



29 September 2020

Year: 2020

Week: 39

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## NHS 111 telephone calls:

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- Cough
- Loss of taste or smell
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- Vomiting
- Eye problems
- Heat/sun impact
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## NHS 111 online assessments:

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- Fever
- Cough
- Loss of taste or smell
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## Key messages

Data to: 27 September 2020

During week 39, NHS 111 calls for cold/flu and cough decreased further, particularly in children, however overall they remain above seasonally expected levels (figures 2 & 4). Similarly, NHS 111 online assessments for cold/flu and cough decreased during week 39 (figures 12 & 14).

'Potential COVID-19' and 'loss of taste or smell' calls and online assessments decreased in week 39 (figures 5, 8, 15 & 17).

Please see [notes and caveats](#) section for more information about the 'potential COVID-19' and standard NHS 111 syndromic indicators.

## Syndromic indicators at a glance:

Indicator	Trend*	Level
Cold/flu	decreasing	above baseline levels
Fever	decreasing	below baseline levels
Cough	decreasing	above baseline levels
Loss of taste or smell	no trend	*
Difficulty breathing	decreasing	below baseline levels
Sore throat	decreasing	similar to baseline levels
'Potential COVID-19' calls	decreasing	*
Diarrhoea	no trend	below baseline levels
Vomiting	no trend	below baseline levels
Eye problems	increasing	similar to baseline levels
Cold/flu online assessments	decreasing	*
Fever online assessments	decreasing	*
Cough online assessments	decreasing	*
Loss of taste or smell online assessments	decreasing	*
Difficulty breathing online assessments	decreasing	*
'Potential COVID-19' online assessments	decreasing	*

## Data summary

\* Indicators where there are no historical data to allow assessment of 'level' compared to baseline

Year	Week	Total calls	Total online assessments
2020	39	311,442	254,446

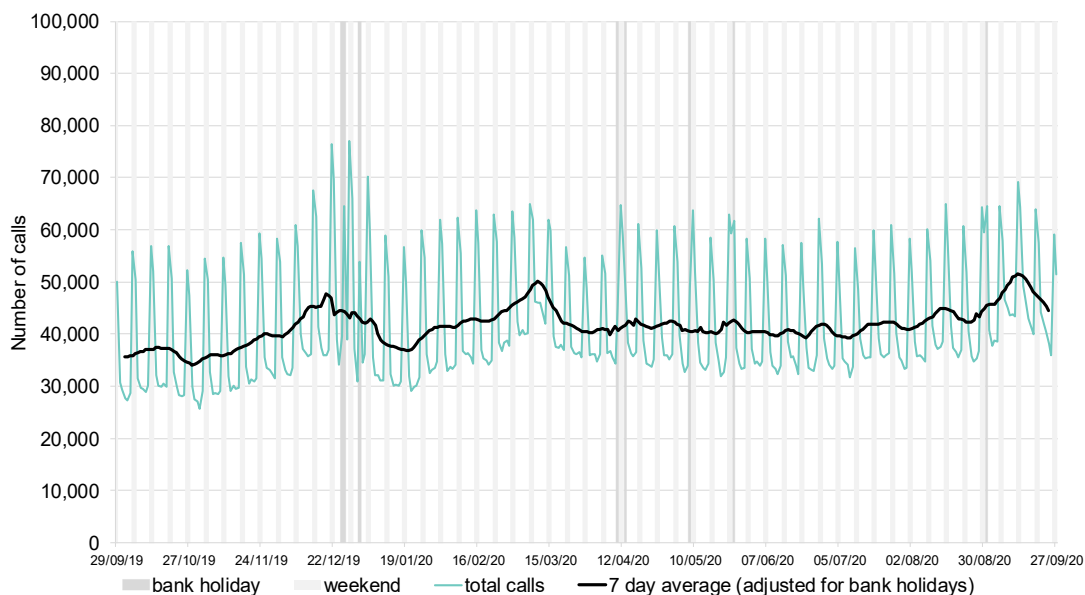
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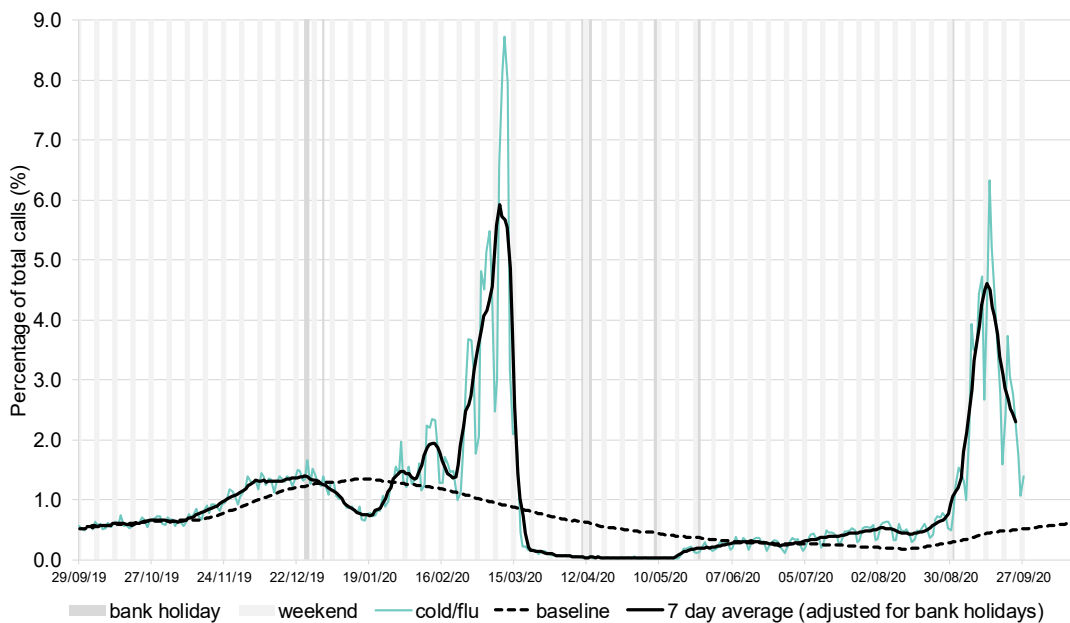
## 1. Total NHS 111 calls

The total number of syndromic calls recorded each day by NHS 111.



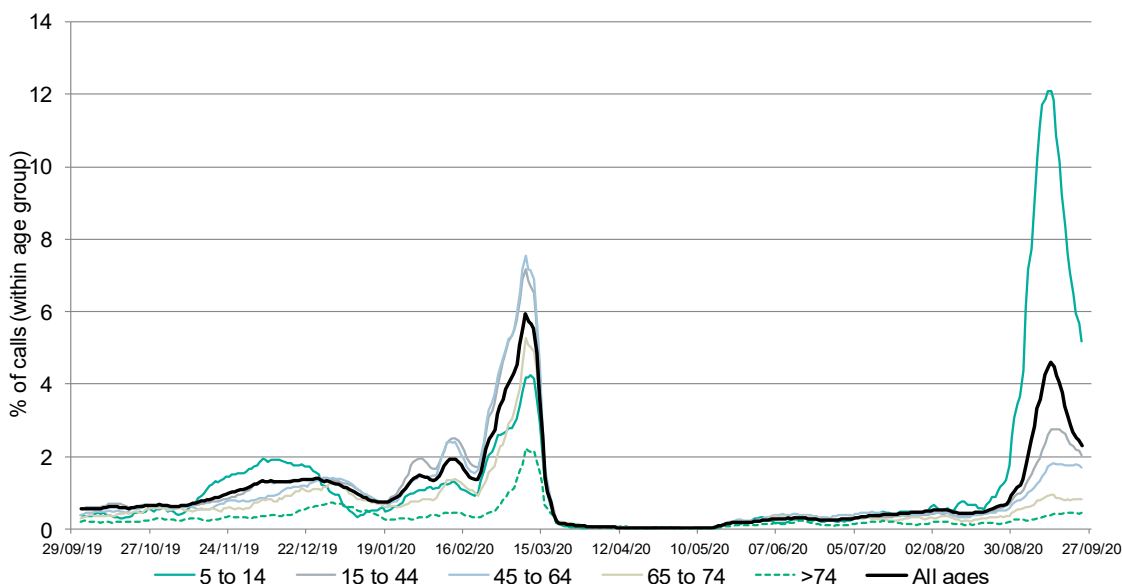
## 2: Cold/flu

Daily 'cold/flu' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



## 2a: Cold/flu by age group

Cold/flu calls as a percentage of total calls within each age group, shown as a 7 day moving average\*. Age groups below 5 years old not shown.



