Public Health England

Remote Health Advice

Syndromic Surveillance System: England

03 August 2021		Year: 2021	Week: 30

Key messages

Data to: 01 August 2021

During week 30, NHS 111 calls and online assessments for 'potential COVID-19' continued to decrease (figures 8 & 19).

Calls for diarrhoea and vomiting also decreased during week 30 (figures 9 & 10).

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	no trend	above baseline levels
	Fever calls	decreasing	above baseline levels
	Cough calls	decreasing	above baseline levels
	Loss of taste or smell calls	decreasing	*
	Difficulty breathing calls	no trend	above baseline levels
	Sore throat calls	decreasing	above baseline levels
	Potential COVID-19' calls	decreasing	*
	Diarrhoea calls	decreasing	above baseline levels
	Vomiting calls	decreasing	above baseline levels
	Eye problems calls	decreasing	similar to baseline levels
	Heat exposure or sunburn calls	decreasing	below baseline levels
	Cold/flu online assessments	decreasing	above baseline levels
	Fever online assessments	decreasing	below baseline levels
	Cough online assessments	decreasing	similar to baseline levels
	Loss of taste or smell online assessments	decreasing	*
	Difficulty breathing online assessments	decreasing	similar to baseline levels
	'Potential COVID-19' online assessments	decreasing	*
	Heat exposure or sunburn 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
2021	30	320,420	151,745

Remote Health Advice
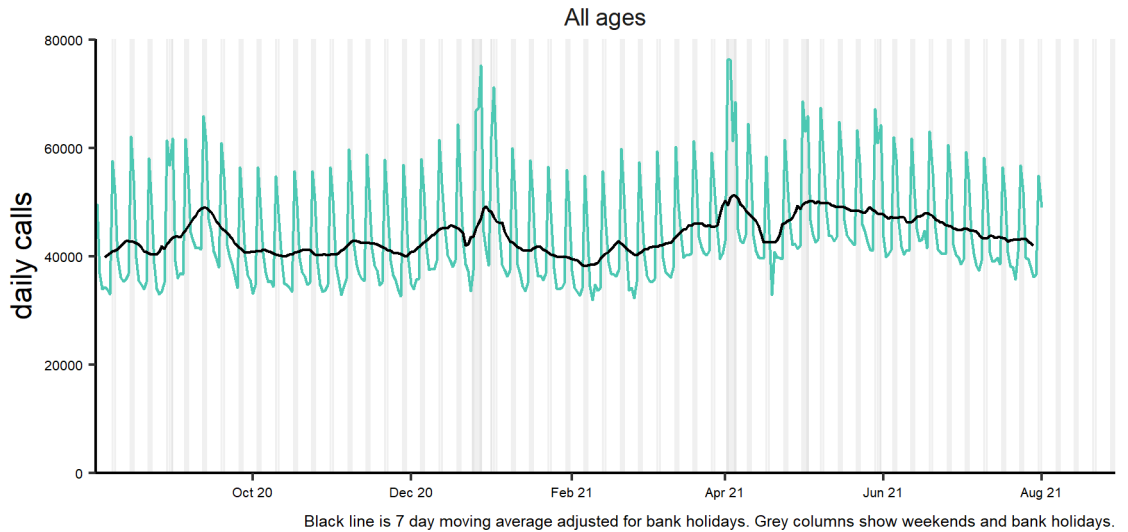
1. Total NHS 111 calls

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

Total calls 02/08/2020 - 01/08/2021

All ages

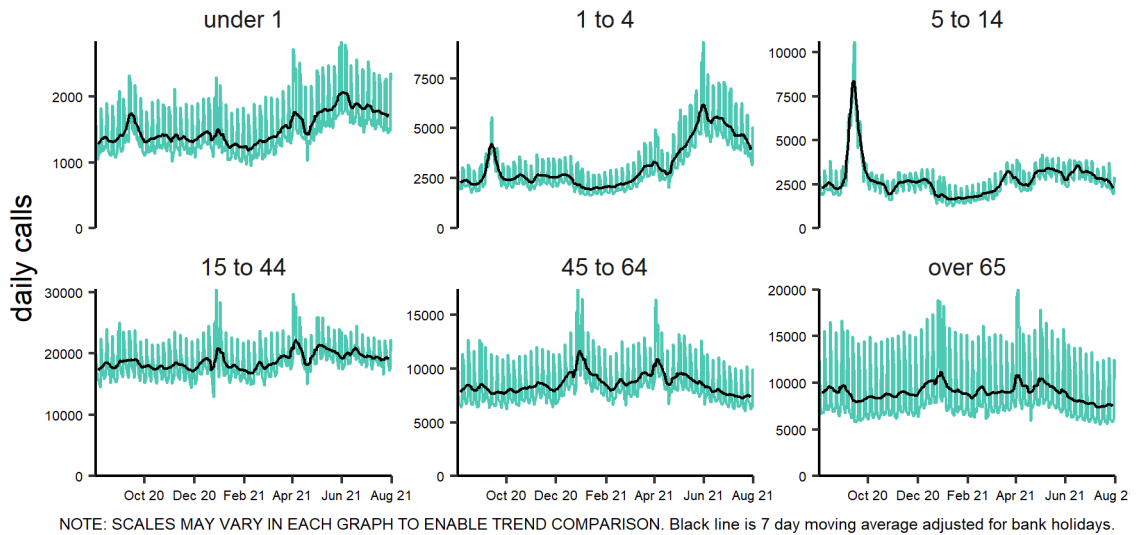Black line is 7 day moving average adjusted for bank holidays. Grey columns show weekends and bank holidays.

1a: Total calls by age group.

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

Total calls by age group (years) 02/08/2020 - 01/08/2021

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

1ba: Total calls by PHE centre.

Daily number of calls within each PHE Centre, with 7-day moving average*.
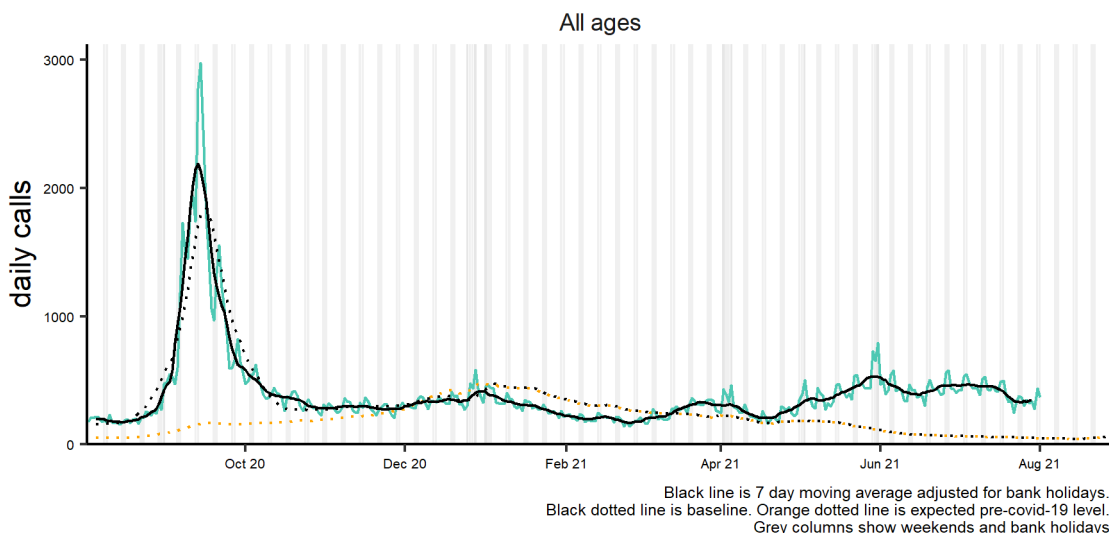
Total calls by PHE centre 02/08/2020 - 01/08/2021

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.

