



UK Health  
Security  
Agency

# **Remote Health Advice Syndromic Surveillance System Bulletin (England)**

**2022 Week 34**

## Key messages

### Data reported to: 28 August 2022

Please note that during week 34 the number of NHS 111 calls included in this syndromic report are still lower than usual, though have increased. This is due to a widely publicised cybersecurity incident on 4 August caused by ransomware that affected a NHS 111 clinical software system provider that is used in certain parts of the country. We are working closely with our data providers to restore the daily syndromic feeds.

The NHS 111 call data presented in this report should therefore be interpreted with some caution. Assessments of trends and levels for NHS 111 calls have not been included in this bulletin.

During week 34, potential COVID-19-like NHS 111 online assessments continued to decrease.

## Syndromic indicators at a glance

**Table 1: The current trend (based on previous weeks, not only the current week) and the level (compared to the expected baseline), of each indicator included in this bulletin.**

Indicator	Trend <sup>1</sup>	Level
Total NHS 111 calls ( <b>Figure 1</b> )	Returning to usual levels	
Total NHS 111 online ( <b>Figure 2</b> )	No trend	No baseline
Cold/flu NHS 111 calls ( <b>Figure 3</b> )	Cannot be assessed	
Cold/flu NHS 111 online ( <b>Figure 4</b> )	Decreasing	Below baseline
Fever NHS 111 calls ( <b>Figure 5</b> )	Cannot be assessed	
Fever NHS 111 online ( <b>Figure 6</b> )	Decreasing	Similar to baseline
Cough NHS 111 calls ( <b>Figure 7</b> )	Cannot be assessed	
Cough NHS 111 online ( <b>Figure 8</b> )	Decreasing	Similar to baseline
Difficulty breathing NHS 111 calls ( <b>Figure 9</b> )	Cannot be assessed	
Difficulty breathing NHS 111 online ( <b>Figure 10</b> )	Decreasing	Below baseline
Sore throat NHS 111 calls ( <b>Figure 11</b> )	Cannot be assessed	
Sore throat NHS 111 online ( <b>Figure 12</b> )	Decreasing	Above baseline
Potential COVID-19 NHS 111 calls ( <b>Figure 13</b> )	Cannot be assessed	
Potential COVID-19 NHS 111 online ( <b>Figure 14</b> )	Decreasing	No baseline
Diarrhoea NHS 111 calls ( <b>Figure 15</b> )	Cannot be assessed	
Diarrhoea NHS 111 online ( <b>Figure 16</b> )	Decreasing	Above baseline
Vomiting NHS 111 calls ( <b>Figure 17</b> )	Cannot be assessed	
Vomiting NHS 111 online ( <b>Figure 18</b> )	Decreasing	Above baseline
Eye problems NHS 111 calls ( <b>Figure 19</b> )	Cannot be assessed	
Eye problems NHS 111 online ( <b>Figure 20</b> )	Decreasing	Above baseline
Insect bites NHS 111 calls ( <b>Figure 21</b> )	Cannot be assessed	
Insect bites NHS 111 online ( <b>Figure 22</b> )	Decreasing	Similar to baseline
Heat exposure or sunburn NHS 111 calls ( <b>Figure 23</b> )	Cannot be assessed	
Heat exposure or sunburn NHS 111 online ( <b>Figure 24</b> )	No trend	Above baseline

## Remote health advice syndromic surveillance system (England) bulletin

<sup>1</sup> trend reports on the trend seen over most recent and earlier weeks

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## About this syndromic surveillance system

This bulletin presents data from the UK Health Security Agency (UKHSA) remote health advice syndromic surveillance system.

Syndromic surveillance can be used to:

- assess current trends
- assess current trends and levels compared to historical baselines
- compare trends between age groups/areas

Syndromic surveillance should not be used to:

- estimate total burden or number of 'cases' of a condition (see **Notes and caveats**)
- compare levels between age groups/areas

Fully anonymised, daily NHS 111 call and NHS 111 online assessment data are analysed and reported here, to identify and describe trends for a variety of syndromic indicators:

- syndromic indicators include groupings such as cold/flu, fever and diarrhoea
- syndromic indicators are based on:
  - symptoms (known as the Pathway) identified from both NHS 111 calls and NHS 111 online assessments
  - the potential COVID-19 syndromic indicator is based on the outcome (known as the Disposition), rather than the Pathway
- **Key messages** describes any notable trends nationally (England), by age group and/or by geographical area (based on UKHSA Regions)
- the full list of syndromic indicators reported here, along with their current level and trend, are summarised in **Table 1**
- charts are provided for each syndromic indicator, on a national basis, by age group and by geographical area (UKHSA Region). Each chart includes a year of data with:
  - 7-day moving averages (adjusted for weekends and bank holidays) to aid in the identification of trend
  - statistical baselines (where available) to aid in the assessment of level compared to historical expectations

For further information please see the **Notes and caveats** section.

Previous weekly bulletins from this system are available [here](#).

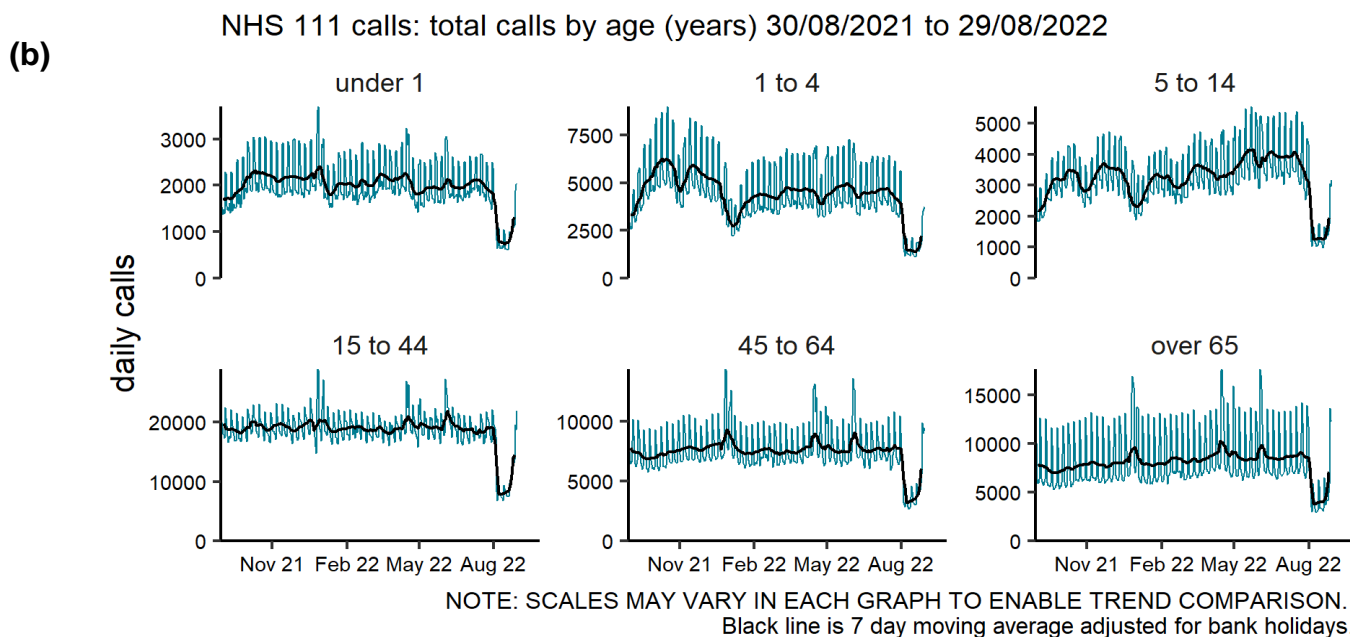
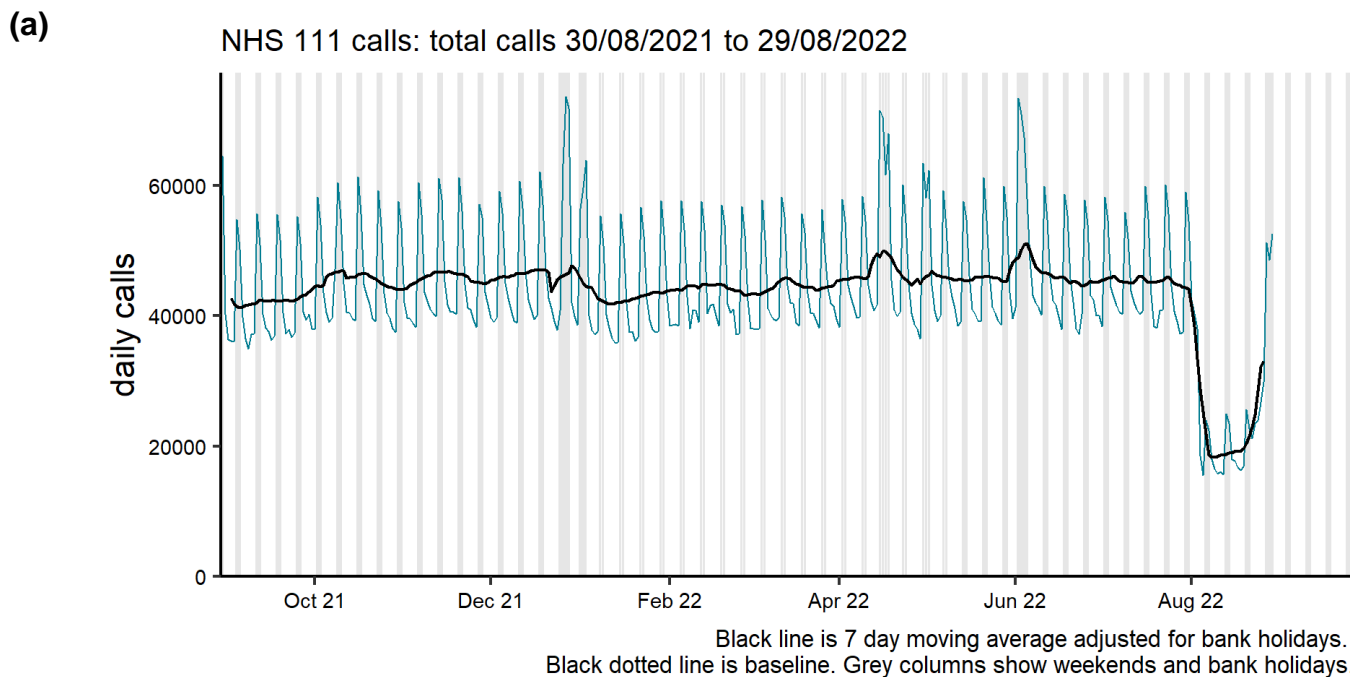
### Data quality issues of note this week

Due to technical issues NHS 111 call data is not currently available from several providers after 3<sup>rd</sup> August. Please see the main [Key Messages](#) for further details.

# Total contacts

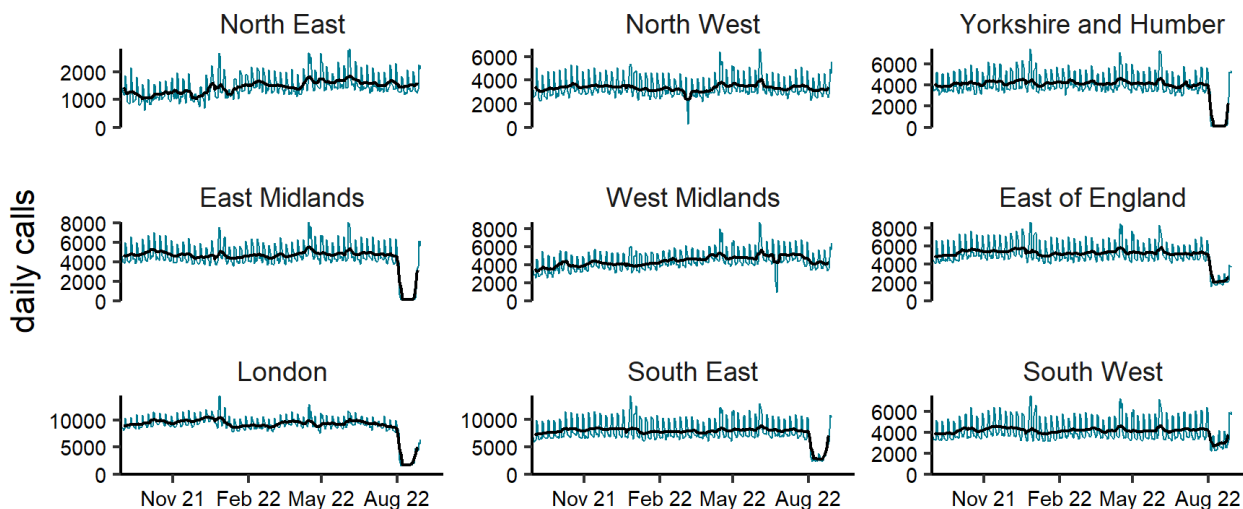
## NHS 111 calls

**Figure 1: Daily number of NHS 111 calls (with 7-day moving average adjusted for bank holidays) recorded in this syndromic surveillance system in England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 calls: total calls by region 30/08/2021 to 29/08/2022



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.

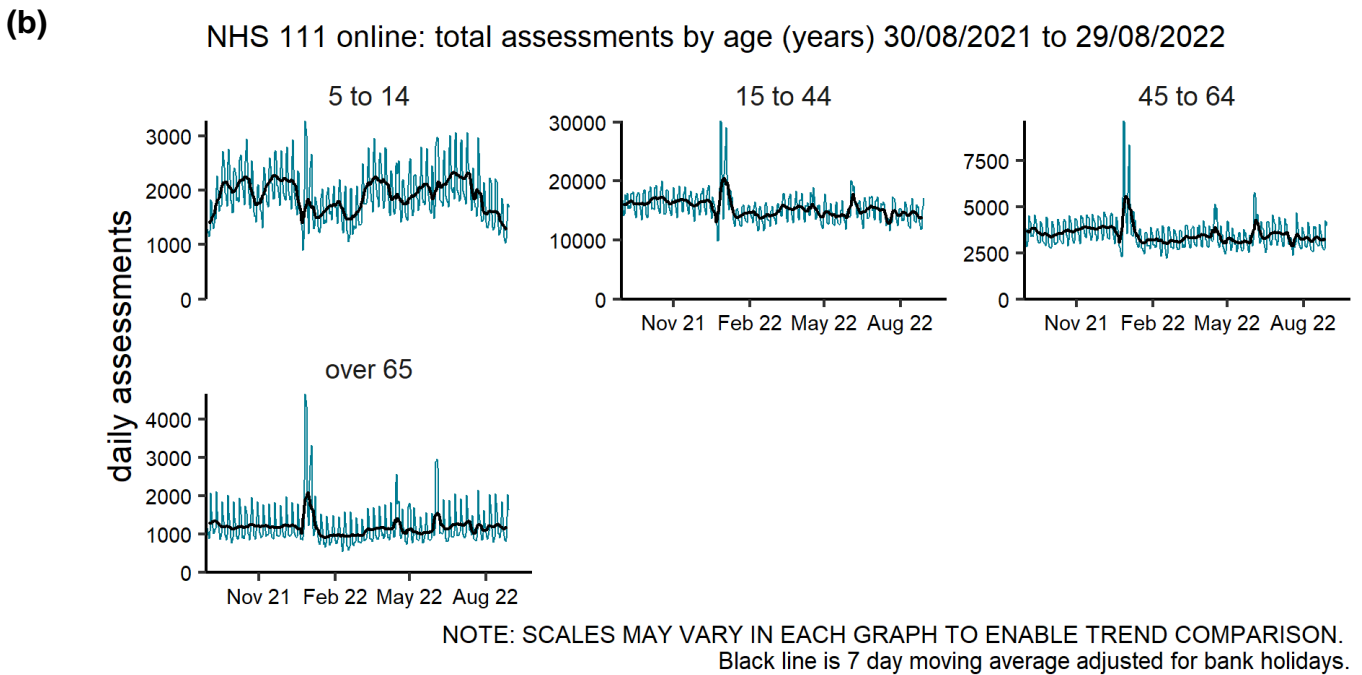
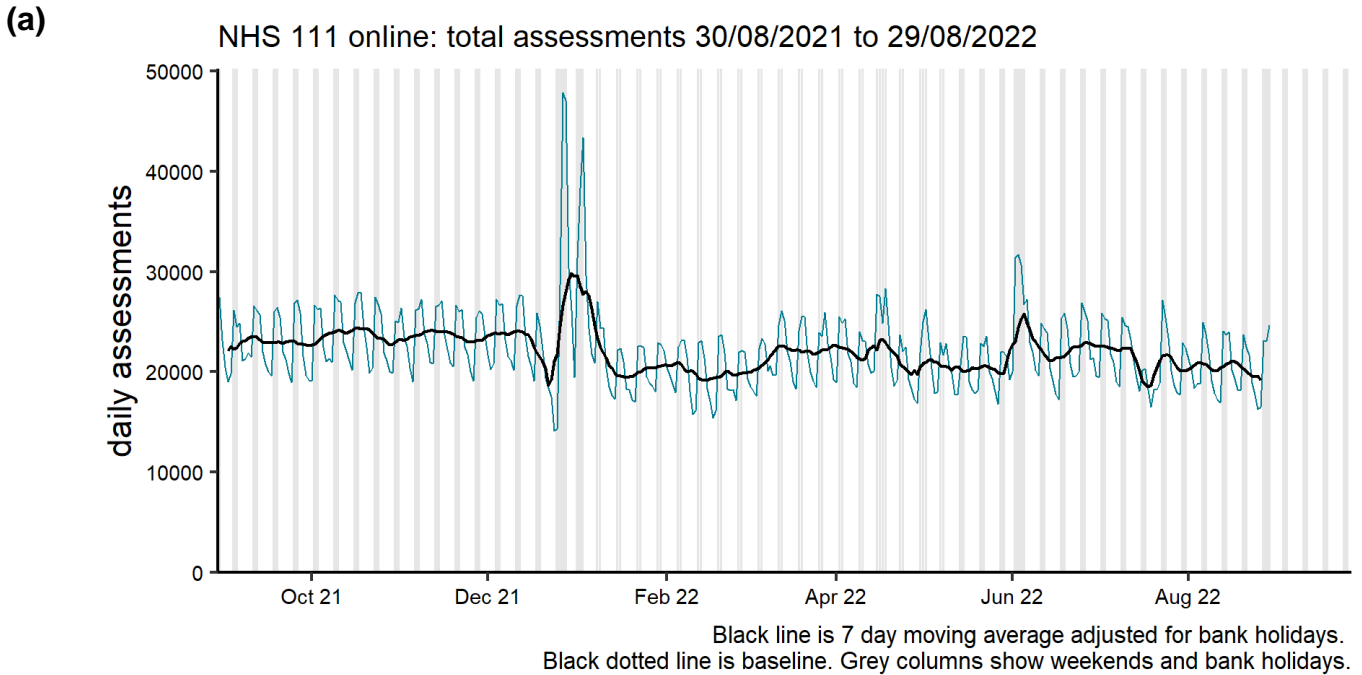
**Table 2: The number of NHS 111 calls in England recorded each day in the most recent week.**

