# Public Health England

# Remote Health Advice

Syndromic Surveillance System: England

# Key messages

**Data to: 27 June 2021**

Diarrhoea and vomiting calls remained elevated during week 25 (figures 9 & 10).

NHS 111 calls for fever and eye problems decreased during week 25 (figures 3 & 11).

Baselines have been remodelled to account for changes due to COVID-19 and additional, new modelled lines have been added to the charts to represent expected levels if COVID-19 had not occurred.

Please note: due to technical issues, syndromic call numbers for the North West are currently incomplete and should be treated with caution.
Please see notes and caveats section for more information about the 'potential COVID-19' and standard NHS 111 syndromic indicators.

A Heat-Health Watch system operates in England from 1 June to 15 September each year. As part of the Heatwave Plan for England, the PHE Real-time Syndromic Surveillance team will be routinely monitoring the public health impact of hot weather using syndromic surveillance data. http://www.metoffice.gov.uk/weather/uk/heathealth/
Heat-health watch level (current reporting week): **Level 1: Summer preparedness**

# Syndromic indicators at a glance:

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

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

# Data summary

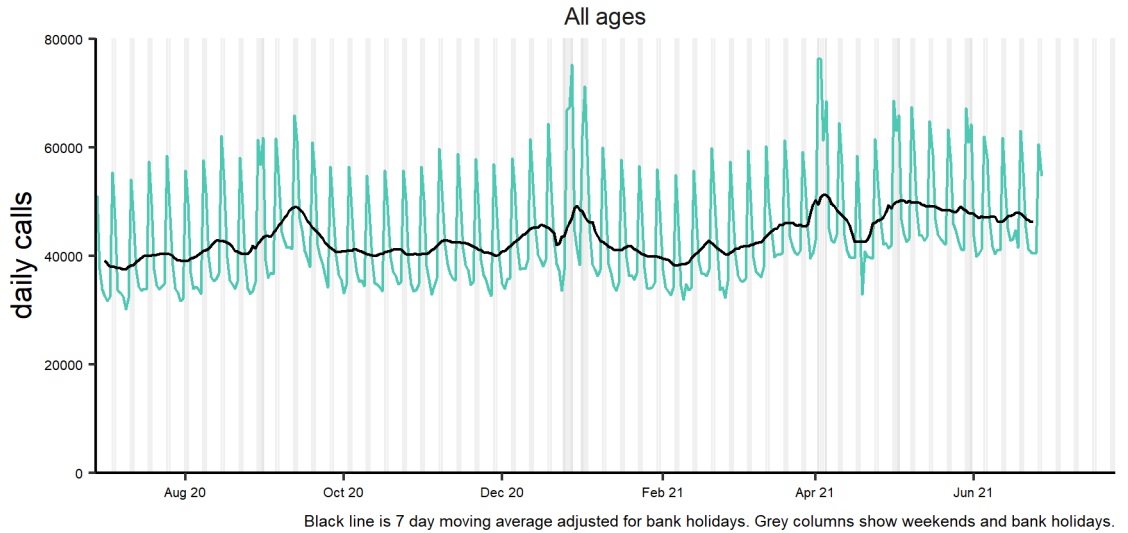| Year | Week | Total calls | Total online assessments |
|---|---|---|---|
| 2021 | 25 | 300,235 | 138,456 |

## 1. Total NHS 111 calls

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

Total calls 28/06/2020 - 27/06/2021

All ages



Black line is 7 day moving average adjusted for bank holidays. Grey columns show weekends and bank holidays.
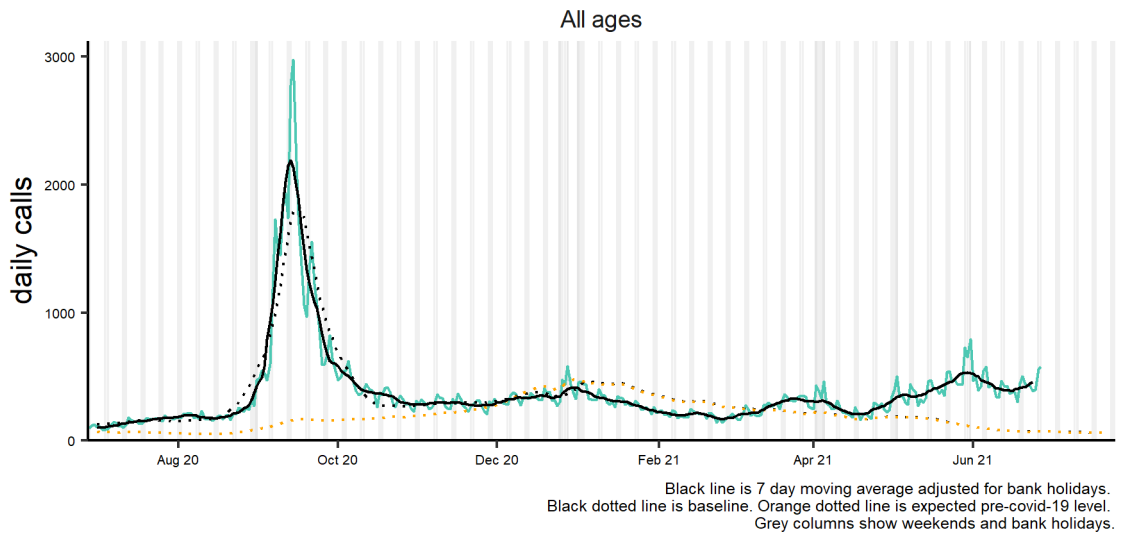
## 2: Cold/flu

Daily number of 'cold/flu' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

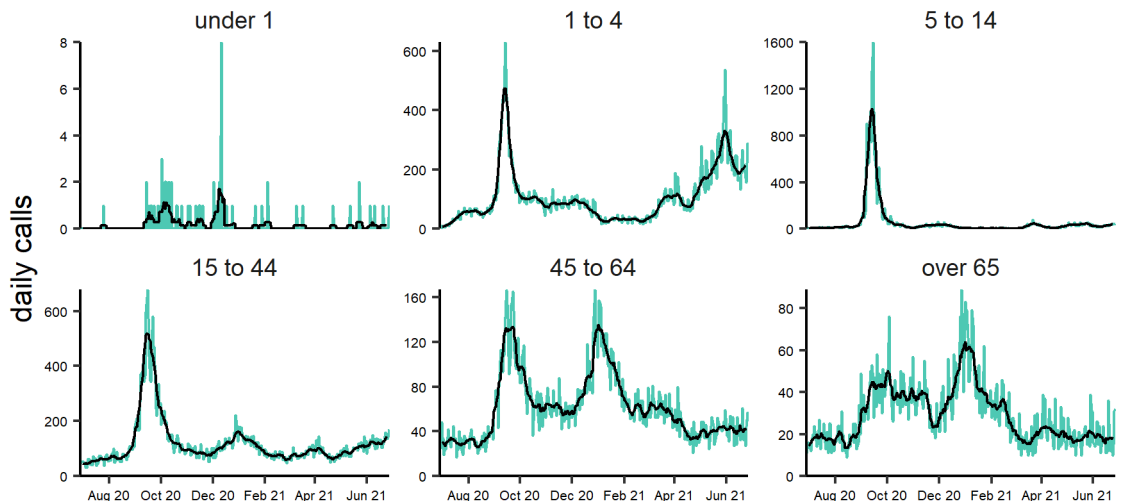Cold or flu 28/06/2020 - 27/06/2021

All ages



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 2a: Cold/flu by age group

Daily number of 'cold/flu' calls within each age group, with 7-day moving average*.