2
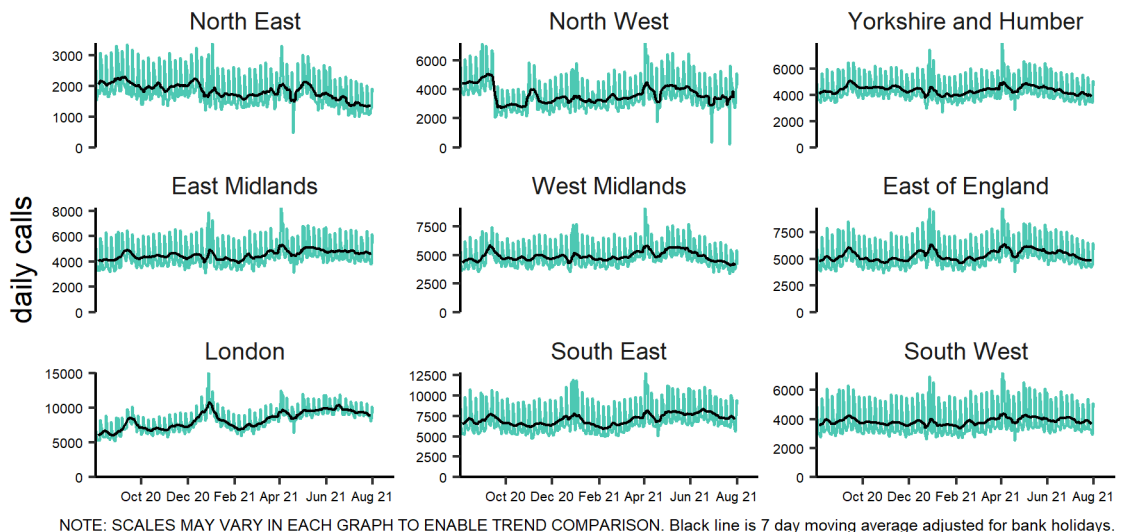
1. Cold/flu calls

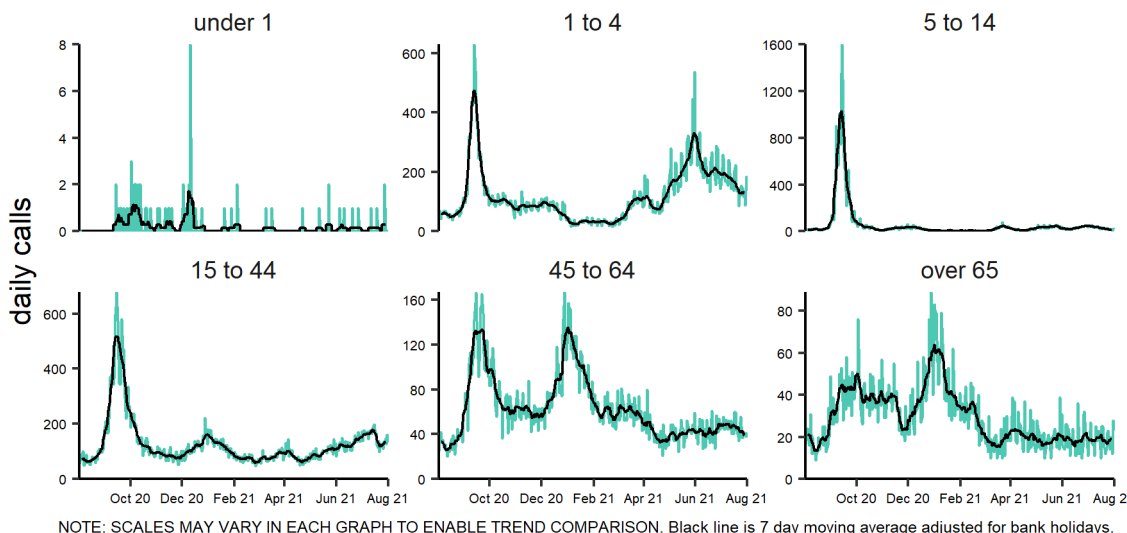Daily number of 'cold/flu' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.

Cold or flu 02/08/2020 - 01/08/2021

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 calls by age group

Daily number of 'cold/flu' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
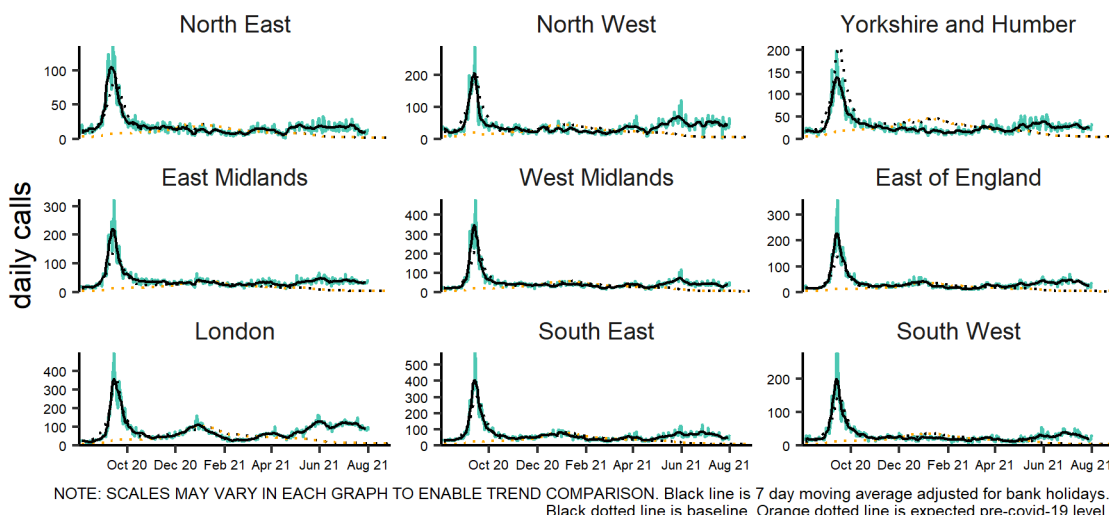
Cold or flu by age group (years) 02/08/2020 - 01/08/2021

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

2b: Cold/flu by PHE centre

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

Cold or flu by PHE centre 02/08/2020 - 01/08/2021

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. 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.

*7-day moving average adjusted for bank holidays.