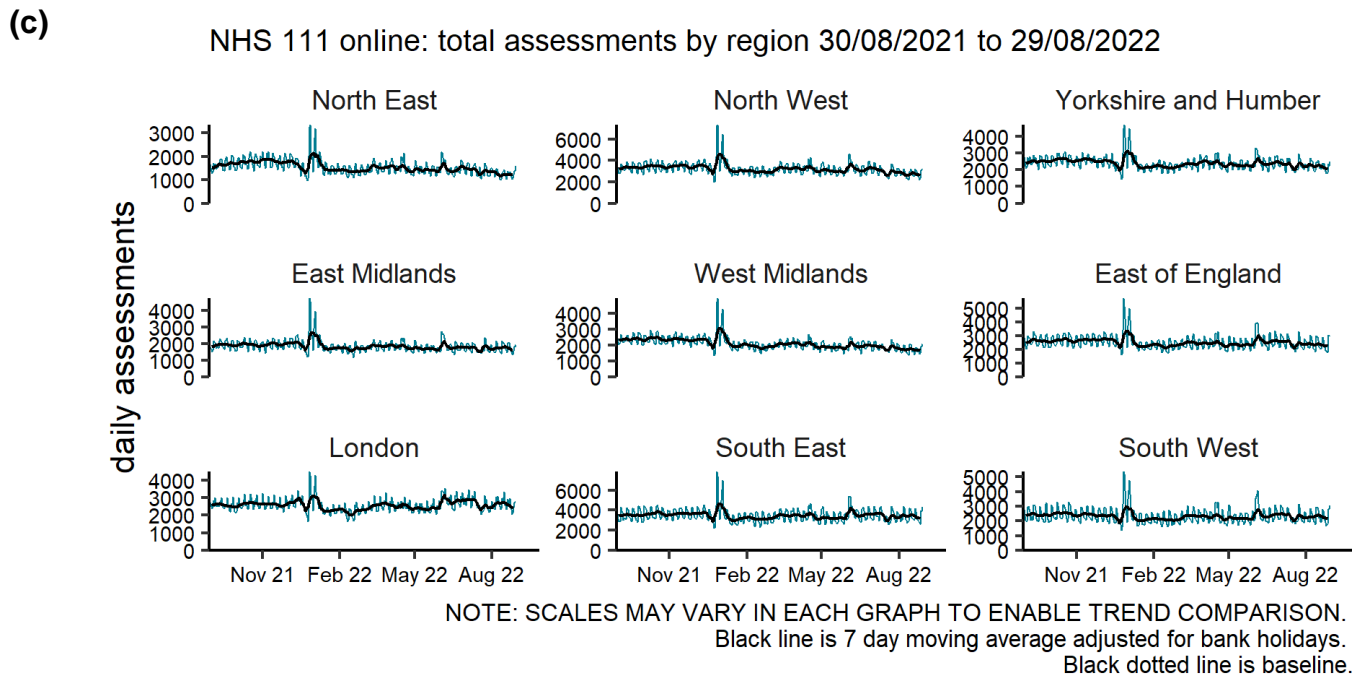
Date	Number of calls
23 August 2022	23,452
24 August 2022	23,914
25 August 2022	26,617
26 August 2022	29,707
27 August 2022	51,078
28 August 2022	48,431
29 August 2022	52,348



# NHS 111 online

**Figure 2: Daily number of completed NHS 111 online assessments (with 7-day moving average adjusted for bank holidays) recorded in this syndromic surveillance system in England (a) nationally, (b) by age and (c) by UKHSA Region.**





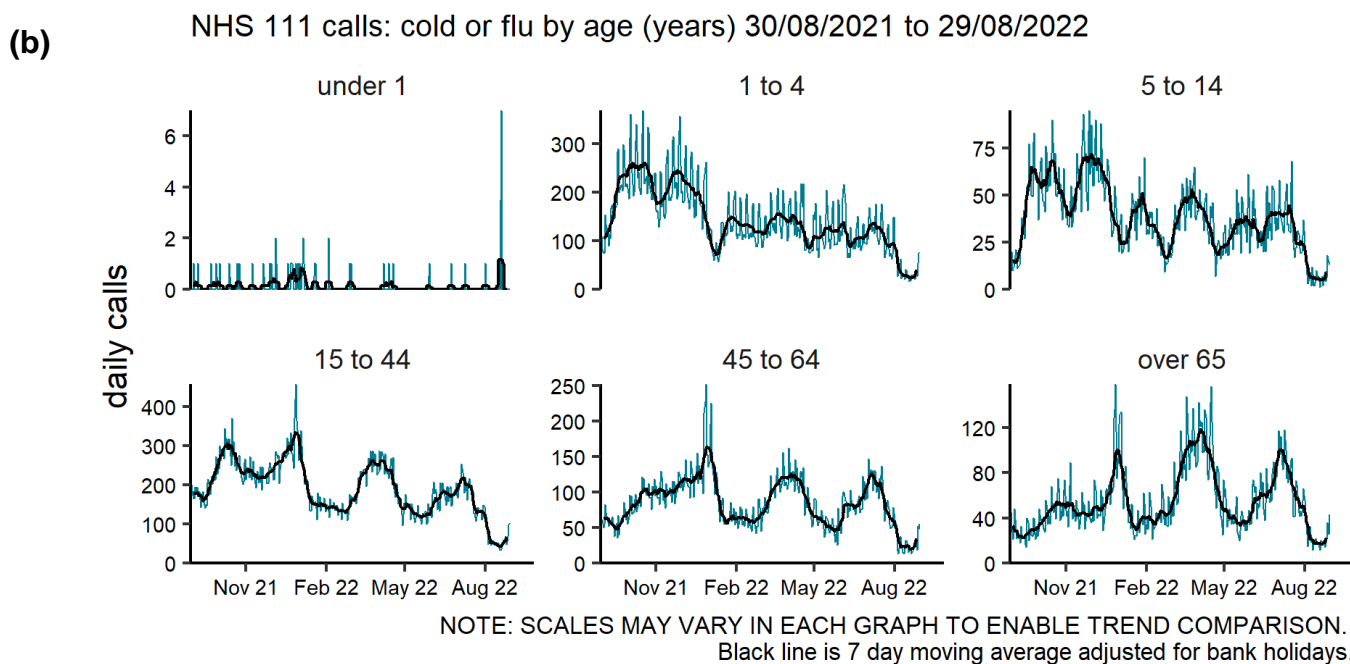
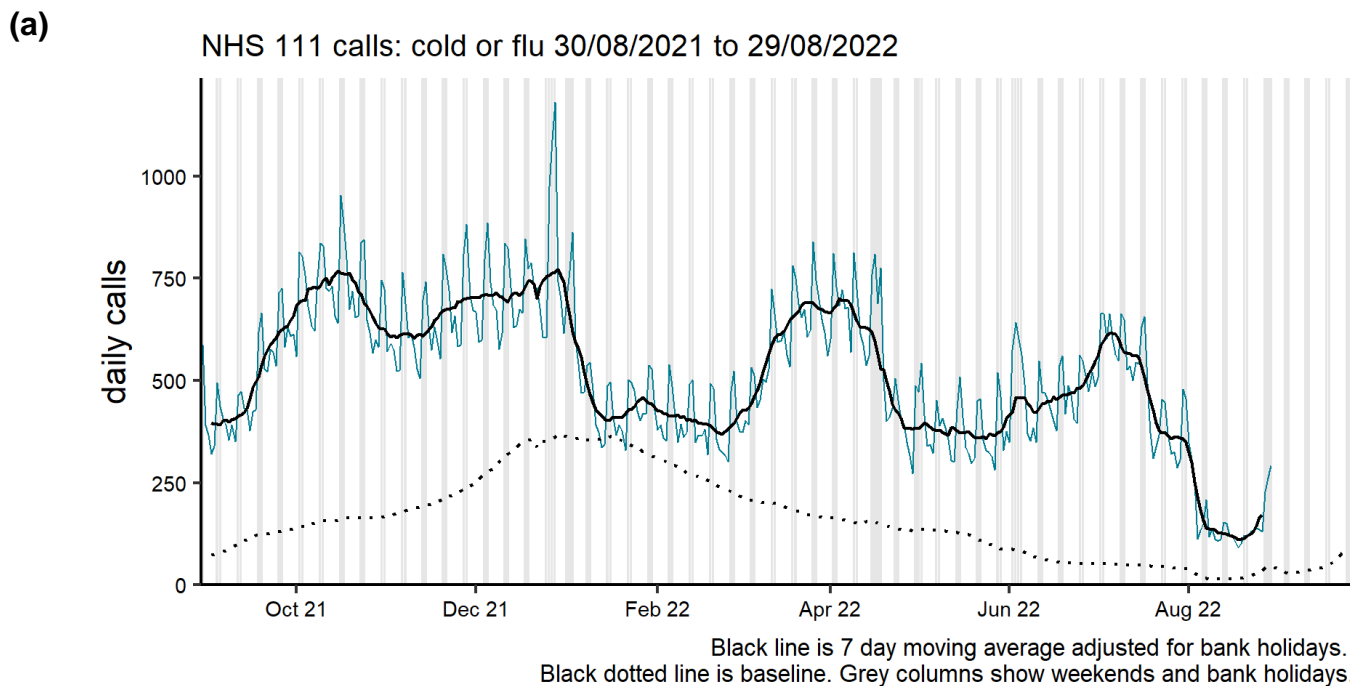
**Table 3: The number of completed NHS 111 online assessments in England recorded each day in the most recent week.**

Date	Number of completed assessments
23 August 2022	18,512
24 August 2022	17,389
25 August 2022	16,028
26 August 2022	16,220
27 August 2022	22,801
28 August 2022	22,747
29 August 2022	24,320

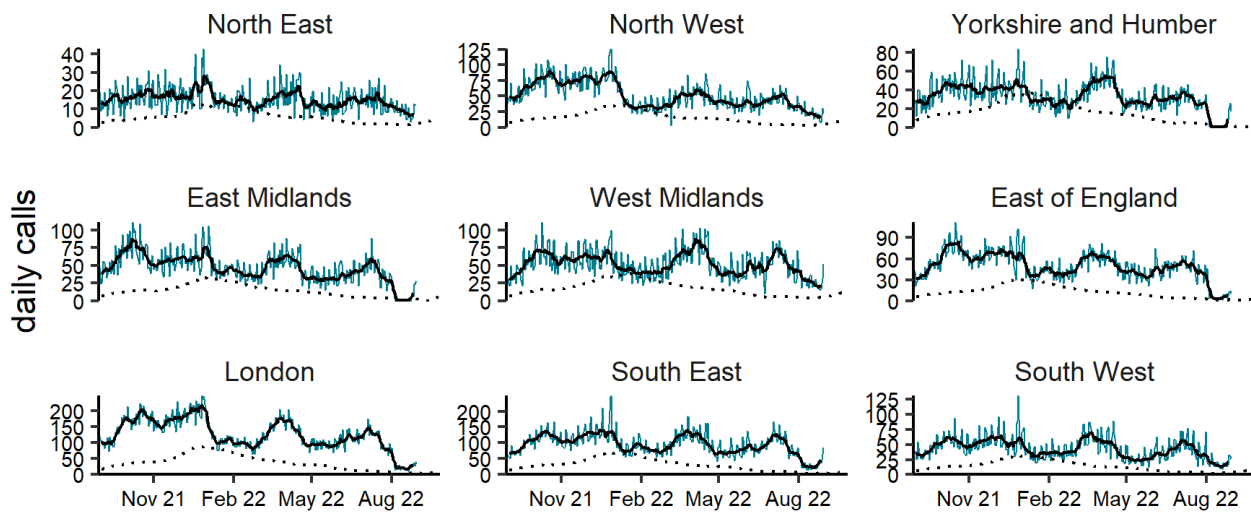
# Respiratory conditions

## Cold/flu NHS 111 calls

**Figure 3: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for cold/flu, England (a) nationally, (b) by age and (c) by UKHSA Region.**



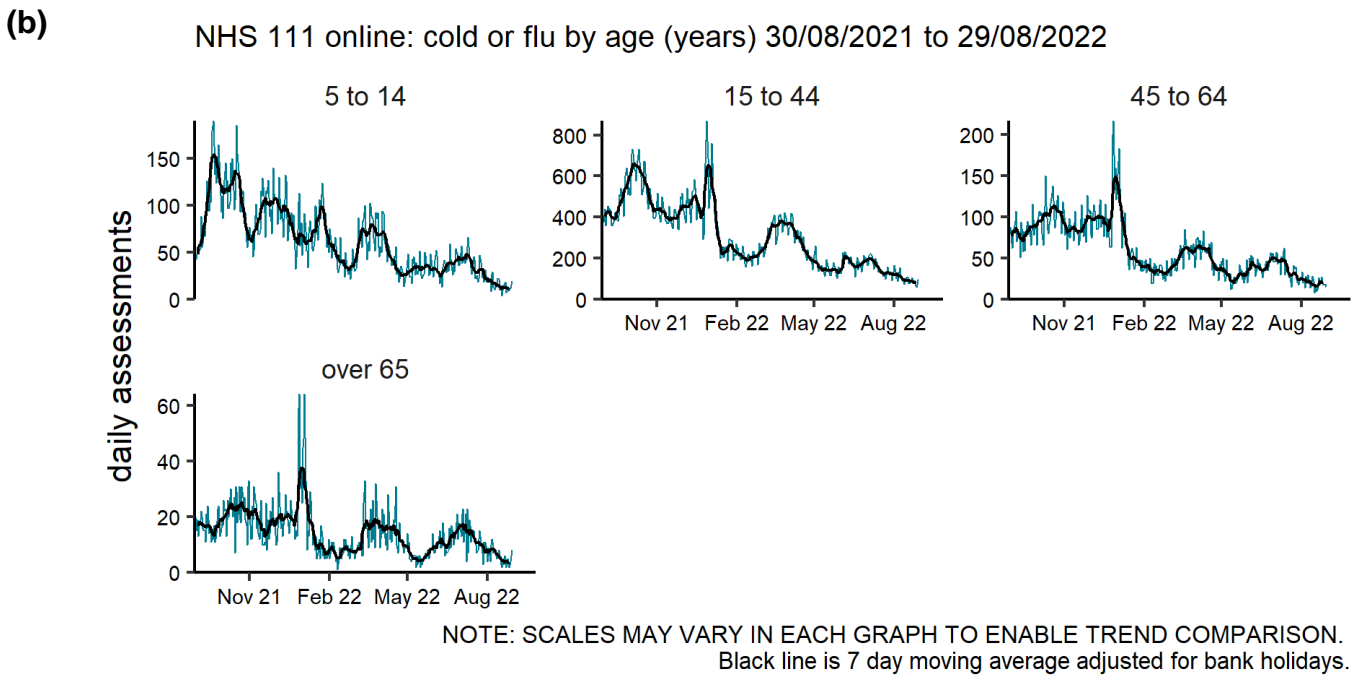
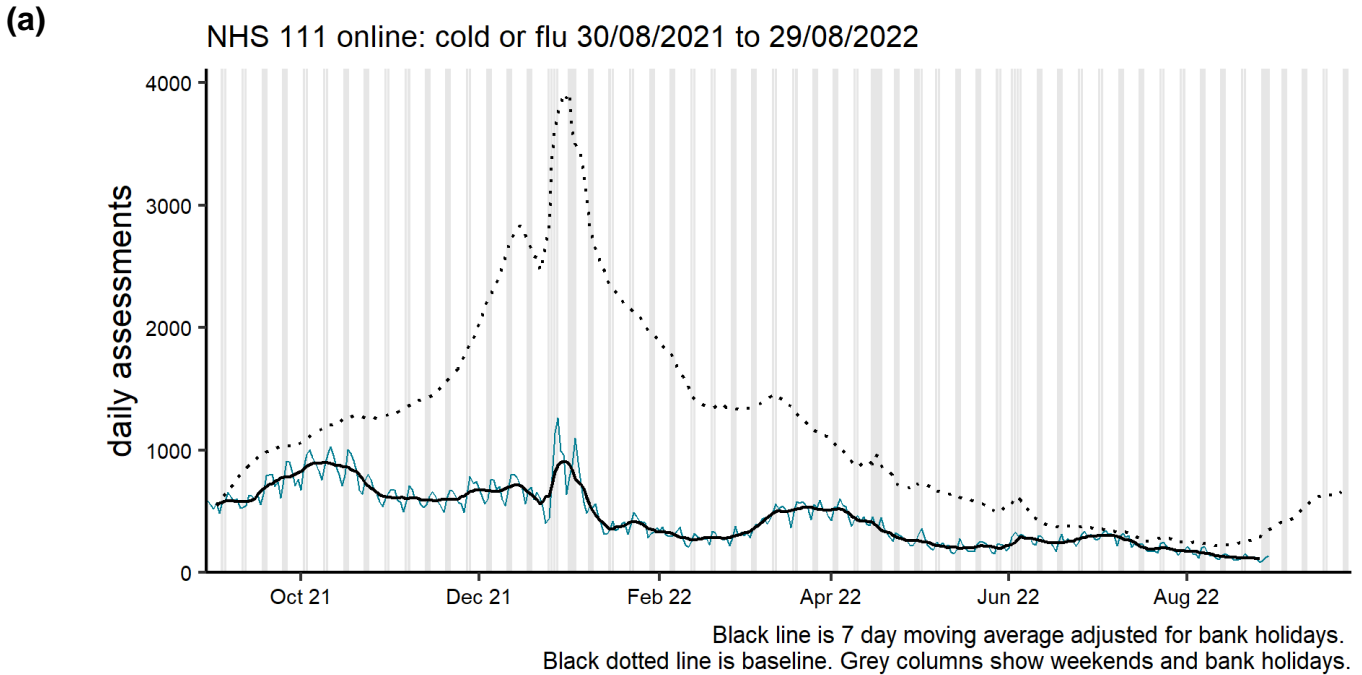
(c) NHS 111 calls: cold or flu by region 30/08/2021 to 29/08/2022



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.