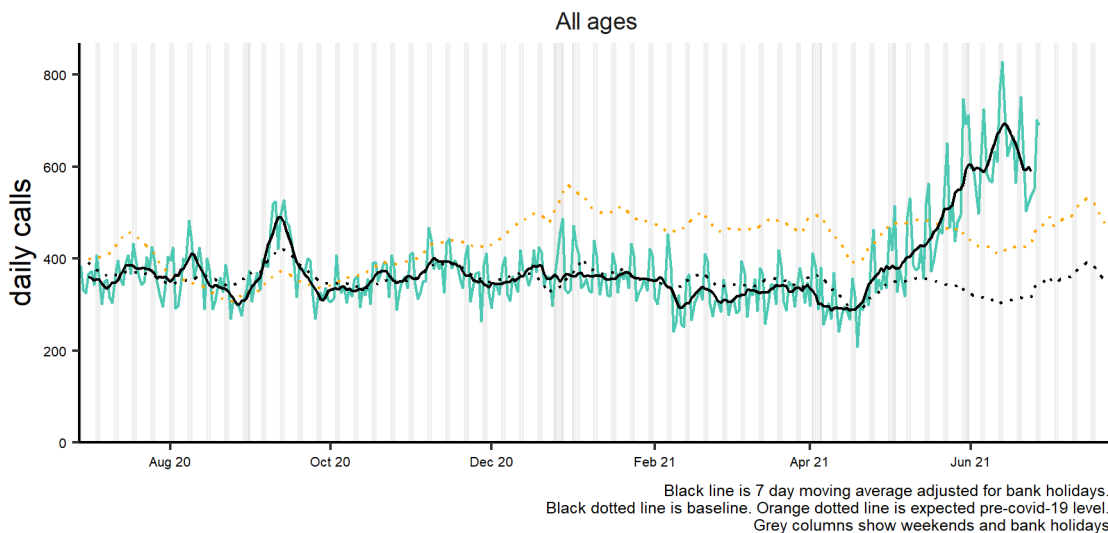Cold or flu by age group (years) 28/06/2020 - 27/06/2021



*7-day moving average adjusted for bank holidays.

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

2

**29 June 2021**    Year:  2021    Week: 25

## 3: Fever

Daily number of 'fever' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

### Fever 28/06/2020 - 27/06/2021

All ages

Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 3a: Fever calls by age group

Daily number of 'fever' calls within each age group, with 7-day moving average*.

### Fever by age group (years) 28/06/2020 - 27/06/2021

under 1

1 to 4

5 to 14

15 to 44

45 to 64

over 65

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

## 4: Cough

Daily number of 'cough' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
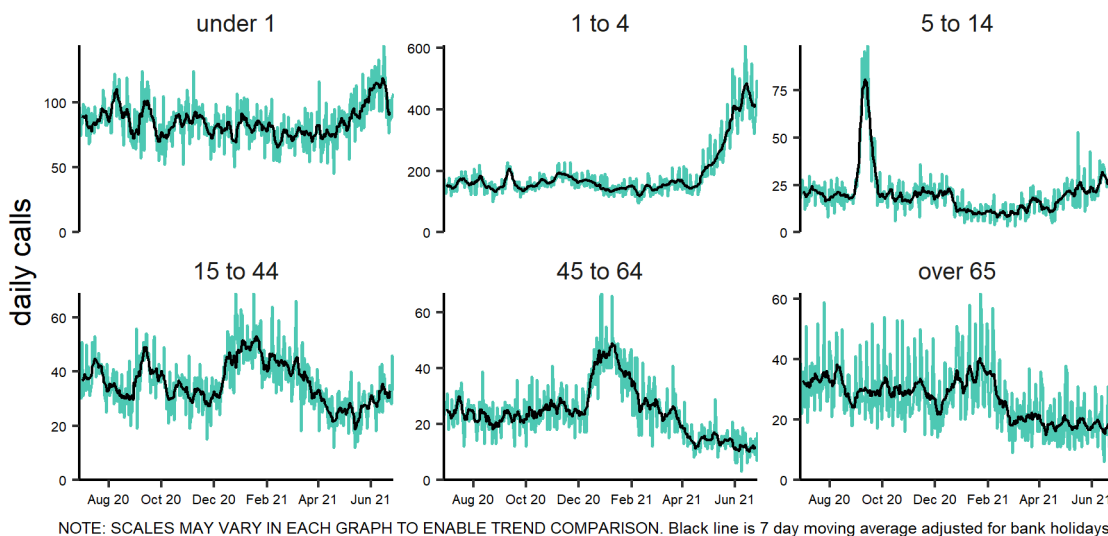
### Cough 28/06/2020 - 27/06/2021
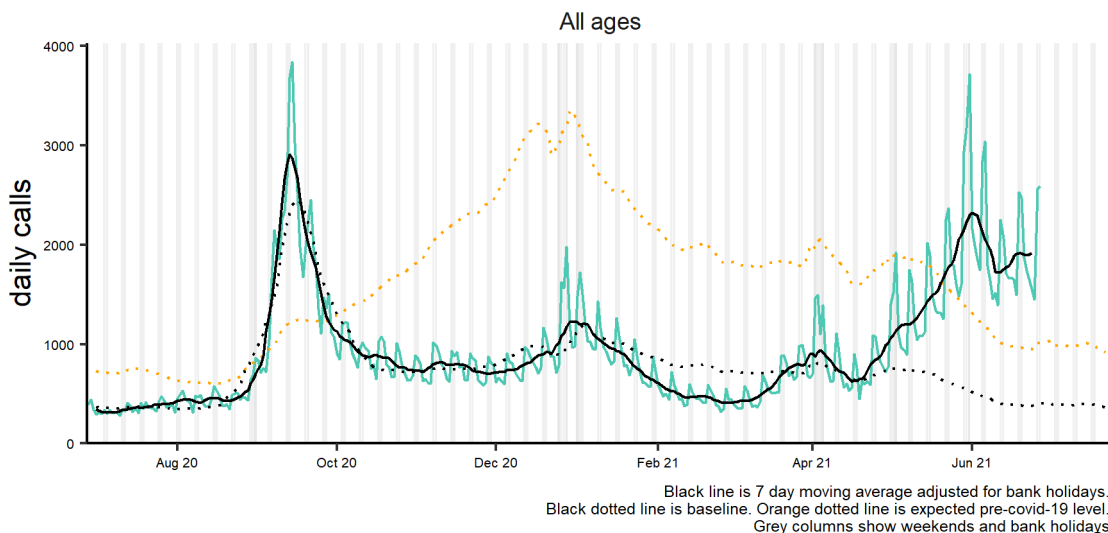
All ages

Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

*7-day moving average adjusted for bank holidays.

3

# Remote Health Advice

## 4a: Cough calls by age group

Daily number of 'cough' calls within each age group, with 7-day moving average*.

