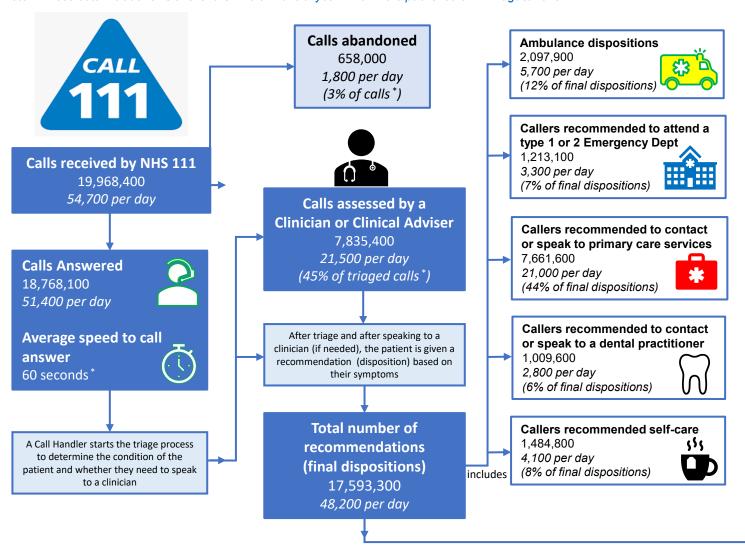
NHS 111 and Integrated Urgent Care 2024/25 Data Sources (April 2024 – March 2025) Integrated Urgent Care Aggregate Data Collection (IUC ADC) and NHS 111 Patient Experience Survey

Note – These data include revisions for the whole financial year which were published on 14 August 2025





When a call results in a disposition to attend, contact or speak to another service, an appointment for the patient may be booked before the end of the call Callers given an appointment 3,342,100 9,200 per day (19% of final dispositions) includes

Callers given a booked time slot with a type 1 or 2 **Emergency Department** 345.900 900 per day

Callers booked into an Urgent

Treatment Centre (UTC)

466,600 1,300 per day

Callers booked into an IUC **Treatment Centre (including** consultations in home residence settings) 818.000

2,200 per day

Callers booked into a GP Practice or GP Access hub

1.300.000

3,600 per day



Patient Satisfaction 80%

patients who said they were very or fairly satisfied with the way the NHS 111 service handled the whole process

^{*}Figures have been adjusted to remove contract area data from the calculation for those months where suppliers were unable to provide numerators or denominators