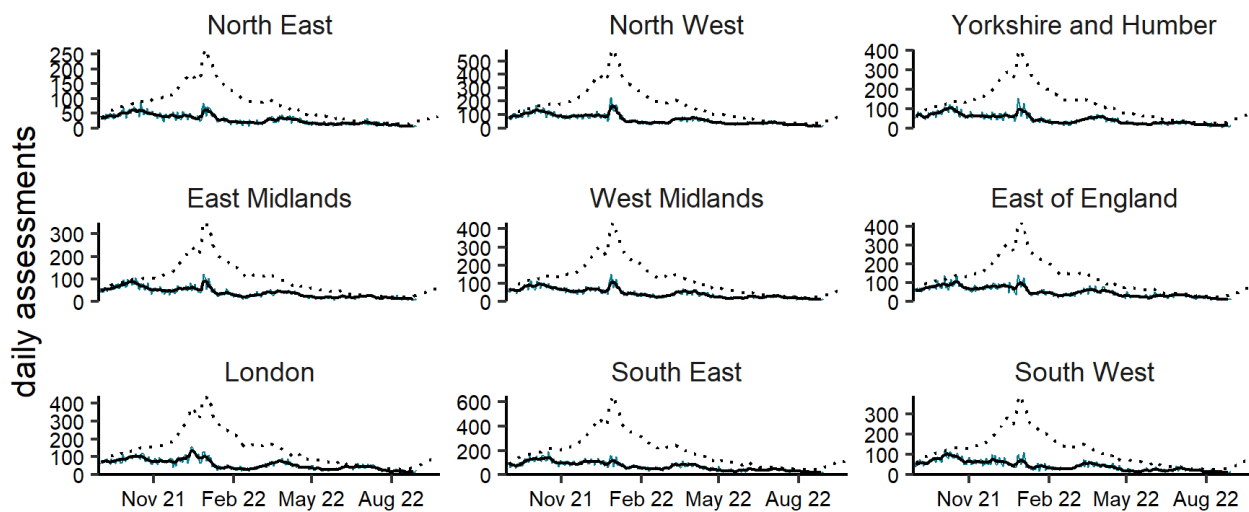
# Cold/flu NHS 111 online

**Figure 4: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for cold/flu, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

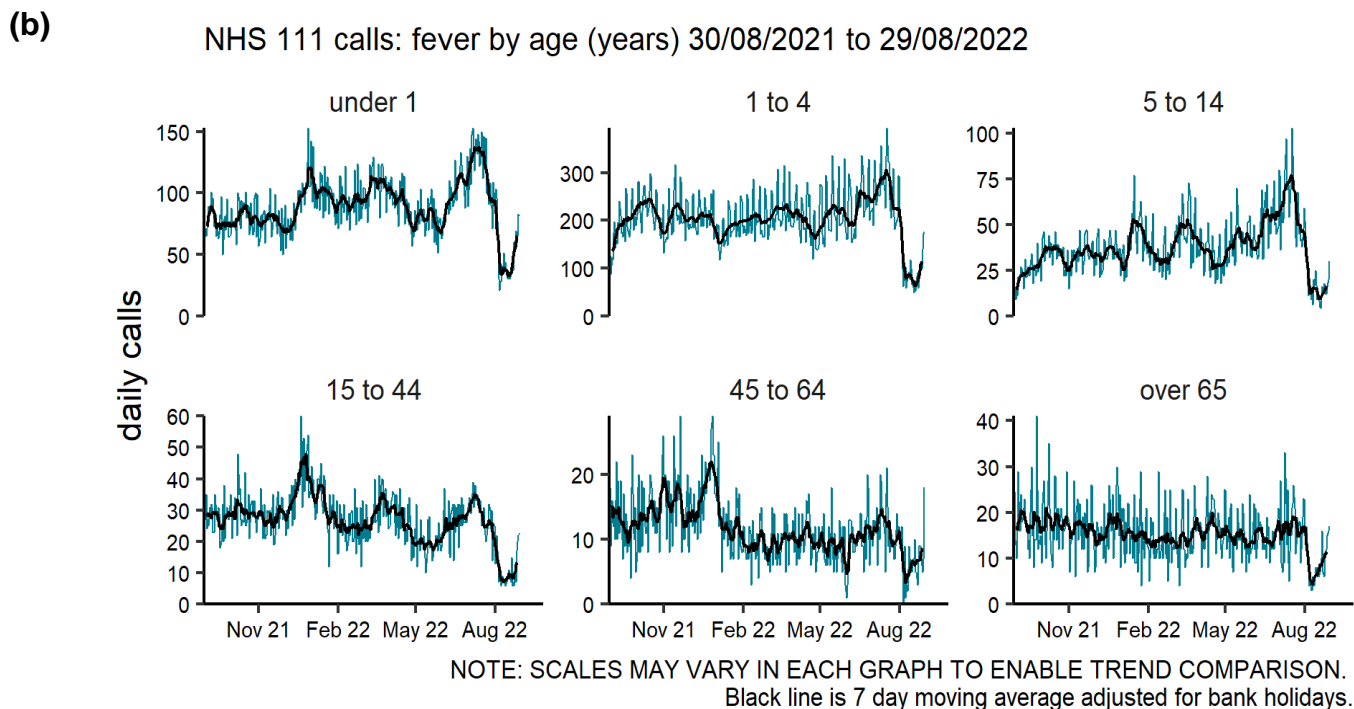
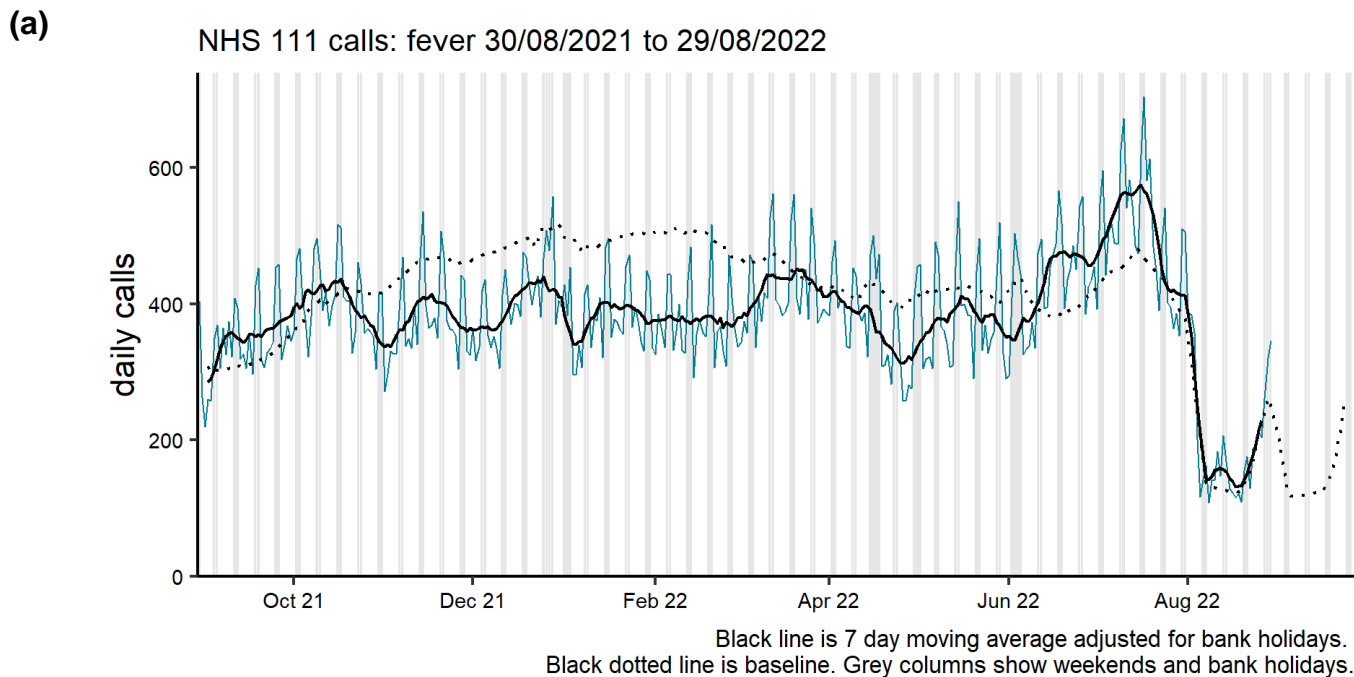
NHS 111 online: cold or flu by region 30/08/2021 to 29/08/2022



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.

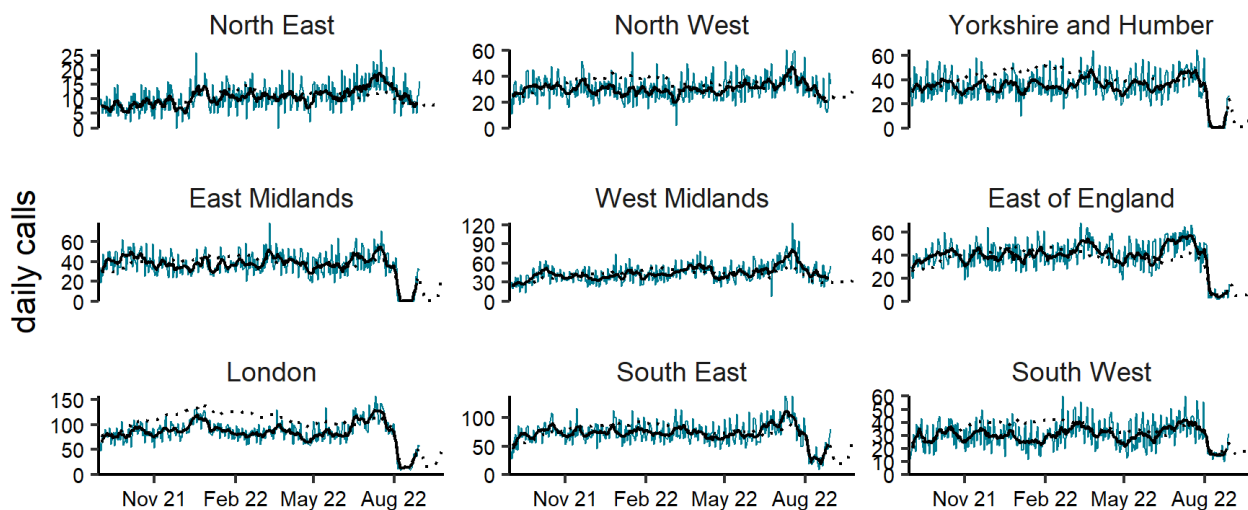
## Fever NHS 111 calls

**Figure 5: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for fever, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 calls: fever by region 30/08/2021 to 29/08/2022

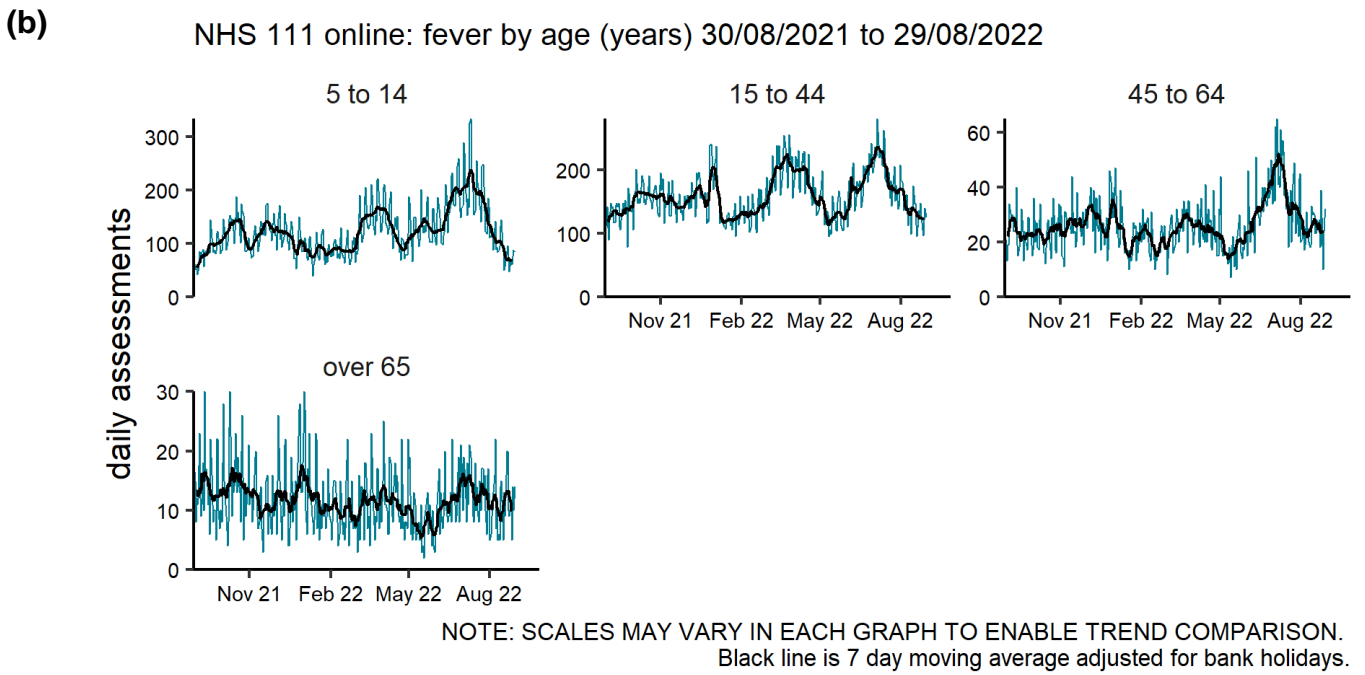
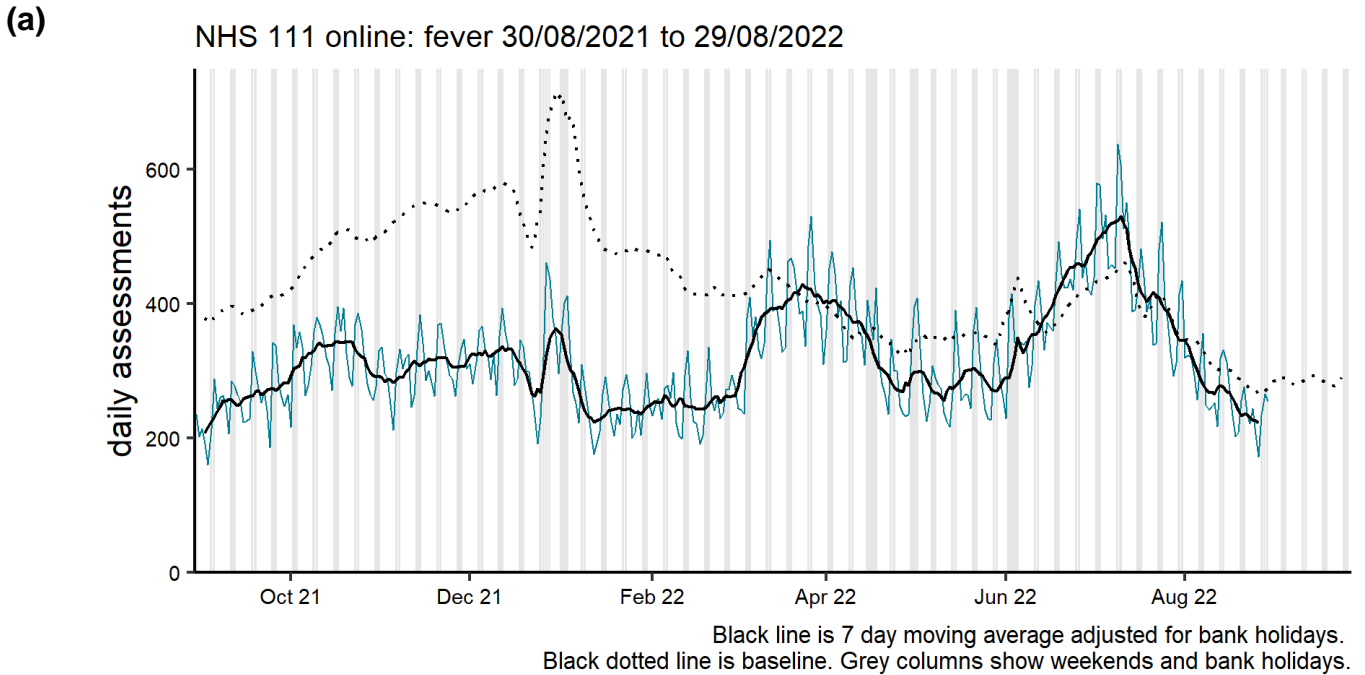


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
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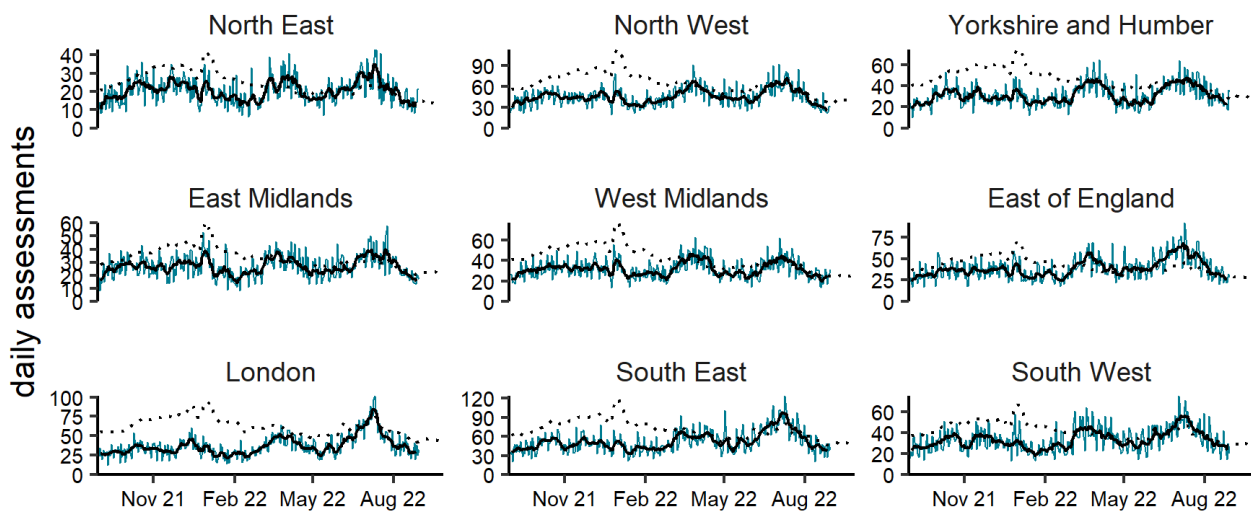
# Fever NHS 111 online

