency Department.

Figure 1. Number of answered calls by contract area



Footnote

¹ 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](#).

² Two providers were unable to submit data during one week in the month, the number of days' data missing for these contract areas is shown below:

- 111AA6 - Isle of Wight – 7 days
- 111A18 - West Midlands (WMAS) – 7 days