\*7-day moving average adjusted for bank holidays.

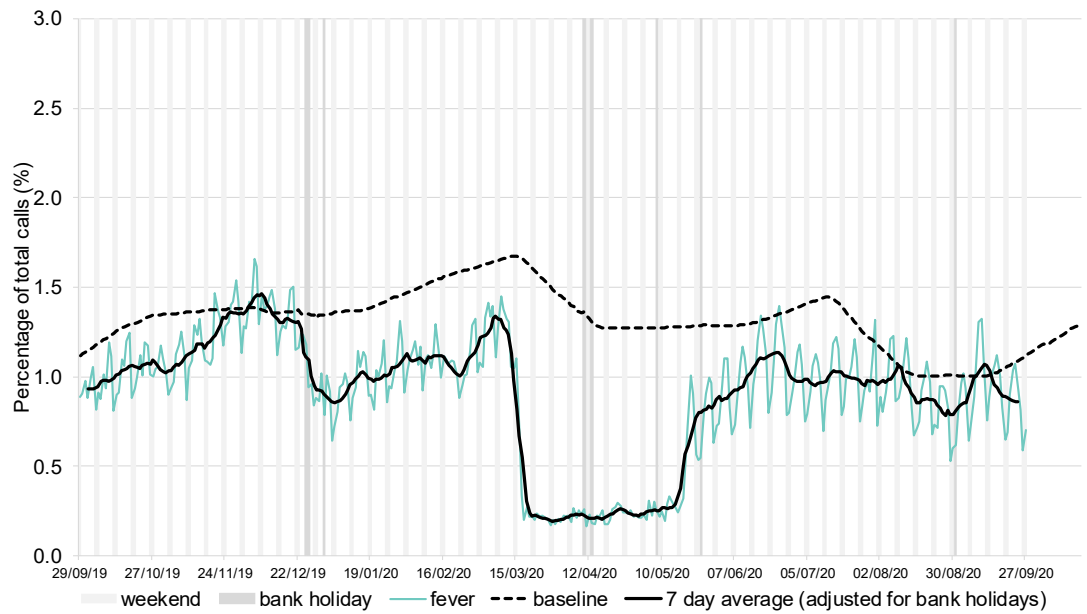
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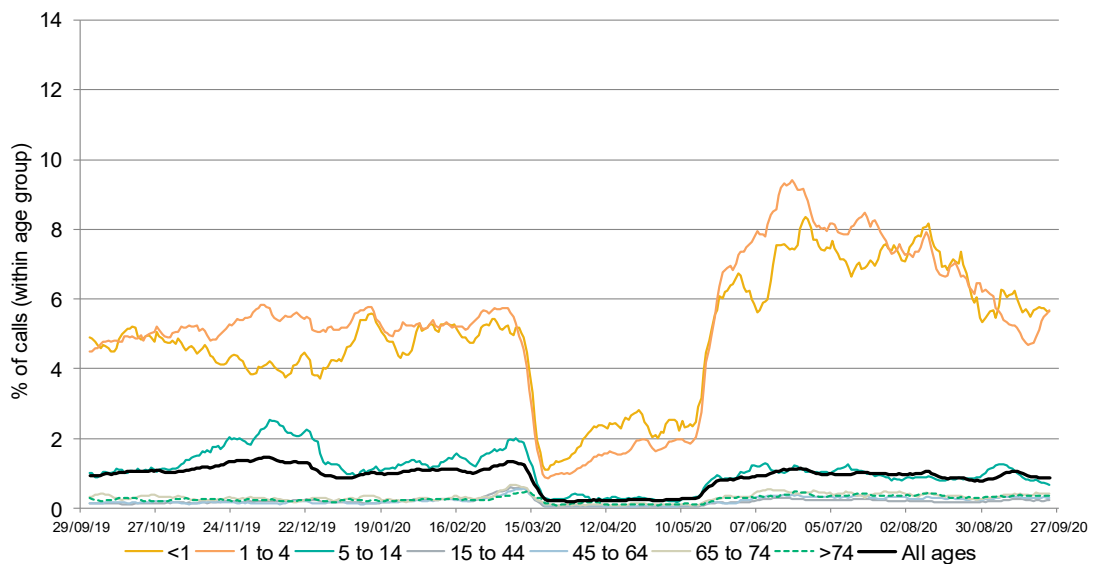
### 3: Fever

Daily 'fever' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



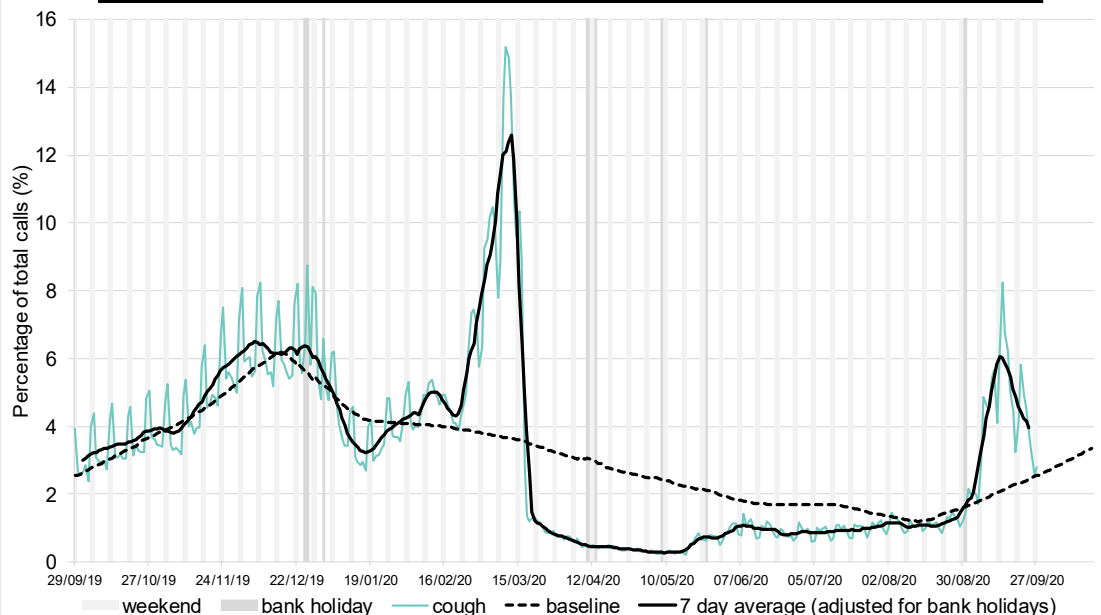
### 3a: Fever calls by age group

Fever calls as a percentage of total calls within each age group, shown as a 7-day moving average\*.



### 4: Cough

Daily 'cough' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



\*7-day moving average adjusted for bank holidays.

