

## Integrated Urgent Care, England Aggregate Data Collection, September 2023

This publication provides a summary of Integrated Urgent Care Services in England during September 2023. The <sup>1</sup>Integrated Urgent Care Aggregate Data Collection (IUC ADC) 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.

### Key Facts<sup>2, 3, 5, 6</sup>

Two new national support services were introduced to provide additional resources for NHS 111 telephony:

- National Resilience (started in February 2023) – 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)'.  
(Note: The original text contains a typo 'a calls', which has been corrected to 'calls' in this transcription.)
- Service Advisor Modules (started in March 2023) – 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)'.

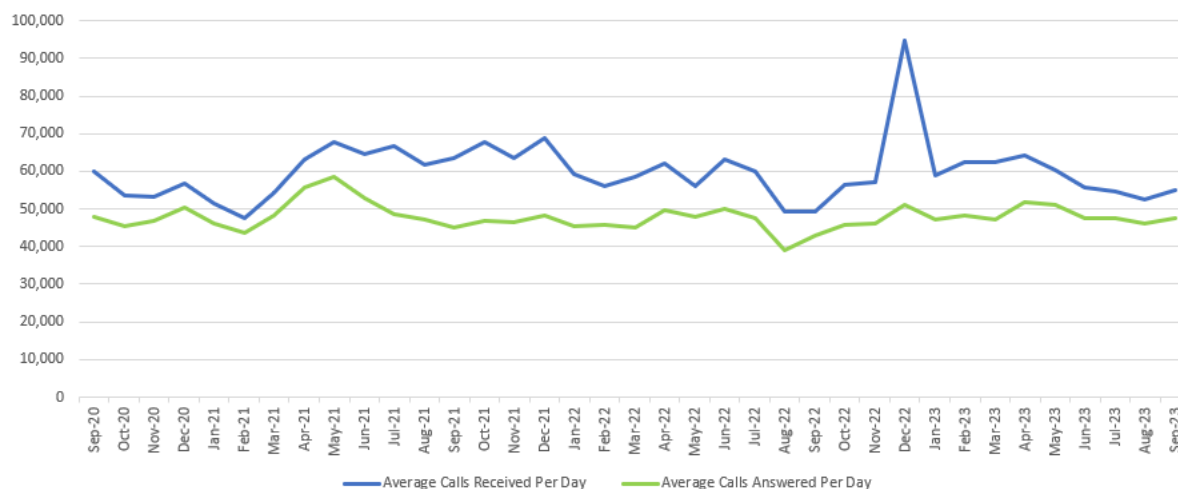
Any calls are passed back to a local contract area from one of the national support services, will be counted as a call received (A01) in the data return of the national support service, and as a call which originated from an external NHS 111 provider (A07) in the data return of the local contract area.

Data published after February includes a dummy region "111 National Support", combining activity in National Resilience and Service Advisor Modules contracts.

In September 2023 in England:

- 1,652,379 calls were received by NHS 111, an average of 55.1 thousand per day. This is an increase of 2.5 thousand calls per day compared to the previous month, which was 52.6 thousand calls per day. In September 2022 the figure was 49.2 thousand per day.
- 9.0% of calls were abandoned after call steering IVR; this includes 7.3% abandoned after waiting more than 30 seconds. In August 2023, 8.2% of calls were abandoned after call steering IVR; this included 6.5% abandoned after waiting more than 30 seconds.
- The average time to call answer was 150 seconds and 64.7% of calls were answered within 60 seconds. This compares with 138 seconds and 67.5% of calls in August 2023. In September 2022 the proportion of calls answered within 60 seconds was 62.1%.
- Callers spoke to a clinician or clinical advisor in 44.2% of triaged calls. This is an increase of 0.4 percentage points from 43.8% the previous month. In September 2022 the figure was 46.6%.
- 11.8% of triaged calls were referred to the Ambulance service, which was an increase of 0.1 percentage points from 11.7% in August 2023. In September 2022, 11.6% of triaged calls were referred to the Ambulance service.
- 11.8% of triaged calls were recommended to attend an Emergency Treatment Centre (ETC), which shows no change from 11.8% in August 2023. In September 2022 the figure was also 11.8%.
- 17.4% of callers were recommended self-care after being assessed by a clinician or clinical advisor, which is a decrease of 0.4 percentage points from 17.8% in August 2023.

Figure 1: Average Number of Calls Received Per Day: England, 2020 - 2023



### 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 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.

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

<sup>5</sup> A cyber-attack on 4th August 2022 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 2022. Besides impacting service delivery that month, reporting issues continued to result in missing or under-reported data for some contract areas for many months following the cyber-attack. Details of data items affected are included in Data Quality statements [here](#).

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