**Figure 6: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for fever, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

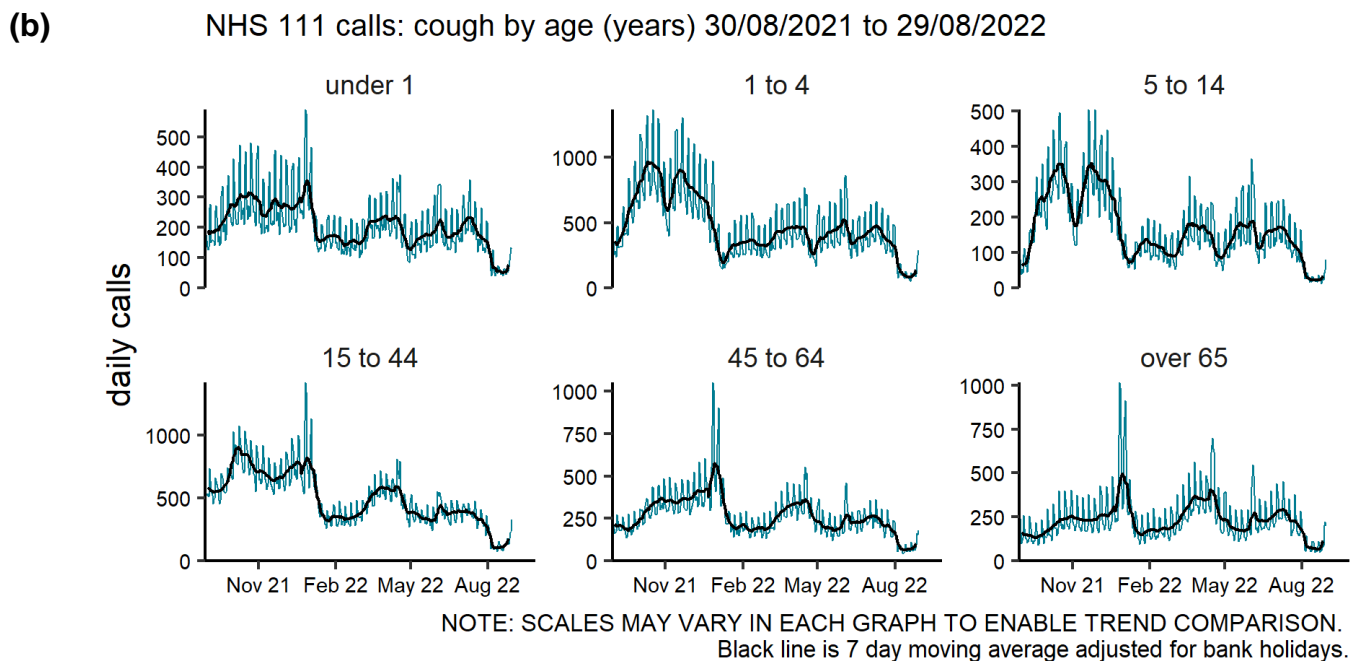
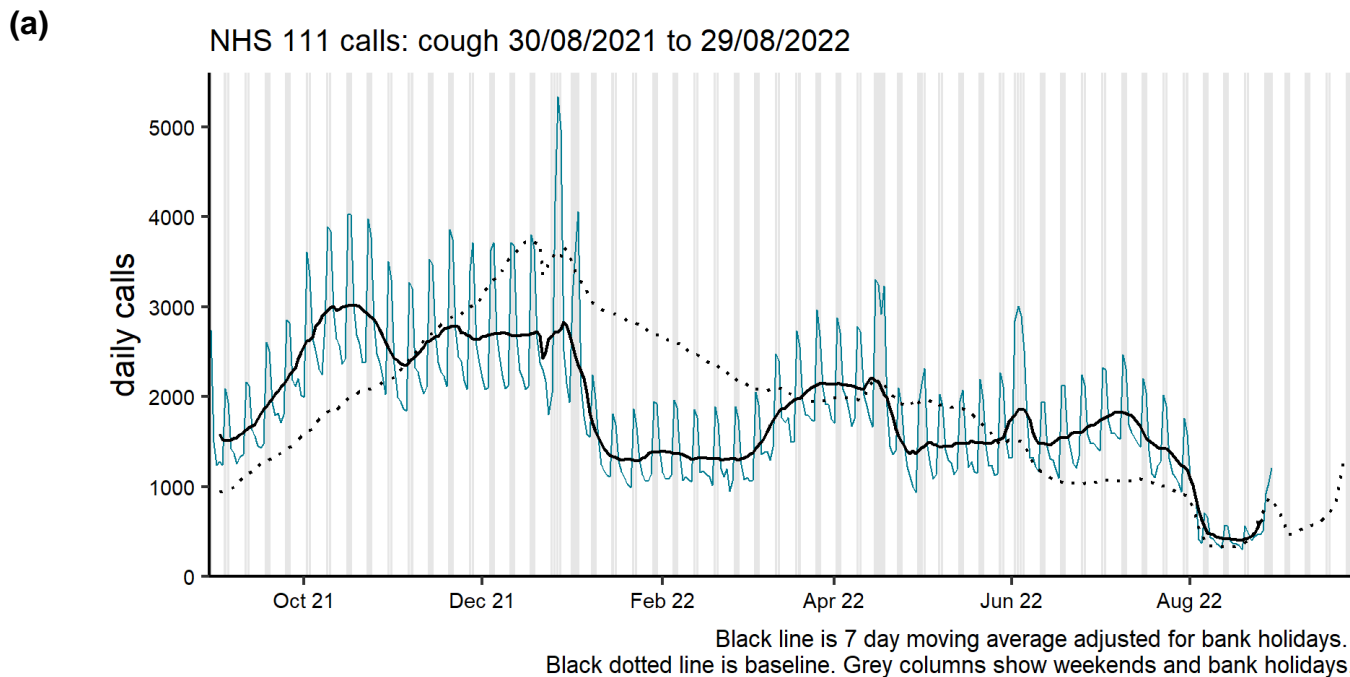
NHS 111 online: fever by region 30/08/2021 to 29/08/2022



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
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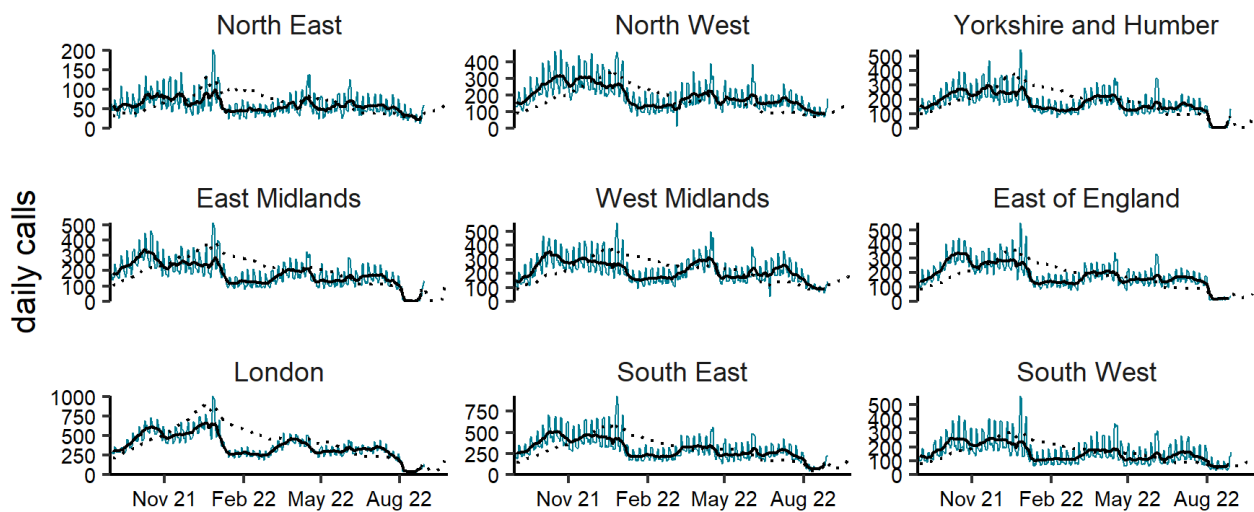
# Cough NHS 111 calls

**Figure 7: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for cough, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

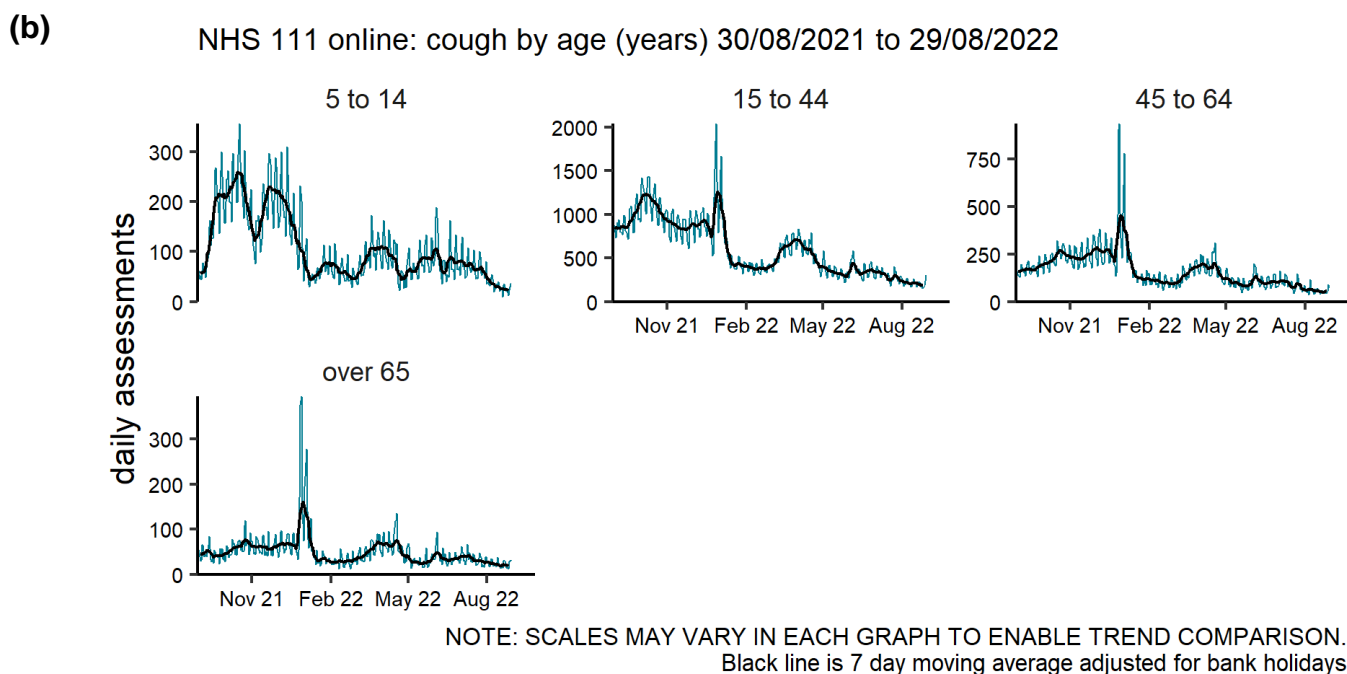
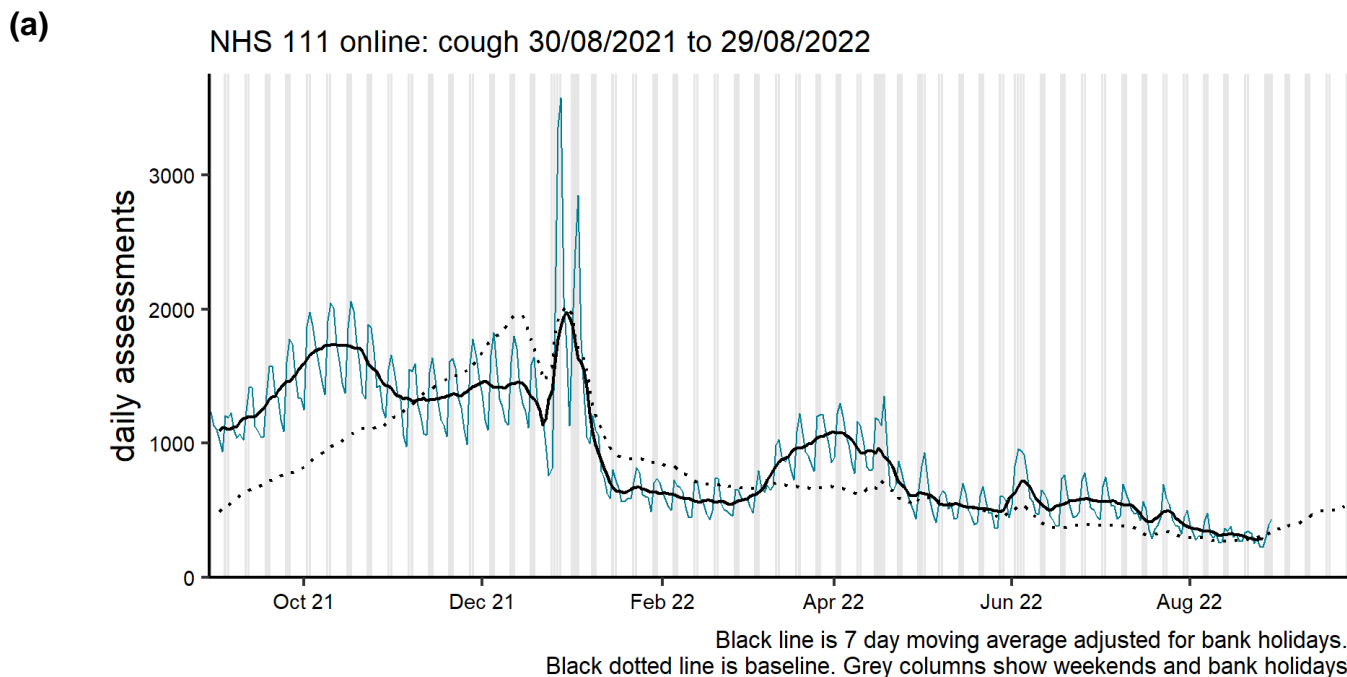
NHS 111 calls: cough by region 30/08/2021 to 29/08/2022



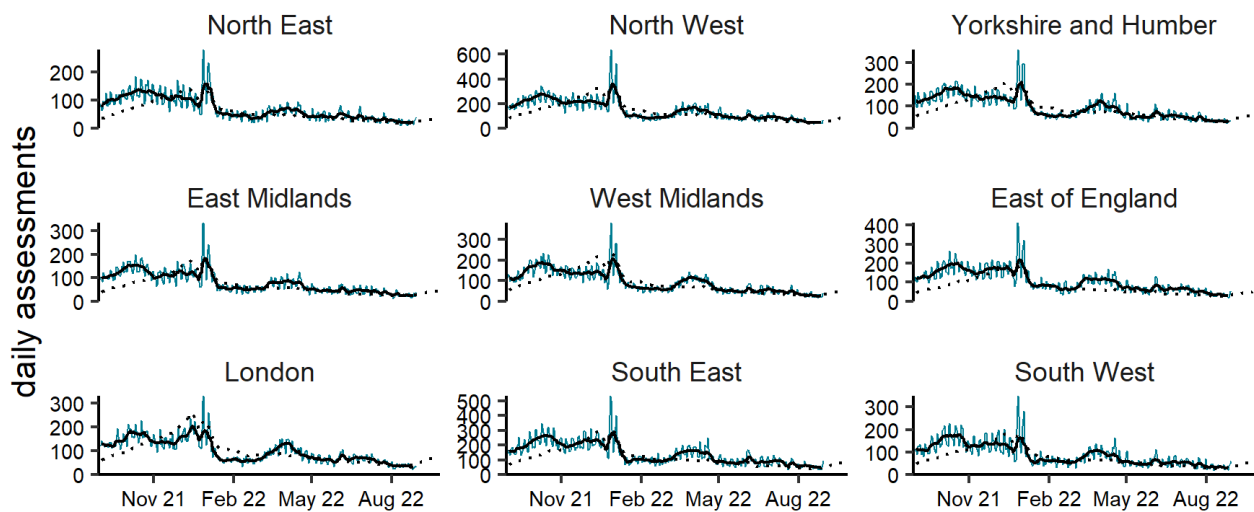
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
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# Cough NHS 111 online

**Figure 8: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for cough, England (a) nationally, (b) by age and (c) by UKHSA Region.**