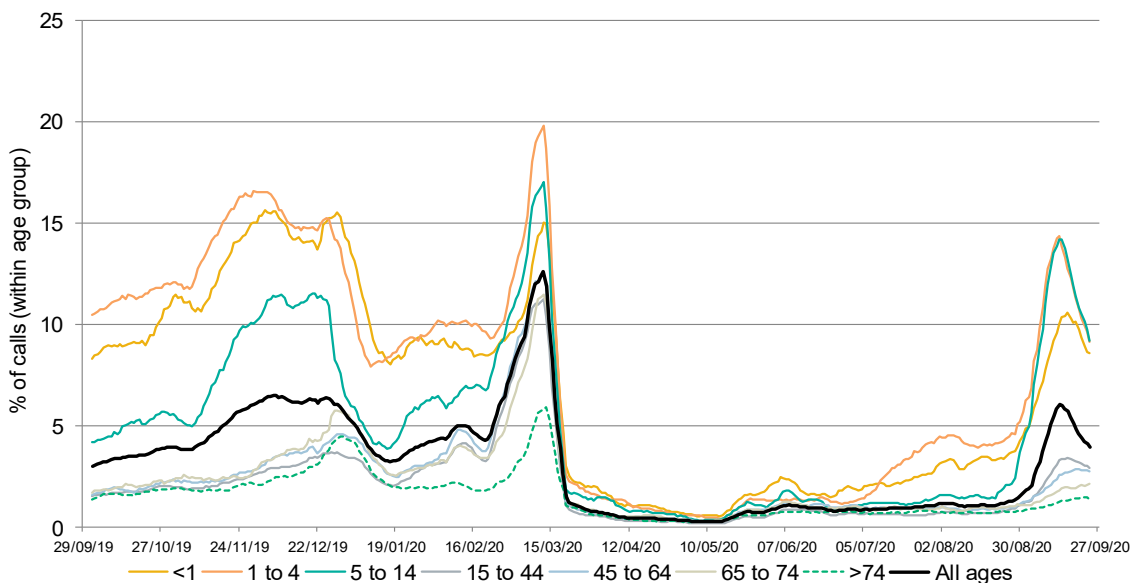
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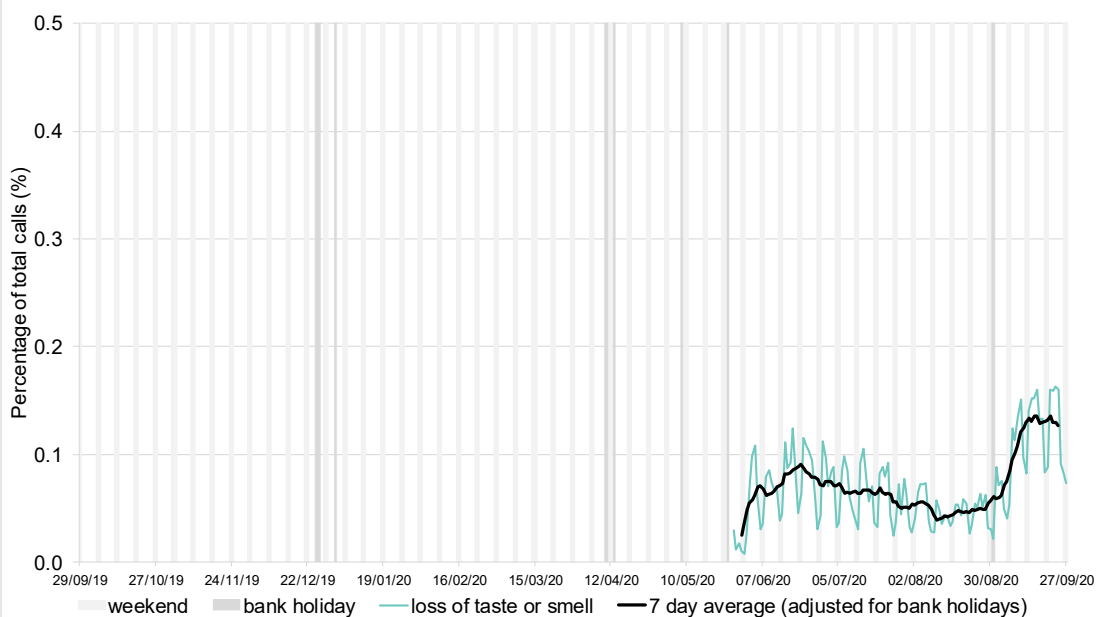
## 4a: Cough calls by age group

Cough calls as a percentage of total calls within each age group, shown as a 7-day moving average\*.



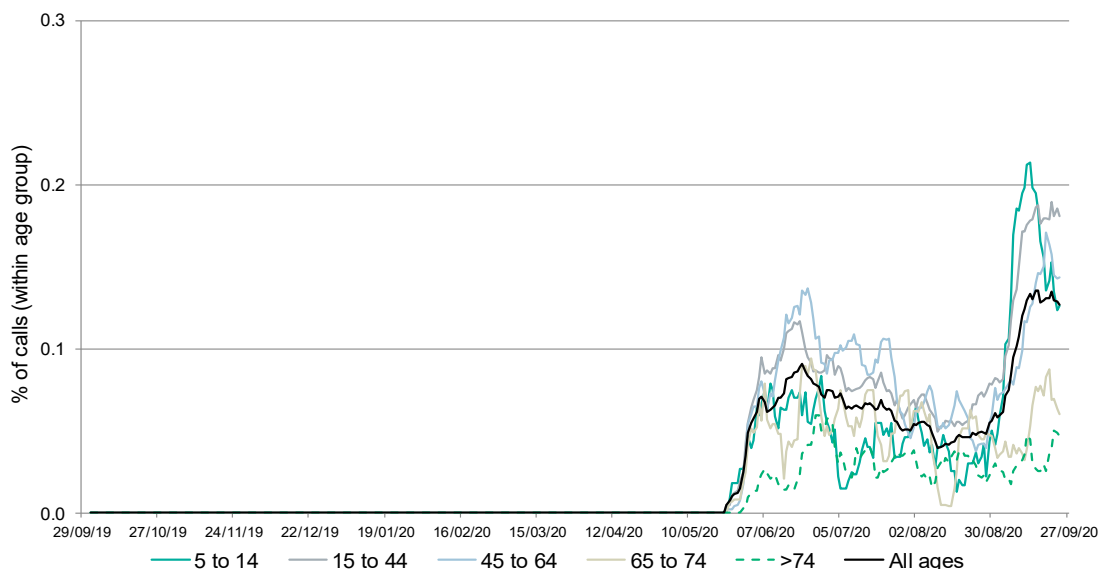
## 5: Loss of taste or smell

Daily 'loss of taste or smell' calls as a percentage of total calls (and 7-day moving average\*).



## 5a: Loss of taste or smell by age group

'Loss of taste or smell' calls as a percentage of total calls within each age group, shown as a 7-day moving average\*.



\*7-day moving average

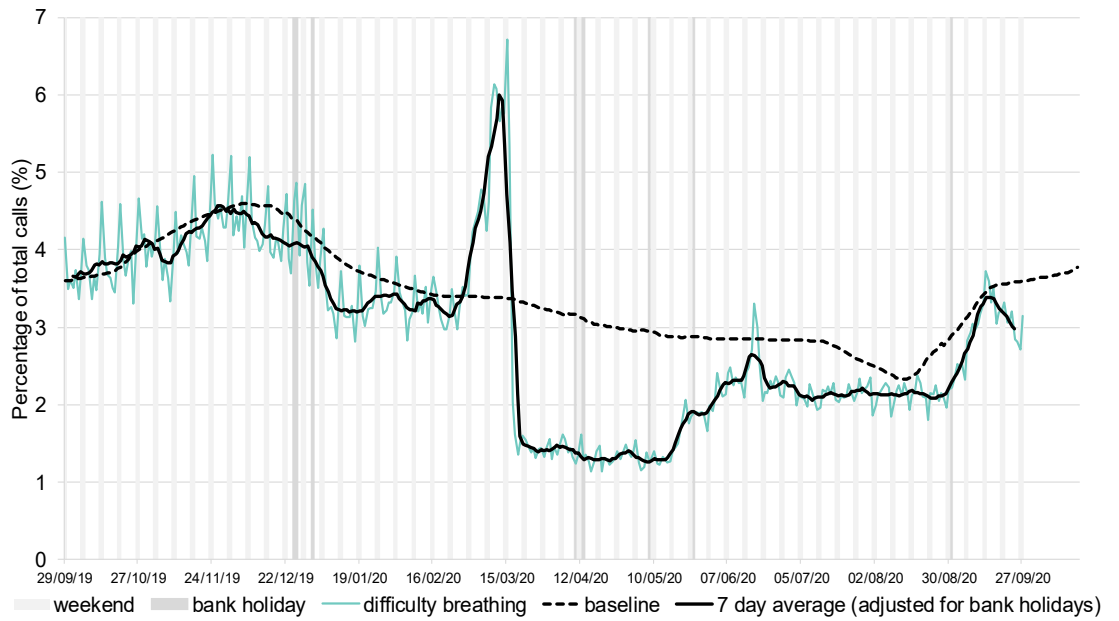
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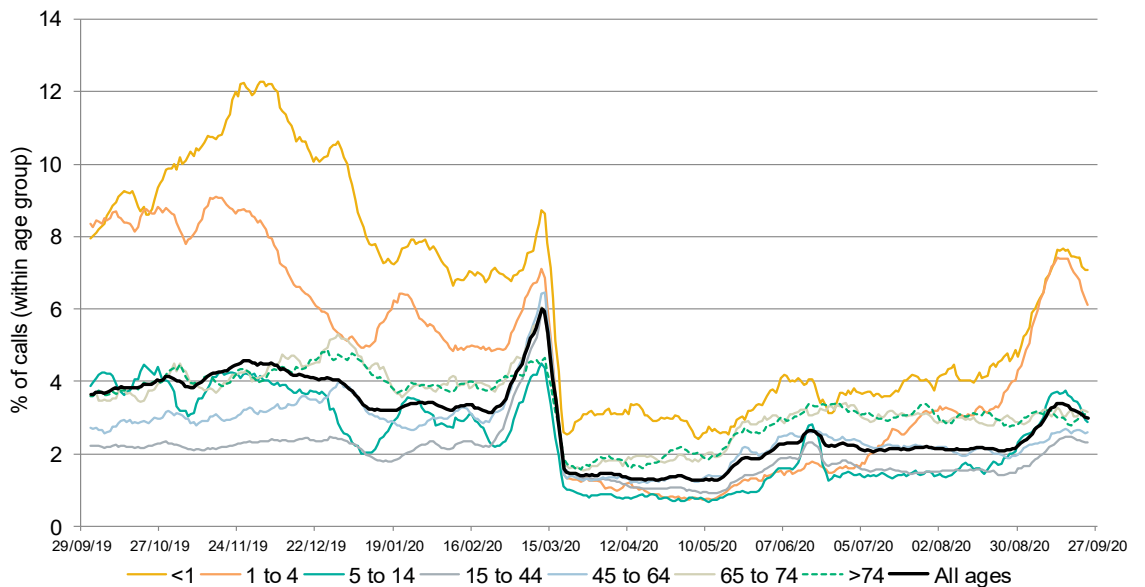
## 6: Difficulty breathing