### Cough by age group (years) 28/06/2020 - 27/06/2021



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.
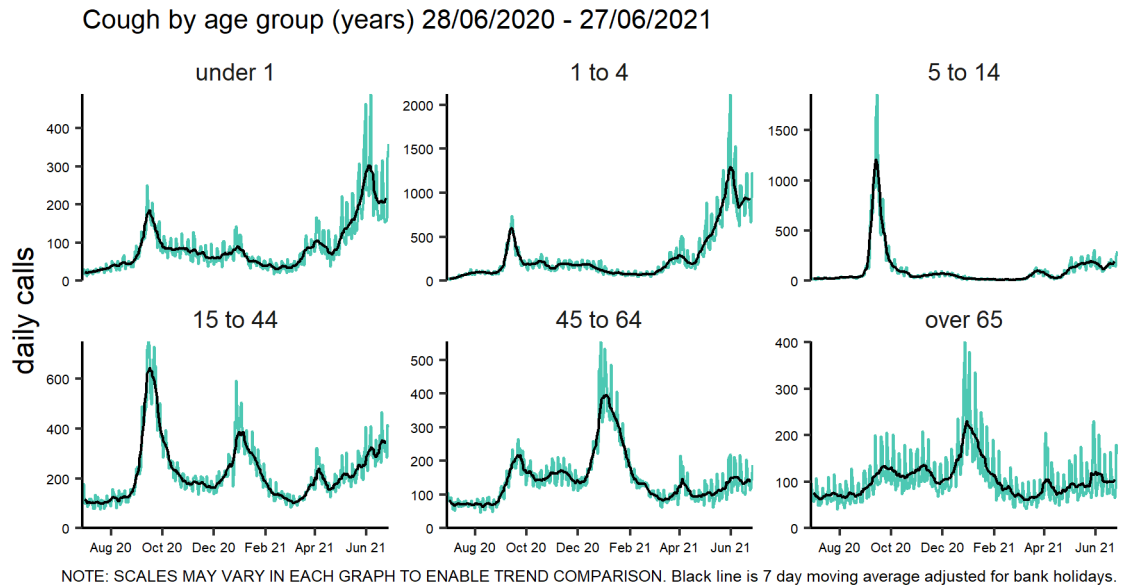
## 5: Loss of taste or smell

Daily number of 'loss of taste or smell' calls, with 7-day moving average*.

### Loss of taste or smell 28/06/2020 - 27/06/2021



Black line is 7 day moving average adjusted for bank holidays. Grey columns show weekends and bank holidays.
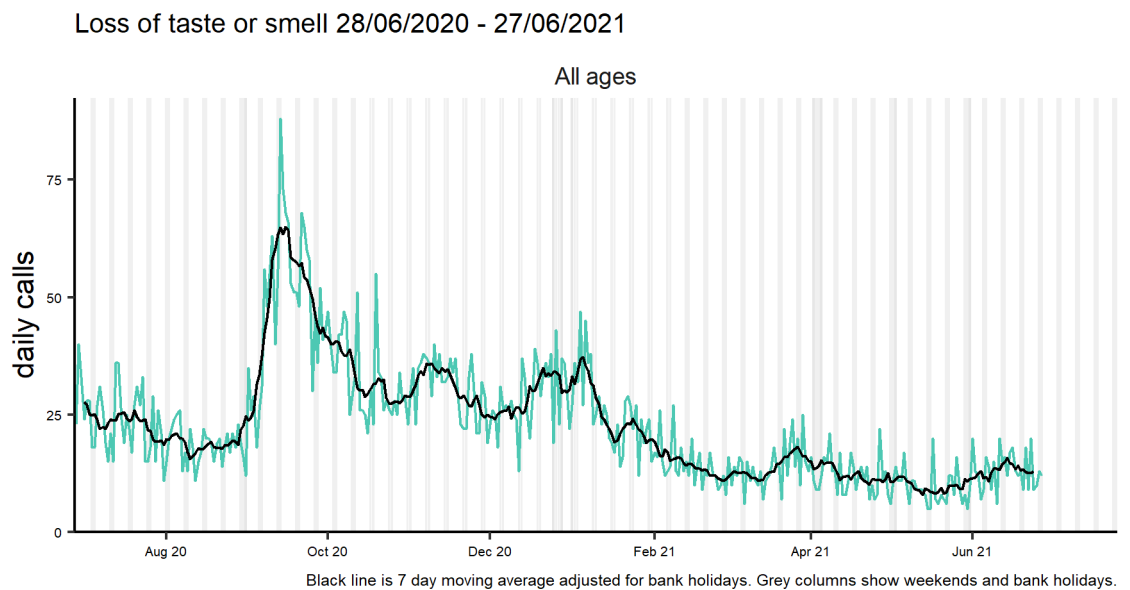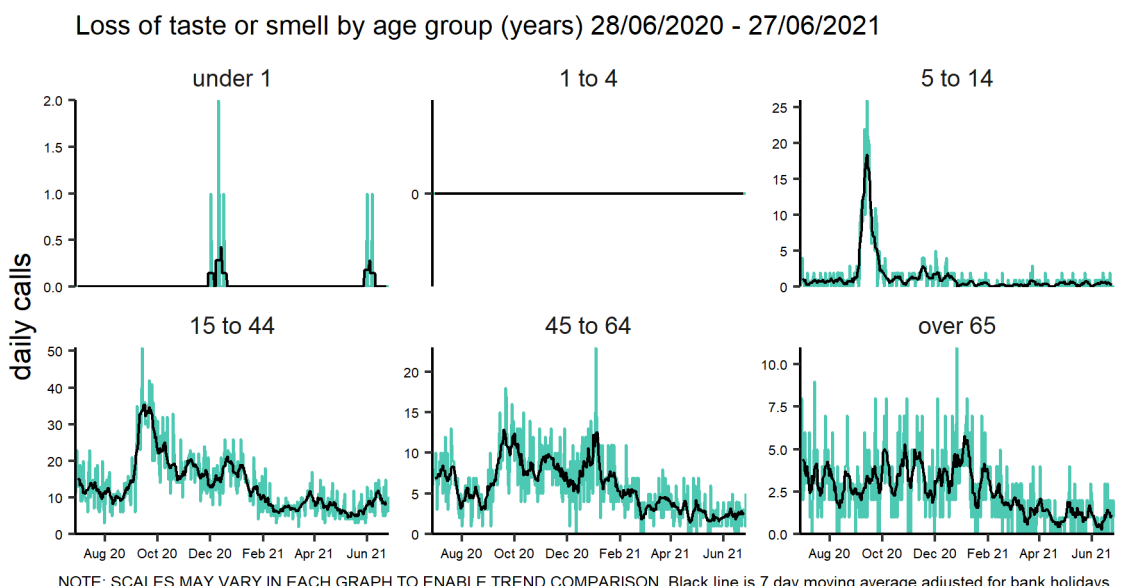
## 5a: Loss of taste or smell by age group

Daily number of 'loss of taste or smell' calls within each age group, with 7-day moving average*.

### Loss of taste or smell by age group (years) 28/06/2020 - 27/06/2021



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

*7-day moving average

Public Health
England

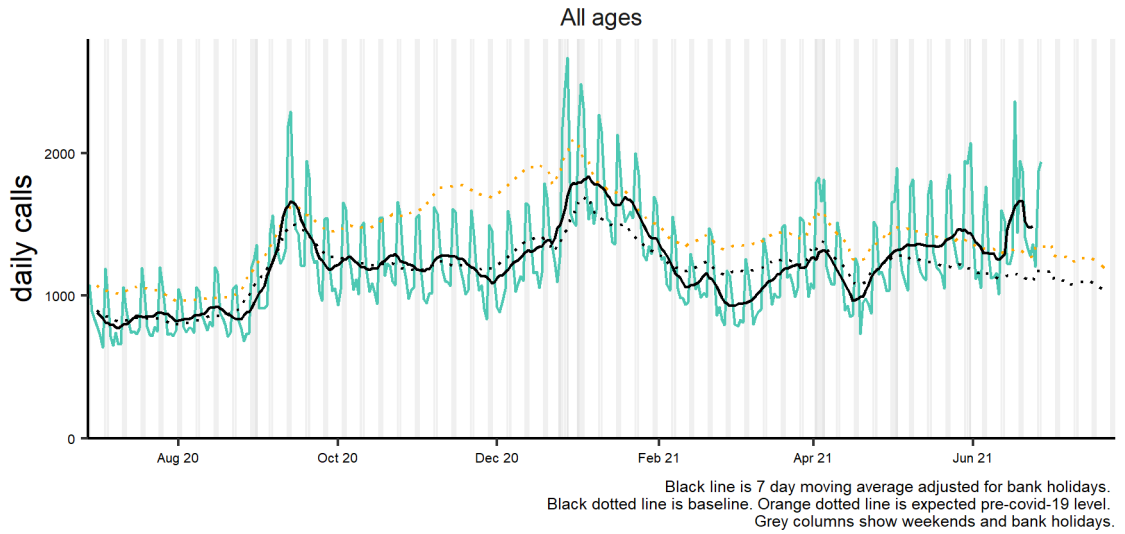## 6: Difficulty breathing

Daily number of 'difficulty breathing' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

### Difficulty breathing 28/06/2020 - 27/06/2021

All ages



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 6a: Difficulty breathing calls by age group

Daily number of 'difficulty breathing' calls within each age group, with 7-day moving average*.

