Integrated Urgent Care Aggregate Data Collection (provisional)

The Integrated Urgent Care Aggregate Date Collection (IUC ADC) covers the whole of integrated urgent care services. This publication provides a subset of IUC ADC for January 2026. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for January 2026 are published next month.

Key Facts

In January 2026:

- An average of 57 thousand calls were received by NHS 111 per day.
- 81.0% of those calls were answered in 60 seconds or less; the average time to call answer was 60 seconds.
- The proportion of NHS 111 calls abandoned was 3.5%.
- Of the calls triaged, 12.2% were referred to the Ambulance service and 13.3% were recommended to attend an Emergency Treatment Centre (ETC).

Calls to NHS 111, England, 2023 to 2026
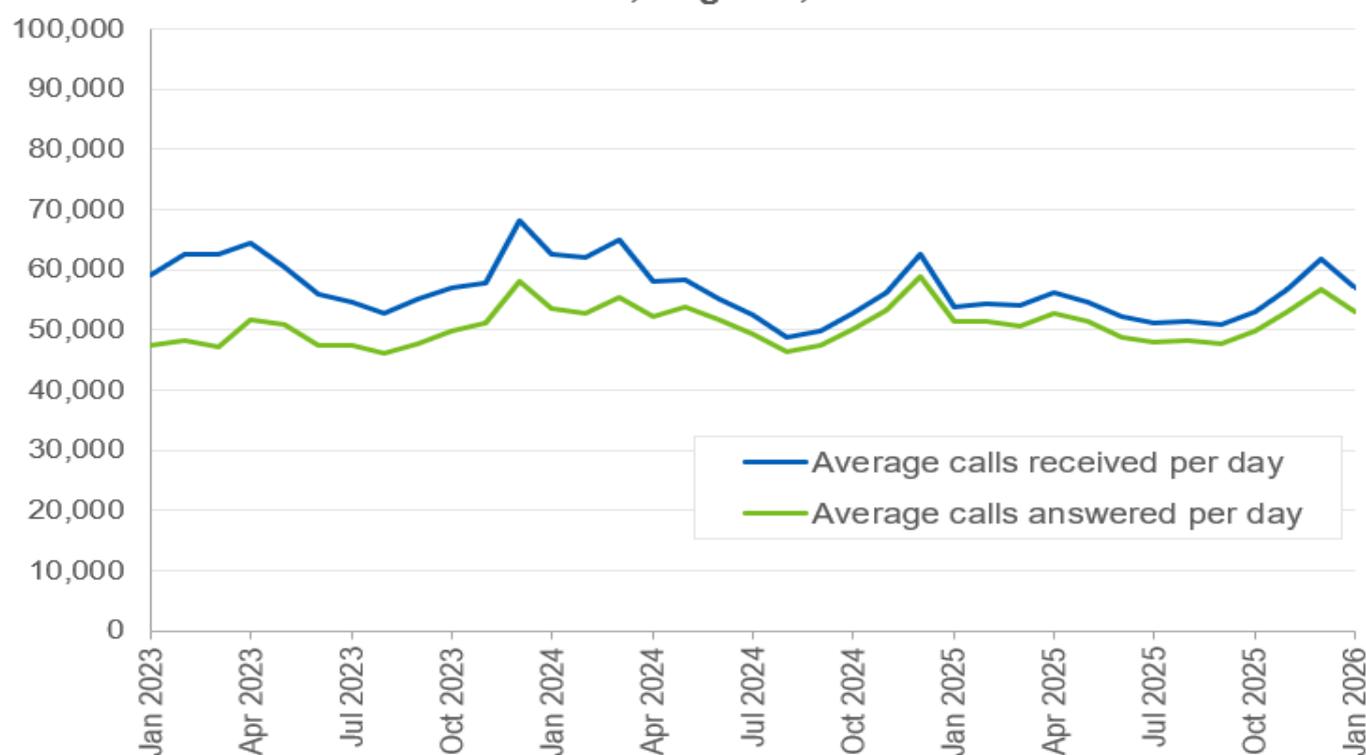
From April 2023, some data items in the IUC ADC have been revised and not all data items are directly comparable with data collected previously. Users are advised to refer to the specification guidance for each collection when interpreting figures.

For underlying data and further details about the IUC ADC, see
www.england.nhs.uk/statistics/statistical-work-areas/iucadc-new-from-april-2021

Contacts

For press enquiries, please contact the NHS England press office on
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