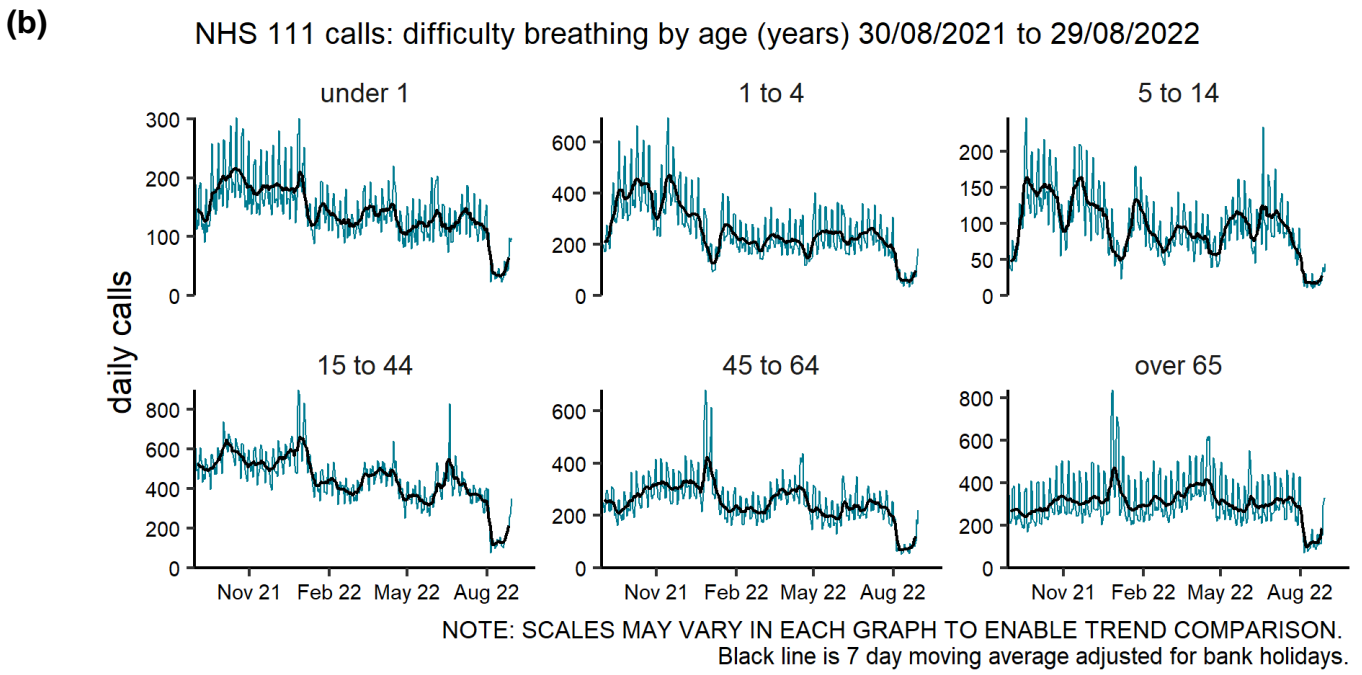
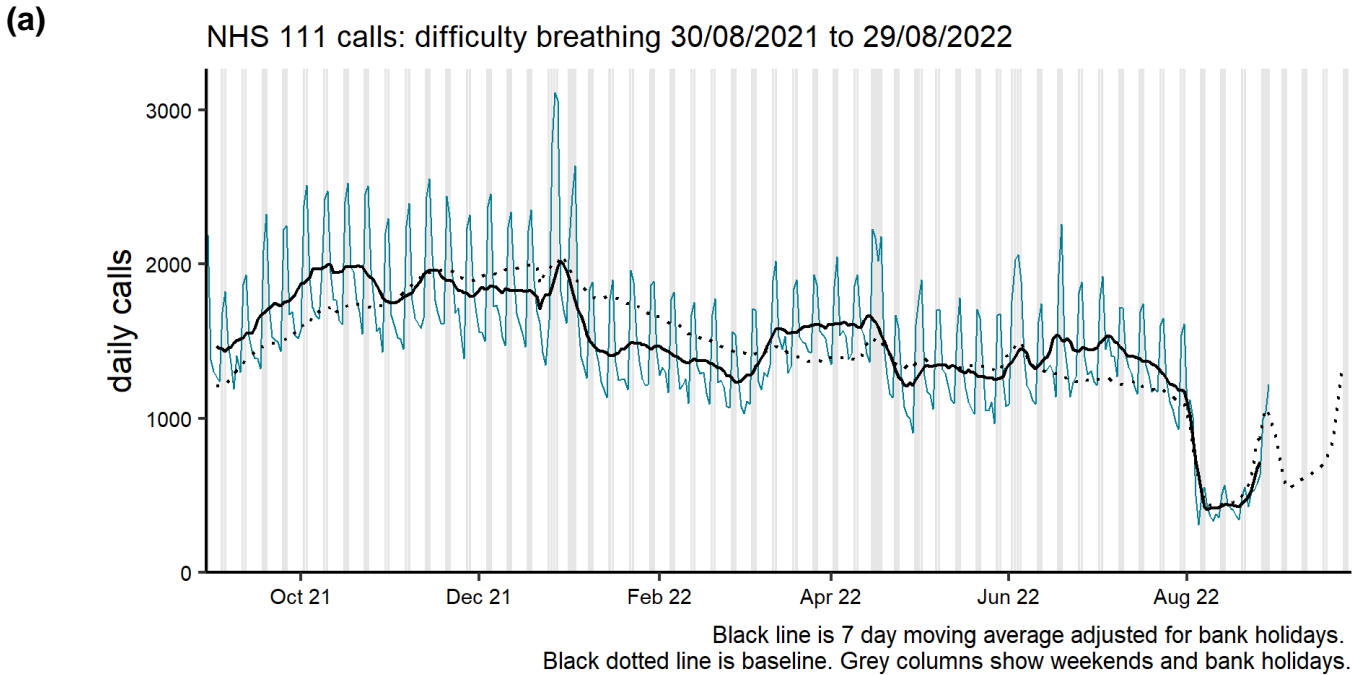
(c) NHS 111 online: cough by region 30/08/2021 to 29/08/2022



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.

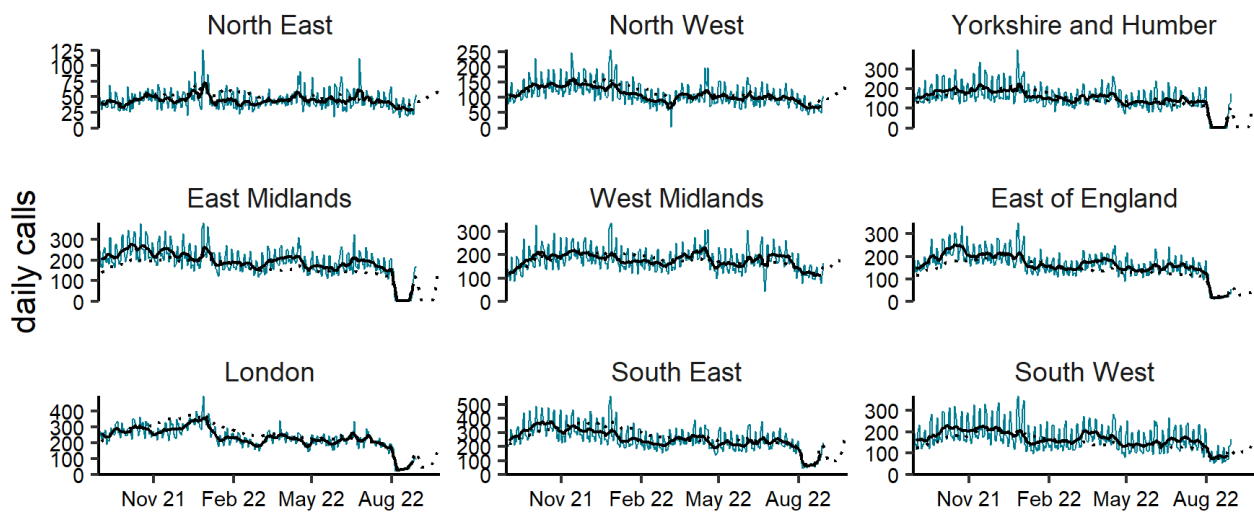
# Difficulty breathing NHS 111 calls

**Figure 9: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for difficulty breathing, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 calls: difficulty breathing by region 30/08/2021 to 29/08/2022

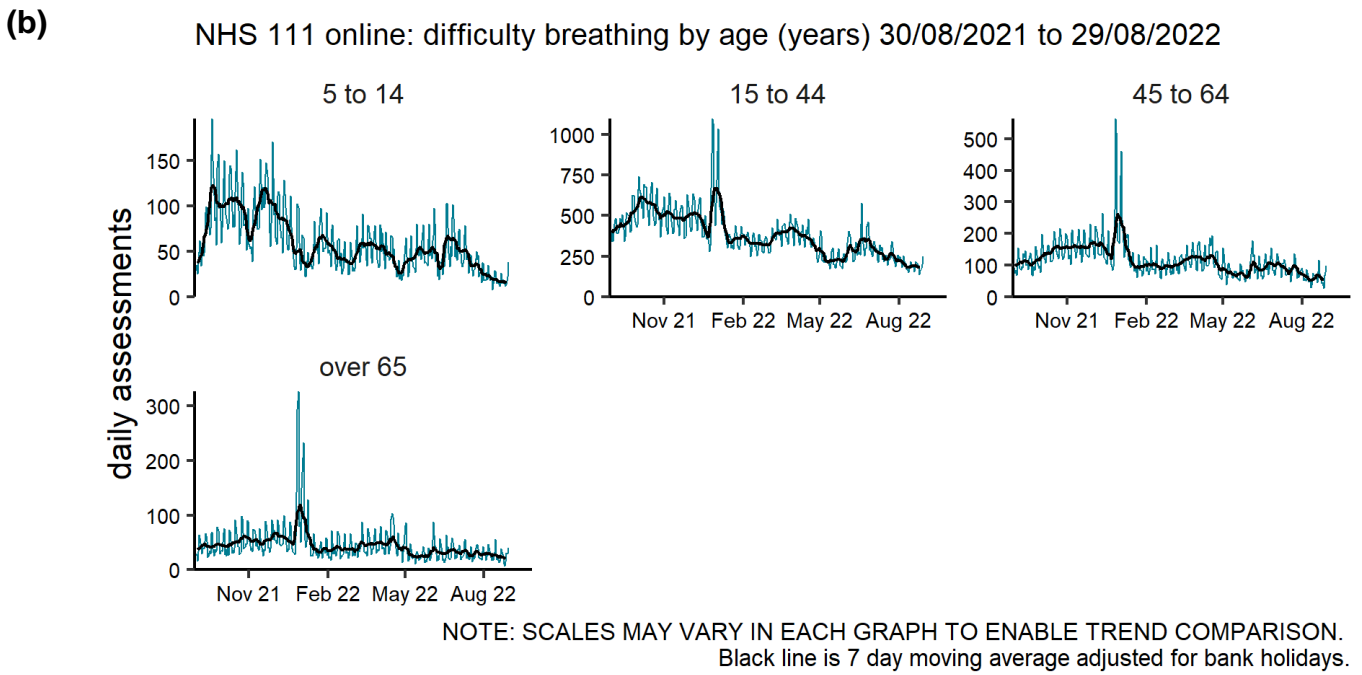
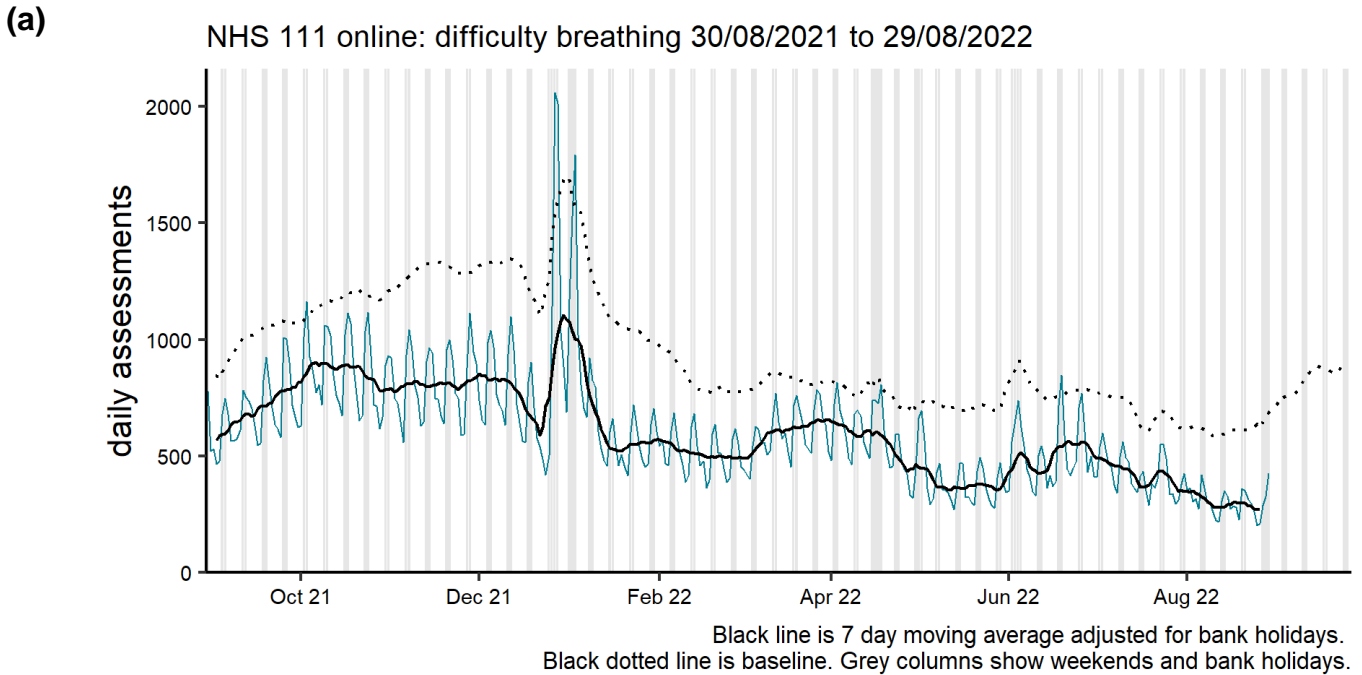


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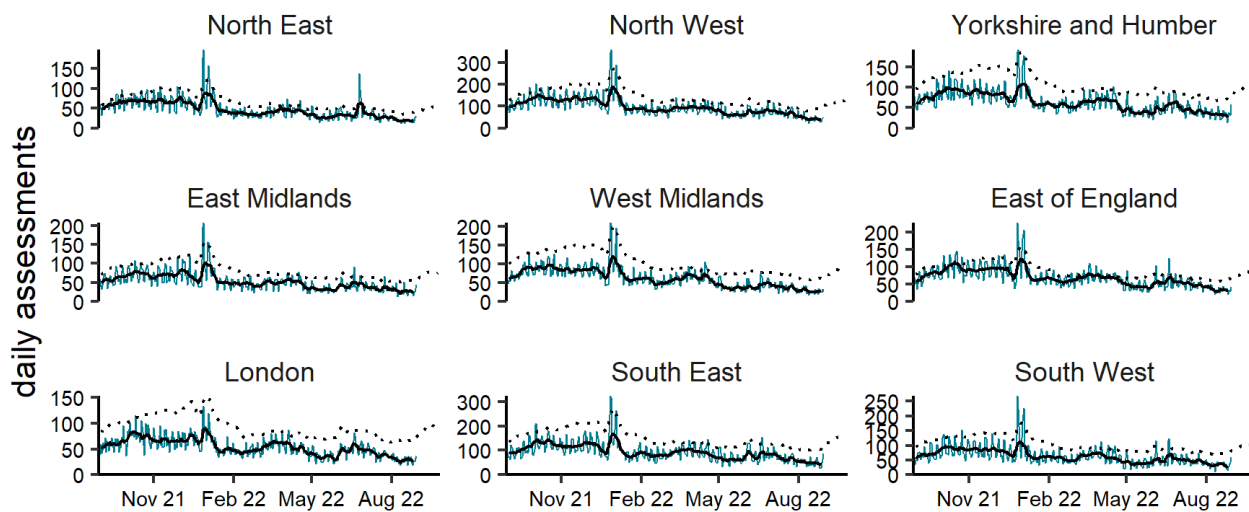
# Difficulty breathing NHS 111 online

**Figure 10: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for difficulty breathing, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

