

Integrated Urgent Care Aggregate Data Collection March 2023 (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 2023. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for March 2023 are published next month.

Key Facts^{2, 3}

From February 2023, two new national support services were introduced to provide additional resources for NHS 111 telephony:

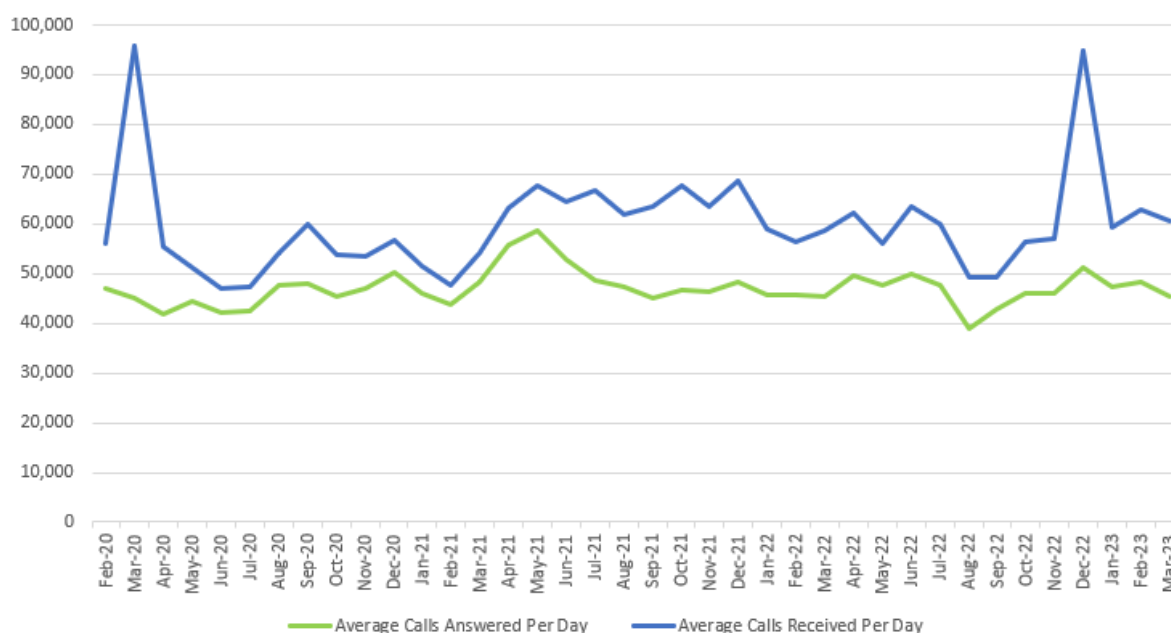
- National Resilience – a proportion of a calls diverted to Vocare during periods when high call volumes are impacting on a provider’s performance; captured in the IUC ADC as contract area ‘111NR1 National Resilience (Vocare)’.
- Service Advisor Modules – a proportion of lower acuity calls from all providers diverted to IC24 after national IVR during periods of high call volume; captured in the IUC ADC as contract area ‘111SA1 Service Advisor Modules (IC24)’.

Data published after 16 February will include a dummy region “111 National Support” for this activity in the National Resilience and Service Advisor Module contract areas.

In March 2023:

- An average of more than 60 thousand calls were received by NHS 111 per day.
- 42.9% of those calls were answered in 60 seconds or less; the average time to call answer was 328 seconds.
- The proportion of NHS 111 calls abandoned was 16.4%.
- Of the calls triaged, 11.5% were referred to the Ambulance service and 11.5% were recommended to attend an Emergency Treatment Centre (ETC).

Figure 1: Average Number of Calls Received Per Day: England, 2020 - 2023
(March 2023 value is provisional and may be subject to change)



Footnote

¹ 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](#).

² The number of calls received may not reflect total demand for NHS 111 services at a given time. This is because calls received were affected by the national busy message which was routinely turned on during periods of high caller demand and had been almost permanently turned on from June 2021 until being switched off at 10:00 on 17/01/23. The busy message caused around 10% of callers to hang up before their call is delivered to a provider. These calls were not included as calls received in the IUC ADC.

³ Two providers were unable to submit data at different times in the month, the number of days' data missing by contract area is shown below:

- 111AB2 - Hertfordshire (HUC) – 12 days
- 111AC5 - Cambridgeshire and Peterborough (HUC) – 12 days
- 111AG7 - Luton and Bedfordshire (HUC) – 12 days
- 111AL3 - Cornwall (HUC) – 12 days
- 111AI3 - West Essex (HUC) – 12 days
- 111AF4 - Staffordshire (Vocare) – 1 day