

## Integrated Urgent Care Aggregate Data Collection July 2022 (provisional)

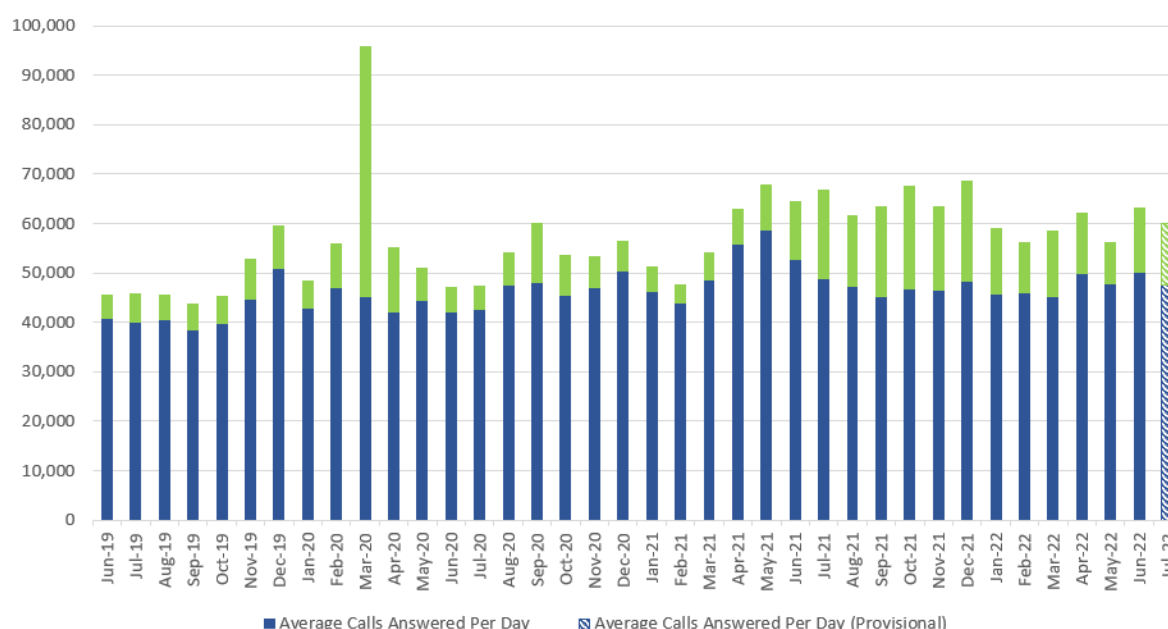
The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services<sup>1</sup>. This publication provides a subset of IUC ADC for July 2022. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for July 2022 are published next month.

### Key Facts<sup>2</sup>

In July 2022<sup>3</sup>:

- An average of more than 60 thousand calls were received by NHS 111 per day.
- 43.2% of those calls were answered in 60 seconds or less; the average time to call answer was 395 seconds.
- 16.3% of calls received by NHS 111 were abandoned.
- Of the calls triaged, 10.8% were referred to the Ambulance service and 11.3% were recommended to attend an Emergency Treatment Centre (ETC).

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



### Footnote

<sup>1</sup> From April 2022, some data items in the IUC ADC have been revised and not all data items are directly comparable with data collected previously. Users are advised to refer to the specification guidance for each collection when interpreting figures. Underlying data and further details about the IUC ADC are [here](#).

<sup>2</sup> 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.

<sup>3</sup> From 20th July to 30th September a short-term contract is in place that directs a proportion of the Devon Health and Care system's calls to Vocare via a specific "Devon Vocare" line that is not being captured in the IUCADC dataset. For the period of 20th July 2022 to the 31st July 2022 inclusive, this means that there are 2850 Devon ICS calls that are not counted within the overall call analysis.