Daily 'difficulty breathing' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



## 6a: Difficulty breathing calls by age group

Difficulty breathing calls as a percentage of total calls within each age group, shown as a 7-day moving average\*.



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\*7-day moving average adjusted for bank holidays.

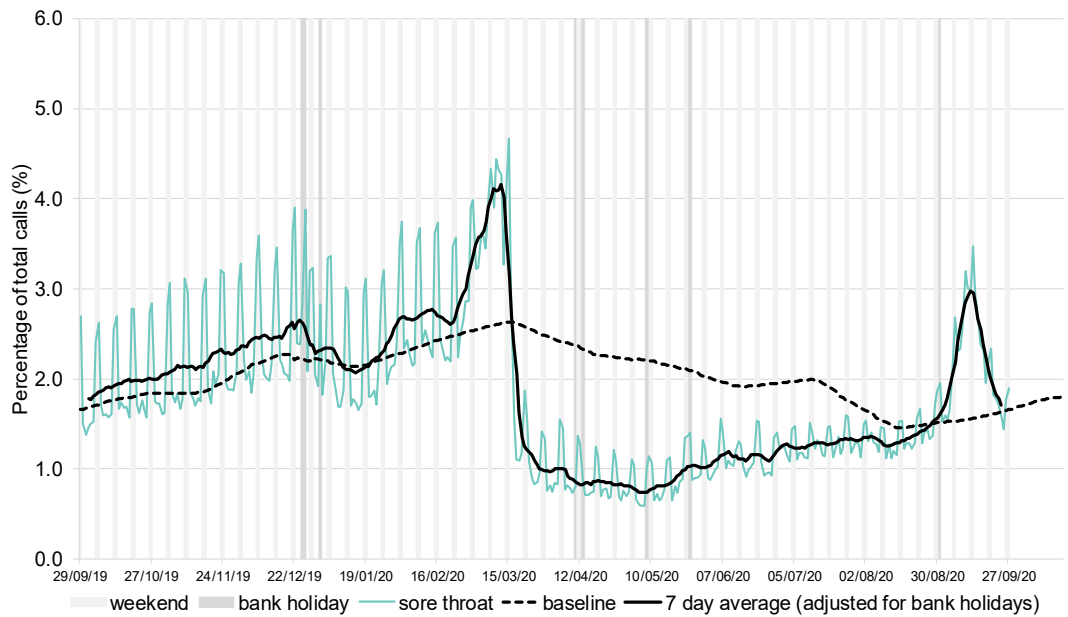
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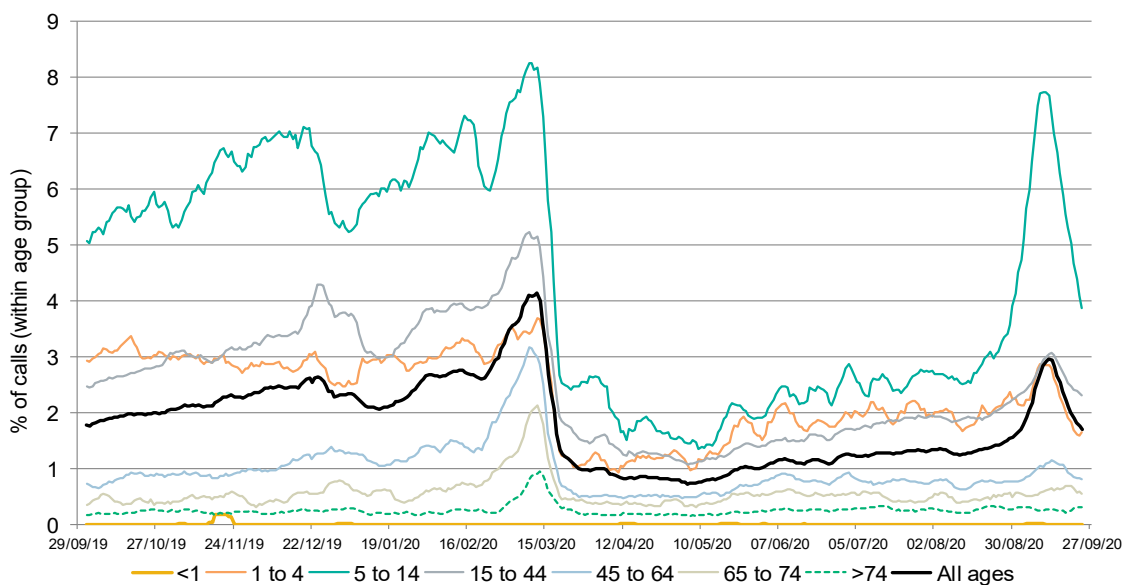
## 7: Sore throat

Daily 'sore throat' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



## 7a: Sore throat calls by age group

Sore throat calls as a percentage of total calls within each age group, shown as a 7-day moving average\*.



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\*7-day moving average adjusted for bank holidays.

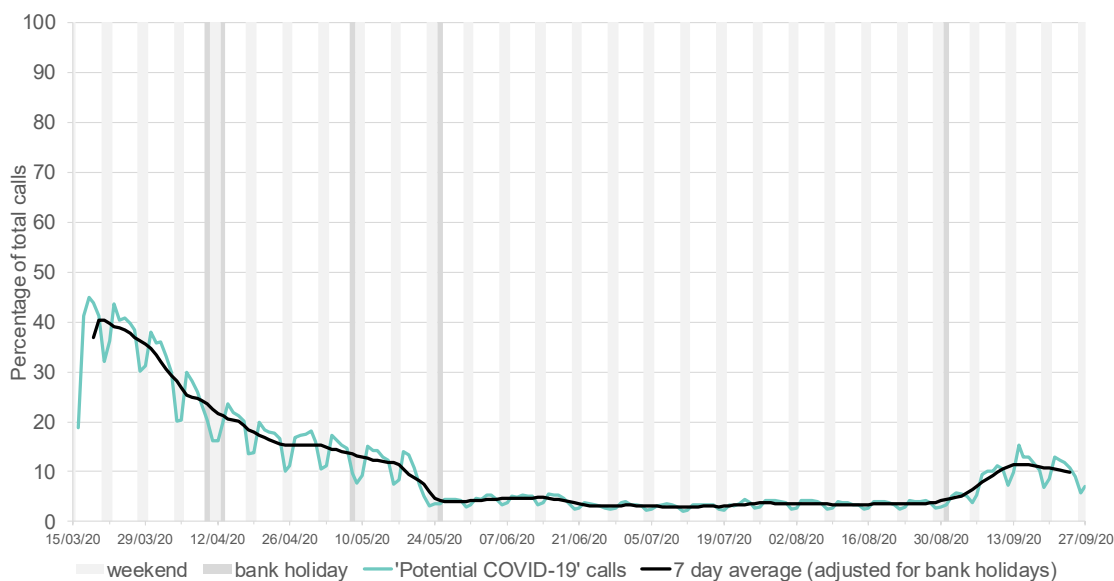
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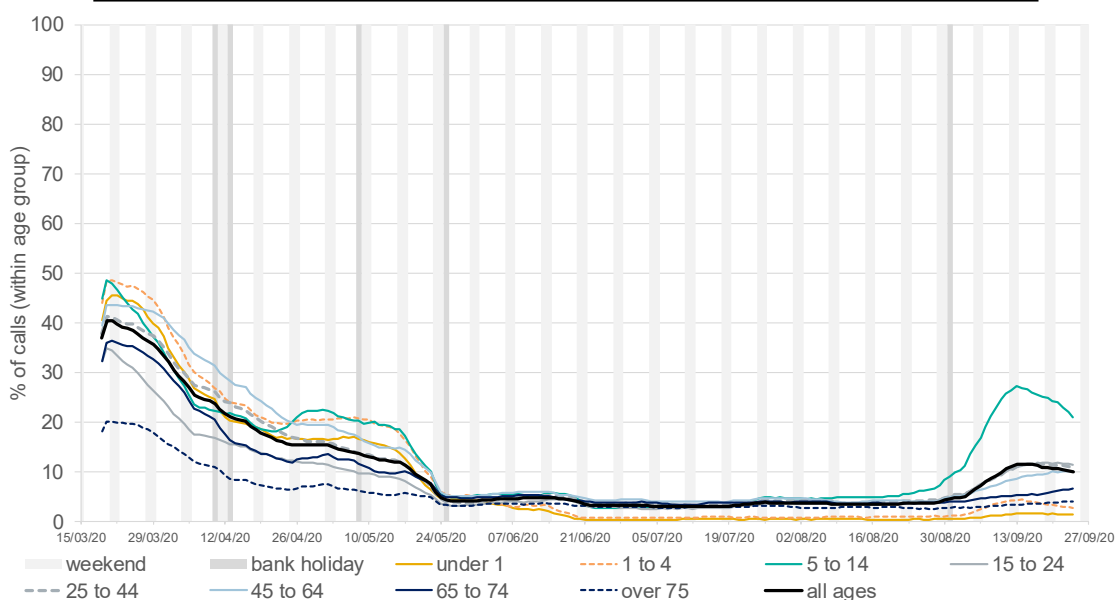
## 8: 'Potential COVID-19' calls