### Difficulty breathing by age group (years) 28/06/2020 - 27/06/2021
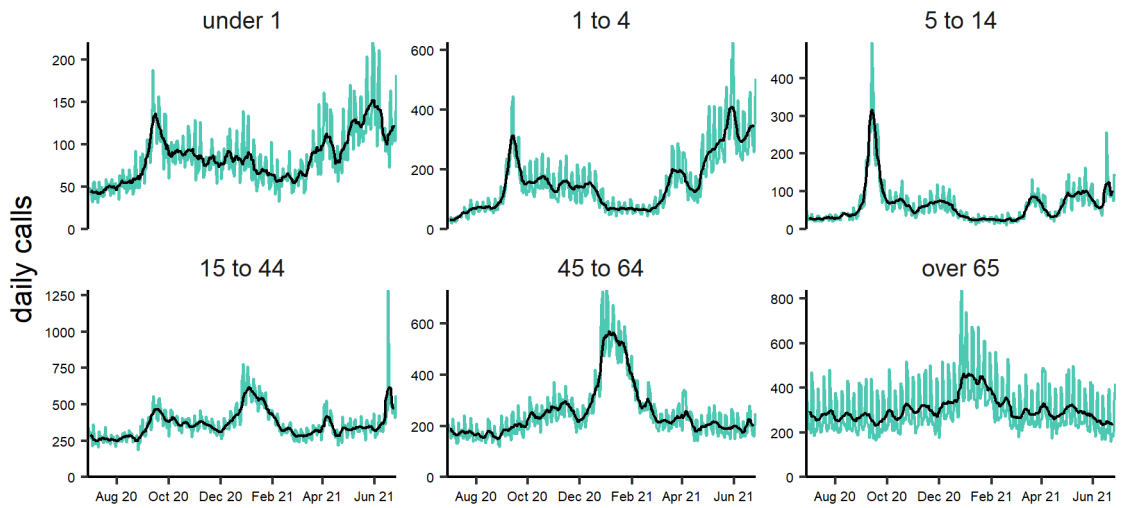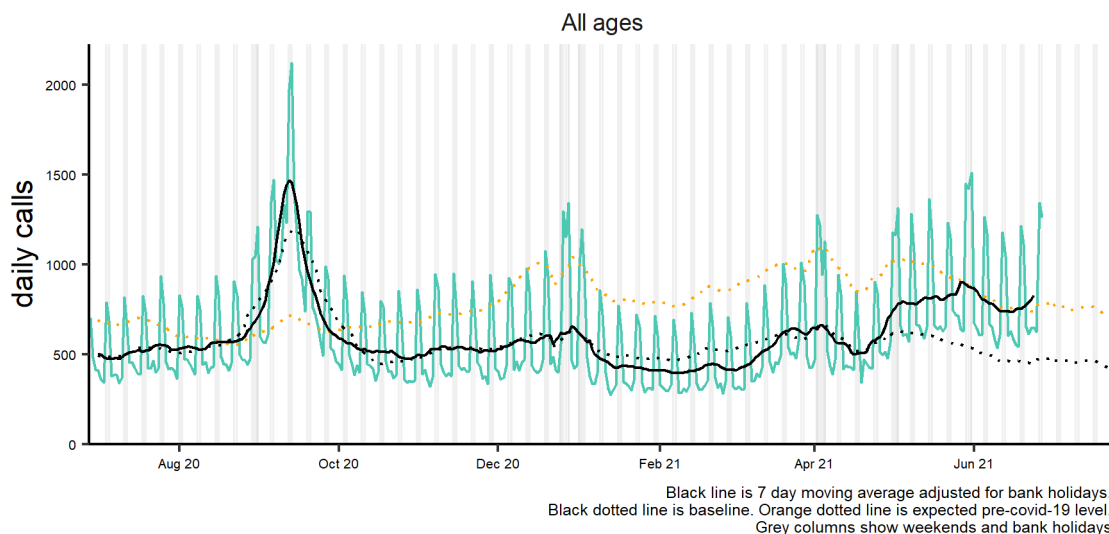


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

**Intentionally left blank**

*7-day moving average adjusted for bank holidays.

5

## 7: Sore throat

Daily number of 'sore throat' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

Sore throat 28/06/2020 - 27/06/2021

All ages



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 7a: Sore throat  calls by age group

Daily number of sore throat calls within each age group, with 7-day moving average*.

Sore throat by age group (years) 28/06/2020 - 27/06/2021



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.
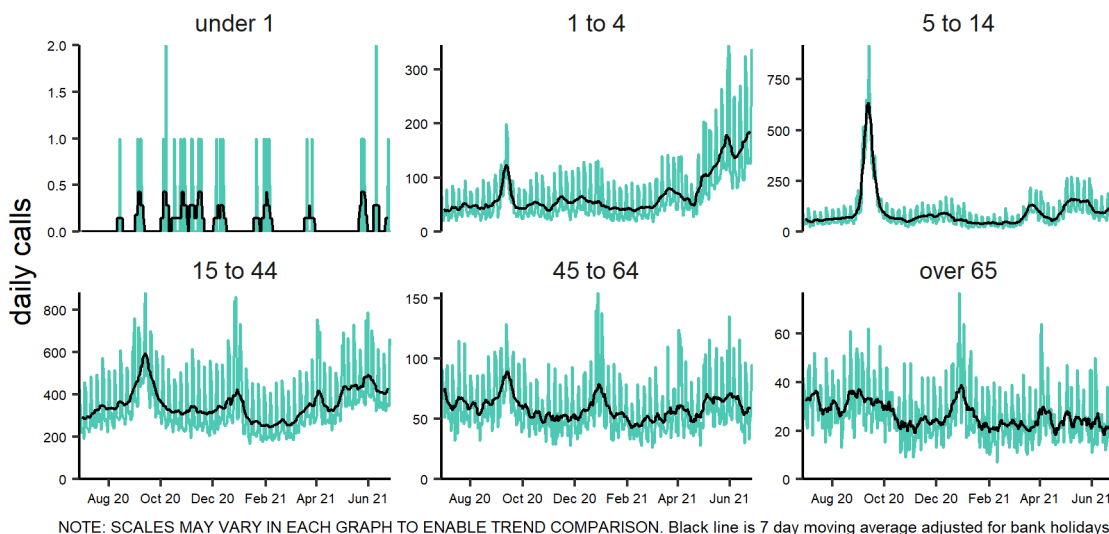
**Intentionally left blank**

*7-day moving average adjusted for bank holidays.

