

## Integrated Urgent Care, England Aggregate Data Collection, May 2026

This publication provides a summary of Integrated Urgent Care Services in England during May 2026. 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](#).

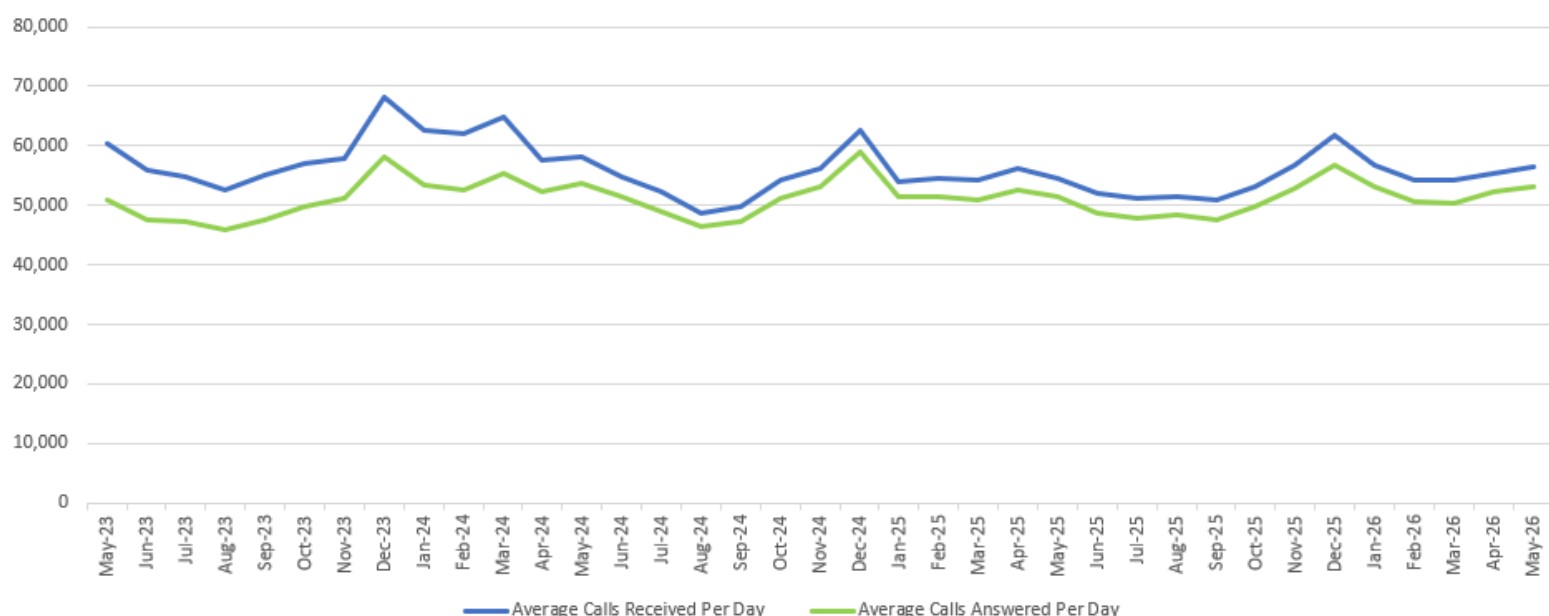
Figures replace those in the provisional May IUC ADC published last month.

### Key Facts<sup>2, 4, 5, 6</sup>

In May 2026 in England:

- 1,754,422 calls were received by NHS 111, an average of 56.6 thousand per day. This is an increase of 1.3 thousand calls per day compared to the previous month, which was 55.3 thousand calls per day. In May 2025 the figure was 54.8 thousand per day.
- 3.4% of calls were abandoned after call steering IVR. In April 2026, 3.1% of calls were abandoned after call steering IVR.
- The average time to call answer was 64 seconds and 79.8% of calls were answered within 60 seconds. This compares with 64 seconds and 83.0% of calls in April 2026. In May 2025 the proportion of calls answered within 60 seconds was 88.6%.
- Callers spoke to a clinician or clinical advisor in 45.5% of triaged calls. This is an increase of 0.5 percentage points from 45.0% the previous month. In May 2025 the figure was 44.9%.
- 11.3% of triaged calls were referred to the Ambulance service, which saw no change from April 2026. In May 2025, 11.5% of triaged calls were referred to the Ambulance service.
- 14.1% of triaged calls were recommended to attend an Emergency Treatment Centre (ETC), which was an increase of 0.4 percentage points from 13.7% in April 2026. In May 2025 the figure was 13.5%.
- 14.7% of callers were recommended self-care after being assessed by a clinician or clinical advisor, which saw an increase of 0.6 percentage points from 14.1% in April 2026.

Figure 1: Average Number of Calls Received Per Day: England, 2023 - 2026



### Scope

The IUC ADC monitors the effectiveness of integrated urgent care services<sup>3</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.

### Status

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards. Alternatively, you can contact OSR by emailing: [regulation@statistics.gov.uk](mailto:regulation@statistics.gov.uk) or via the OSR website.

### Contacts

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

<sup>4</sup> Two national support services were introduced in 2023 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)'. The National Resilience service was closed down at approximately 17:00 noon on Friday 14/02/25.
- 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)'. The national Service Advisor Module service, handling Repeat Prescription calls for core 111 providers, was closed down at approximately 12:00 noon on Wednesday 28/02/24.

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 between February 2023 and March 2025 includes a dummy region "111 National Support", combining activity in National Resilience and Service Advisor Modules contracts.

<sup>5</sup> The IUCADC data routinely undergo revisions and care should be taken if referring back to previous reports as the data may have changed as a result of these revisions. Revisions update timetable as follows:

- Revisions to all reporting periods from April 2022 to September 2022 inclusive were published in May 2023.
- Revisions to all reporting periods from October 2022 to March 2023 inclusive were published in October 2023.
- Revisions to all reporting periods from April 2023 to March 2024 inclusive were published in October 2024.
- Revisions to all reporting periods from April 2024 to March 2025 inclusive were published in August 2025.
- Revisions to all reporting periods from April 2025 to September 2025 inclusive were published in March 2026.

<sup>6</sup> Please be aware that the accuracy of any differences that have been given between current and previous months in the Key Facts bullet points for numbers and rates may be influenced by having been rounding to 1 DP, whereas some instances' true values may differ slightly.