Daily calls, as a percentage of all calls (and 7-day moving average\*).



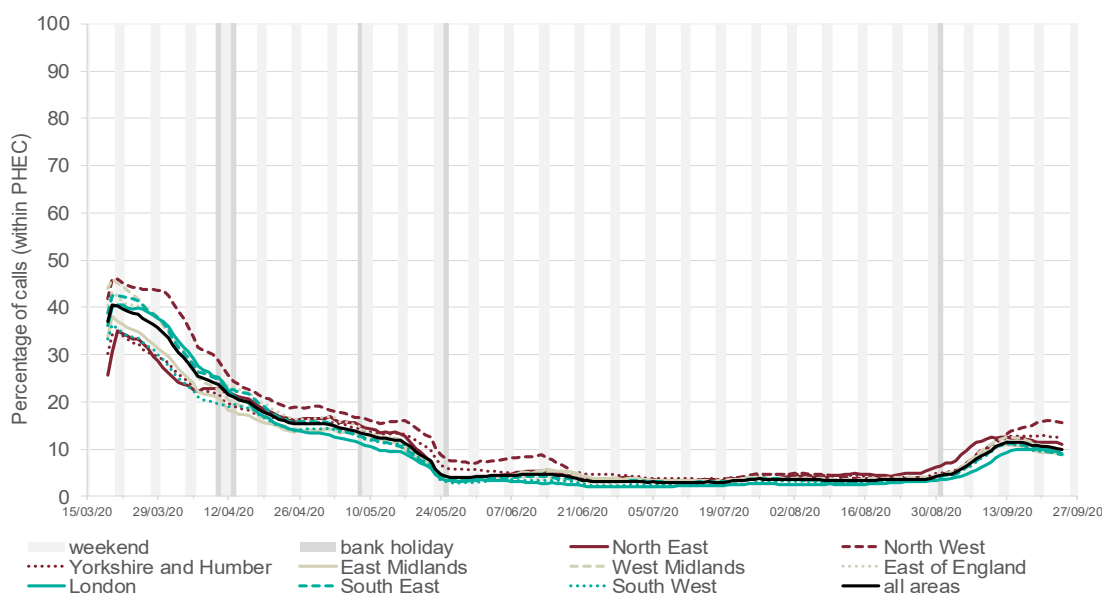
## 8a: 'Potential COVID-19' calls by age group

Daily calls by age group (as a percentage of total calls within each age group, shown as a 7-day moving average\*).



## 8b: 'Potential COVID-19' calls by PHE Centre

Daily calls, by PHE Centre (as a percentage of total calls within each PHEC, shown as a 7-day moving average\*).



\*7-day moving average adjusted for bank holidays.

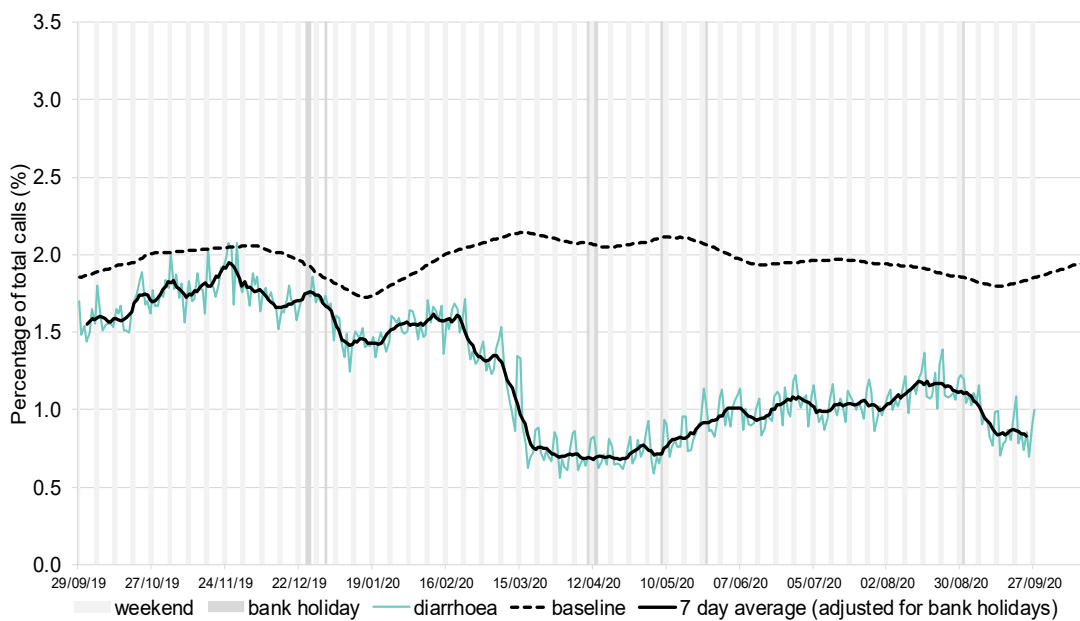
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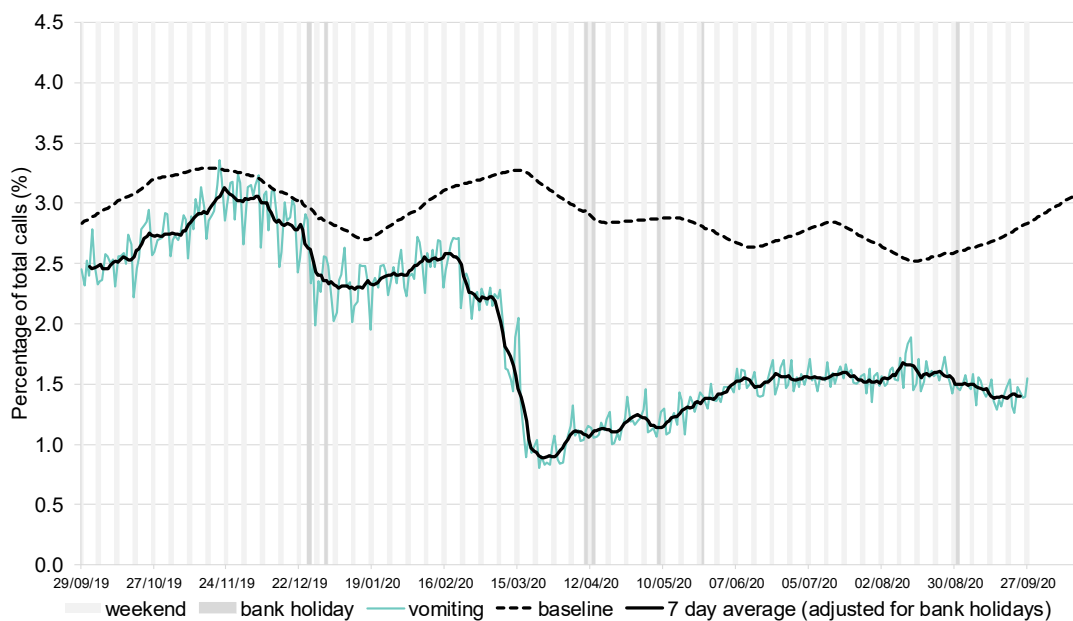
## 9. Diarrhoea