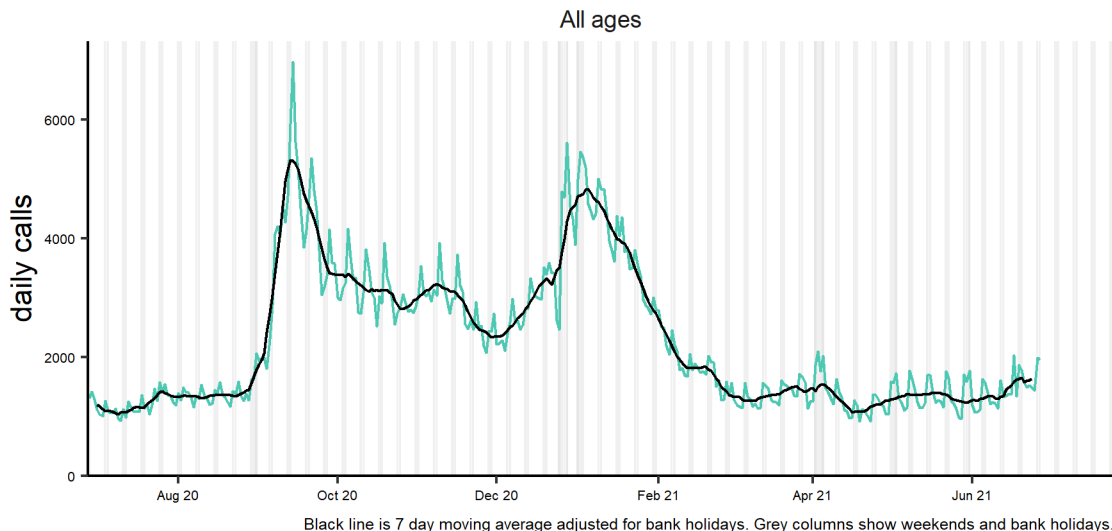**29 June 2021**                                    Year:   2021        Week: 25

**8: 'Potential COVID-19' calls**

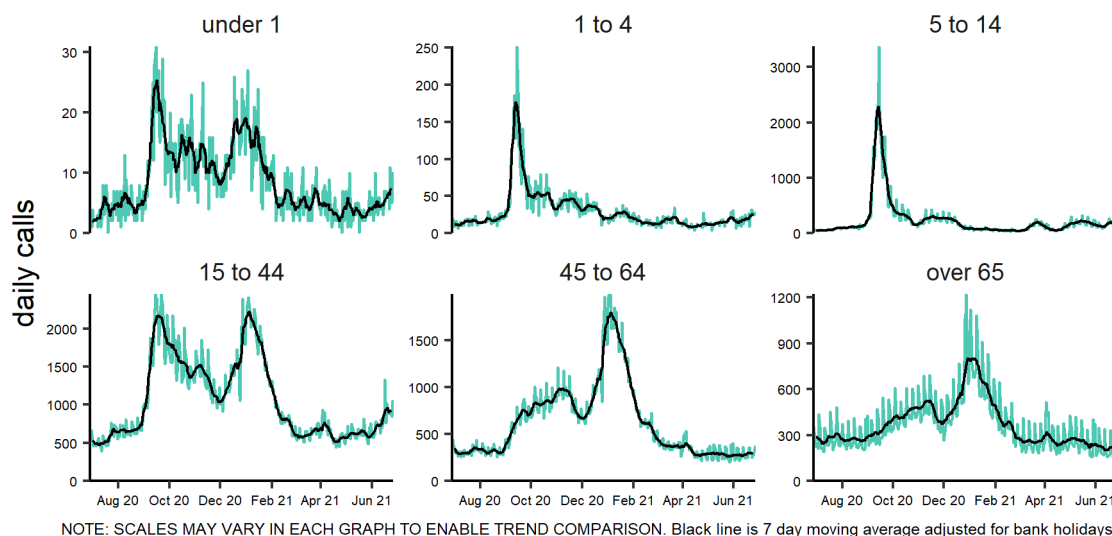Daily number of 'potential COVID-19' calls, with 7-day moving average*.

### Potential covid-19 28/06/2020 - 27/06/2021



All ages

Black line is 7 day moving average adjusted for bank holidays. Grey columns show weekends and bank holidays.

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

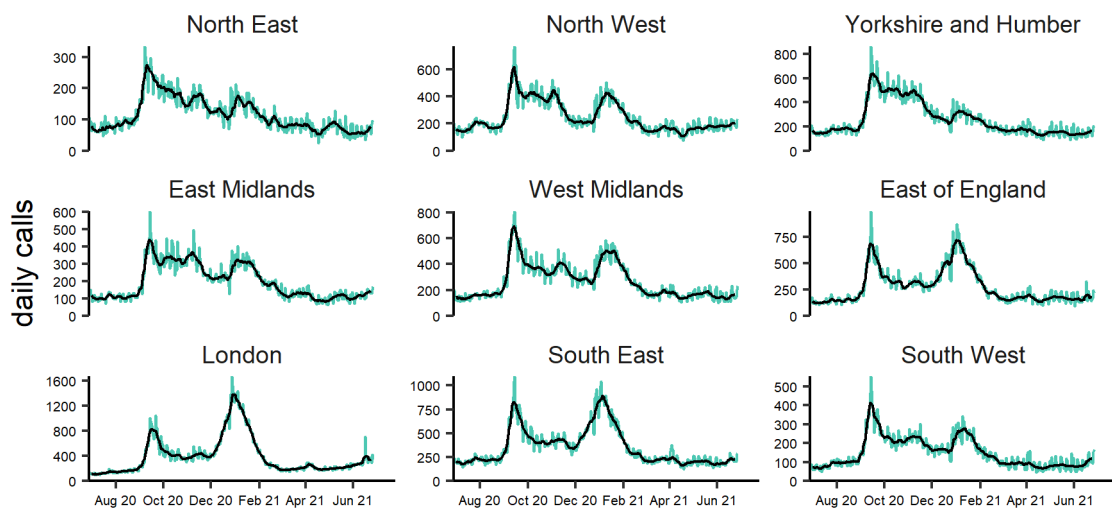Daily number of 'potential COVID-19' calls by age group, with 7-day moving average*.

### Potential covid-19 by age group (years) 28/06/2020 - 27/06/2021



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

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

Daily number of 'potential COVID-19' calls by PHE Centre, with 7-day moving average*.

### Potential covid-19 by PHE centre 28/06/2020 - 27/06/2021



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

*7-day moving average adjusted for bank holidays.