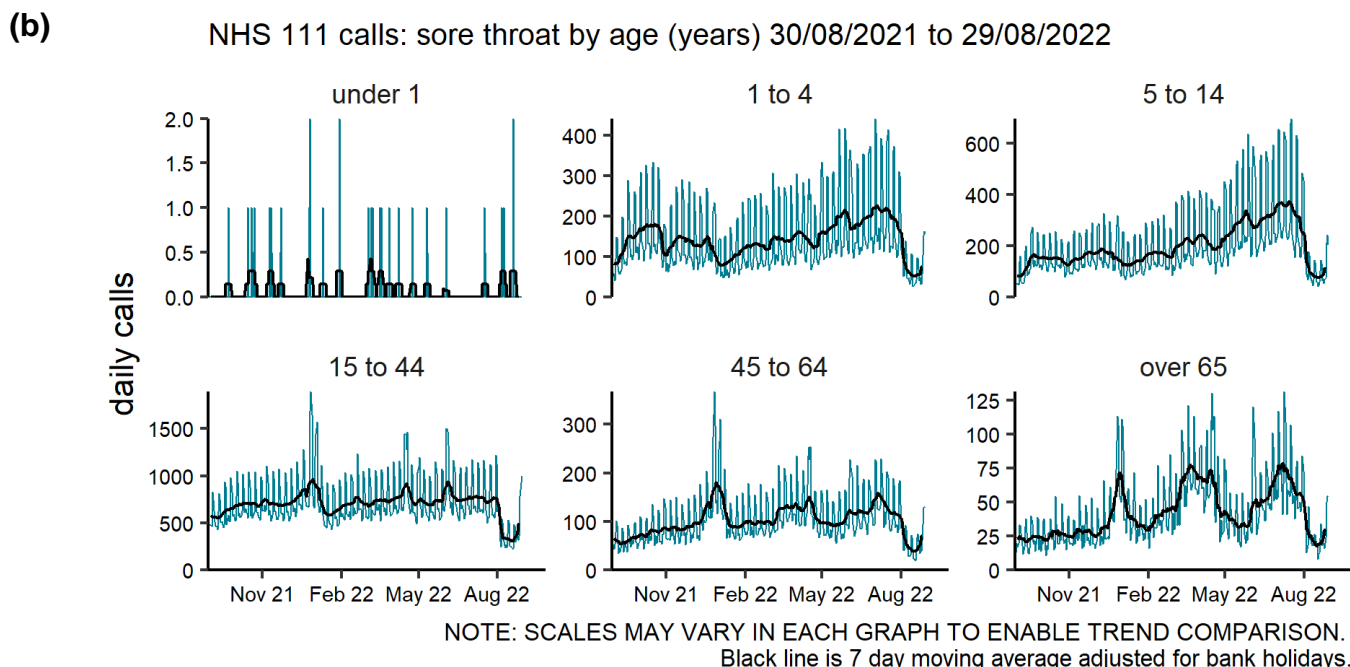
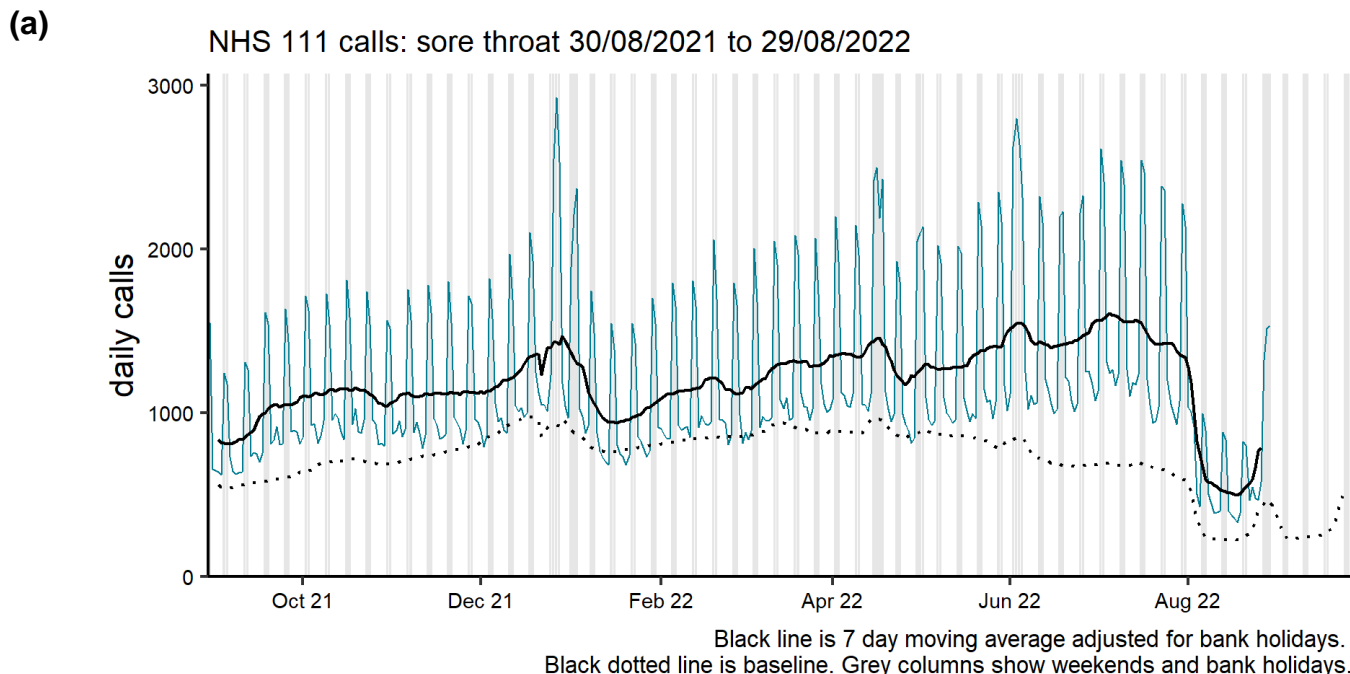
NHS 111 online: difficulty breathing by region 30/08/2021 to 29/08/2022



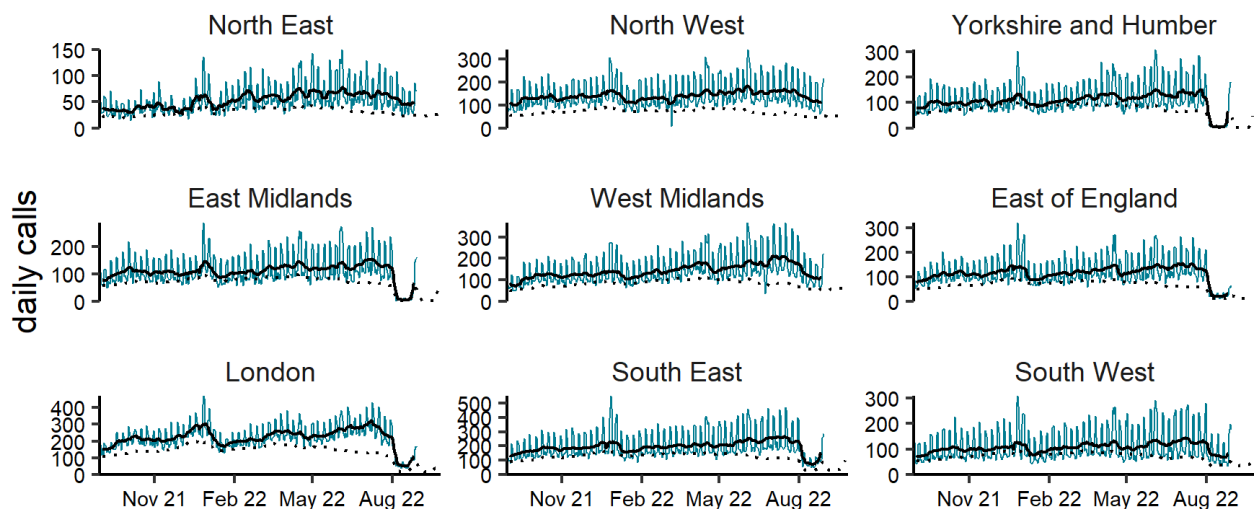
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
Black line is 7 day moving average adjusted for bank holidays.  
Black dotted line is baseline.

## Sore throat NHS 111 calls

**Figure 11: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for sore throat, England (a) nationally, (b) by age and (c) by UKHSA Region.**



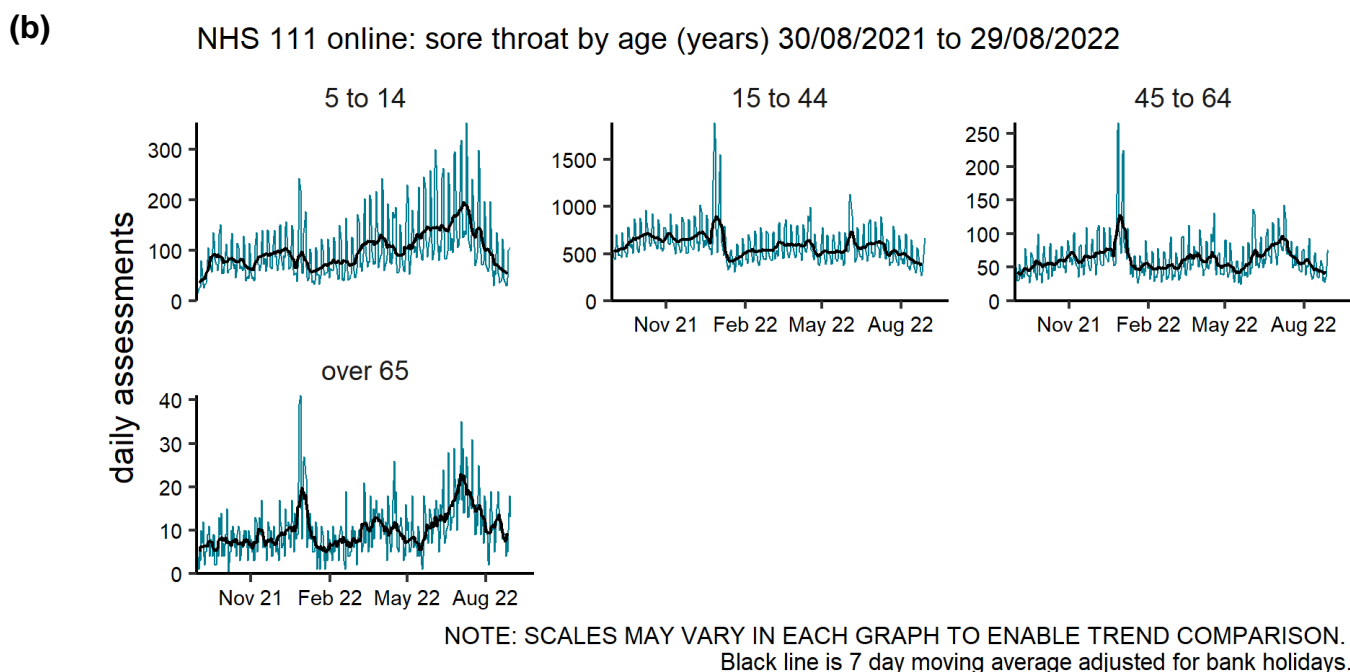
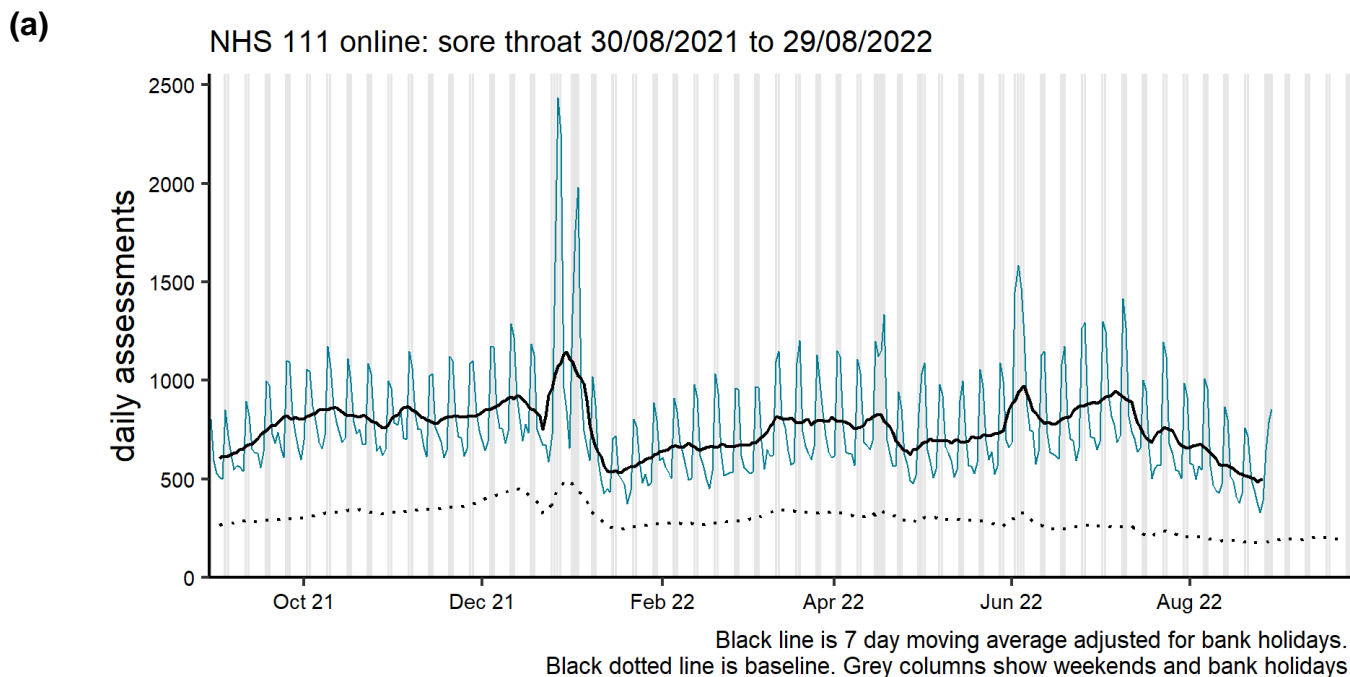
(c) NHS 111 calls: sore throat by region 30/08/2021 to 29/08/2022



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.

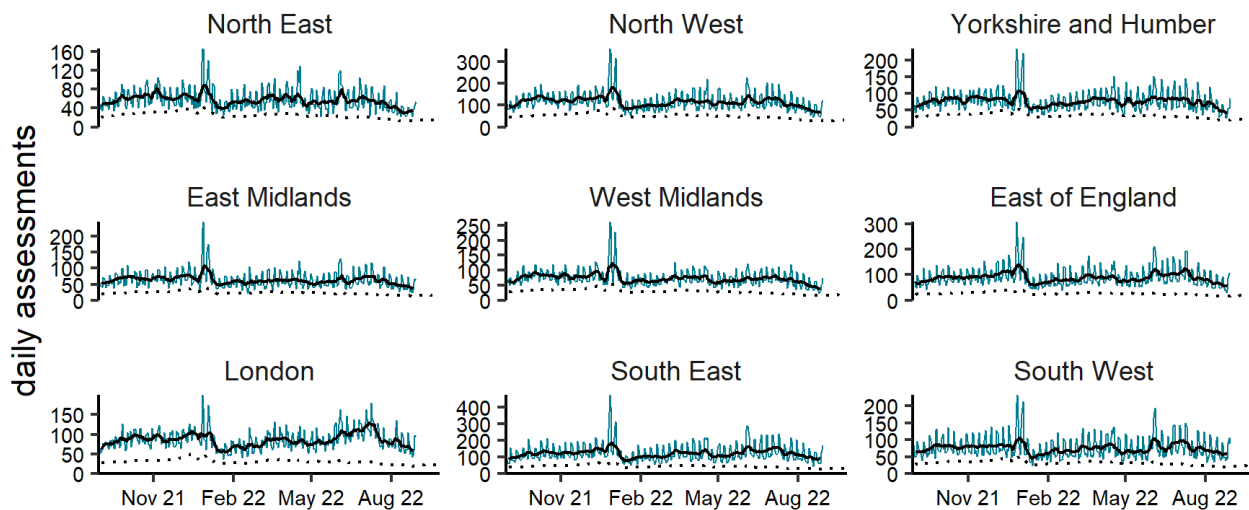
## Sore throat NHS 111 online

**Figure 12: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for sore throat, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

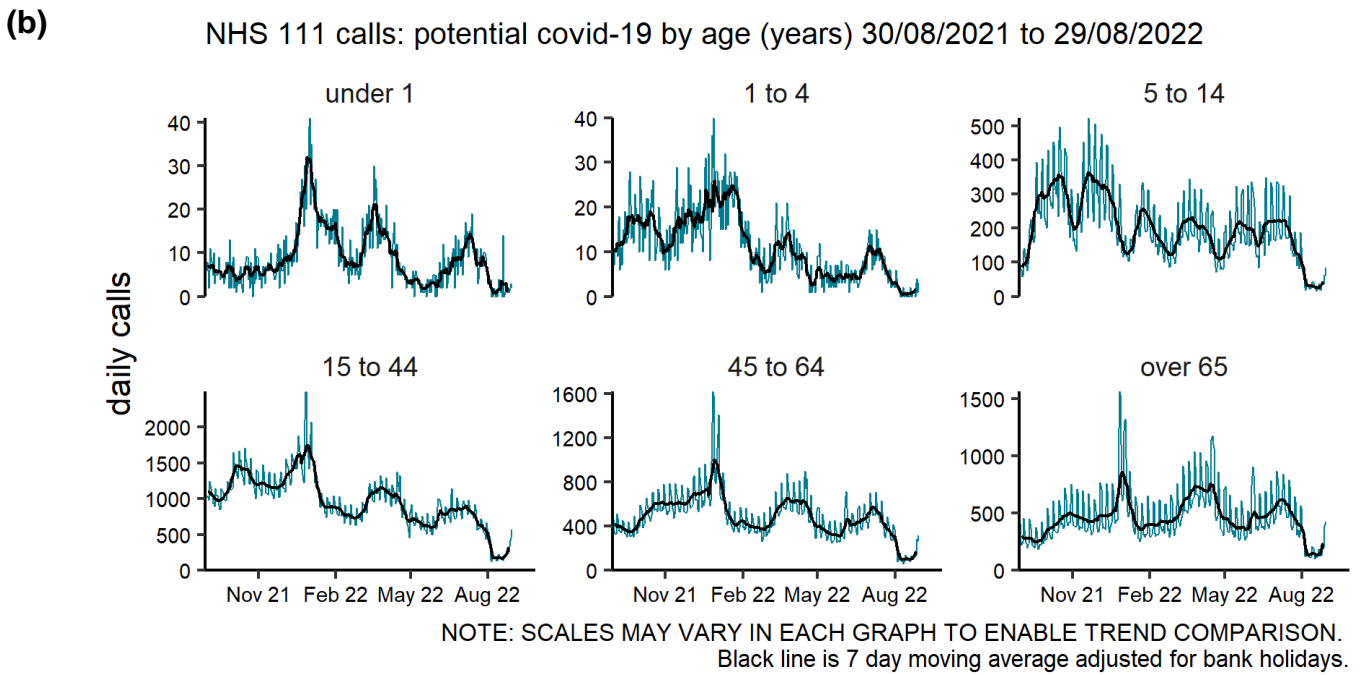
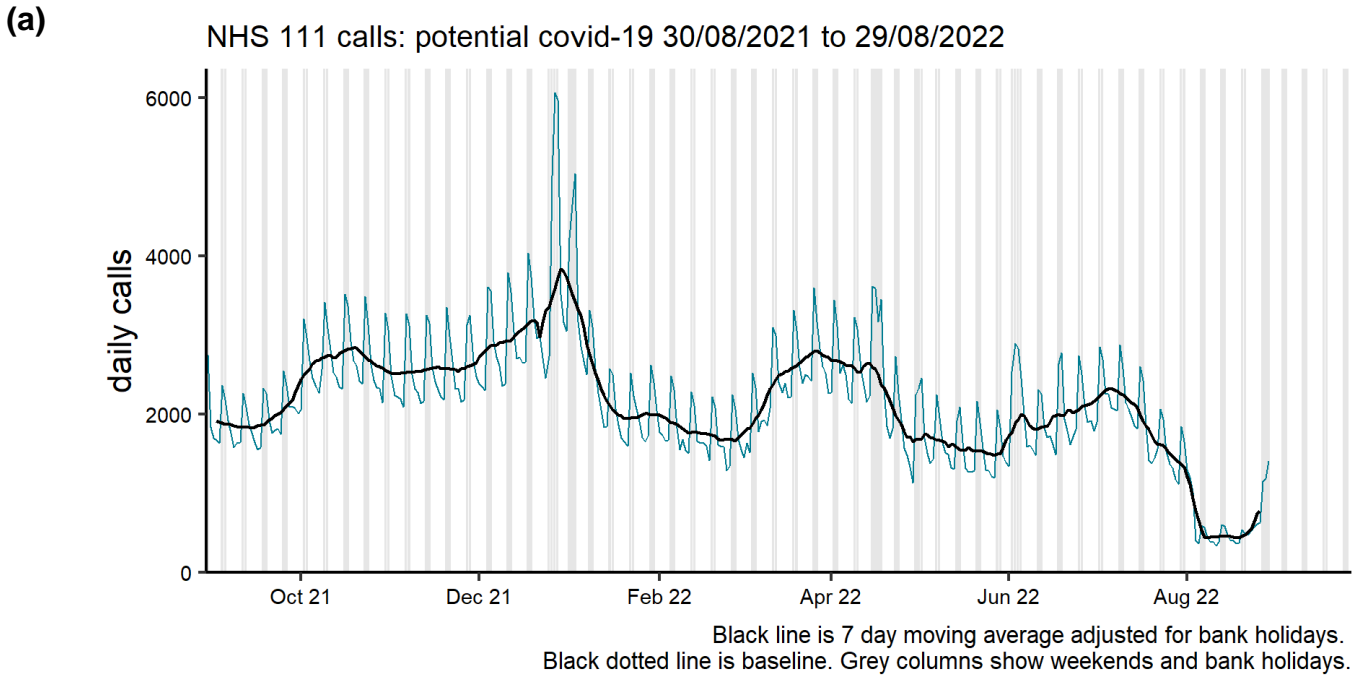
NHS 111 online: sore throat by region 30/08/2021 to 29/08/2022