Daily 'diarrhoea' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



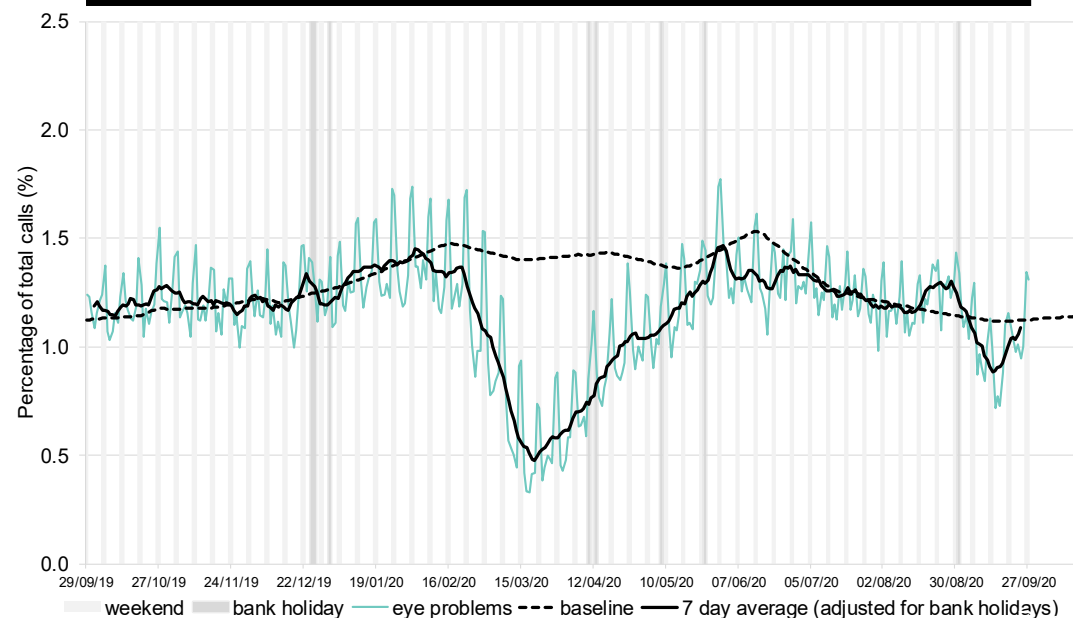
## 10: Vomiting calls

Daily 'vomiting' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



## 11: Eye problems

Daily 'eye problems' calls as a percentage of total calls (and 7-day moving average\*). Baselines are constructed from historical data since 2013.



\*7-day moving average adjusted for bank holidays.



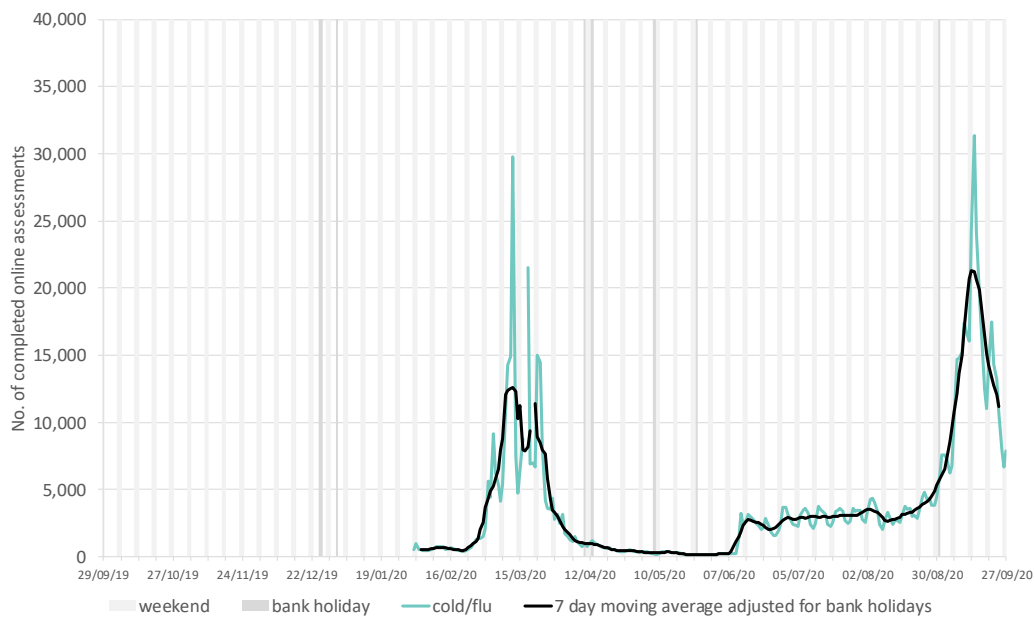
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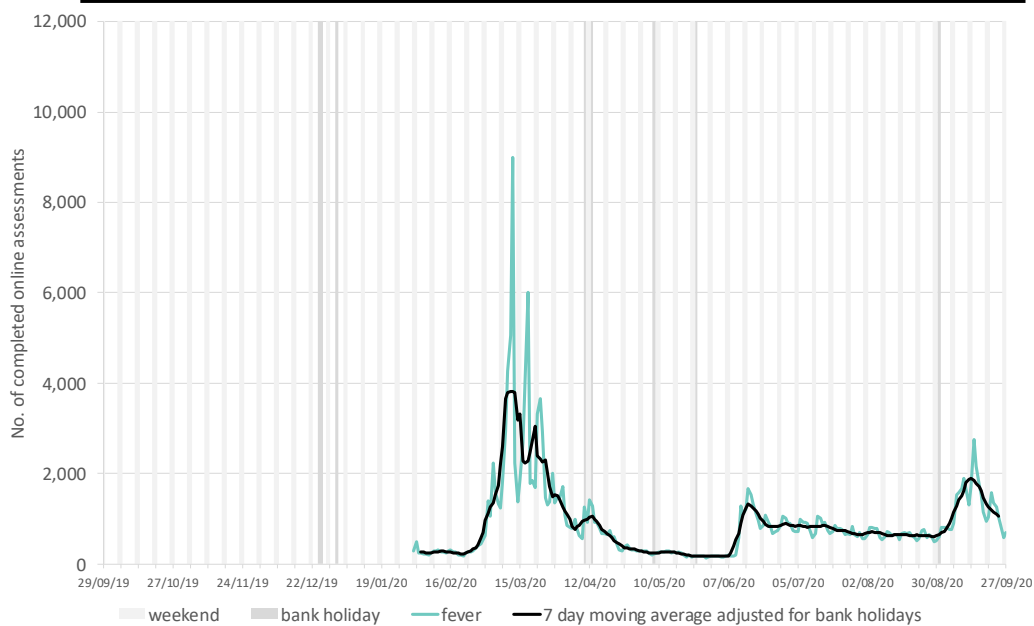
## 12: NHS 111 online cold/flu

Number of 'cold/flu' online completed assessments, with 7-day moving average\*.