7

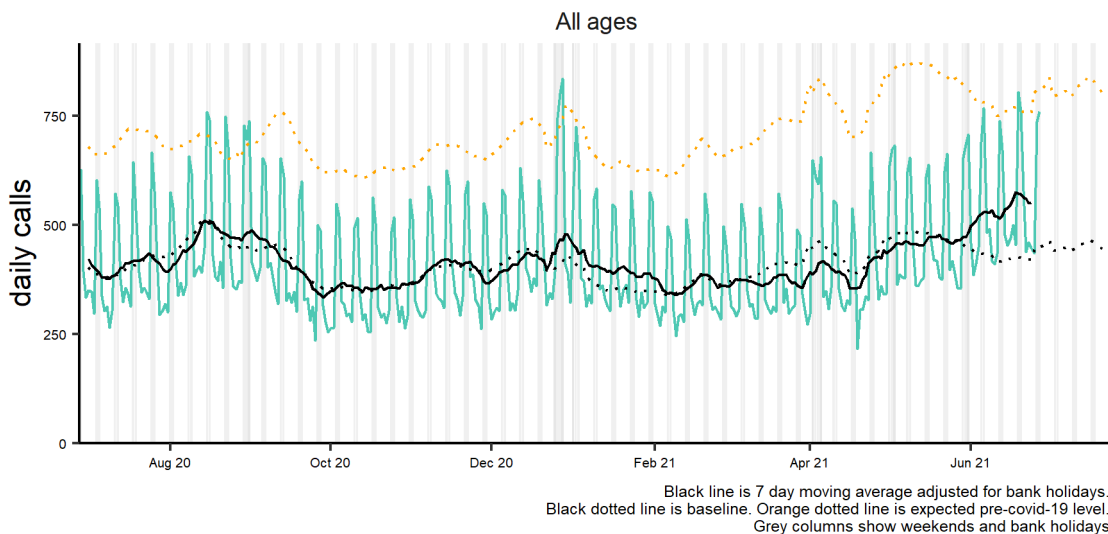## 9. Diarrhoea

Daily number of 'diarrhoea' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
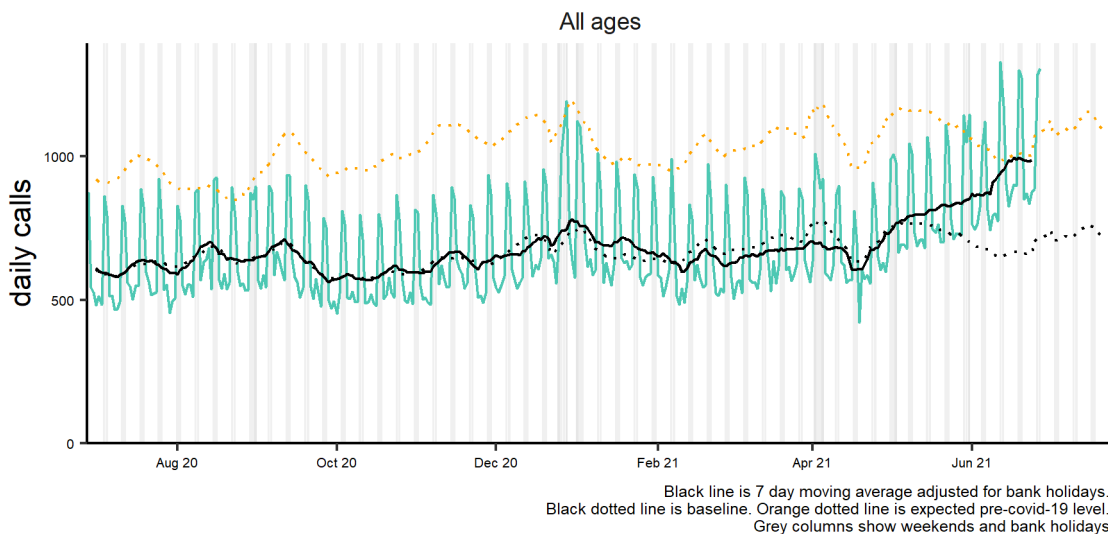
Diarrhoea 28/06/2020 - 27/06/2021



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 10: Vomiting calls

Daily number of 'vomiting' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
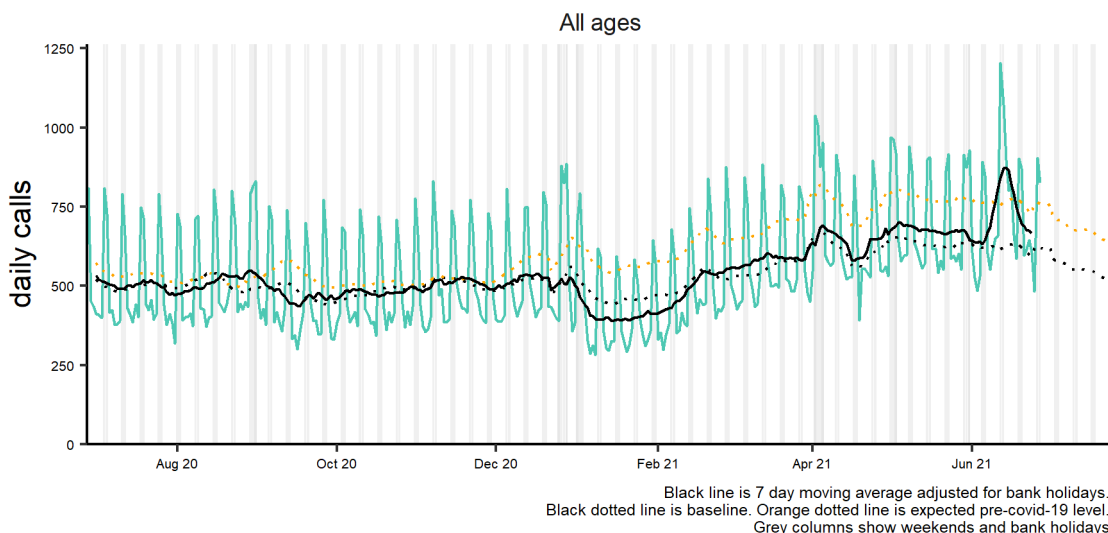
Vomiting 28/06/2020 - 27/06/2021



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.

## 11: Eye problems

Daily number of 'eye problems' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

Eye problems 28/06/2020 - 27/06/2021



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
Grey columns show weekends and bank holidays.
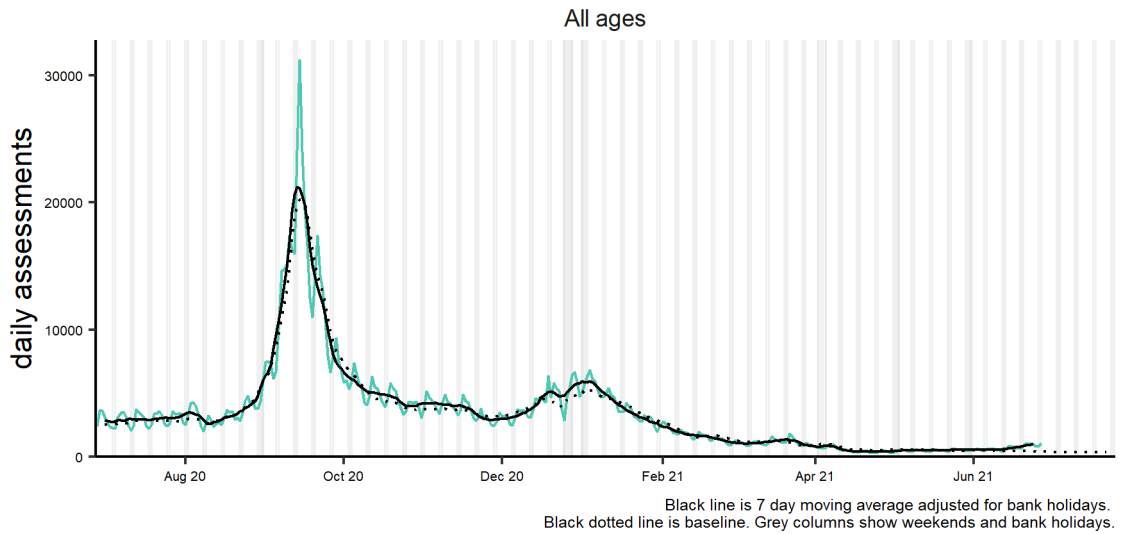
*7-day moving average adjusted for bank holidays.