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
Black line is 7 day moving average adjusted for bank holidays.  
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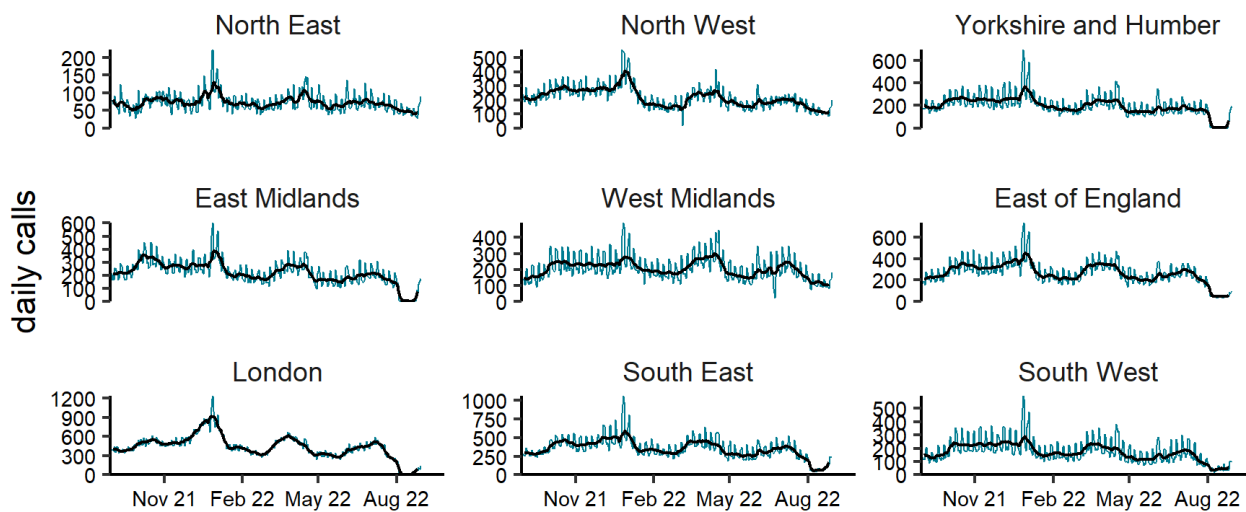
# Potential COVID-19 NHS 111 calls

**Figure 13: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for potential COVID-19, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 calls: potential covid-19 by region 30/08/2021 to 29/08/2022

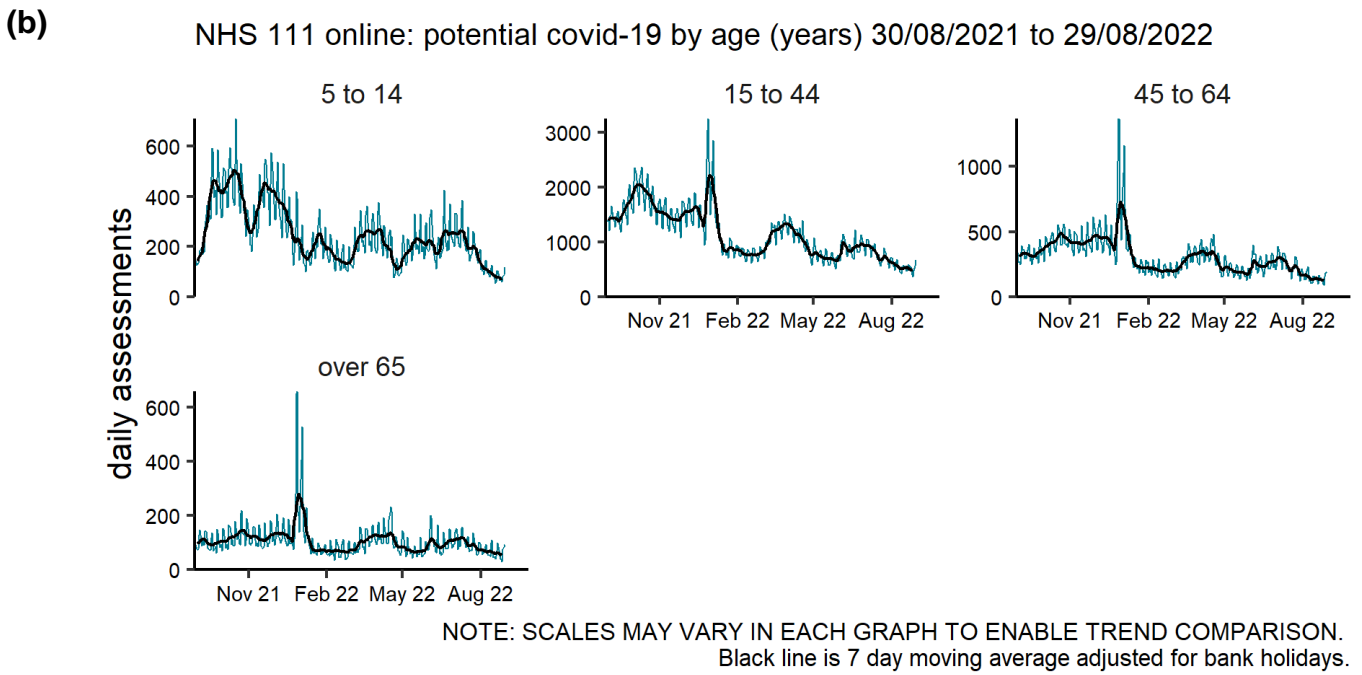
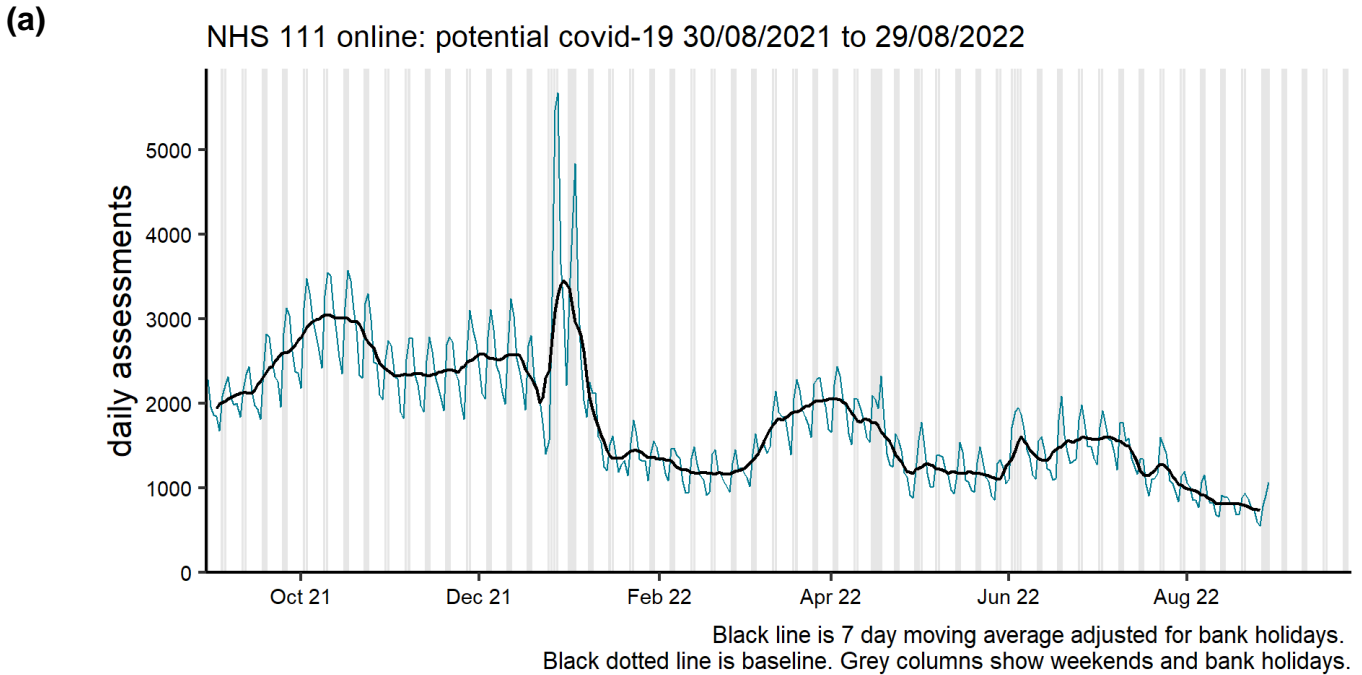


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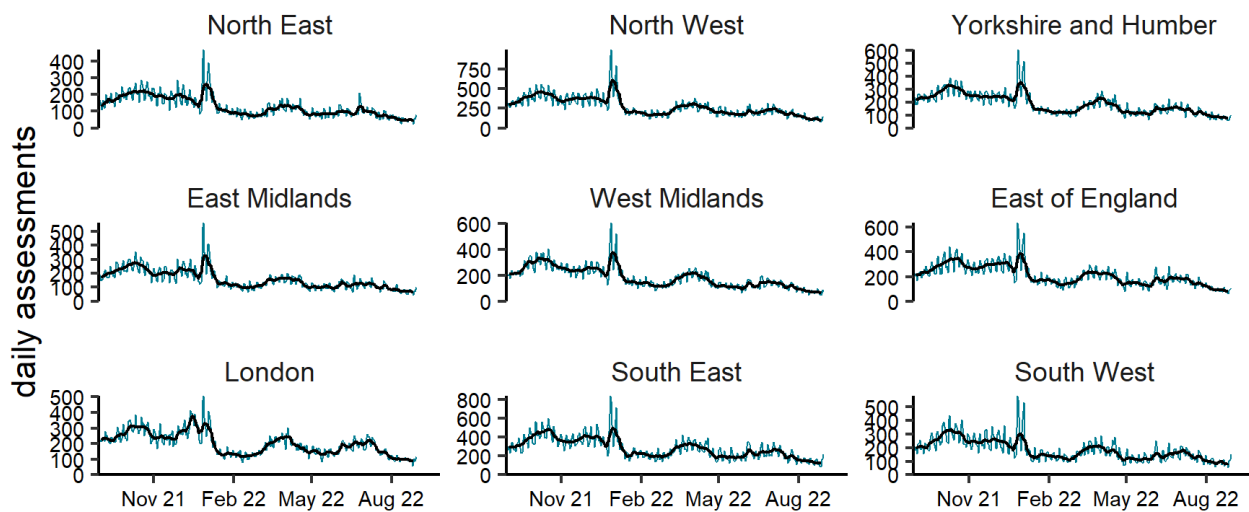


# Potential COVID-19 NHS 111 online

**Figure 14: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for potential COVID-19, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c) NHS 111 online: potential covid-19 by region 30/08/2021 to 29/08/2022

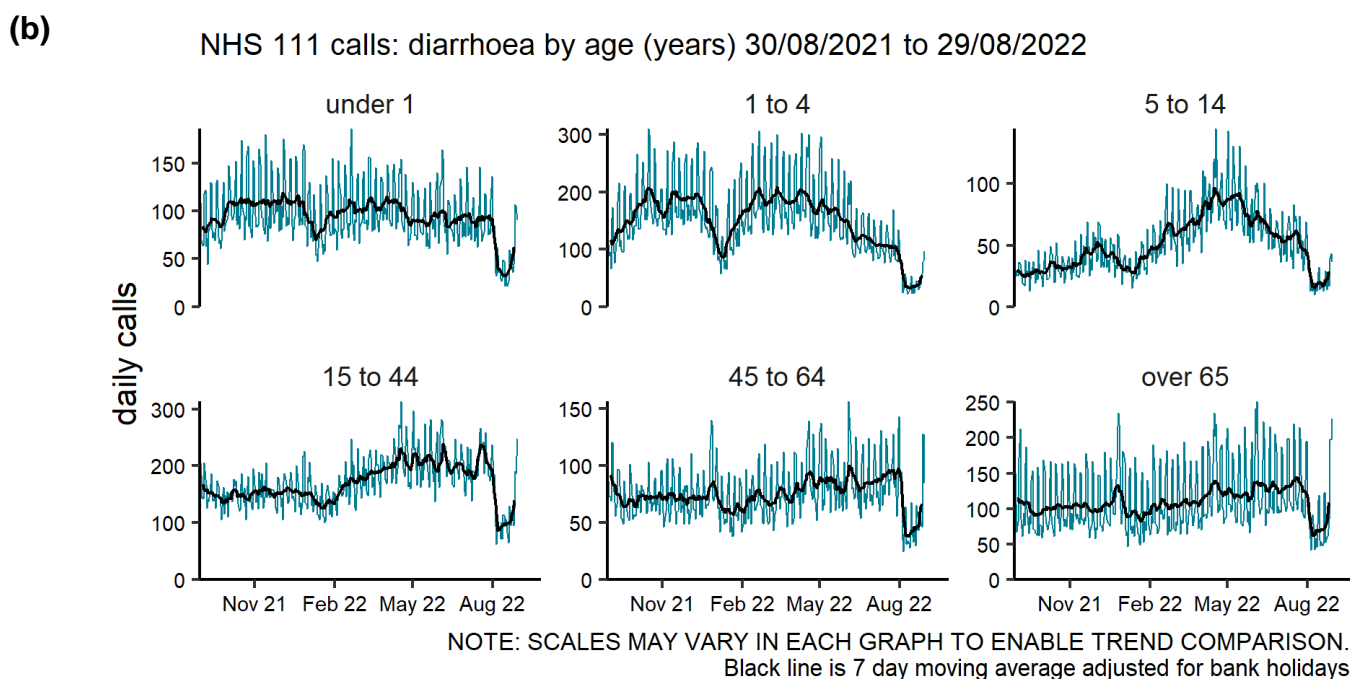
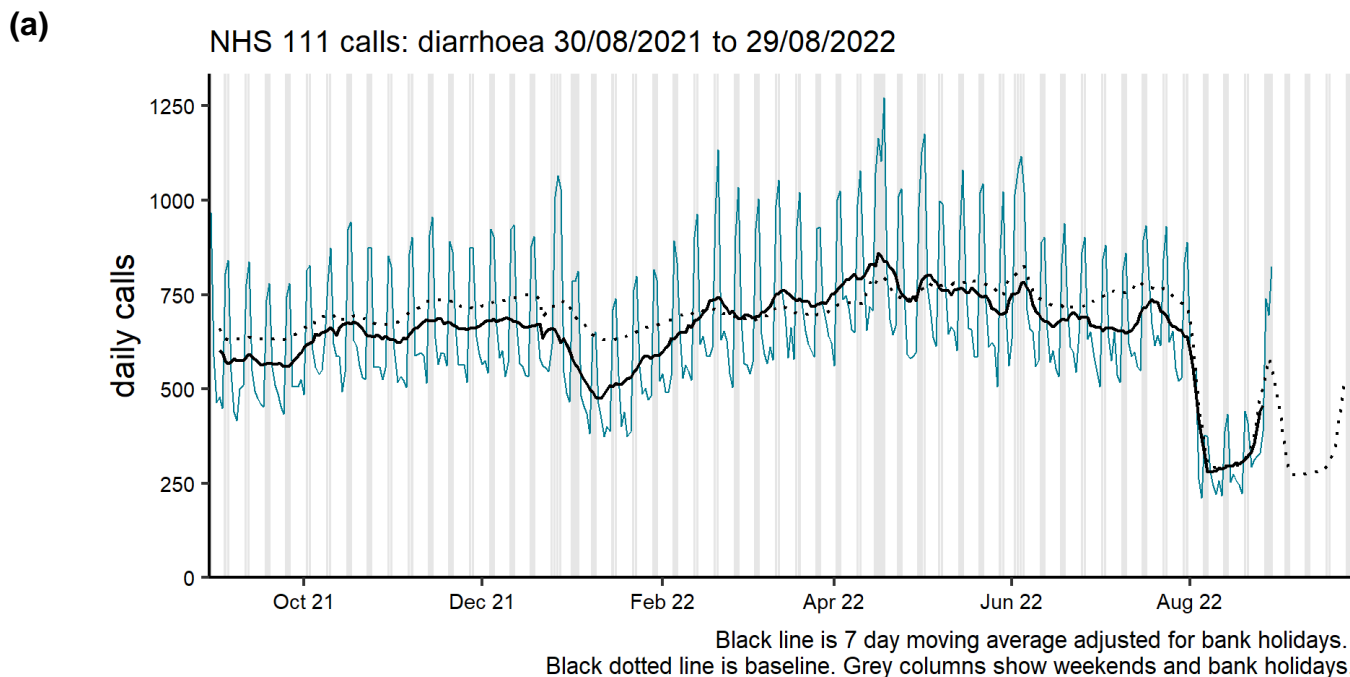


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
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# Gastrointestinal conditions