3

Remote Health Advice
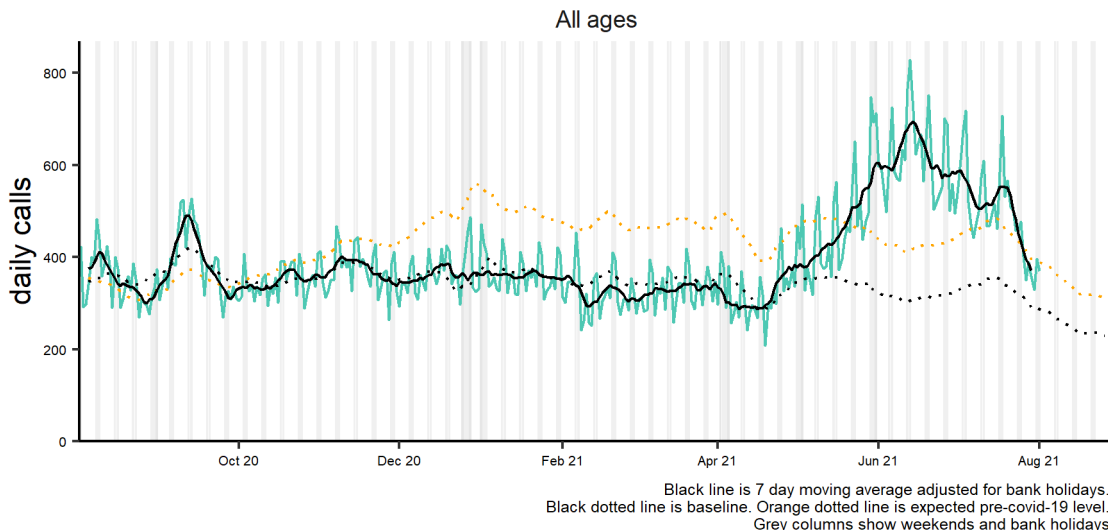
3: Fever

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

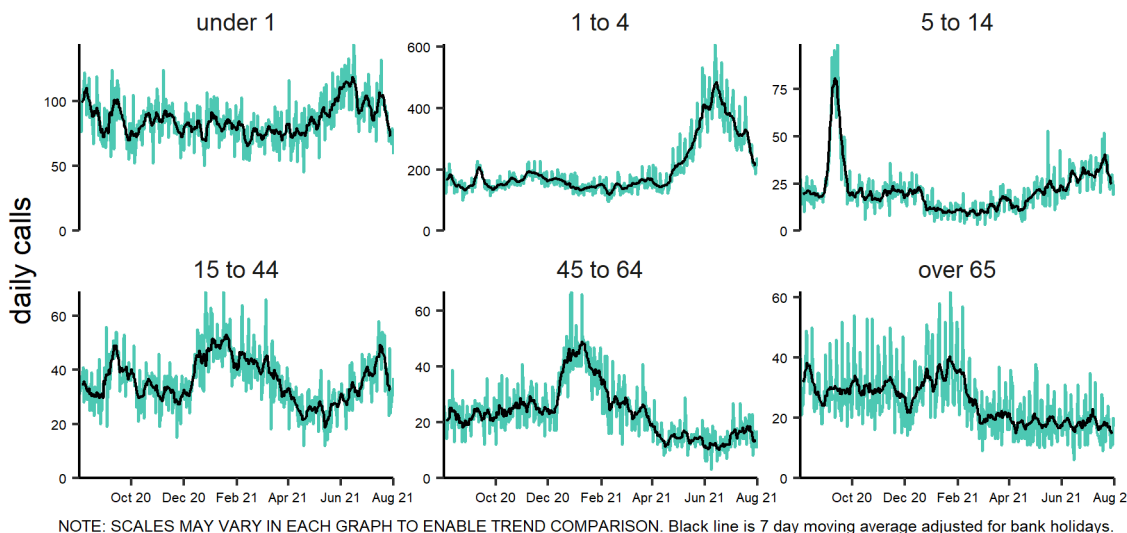### Fever 02/08/2020 - 01/08/2021

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) 02/08/2020 - 01/08/2021

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

3b. Fever calls by PHE centre

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

Fever by PHE centre 02/08/2020 - 01/08/2021
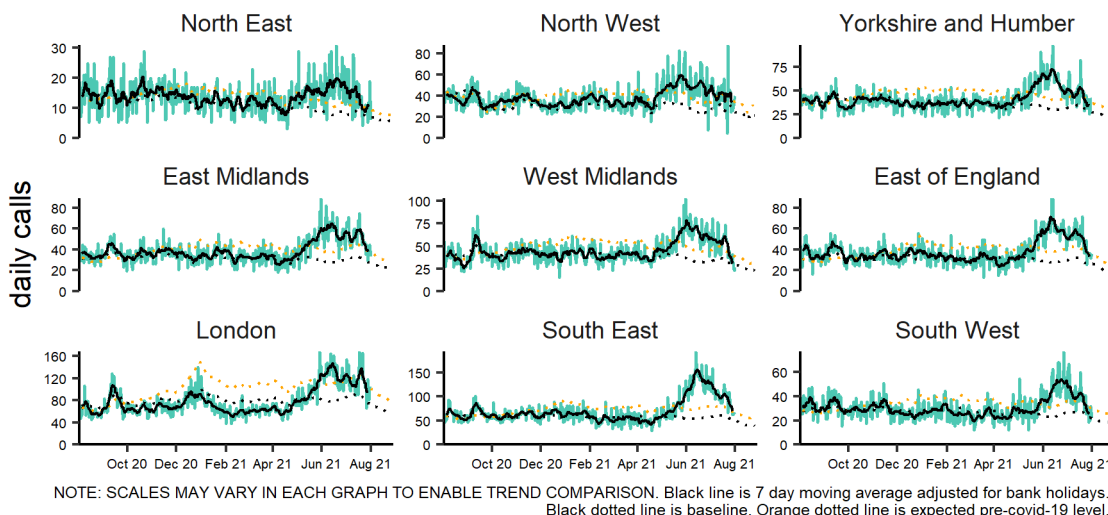
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.
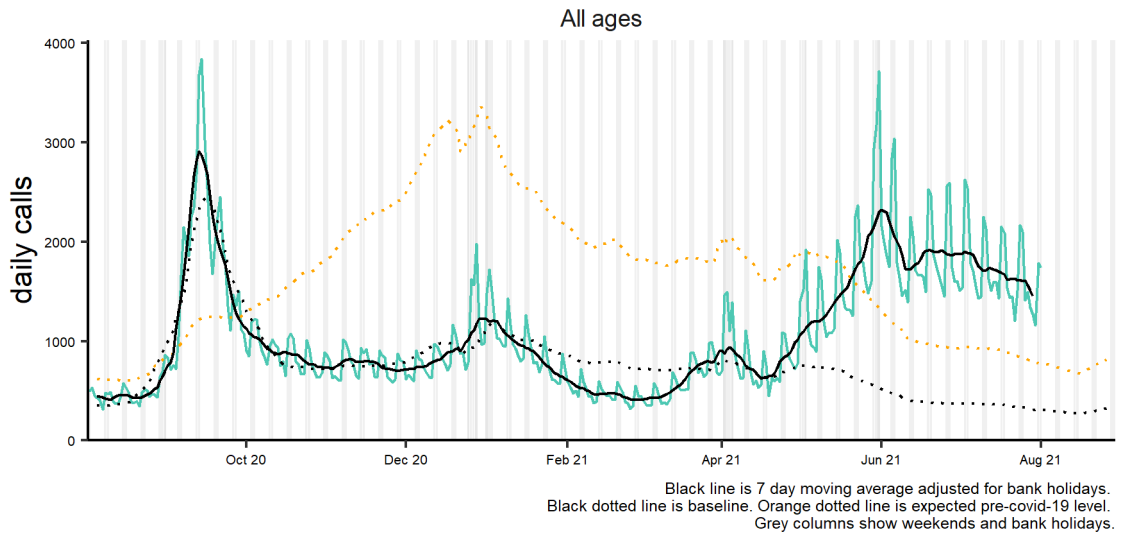
*7-day moving average adjusted for bank holidays.

4

4: Cough

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

Cough 02/08/2020 - 01/08/2021

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.

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) 02/08/2020 - 01/08/2021

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays.
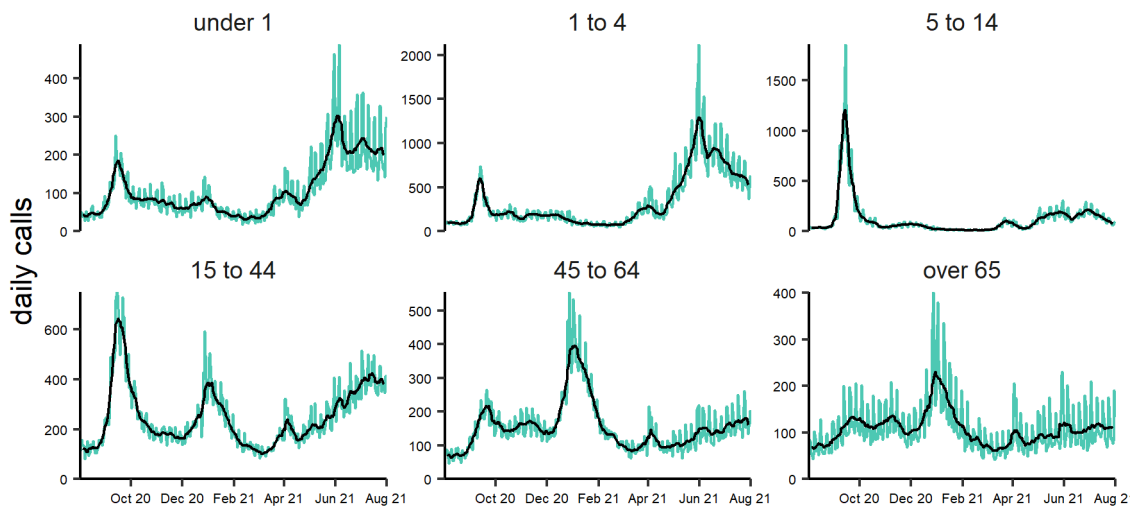
4b: Cough calls by PHE centre

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

Cough by PHE centre 02/08/2020 - 01/08/2021
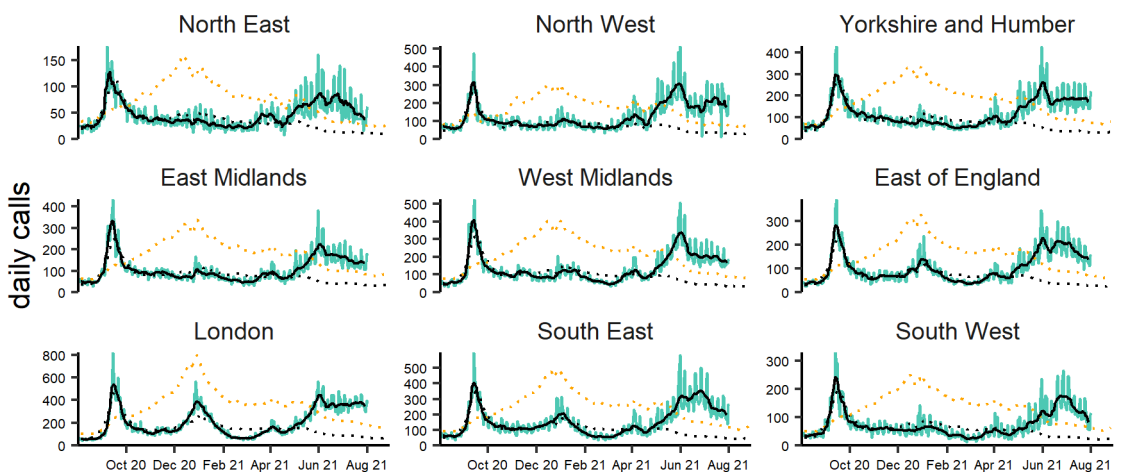
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. Black line is 7 day moving average adjusted for bank holidays. Black dotted line is baseline. Orange dotted line is expected pre-covid-19 level.

*7-day moving average adjusted for bank holidays.

5

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5: Loss of taste or smell

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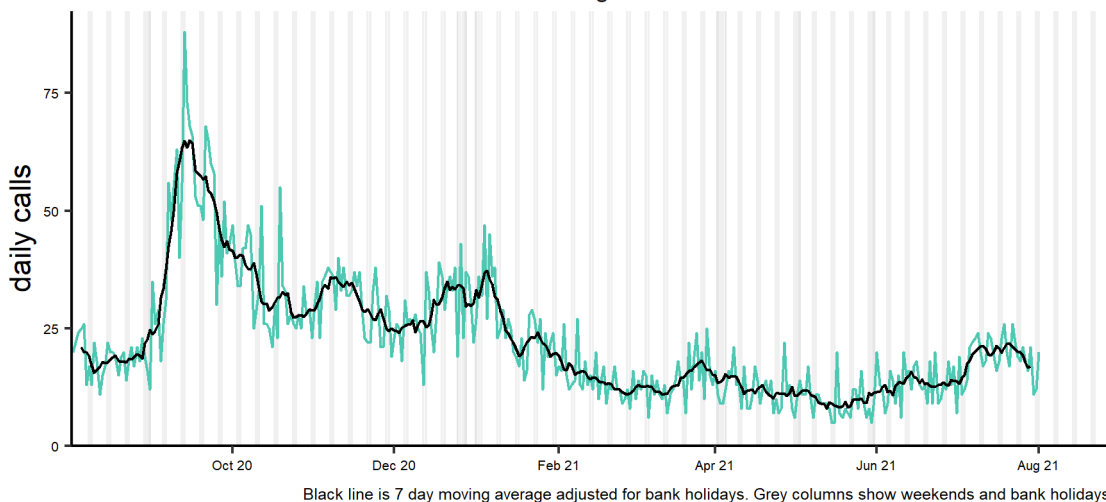
Intentionally left blank

Intentionally left blank

*7-day moving average adjusted for bank holidays.