## 12: NHS 111 online cold/flu

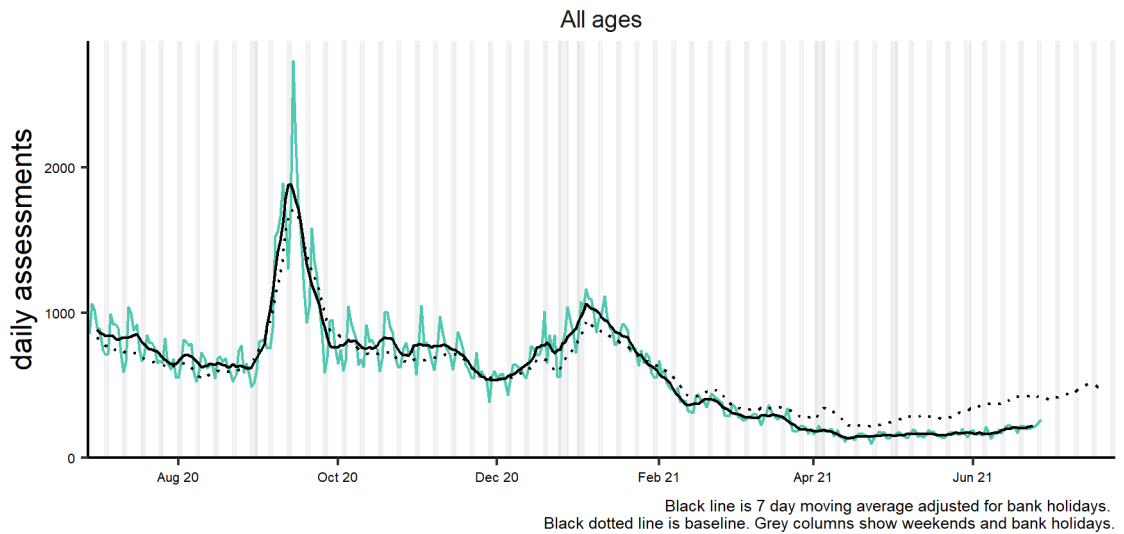Number of 'cold/flu' online completed assessments, with 7-day moving average*.

Cold or flu 28/06/2020 - 27/06/2021



All ages

Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

## 13: NHS 111 online fever

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

Fever 28/06/2020 - 27/06/2021



All ages

Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

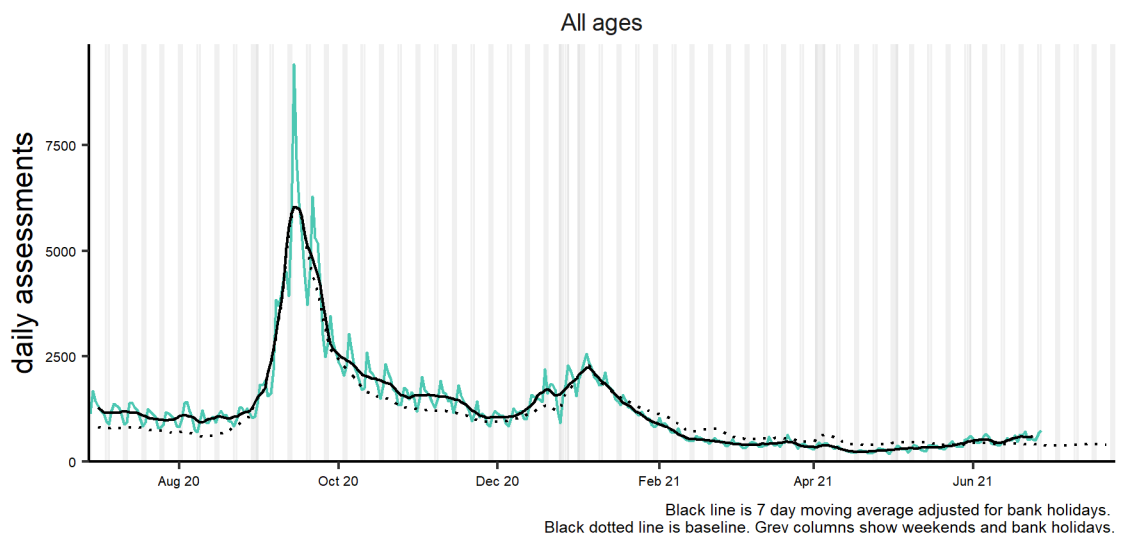## 14: NHS 111 online cough

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

Cough 28/06/2020 - 27/06/2021



All ages

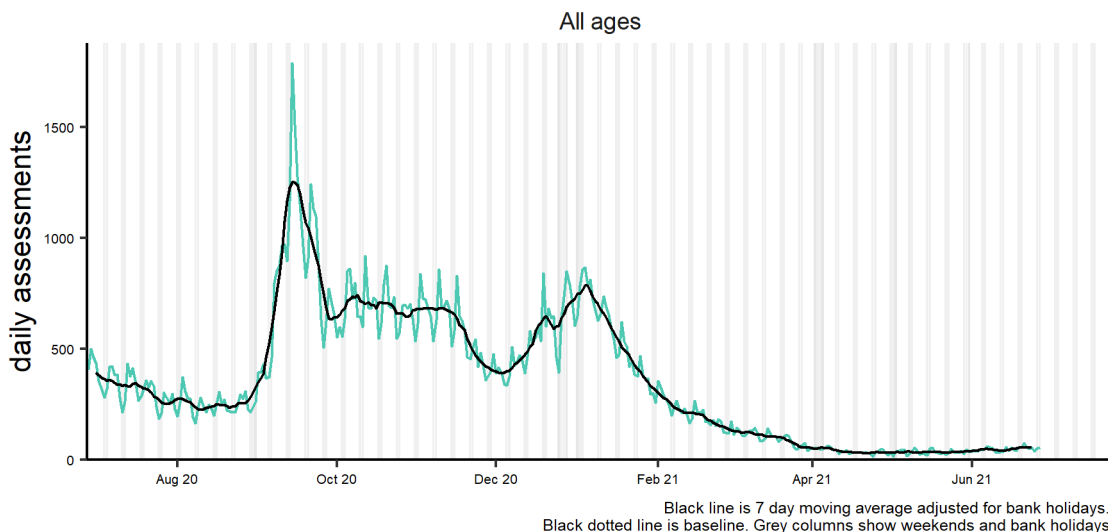Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

*7-day moving average adjusted for bank holidays.

Public Health England

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

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

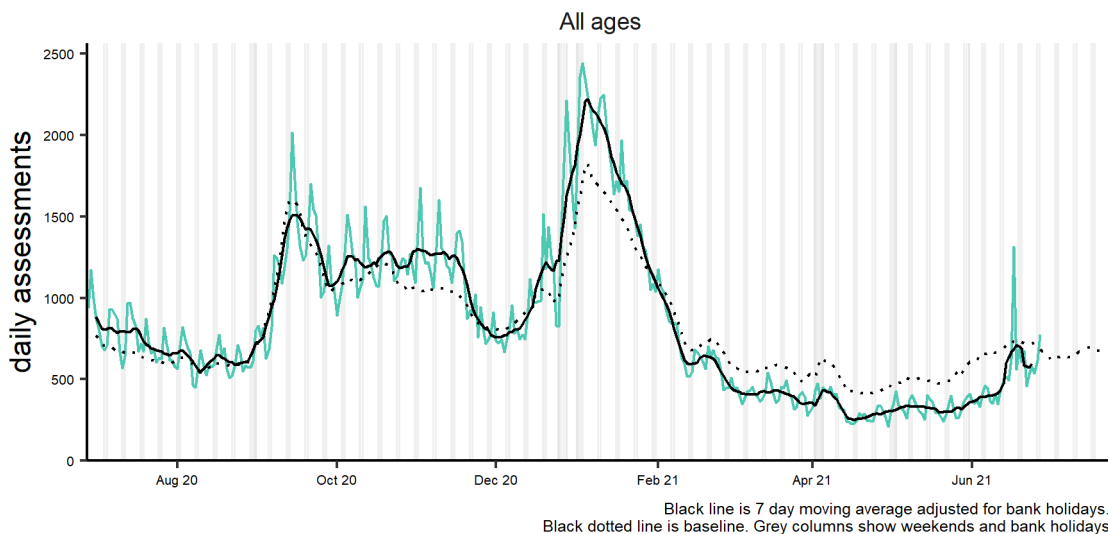Loss of taste or smell 28/06/2020 - 27/06/2021



