Integrated Urgent Care Aggregate Data Collection
**October 2023 (provisional)**

The Integrated Urgent Care Aggregate Date Collection (IUC ADC) covers the whole of integrated urgent care services[1]. This publication provides a subset of IUC ADC for October 2023. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for October 2023 are published next month.

Key Facts

In October 2023:
- An average of more than 56 thousand calls were received by NHS 111 per day.
- 66.7% of those calls were answered in 60 seconds or less; the average time to call answer was 135 seconds.
- The proportion of NHS 111 calls abandoned was 8.1%.
- Of the calls triaged, 12.0% 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
(Oct 2023 value is provisional and may be subject to change)

NHS England and NHS Improvement
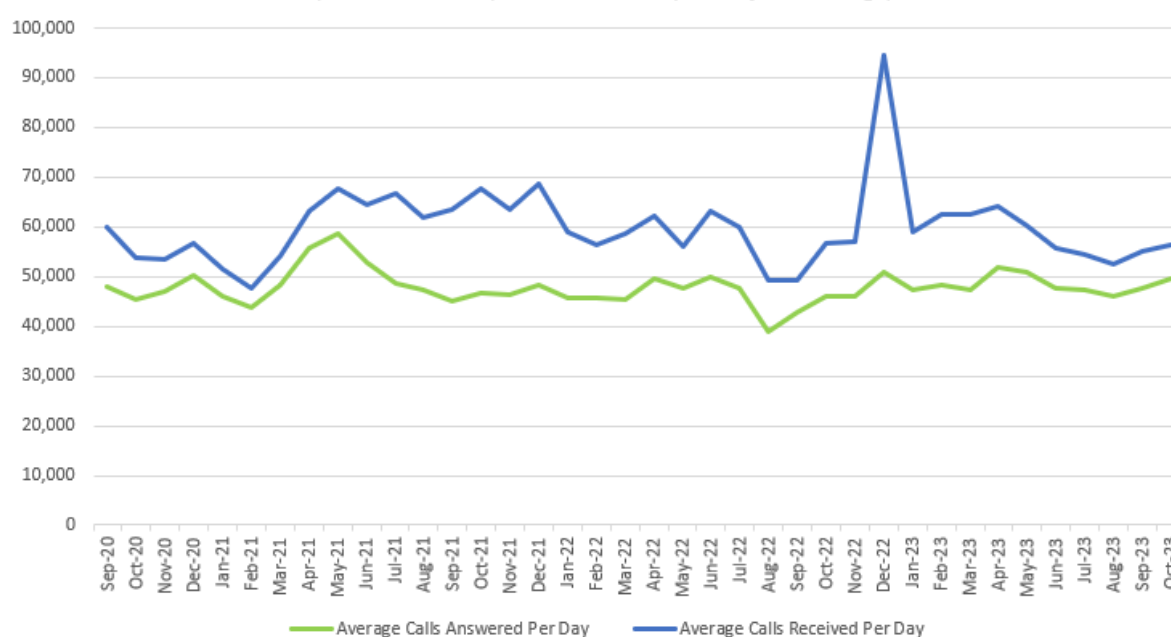
Footnote

[1] From April 2023, 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] Two providers were unable to submit data for one week in the month, the number of days' data missing is shown below:

- 111AL6 - BaNES, Swindon & Wiltshire (Medvivo-PPG) – 7 days
- 111AD5 - North Central London (LCW) – 2 days

Due to a technical data flow issue for DHU areas (listed below) data for 2 days (30th and 31st October) has been duplicated from a previous Weekly IUC submission and we therefore urge caution when using these figures.

- 111AC6 - Northamptonshire
- 111AC7 - Milton Keynes
- 111AK7 - Leicestershire and Rutland (DHU)
- 111AJ8 - Derbyshire (DHU)
- 111AL1 - Nottinghamshire (DHU)
- 111AK6 - Lincolnshire (DHU)