Loss of taste or smell 02/08/2020 - 01/08/2021

All ages

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

Public Health England

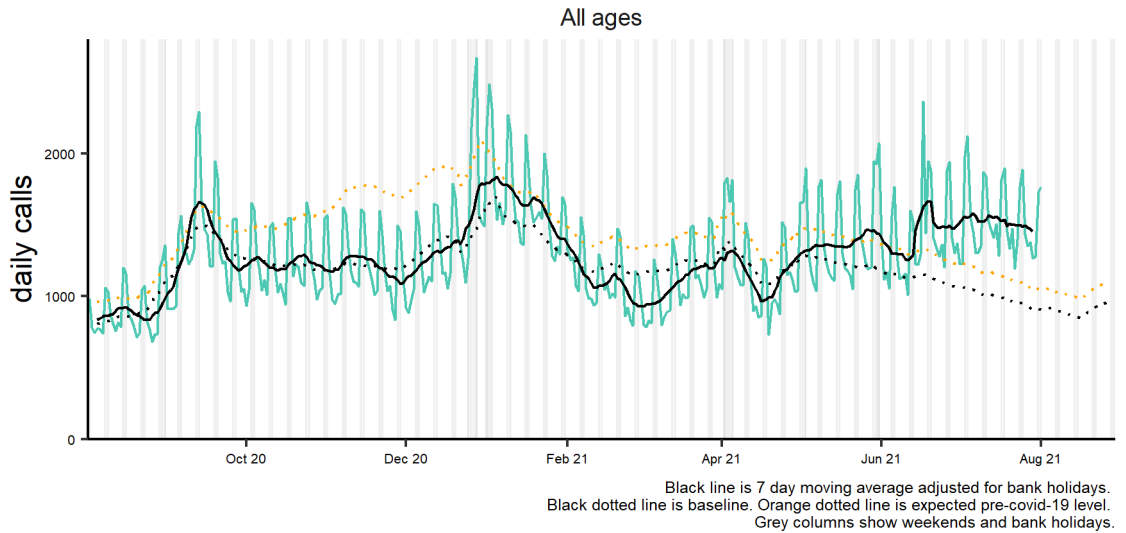## 6: Difficulty breathing

Daily number of 'difficulty breathing' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
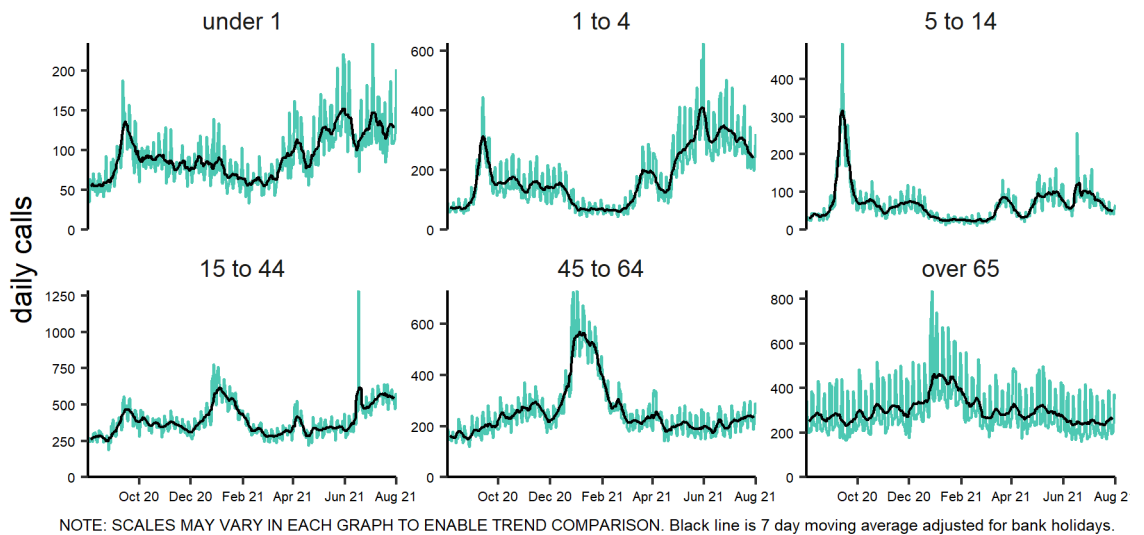
Difficulty breathing 02/08/2020 - 01/08/2021

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

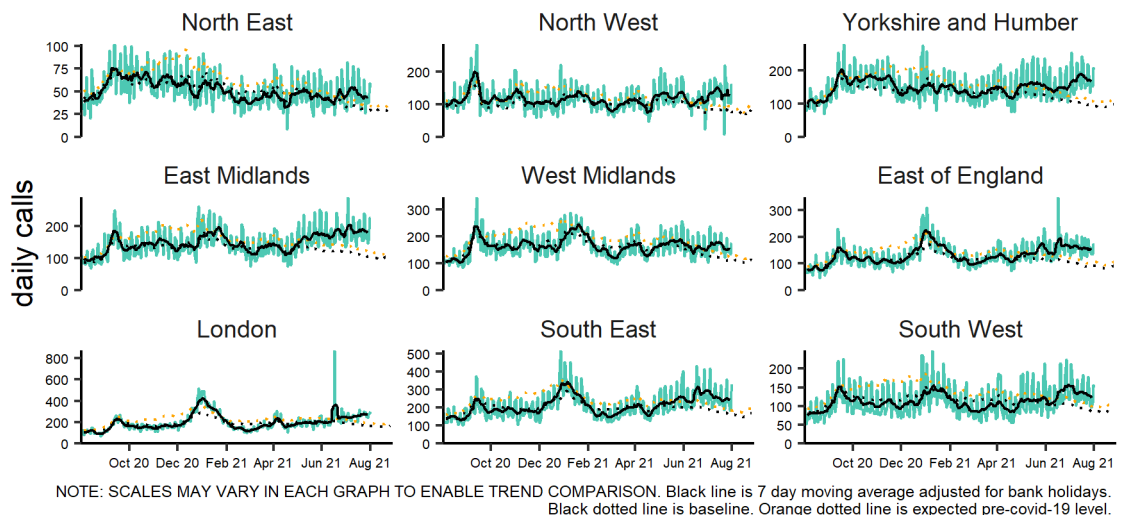Daily number of 'difficulty breathing' calls within each age group, with 7-day moving average*.

Difficulty breathing by age group (years) 02/08/2020 - 01/08/2021

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

6b: Difficulty breathing calls by PHE centre

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

Difficulty breathing by PHE centre 02/08/2020 - 01/08/2021

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. 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.

*7-day moving average adjusted for bank holidays.

7

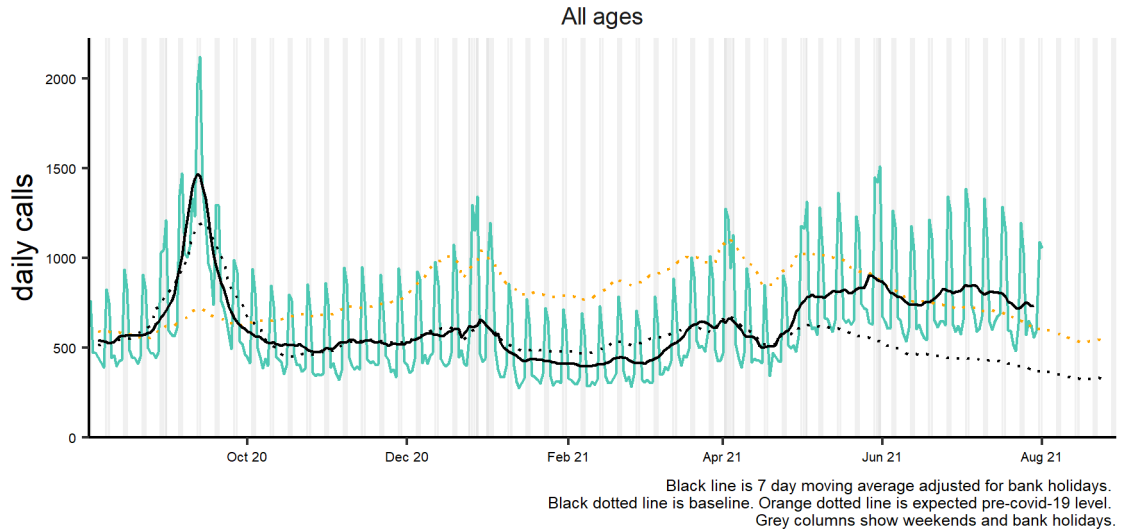## 7: Sore throat

Daily number of 'sore throat' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
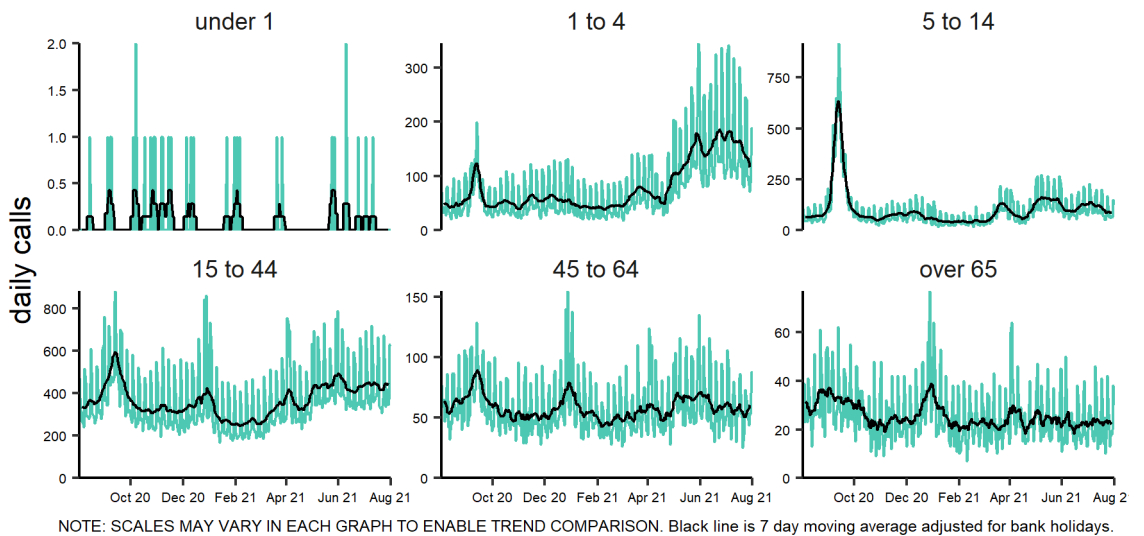
Sore throat 02/08/2020 - 01/08/2021

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*.

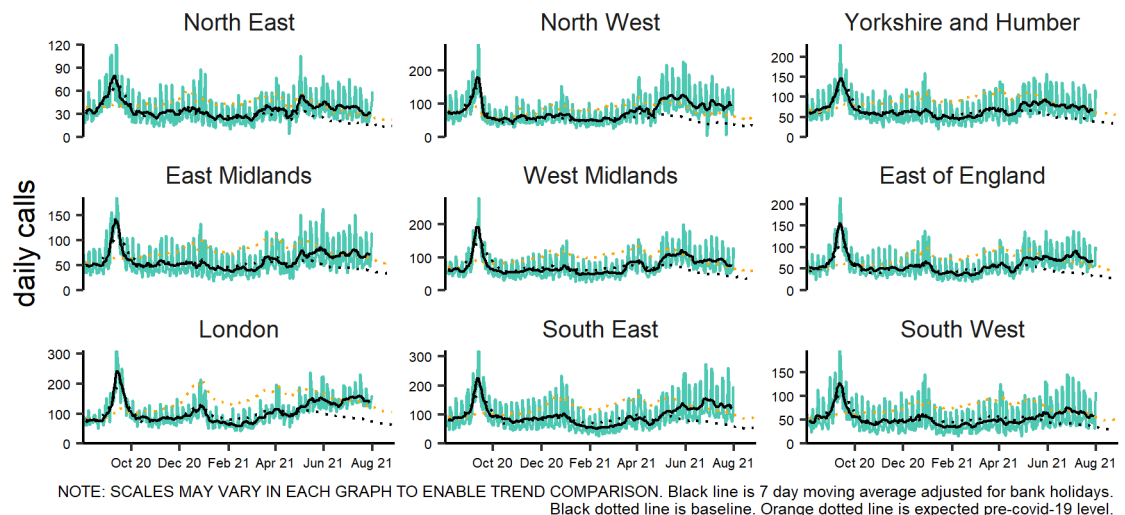### Sore throat by age group (years) 02/08/2020 - 01/08/2021

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

7b: Sore throat calls by PHE centre

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

Sore throat by PHE centre 02/08/2020 - 01/08/2021

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. 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.

