

## Integrated Urgent Care, England Aggregate Data Collection, September 2022

This publication provides a summary of Integrated Urgent Care Services in England during September 2022. The Integrated Urgent Care Aggregate Data Collection (IUC ADC)<sup>1</sup> covers the whole of integrated urgent care services and is used to report the IUC Key Performance Indicators (KPIs). Underlying data and further details about the IUC ADC are [here](#).

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

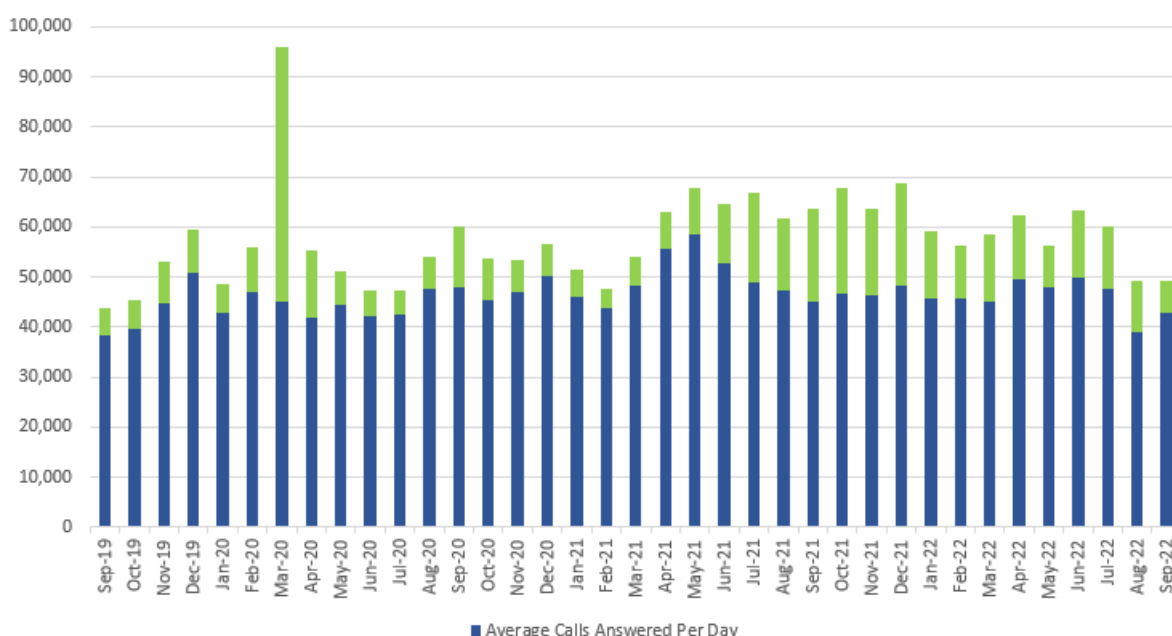
**A cyber-attack on 4th August caused a major outage on the Adastra system used by many IUC service providers. This had a widespread impact on the IUC service with many providers relying on paper record-keeping from that date onwards during August. Besides impacting service delivery in August, ongoing reporting issues have resulted in missing or under-reported data for some contract areas and caution should be taken when interpreting figures from August and September.**

### Key Facts<sup>2, 3, 5</sup>

In September 2022 in England:

- 1,475,232 calls were received by NHS 111, an average of 49.2 thousand per day. This is a decrease of 0.2 thousand calls per day compared to the previous month, which was 49.4 thousand calls per day. In September 2021 the figure was 63.5 thousand per day.
- 8.5% of calls were abandoned after call steering IVR; this includes 7.0% abandoned after waiting more than 30 seconds. In August 2022, 16.7% of calls were abandoned after call steering IVR; this includes 15.3% abandoned after waiting more than 30 seconds.
- The average time to call answer was 195 seconds and 62.1% of calls were answered within 60 seconds. This compares with 411 seconds and 51.8% of calls in August 2022. In September 2021 calls answered within 60 seconds was 35.3%.
- Callers spoke to a clinician or clinical advisor in 46.7% of triaged calls. This is an increase of 3.3 percentage points from 43.4% the previous month. In September 2021 the figure was 49.5%.
- 11.1% of triaged calls were referred to the Ambulance service, which was a decrease from 11.2% in August 2022. In September 2021, 11.0% of triaged calls were referred to the Ambulance service.
- 11.7% of triaged calls were recommended to attend an Emergency Treatment Centre (ETC), which is a decrease of 0.5 percentage points from 12.2% in August 2022. In September 2021 the figure was 11.4%.
- 18.6% of callers were recommended self-care after being assessed by a clinician or clinical advisor, which is an increase of 0.8 percentage points from 17.8% in August 2022.

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



### Scope

The IUC ADC monitors the effectiveness of integrated urgent care services<sup>4</sup> 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](mailto:nhsengland.media@nhs.net).

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#### Footnotes

<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> When comparing with previous months' figures, please be aware that call volumes will be affected by the number of days in the month, the number of public holidays and the number of weekend days.

<sup>3</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 since June 2021). 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>4</sup> Integrated Urgent Care Services are described in detail in the [IUC service specification](#).

<sup>5</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. This means that there are 14,412 Devon ICS calls that are not counted within the overall call analysis for September 2022.