

Integrated Urgent Care Aggregate Data Collection March 2022 (provisional)

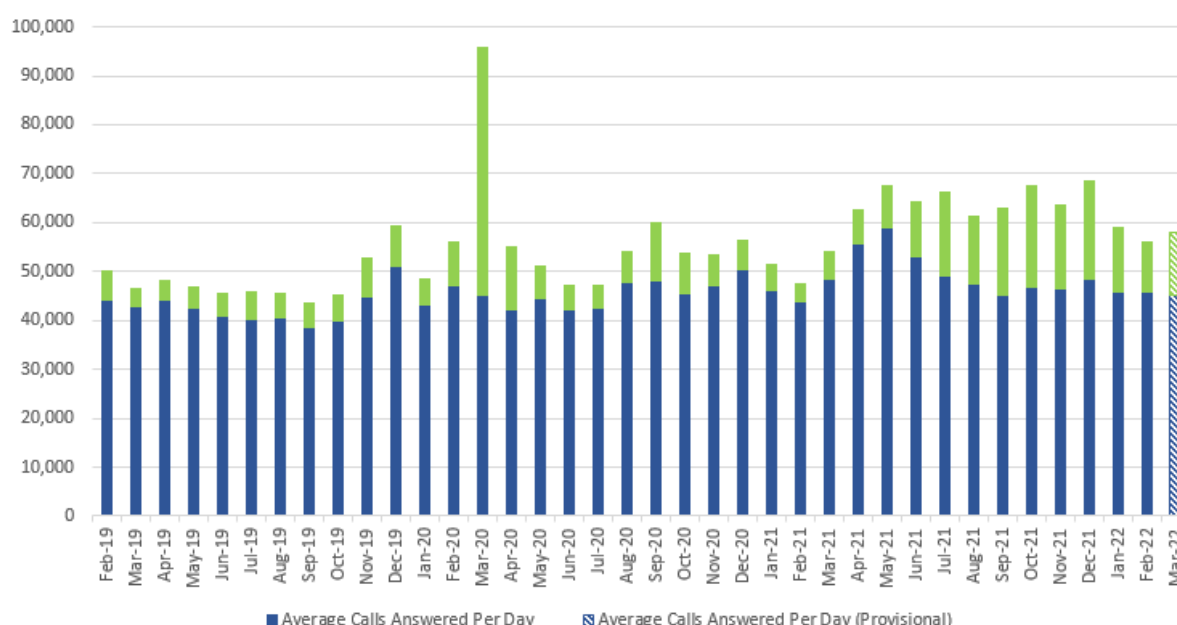
The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services¹. This publication provides a subset of IUC ADC for March 2022. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for March 2022 are published next month.

Key Facts^{2,3}

In March 2022:

- An average of more than 57 thousand calls were received by NHS 111 per day.
- 44.6% of those calls were answered in 60 seconds or less; the average time to call answer was 396 seconds.
- 16.8% of calls received by NHS 111 were abandoned.
- Of the calls triaged, 10.7% were referred to the Ambulance service and 11.8% were recommended to attend an Emergency Department.

Figure 1: Average Number of Calls Received Per Day: England, 2019 - 2022



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 The number of calls received may not reflect total demand for NHS 111 services at a given time. This is because calls received are affected by the national busy message which is routinely turned on during periods of high caller demand (and was almost permanently turned on during June 2021 to January 2022). The busy message causes around 10% of callers to hang up before their call is delivered to a provider. These calls are not included as calls received in the IUC ADC.



An additional service was introduced from 15 February to end March 2022 to alleviate pressure on NHS 111 services. Patients needing repeat prescriptions were transferred to the Repeat Prescription Service after calling NHS 111. These calls are not included in the IUC ADC.

³ One provider was unable to submit data during one week in the month, the number of days' data missing for this contract area is shown below:

- Arden GEM: 111AJ5 Lincolnshire (ArdenGem) – 4 days.