*7-day moving average adjusted for bank holidays.

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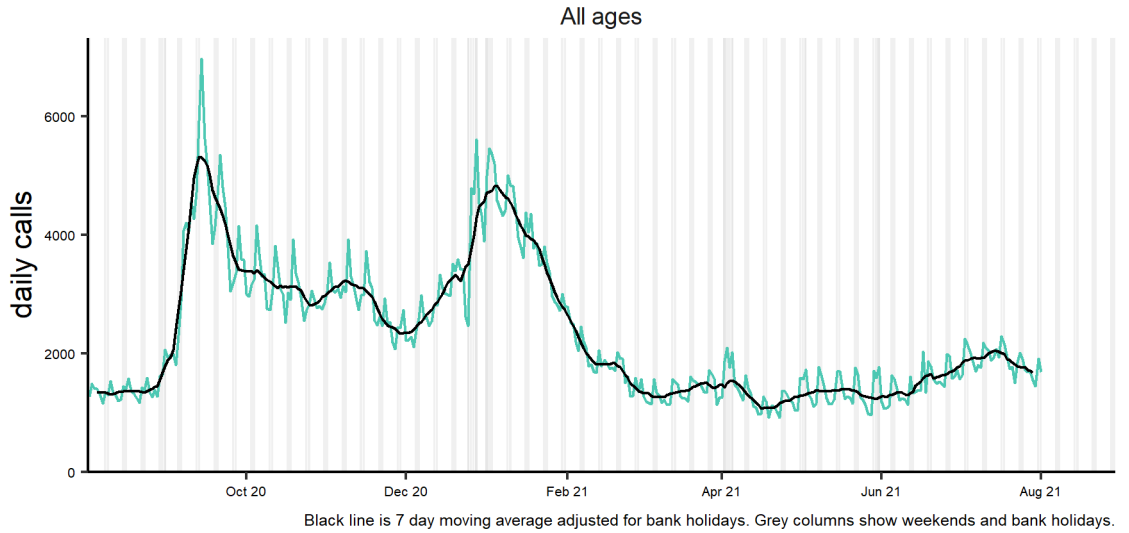**8: 'Potential COVID-19' calls**

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

Potential covid-19 02/08/2020 - 01/08/2021

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

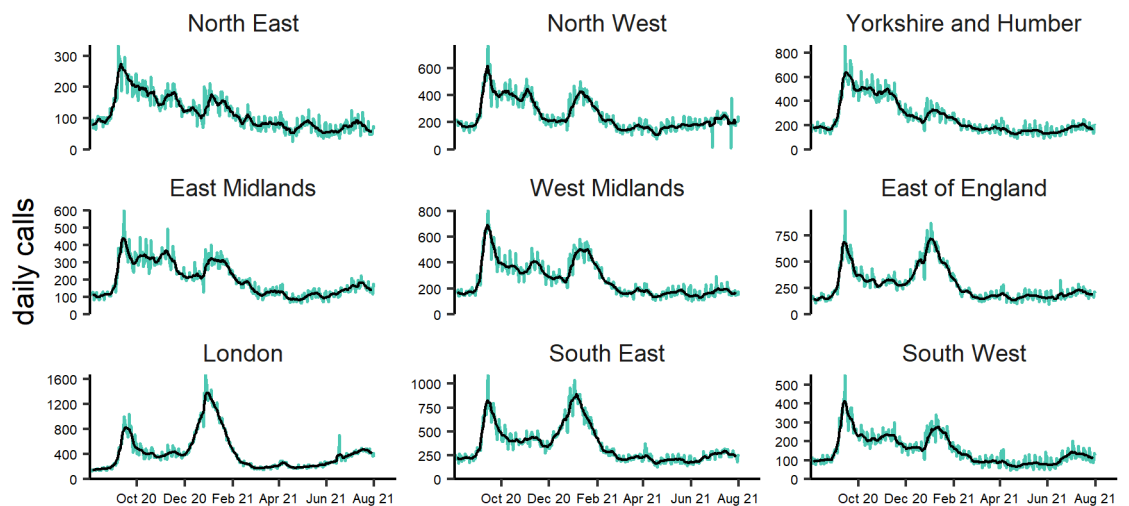Daily number of 'potential COVID-19' calls by age group, with 7-day moving average*.

Potential covid-19 by age group (years) 02/08/2020 - 01/08/2021

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 02/08/2020 - 01/08/2021

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.

9
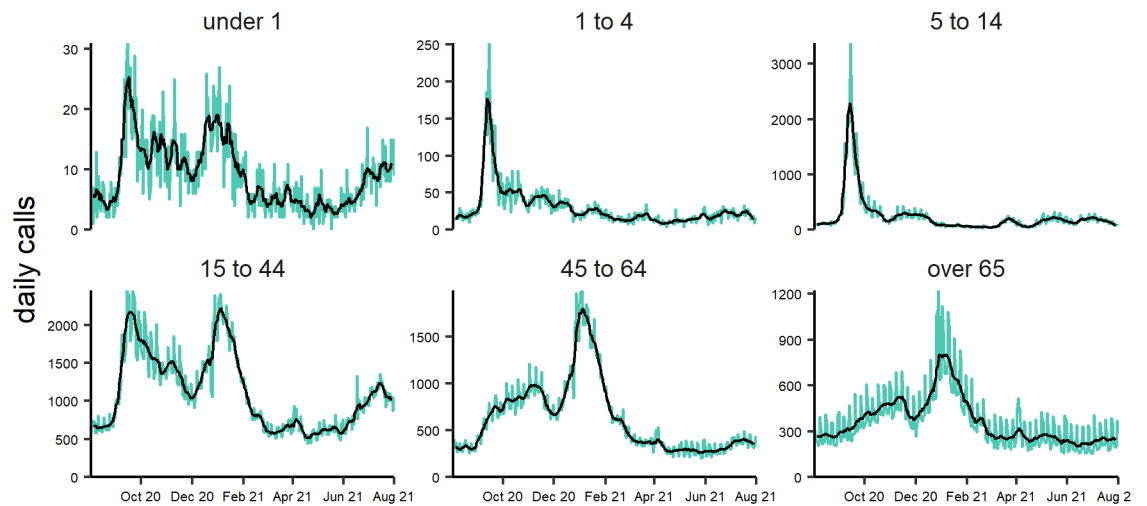
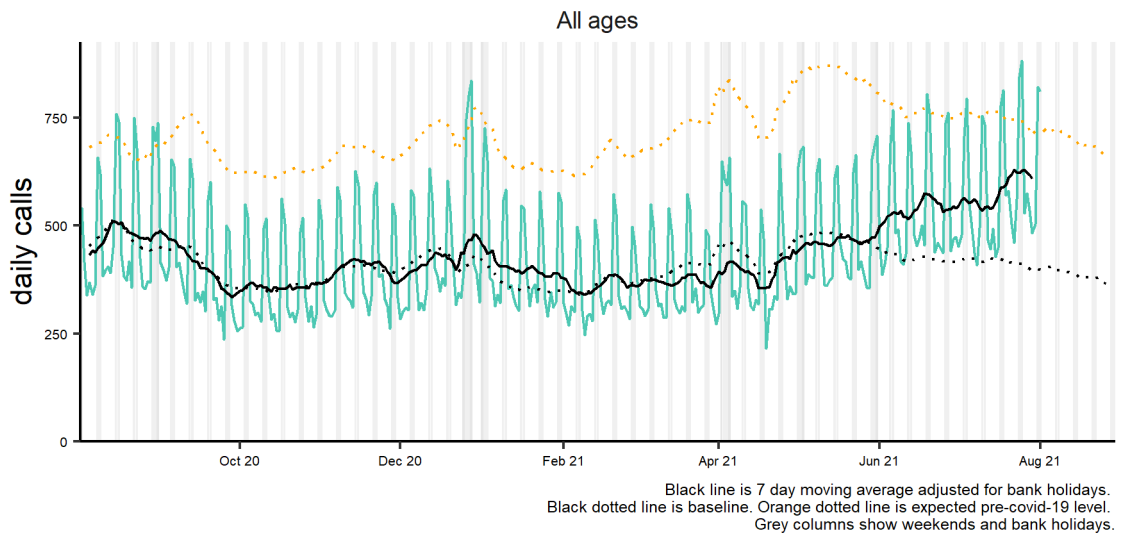## 9. Diarrhoea

Daily number of 'diarrhoea' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
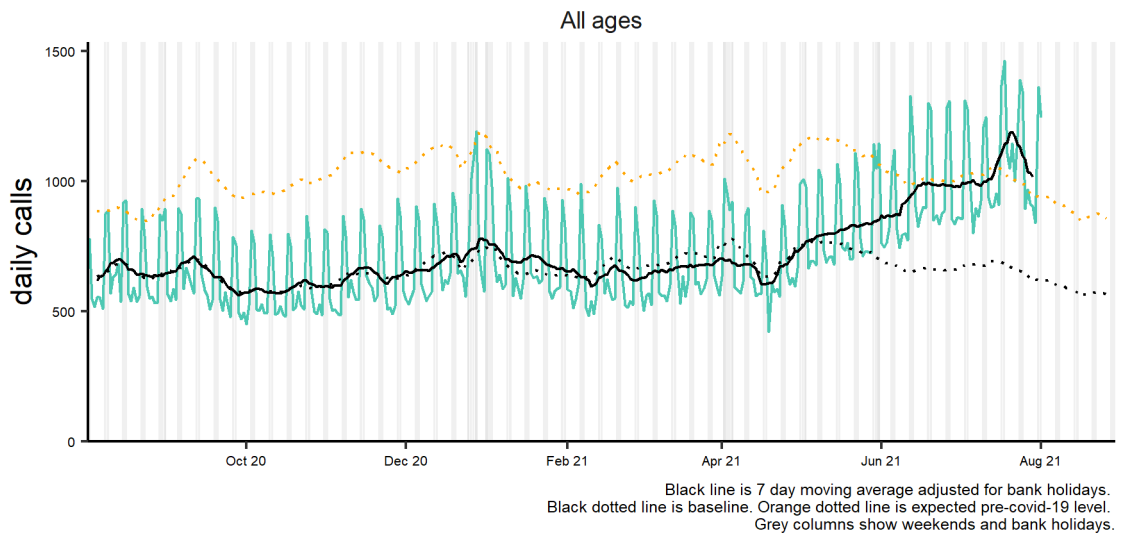
Diarrhoea 02/08/2020 - 01/08/2021

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.

