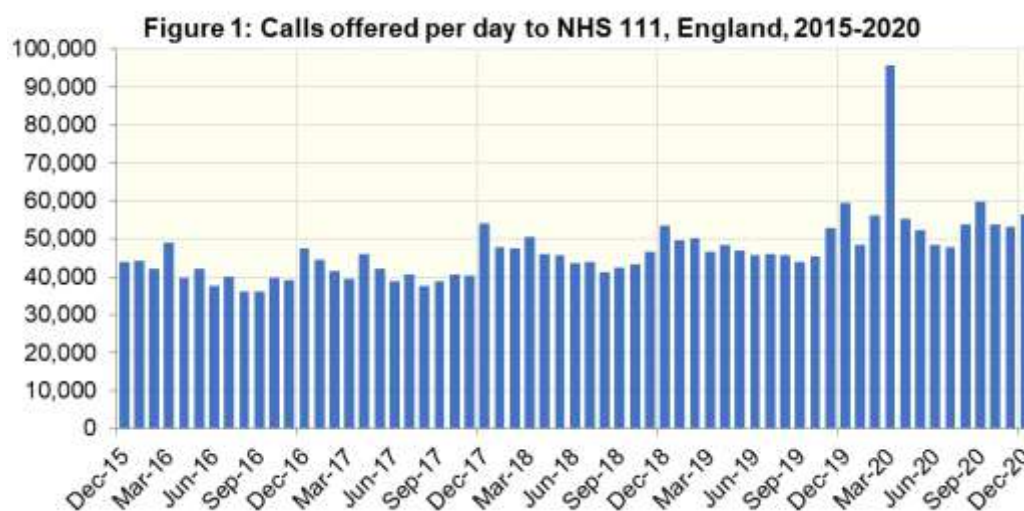


NHS 111 Minimum Data Set, England, December 2020

NHS 111 service levels were heavily affected by demands relating to COVID-19 in March 2020. Figures for April onwards show a return to call volumes that are only slightly higher than the demand expected at this time of year.

Latest data

There were 1,750,485 calls offered to the NHS 111 service in England in December 2020, an average of 56.5 thousand per day. This was a decrease of 5.1% on 59.5 thousand per day in December 2019.



Of calls offered to NHS 111 in December 2020, the proportion abandoned after waiting longer than 30 seconds was 4.7%. The figure for December 2019 was 6.0%.

Of calls answered by NHS 111 in December 2020, 79.5% were answered within 60 seconds. In December 2019 the figure was 75.7%.

The proportion of calls triaged that received any form of clinical input in December 2020 was 51.8%. The corresponding figure for December 2019 was 50.6%.

Some 18.6% of all calls answered in December 2020 were offered a call back. In December 2019 the figure was 16.8%. Of the call backs in December 2020, 29.3% were made within 10 minutes.

Of calls triaged in December 2020, 12.5% were referred to the Ambulance Service, 10.0% were recommended to attend A&E, 52.6% were recommended to primary care, 9.1% were advised to attend another service and 15.9% were not recommended to attend another service. The largest changes compared with December 2019 were "Recommended to attend primary care", which was 5.2 percentage points lower, and "Recommended to attend other service", which was 2.5 percentage points higher.

Contacts

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