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

**16: NHS 111 online difficulty breathing**

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

Difficulty breathing 28/06/2020 - 27/06/2021
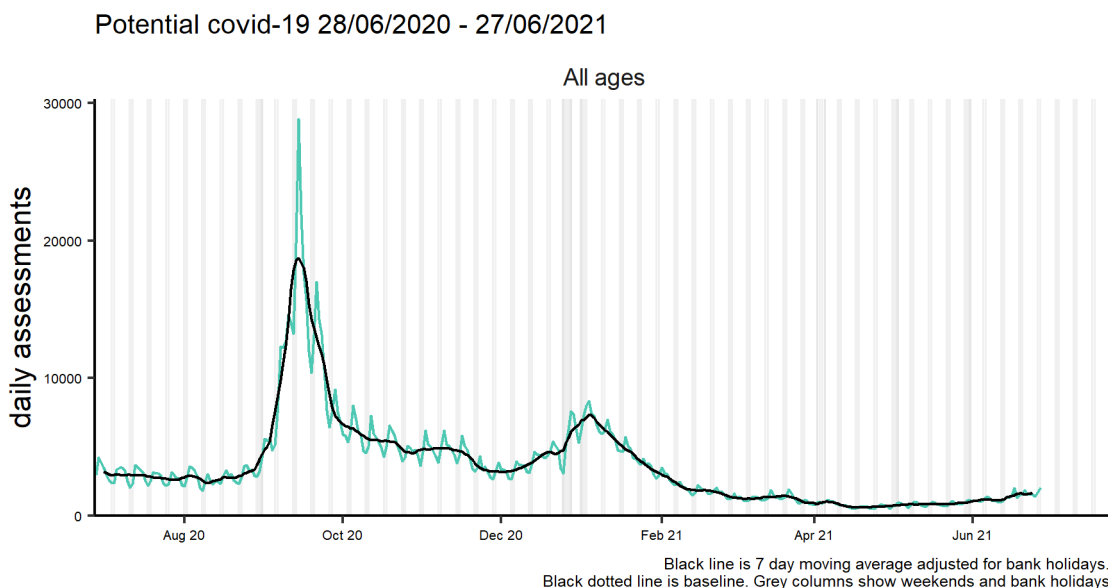


Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

**Intentionally left blank**

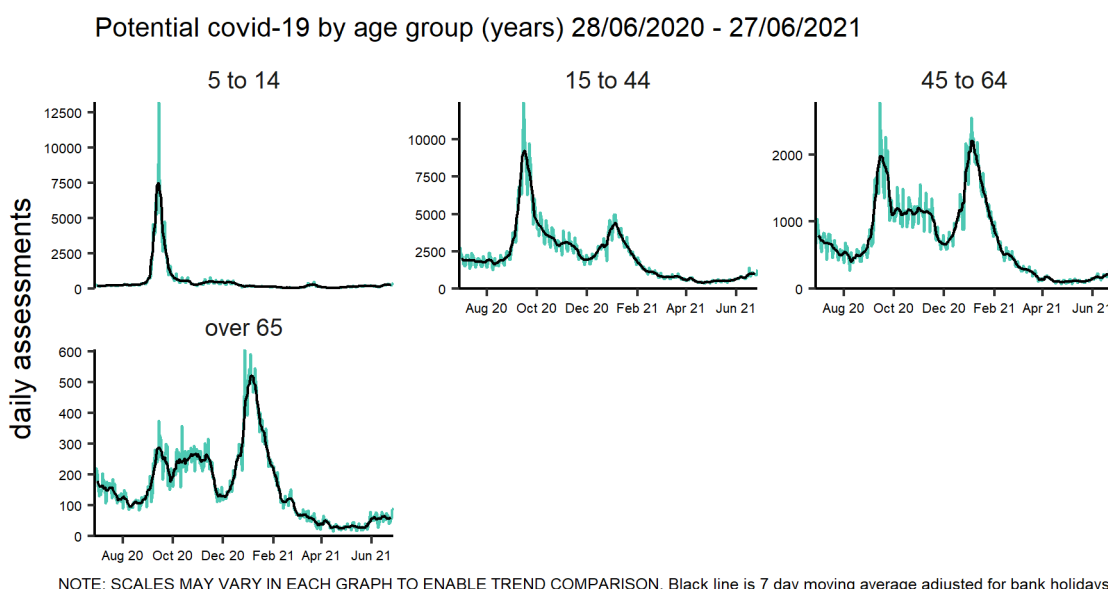*7-day moving average adjusted for bank holidays.

10

## 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*).

### Potential covid-19 28/06/2020 - 27/06/2021

All ages



Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.
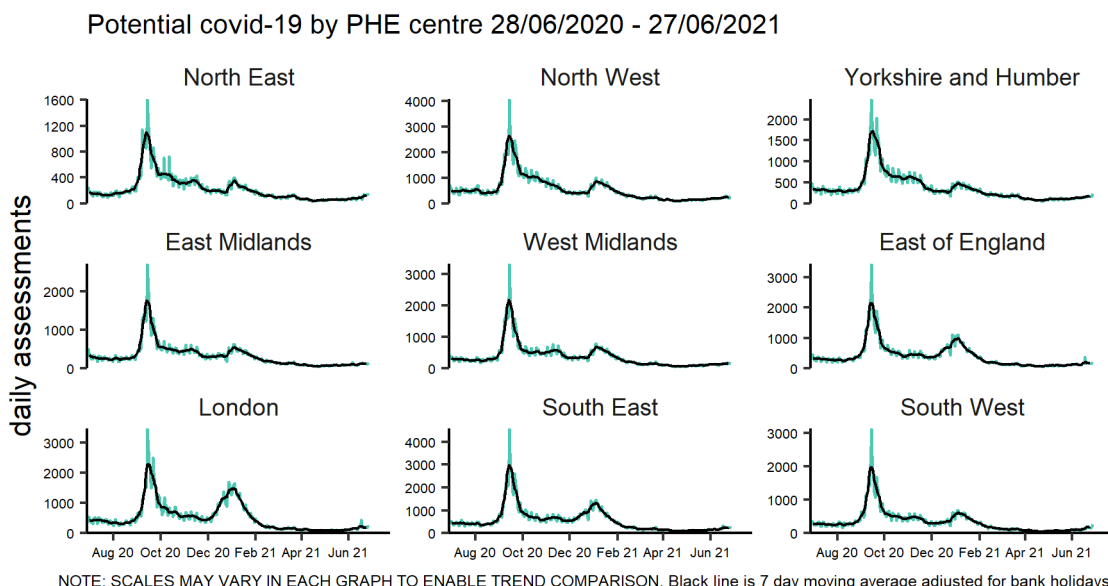
## 17a: 'Potential COVID-19' completed online assessments by age group

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*.

### Potential covid-19 by age group (years) 28/06/2020 - 27/06/2021



5 to 14 | 15 to 44 | 45 to 64 | over 65

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

## 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*).

### Potential covid-19 by PHE centre 28/06/2020 - 27/06/2021



North East | North West | Yorkshire and Humber
East Midlands | West Midlands | East of England
London | South East | South West

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.

*7-day moving average adjusted for bank holidays.

11

| 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. Any 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). Counts of calls and completed online assessments are shown with 7-day moving averages (adjusted for bank holidays) is overlaid on the daily data reported in each chart, unless specified.
• Where shown, baselines have been remodelled in June 2021 to represent seasonally expected levels of activity and are constructed from historical data since January 2018. They take account of any known substantial changes in data collection, population coverage or reporting practices. Baselines are reviewed on a regular basis.
• Where shown, orange dotted lines represent counter-factual models showing seasonally expected levels if COVID-19 had not occurred.
• NHS 111 call and Online 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.

| **29 June 2021** | **Year: 2021** | **Week: 25** |
|---|---|---|

**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:**

We are grateful to NHS 111 and to NHS Digital for their assistance and support in providing the anonymised data that underpin the Remote Health Advice Syndromic Surveillance System.

**Contact ReSST:**
syndromic.surveillance
@phe.gov.uk

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