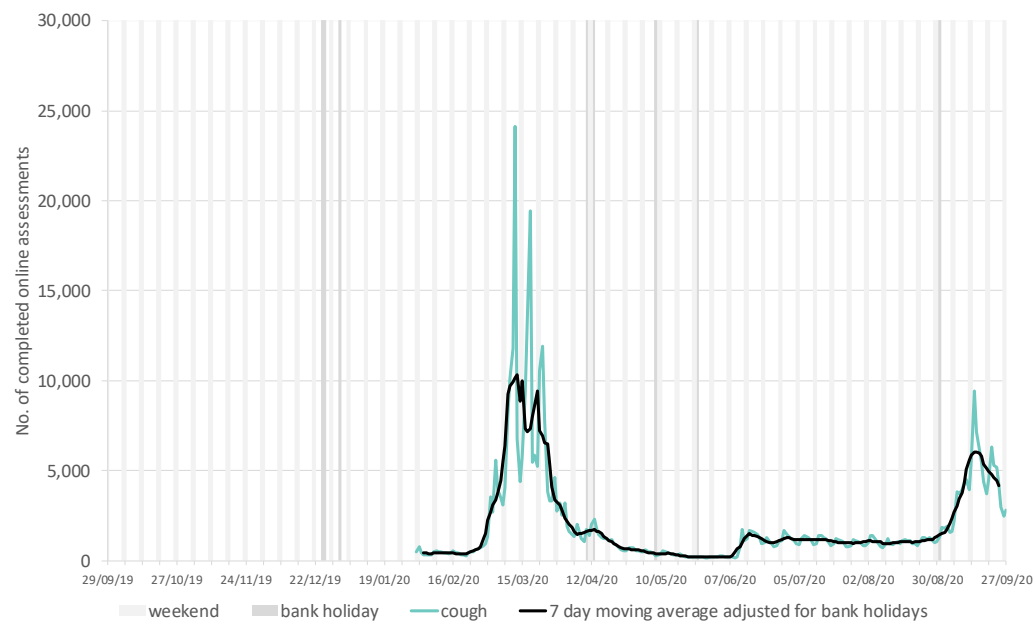
## 13: NHS 111 online fever

Number of 'fever' online completed assessments, with 7-day moving average\*.



## 14: NHS 111 online cough

Number of 'cough' online completed assessments, with 7-day moving average\*.



\*7-day moving average adjusted for bank holidays.

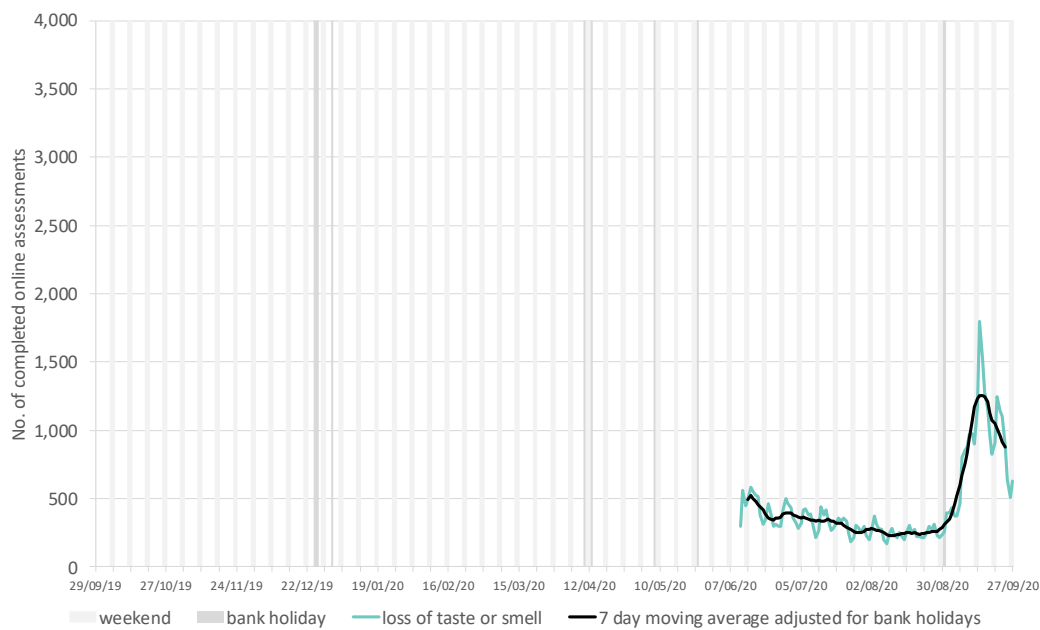
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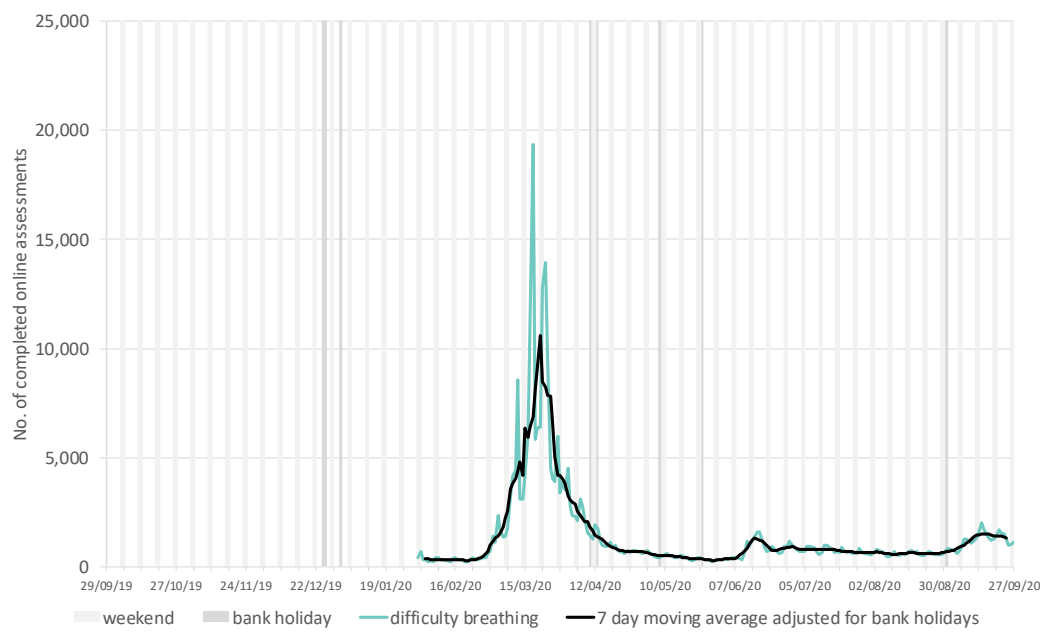
## 15: NHS 111 online loss of taste or smell

Number of 'loss of taste or smell' online completed assessments, with 7-day moving average\*.



## 16: NHS 111 online difficulty breathing

Number of 'difficulty breathing' online completed assessments, with 7-day moving average\*.



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\*7-day moving average adjusted for bank holidays.

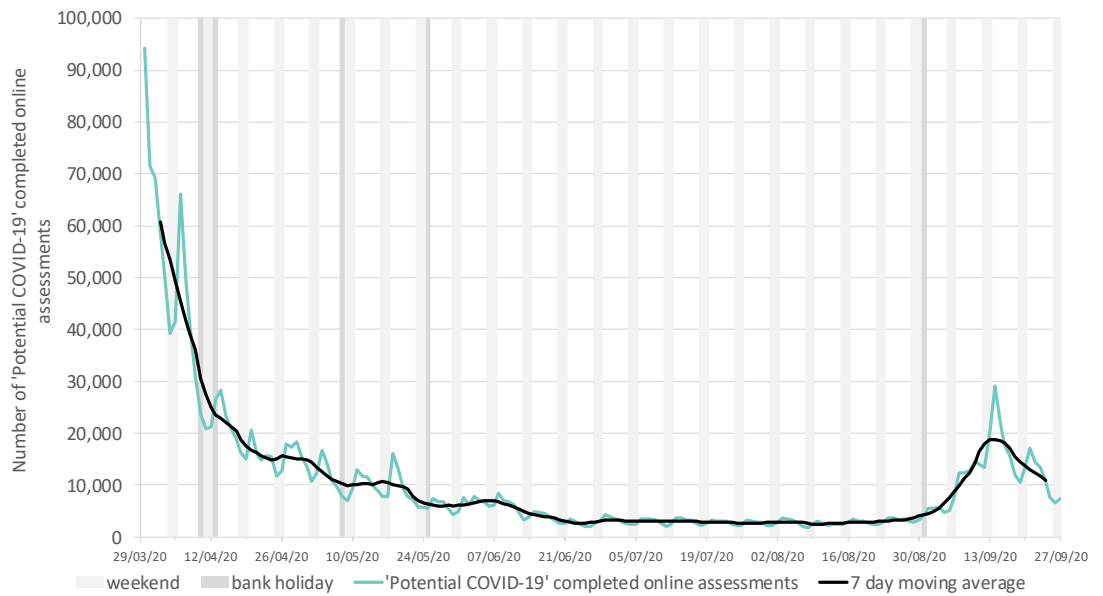
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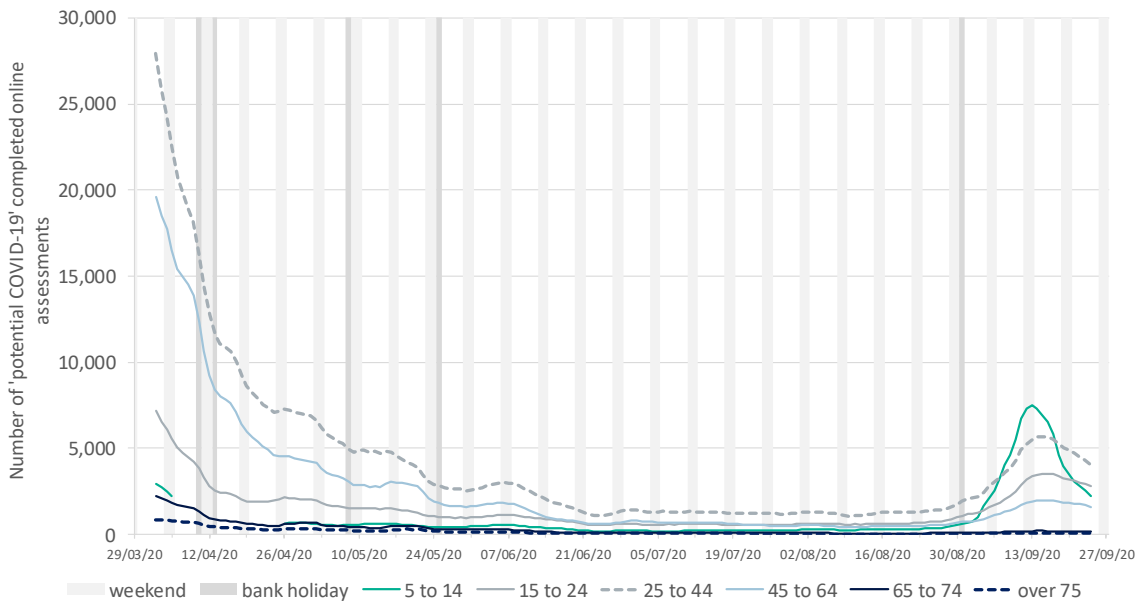
## 17: 'Potential COVID-19' completed online assessments

