NHS 111 and Integrated Urgent Care 2025/26

Data Sources (April 2025 – March 2026) Integrated Urgent Care Aggregate Data Collection (IUC ADC) and NHS 111 Patient Experience Survey

Note – This document will be updated with revisions to data for the reporting periods Oct'25-Mar'26 (inclusive) later this year

NHS England

Calls received by NHS 111
19,866,600
54,400 per day

Calls Answered
18,558,600
50,800 per day

Average speed to call answer
53 seconds*

A Call Handler starts the triage process to determine the condition of the patient and whether they need to speak to a clinician

Calls abandoned
612,800
1,700 per day
(3% of calls)*

Calls assessed by a Clinician or Clinical Adviser
7,811,500
21,400 per day
(45% of triaged calls)*

After triage and after speaking to a clinician (if needed), the patient is given a recommendation (disposition) based on their symptoms

Total number of recommendations (final dispositions)
17,548,600
48,100 per day

includes

Ambulance dispositions
2,086,800
5,700 per day
(12% of final dispositions)

Callers recommended to attend a type 1 or 2 Emergency Dept
1,238,000
3,400 per day
(7% of final dispositions)

Callers recommended to contact or speak to primary care services
7,483,700
20,500 per day
(43% of final dispositions)

Callers recommended to contact or speak to a dental practitioner
1,037,700
2,800 per day
(6% of final dispositions)

Callers recommended self-care
1,497,300
4,100 per day
(9% of final dispositions)

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
3,700,600
10,100 per day
(21% of final dispositions)

includes

Callers given a booked time slot with a type 1 or 2 Emergency Department
279,600
800 per day

Callers booked into an Urgent Treatment Centre (UTC)
466,300
1,300 per day

Callers booked into an IUC Treatment Centre (including consultations in home residence settings)
1,008,400
2,800 per day

Callers booked into a GP Practice or GP Access hub
1,345,200
3,700 per day

Patient Satisfaction
81%
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