10: Vomiting calls

Daily number of 'vomiting' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
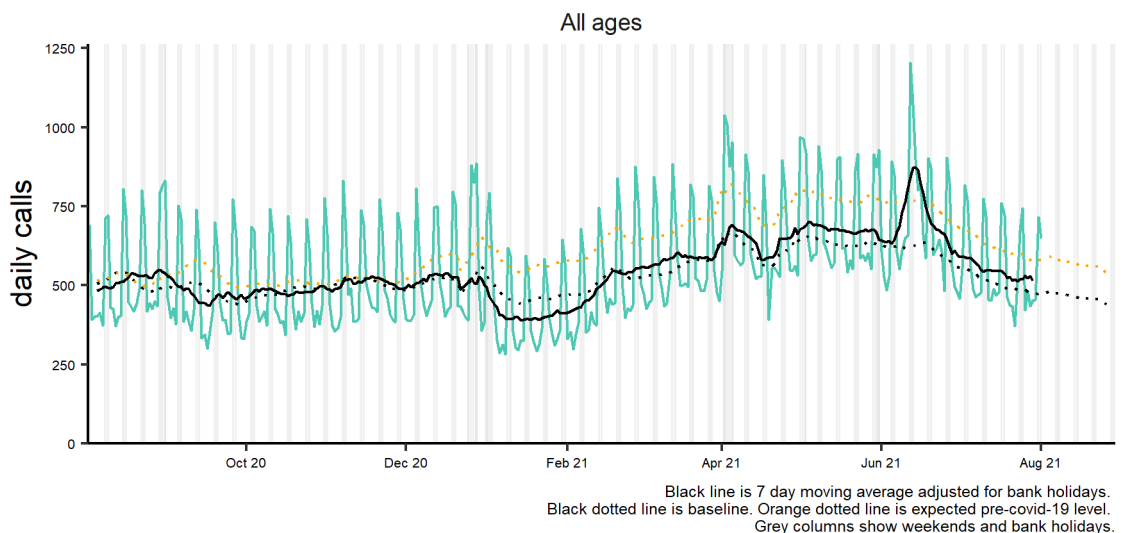
Vomiting 02/08/2020 - 01/08/2021

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.

11: Eye problems

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

Eye problems 02/08/2020 - 01/08/2021

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.

10
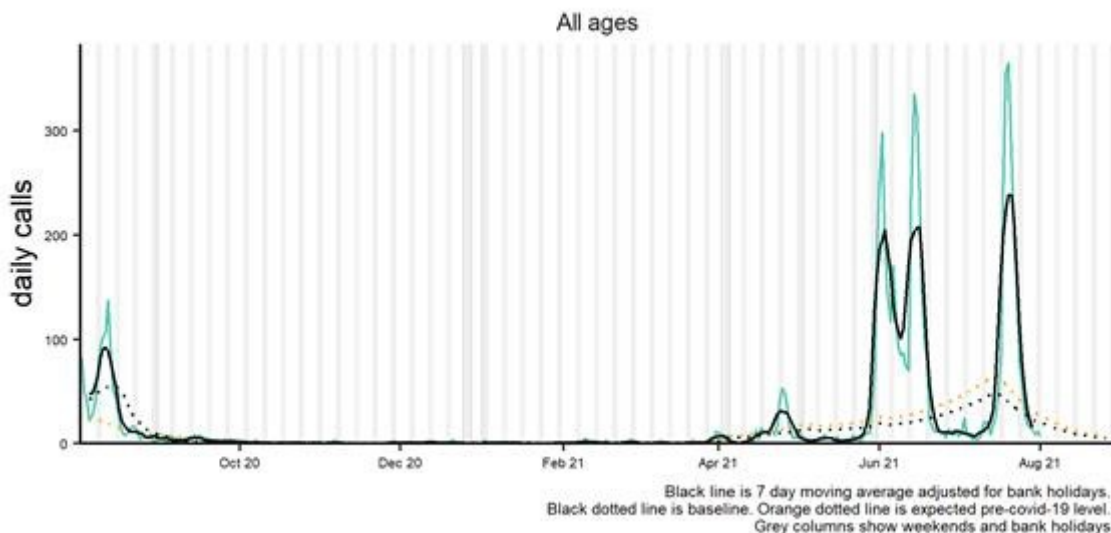
12. Heat exposure or sunburn

Daily number of 'heat exposure or sunburn' calls, with 7-day moving average*. Baselines are constructed from historical data since 2013.
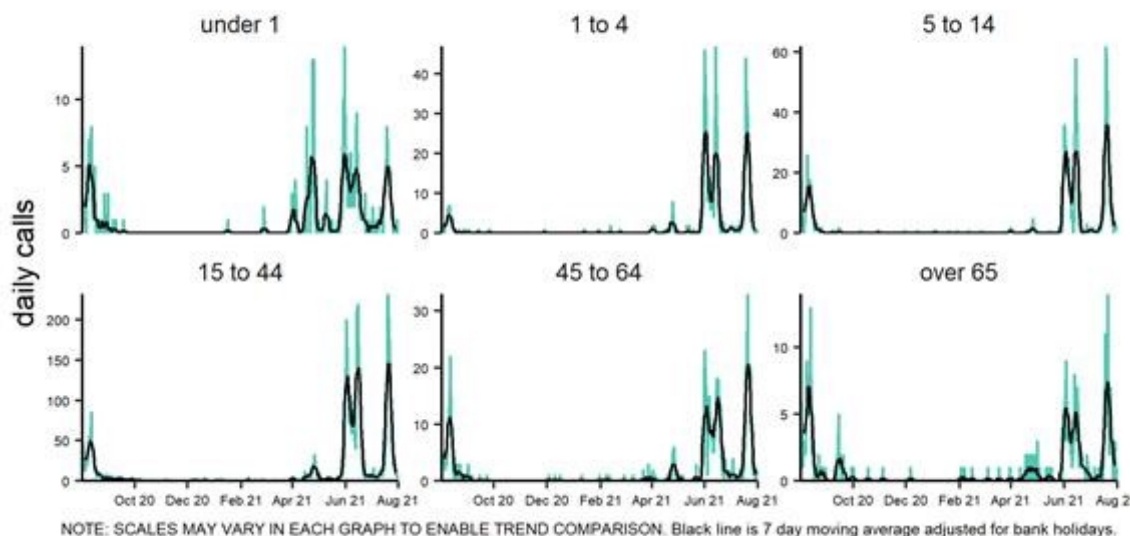
Heat exposure or sunburn 02/08/2020 - 01/08/2021

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.

12a: Heat exposure or sunburn by age group

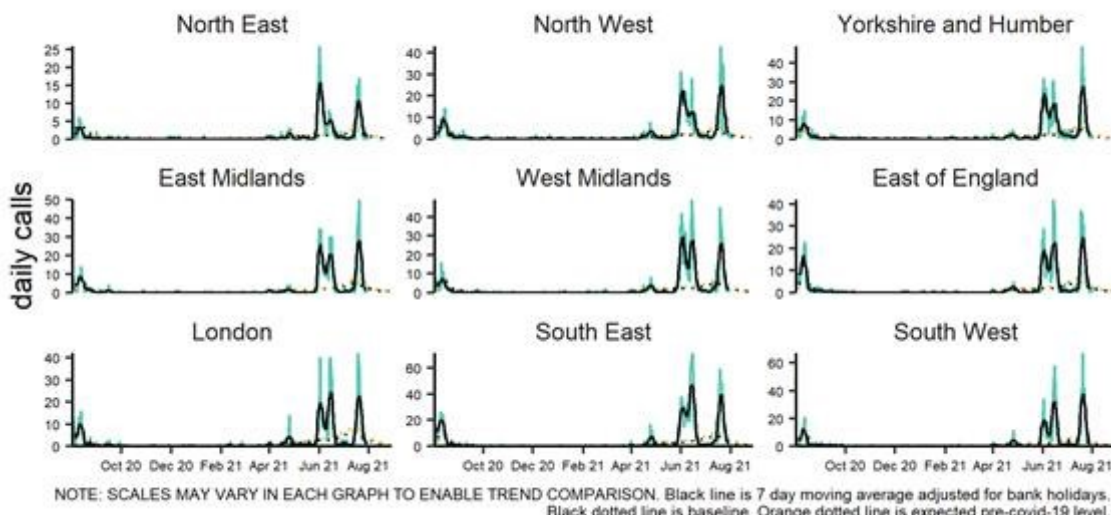Daily number of 'heat exposure or sunburn' calls within each age group, with 7-day moving average*.

Heat exposure or sunburn by age group (years) 02/08/2020 - 01/08/2021

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

12b: Heat exposure or sunburn by PHE Centre

Daily number of 'heat exposure or sunburn' calls within each PHE centre, with 7-day moving average*.

