

## Integrated Urgent Care Aggregate Data Collection May 2024 (provisional)

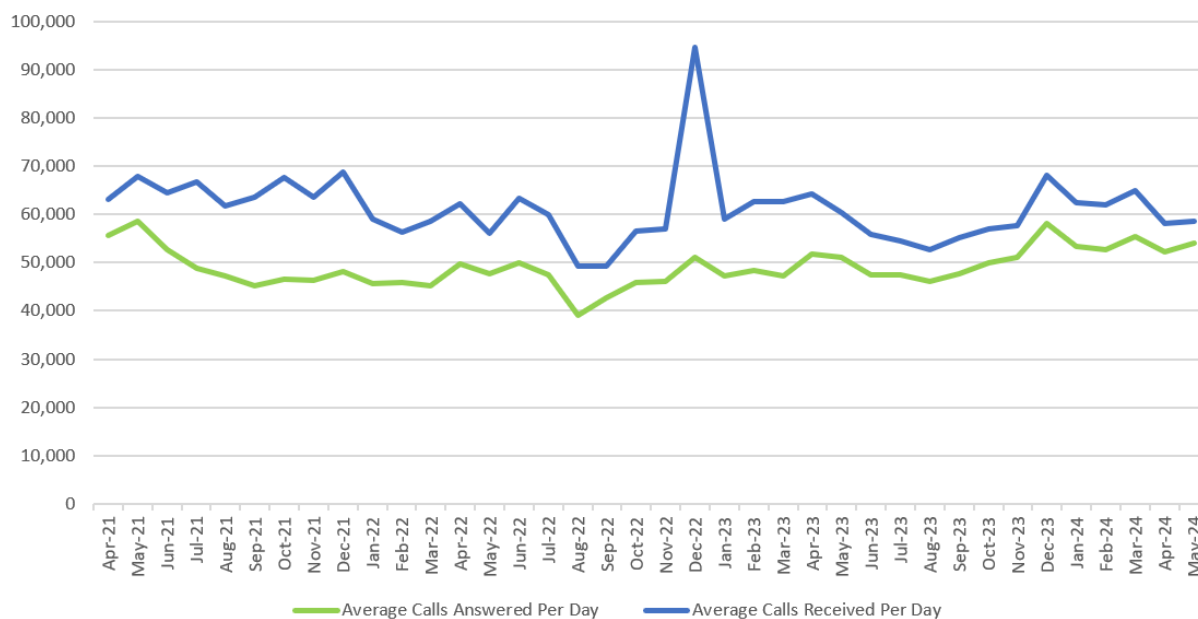
The Integrated Urgent Care Aggregate Data Collection (IUC ADC) covers the whole of integrated urgent care services<sup>1</sup>. This publication provides a subset of IUC ADC for May 2024. These figures are provisional and should therefore be treated as estimates until the complete IUC ADC Official Statistics for May 2024 are published next month.

### Key Facts<sup>2</sup>

In May 2024:

- An average of more than 58 thousand calls were received by NHS 111 per day.
- 71.7% of those calls were answered in 60 seconds or less; the average time to call answer was 94 seconds.
- The proportion of NHS 111 calls abandoned was 5.7%.
- Of the calls triaged, 11.2% were referred to the Ambulance service and 12.4% were recommended to attend an Emergency Treatment Centre (ETC).

Figure 1: Average Number of Calls Received Per Day: England, 2021 - 2024  
(May 2024 value is provisional and may be subject to change)



### Footnote

<sup>1</sup> 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. Underlying data and further details about the IUC ADC are [here](#).

### Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net)

Other enquiries about the published statistics should be referred to:

111 Operational Insights Team

NHS England

7 & 8 Wellington Place,

Leeds LS1 4AP

Email: [england.iuc111insights@nhs.net](mailto:england.iuc111insights@nhs.net)

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