

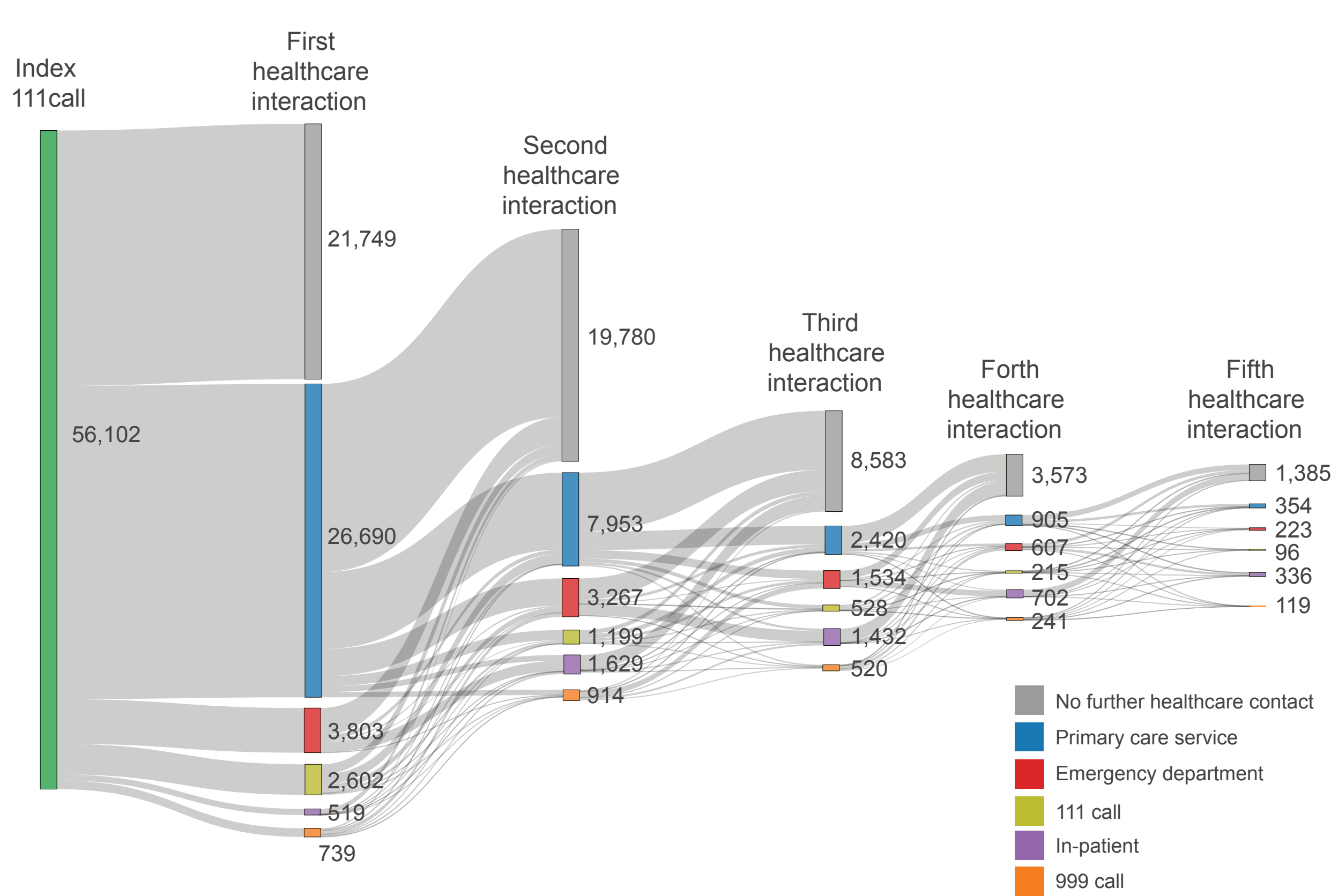
# Nearly 40% of 111 callers given a primary care service disposition, do not access any healthcare service in the following 72 hours

## An analysis of NHS 111 demand for primary care service

**Background:** The NHS 111 service triages over 16,650,745 calls per year and approximately 48% of callers are triaged to a primary care disposition, such as a telephone appointment with a general practitioner (GP). If a timely service cannot be provided to patients, it could result in patients calling 999 or attending emergency departments (ED) instead.

**Result 1:** Following a 111 call, less than half of patients triaged to a primary care service actually had contact with one. Almost 40% had no healthcare contact with any service within 72 hours following the index 111 call.

**Result 2:** Shorter triage time frames were the most challenging to achieve, with only 37% of calls triaged to contact a primary care service within 1 hour being met, despite representing callers with the highest acuity.



**Methods:** We obtained routine, retrospective data from the Connected Yorkshire research database, and identified all 111 calls between the 1st January 2021 and 31st December 2021 for callers registered with a GP in the Bradford or Airedale region of West Yorkshire, who were triaged to a primary care disposition. Subsequent healthcare system access (111, 999, primary and secondary care) in the 72 hours following the index 111 call was identified, and a descriptive analysis of the healthcare trajectory of patients was undertaken.

**Limitations:** The data presented here was collected during the third English lock down and may not reflect current caller behaviours. The Connected Yorkshire research database is restricted to a discrete geographical region, which may affect the generalisability of the results. Primary care disposition includes services in addition to GPs, meaning that some interactions between a caller and healthcare services, for example a pharmacist, would not have been captured in the data.

Characteristic	Primary care contact within triage timeframe		Overall, N =
	no, N =	yes, N =	
	11,220	15,470	26,690
<b>Time of index 111 call (N, %)</b>			
In-hours	1,927 (17%)	3,449 (22%)	5,376 (20%)
Out-of-hours	9,293 (83%)	12,021 (78%)	21,314 (80%)
<b>Triaged primary care contact timeframe (N, %)</b>			
1hr	3,827 (34%)	2,273 (15%)	6,100 (23%)
2hrs	4,840 (43%)	5,126 (33%)	9,966 (37%)
6hrs	1,806 (16%)	4,331 (28%)	6,137 (23%)
>6hrs	747 (6.7%)	3,740 (24%)	4,487 (17%)
<b>Next service following primary care contact (N, %)</b>			
Ambulance service	210 (1.9%)	237 (1.5%)	447 (1.7%)
ED	869 (7.7%)	1,442 (9.3%)	2,311 (8.7%)
In-patient	183 (1.6%)	306 (2.0%)	489 (1.8%)
No contact	6,582 (59%)	9,438 (61%)	16,020 (60%)
Primary care	3,022 (27%)	3,537 (23%)	6,559 (25%)
Subsequent 111 call	354 (3.2%)	510 (3.3%)	864 (3.2%)



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