Heat exposure or sunburn by PHE centre 02/08/2020 - 01/08/2021

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON. 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.

*7-day moving average adjusted for bank holidays.
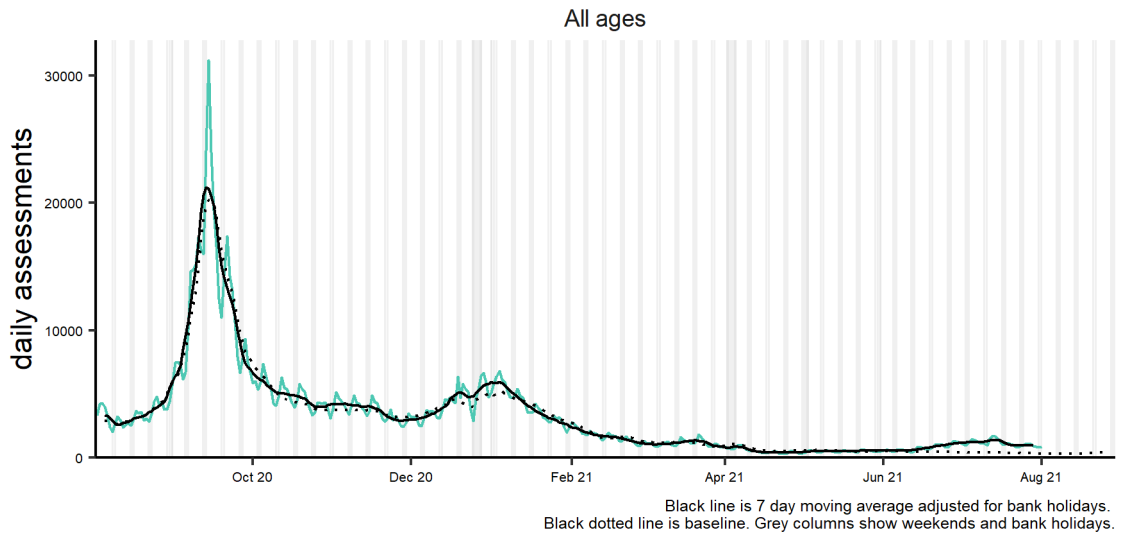
11

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England

Year: 2021   Week: 30

13: NHS 111 online cold/flu

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

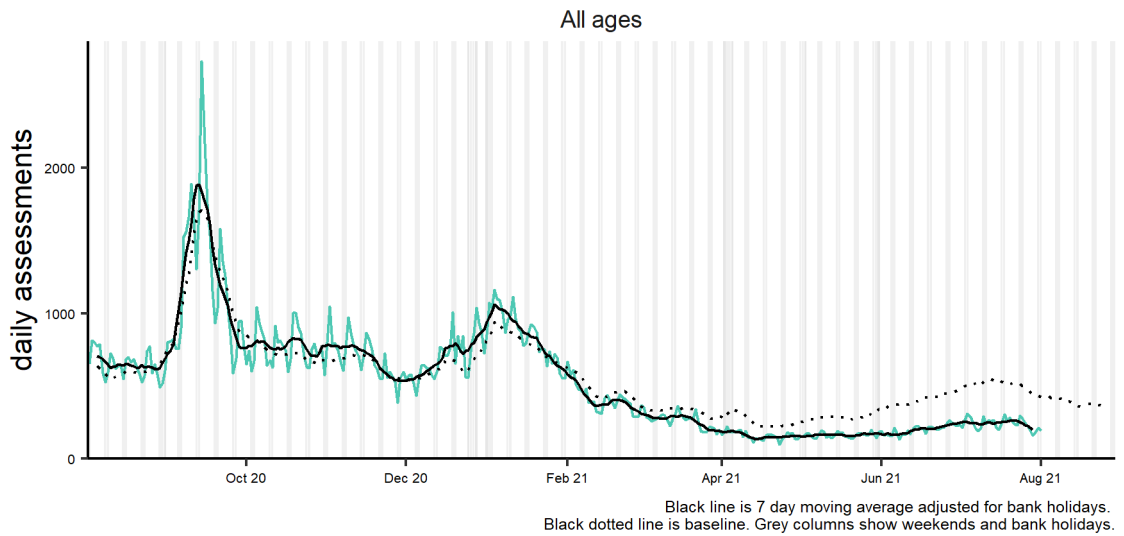### Cold or flu 02/08/2020 - 01/08/2021

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 fever

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

Fever 02/08/2020 - 01/08/2021

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.

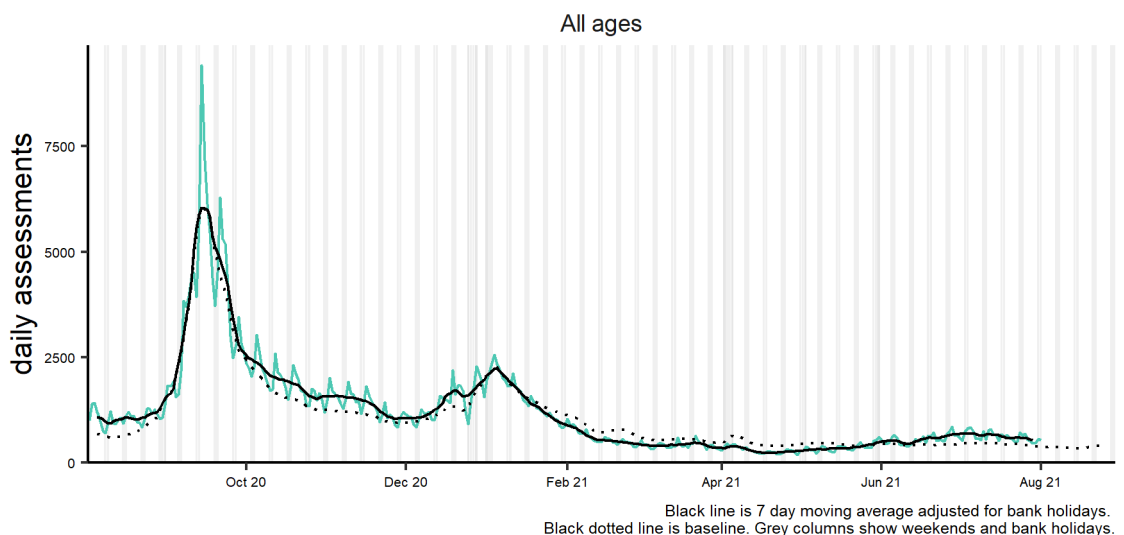## 15: NHS 111 online cough

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

Cough 02/08/2020 - 01/08/2021

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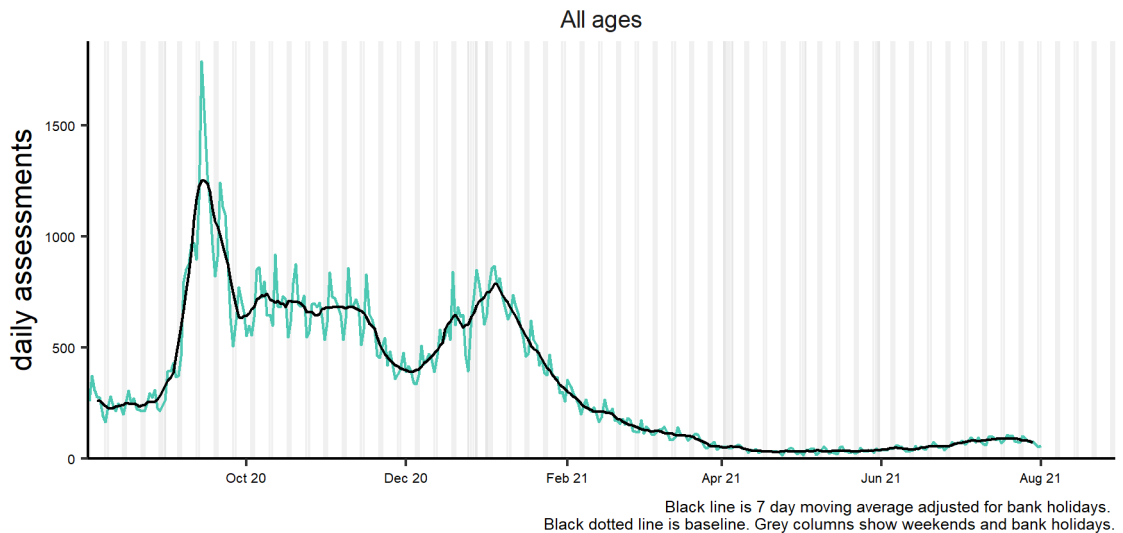
*7-day moving average adjusted for bank holidays.

16: NHS 111 online loss of taste or smell

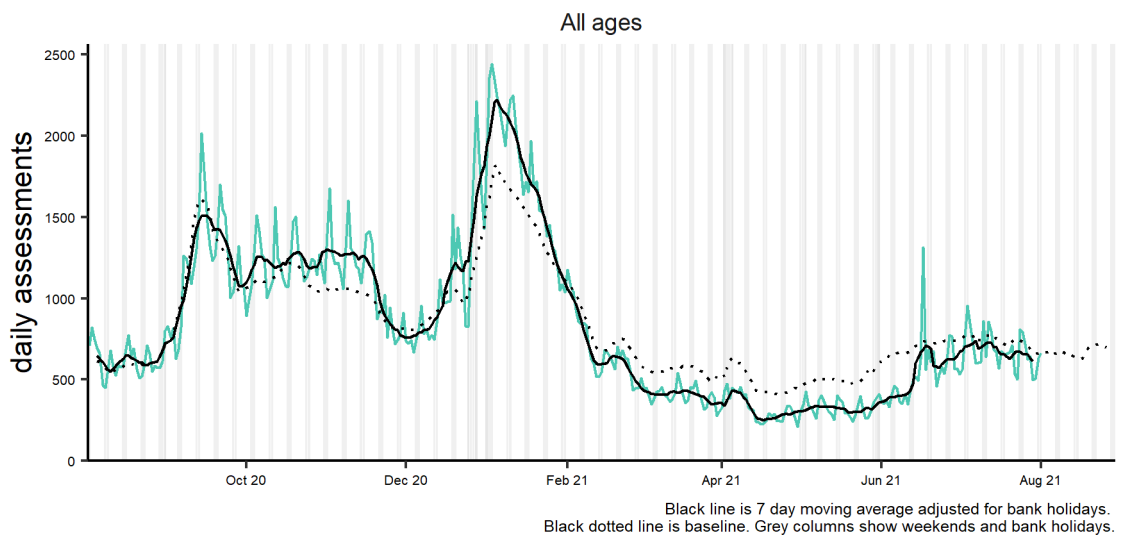Number of 'loss of taste or smell' online completed assessments, with 7-day moving average*.