Number of completed NHS 111 online assessments which have a 'potential COVID-19' final disposition (and 7-day moving average\*).



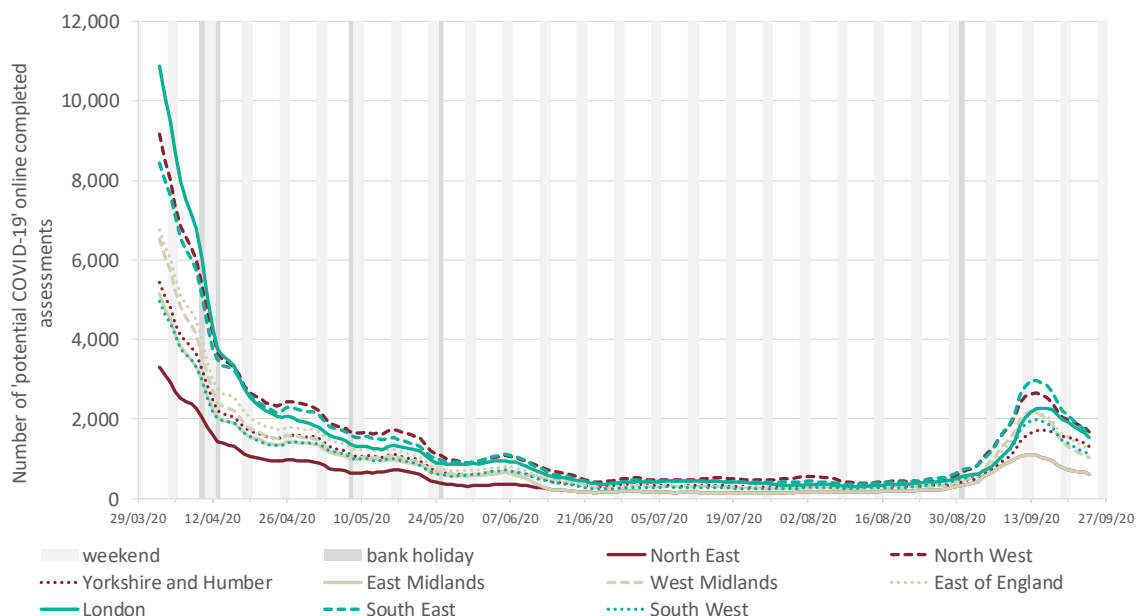
## 17a: 'Potential COVID-19' completed online assessments by age group

Number of completed NHS 111 online assessments which have a 'potential COVID-19' final disposition, by age group (as a percentage of total assessments within each age group) for ages 15 years and over, shown as a 7-day moving average\*.



## 17b: 'Potential COVID-19' completed online assessments by PHE Centre

Number of completed NHS 111 online assessments which have a 'potential COVID-19' final disposition, by PHE Centre (as a percentage of total assessments within each PHEC, shown as a 7-day moving average\*).



\*7-day moving average adjusted for bank holidays.

## Introduction to charts and caveats:

### COVID-19 syndromic surveillance data:

During the current COVID-19 pandemic, NHS 111 are triaging 'potential COVID-19' patients using new and evolving telephone and online systems. PHE are working with NHS 111 and NHS England to ensure that syndromic surveillance indicators monitor trends in these calls and online assessments. However, changes within the NHS 111 triaging systems will be reflected in our routine syndromic indicators and 'potential COVID-19' indicators.

An individual may use both the NHS 111 Online and NHS 111 telephony services. Therefore, counts of individuals from the two services cannot be considered as distinct counts of individuals with potential COVID-19 symptoms. All NHS 111 syndromic trends should be interpreted with caution due to current national advice and guidance regarding access to health care services during the COVID-19 pandemic.

### NHS 111 'potential COVID-19' call data

- The NHS 111 'potential COVID-19' syndromic indicator may not include all NHS 111 integrated urgent care service calls and therefore should be used to monitor trends in calls rather than numbers.
- The 'Potential COVID-19' syndromic indicator includes NHS 111 calls triaged using NHS Pathways and given a COVID-19 disposition (call outcome). These data are based on potential COVID-19 symptoms reported by callers and are not based on outcomes of tests for coronavirus. Prior to 11 May 2020 callers with COVID-19-like symptoms were assessed via COVID-19 Pathways. From 11 May 2020 callers who are assessed as having probable COVID-19 symptoms are triaged in symptom specific pathways which are included in our routine syndromic indicators.

### NHS 111 'potential COVID-19' completed online assessment data

- The NHS 111 online data presented in this report are based on 'potential COVID-19' symptoms reported by the public via the NHS 111 Online service or the COVID-19 Response Centre and are not based on outcomes of tests for coronavirus. Any user that launches a COVID-19 online assessment may access the service multiple times and can change their answers and follow multiple journeys through the online system. The data presented are therefore completed online assessments rather than counts of individuals and should be used to monitor trends rather than numbers.
- From 11 June 2020 online users who are assessed as having probable COVID-19 symptoms will be triaged using symptom specific pathways.

### Notes on charts

- Weekends and bank holidays are marked by vertical grey lines (bank holidays darker grey). A 7-day moving average (adjusted for bank holidays) is overlaid on the daily data reported in each chart, unless specified.
- Baselines represent seasonally expected levels of activity and are constructed from historical data since September 2013. They take account of any known substantial changes in data collection, population coverage or reporting practices. Baselines are refreshed using the latest data on a regular basis.
- NHS 111 call data are analysed on a daily basis to identify national and regional trends. A statistical algorithm underpins each system, routinely identifying activity that has increased significantly or is statistically significantly high for the time of year. Results from these daily analyses are assessed by the ReSST, along with analysis by age group, and anything deemed of public health importance is alerted by the team.

## Notes and further information:

- Further information about NHS 111 can be found at: <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>
- The Remote Health Advice Syndromic Surveillance bulletin can also be downloaded from the PHE Real-time Syndromic Surveillance website which also contains more information about syndromic surveillance: <https://www.gov.uk/government/collections/syndromic-surveillance-systems-and-analyses>

## Acknowledgements:

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**Produced by:** PHE Real-time Syndromic Surveillance Team  
**Web:** <https://www.gov.uk/government/collections/syndromic-surveillance-systems-and-analyses> 12