Loss of taste or smell 02/08/2020 - 01/08/2021

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.

17: NHS 111 online difficulty breathing

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

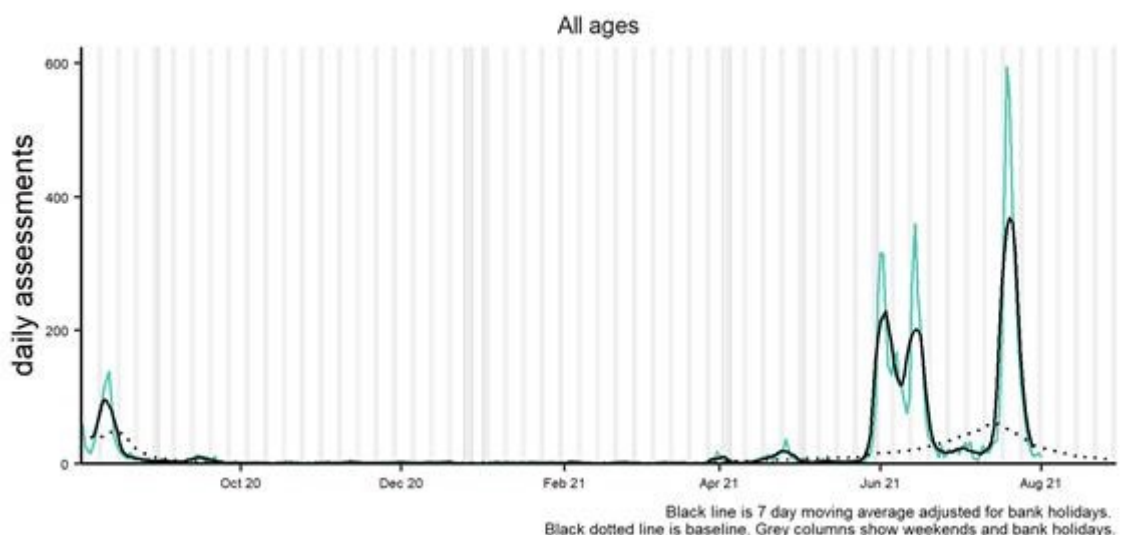### Difficulty breathing 02/08/2020 - 01/08/2021

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.

18: NHS 111 online heat exposure or sunburn

Number of 'heat exposure or sunburn' online completed assessments, with 7-day moving average*.

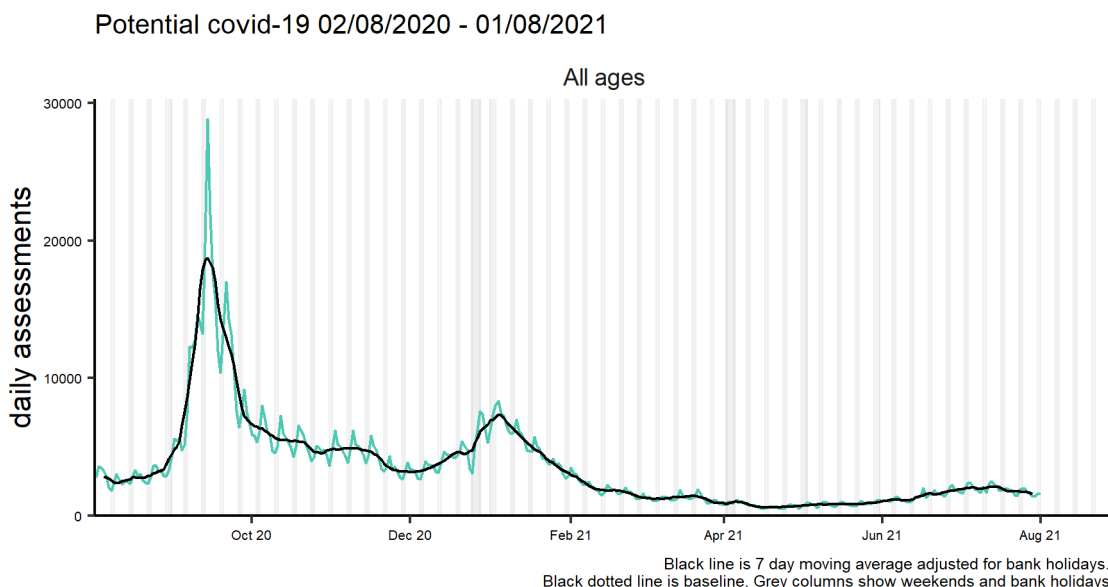### Heat exposure or sunburn 02/08/2020 - 01/08/2021

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.

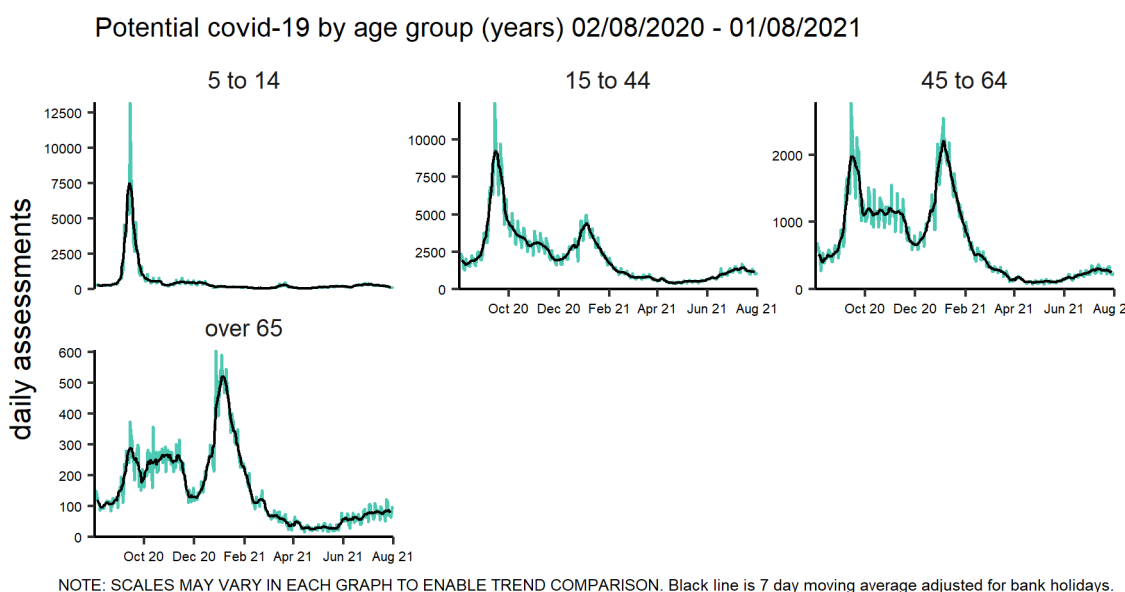*7-day moving average adjusted for bank holidays.

13

19: '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 02/08/2020 - 01/08/2021

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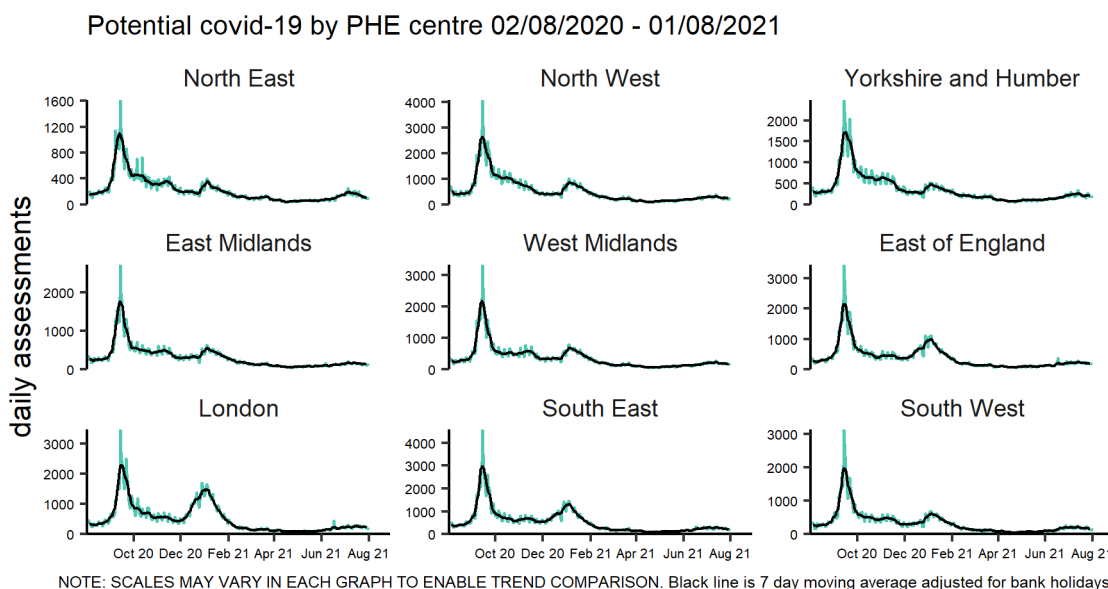
19a: 'Potential COVID-19' completed online assessments by age group

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) 02/08/2020 - 01/08/2021

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

19b: '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 02/08/2020 - 01/08/2021

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.

14

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.

03 August 2021   Year: 2021   Week: 30

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

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