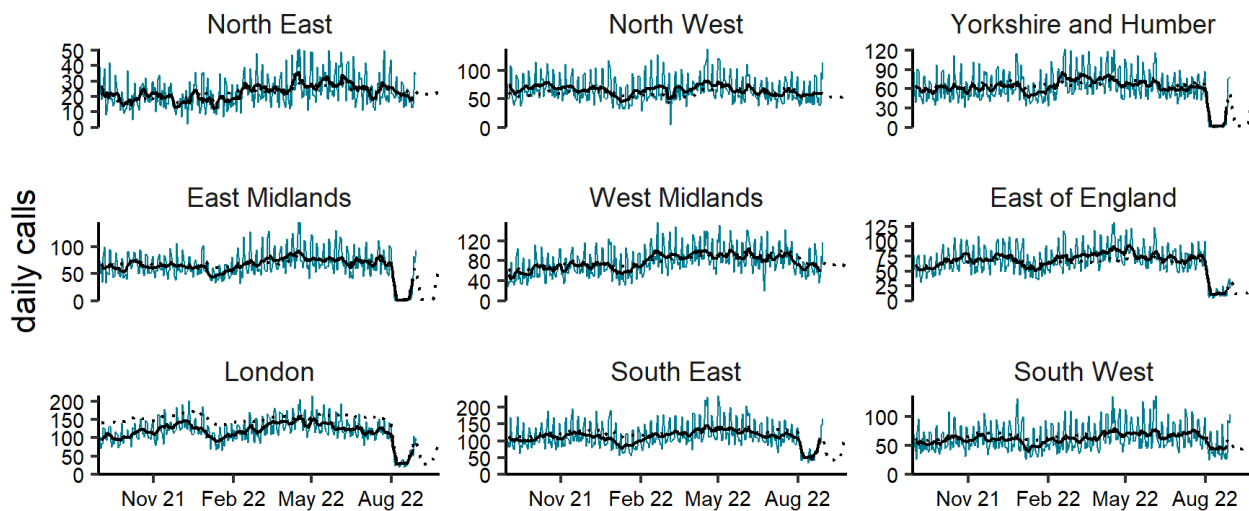
## Diarrhoea NHS 111 calls

**Figure 15: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for diarrhoea, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

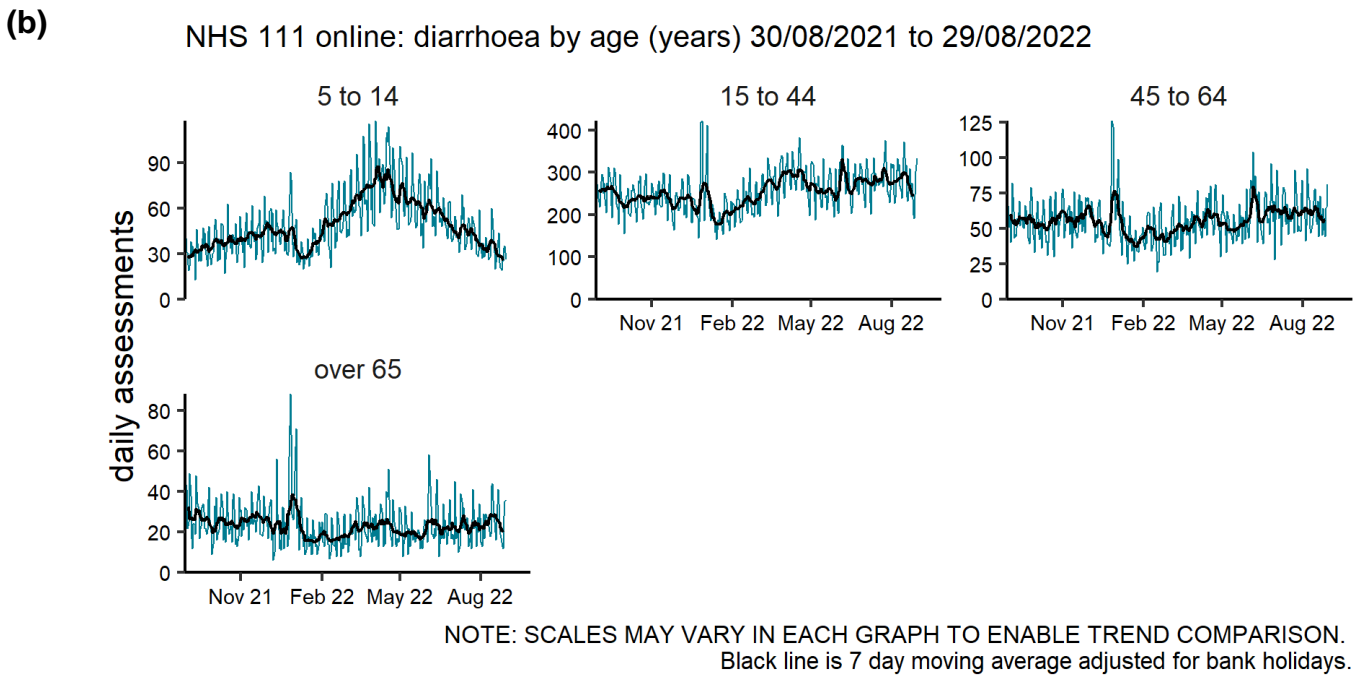
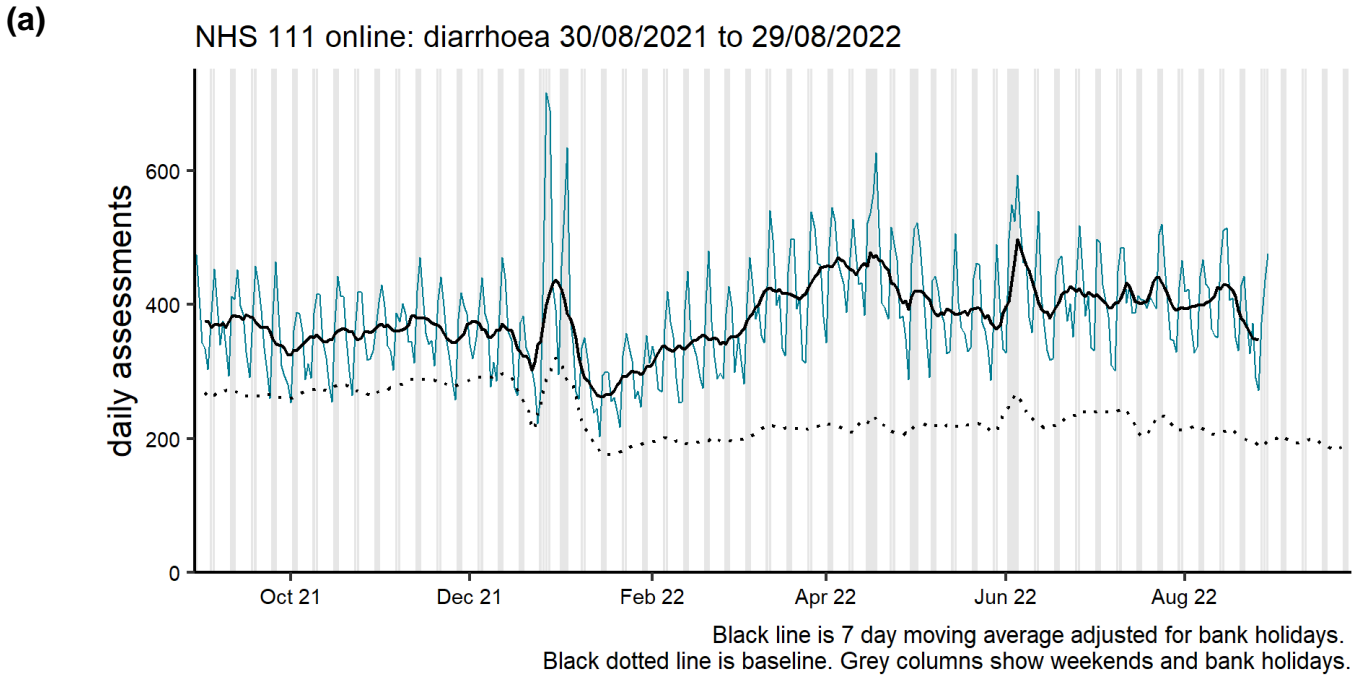
NHS 111 calls: diarrhoea by region 30/08/2021 to 29/08/2022



NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
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Black dotted line is baseline.

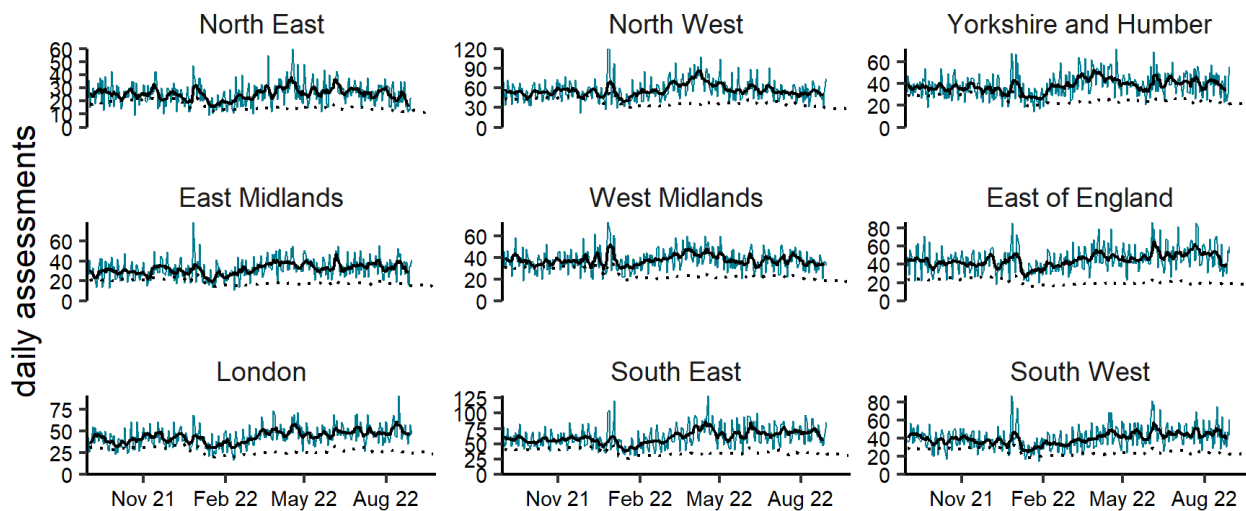
# Diarrhoea NHS 111 online

**Figure 16: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for diarrhoea, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

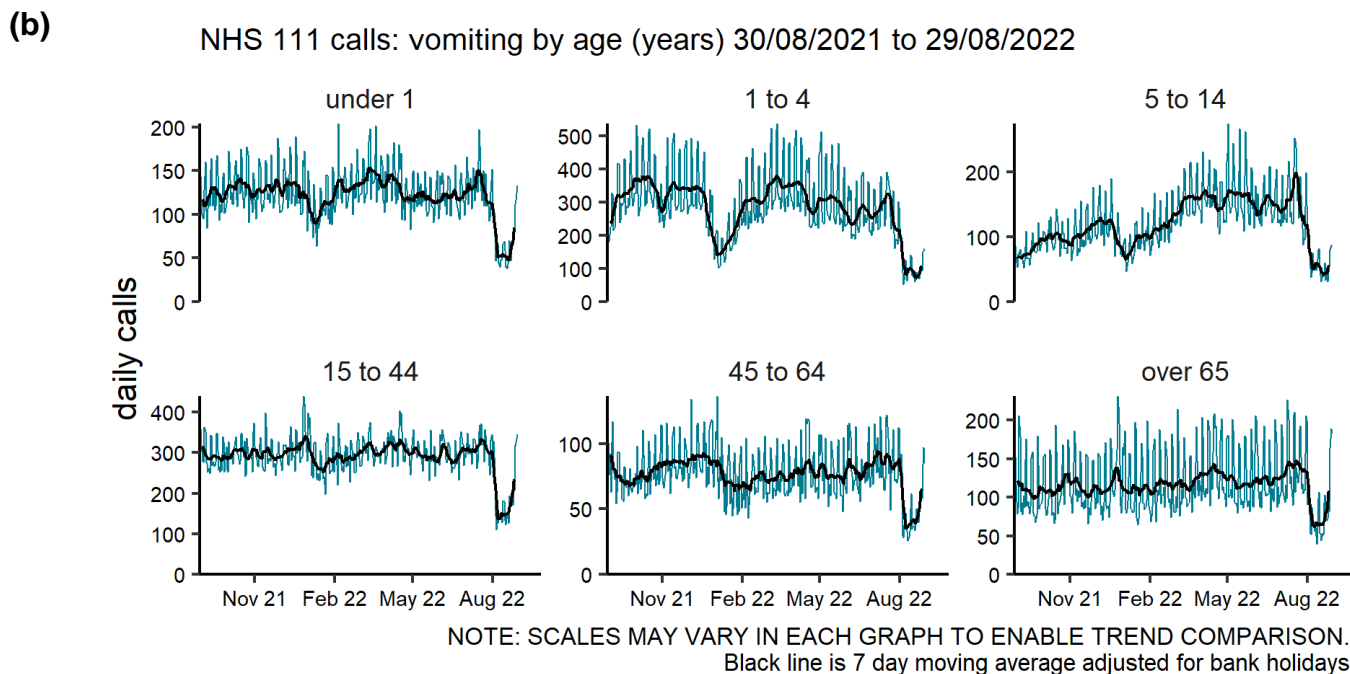
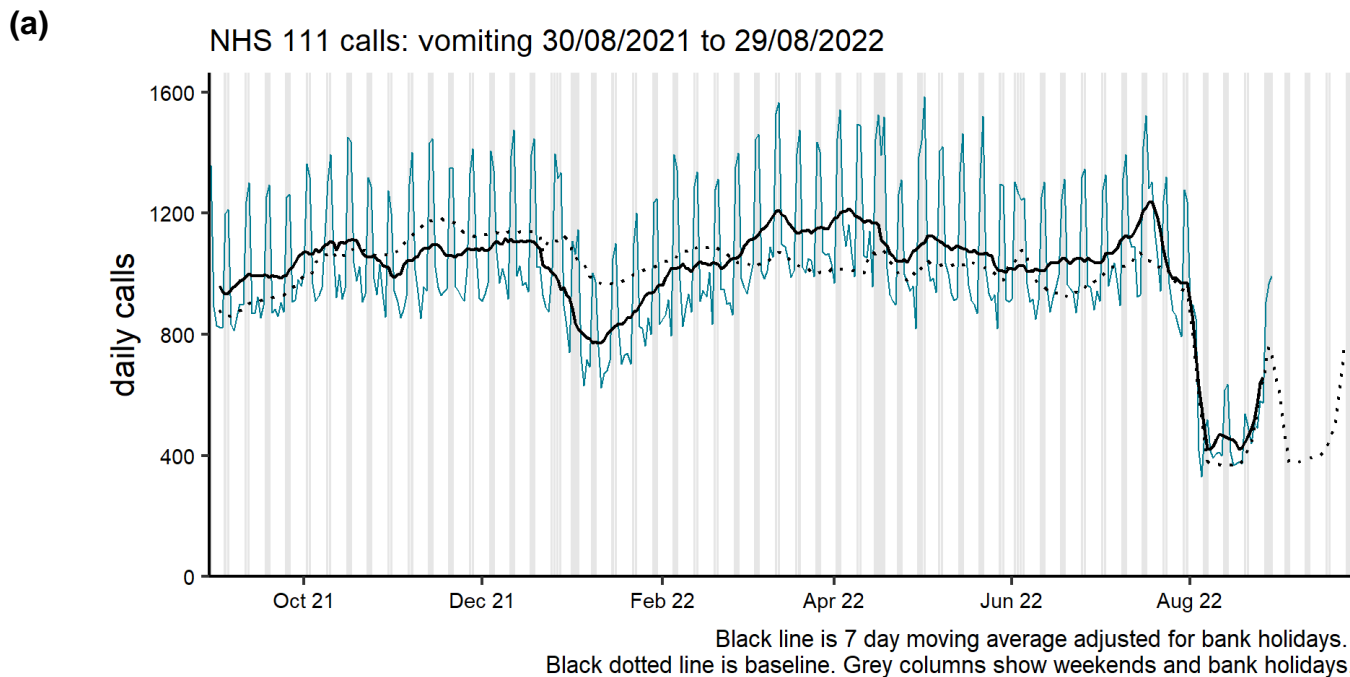
NHS 111 online: diarrhoea by region 30/08/2021 to 29/08/2022



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.

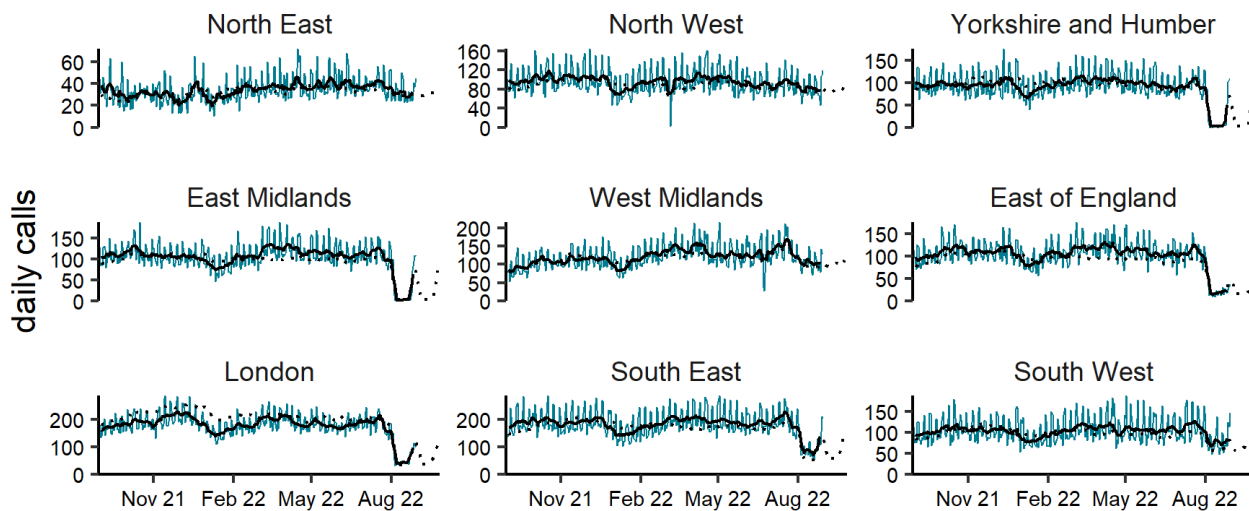
# Vomiting NHS 111 calls

**Figure 17: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for vomiting, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 calls: vomiting by region 30/08/2021 to 29/08/2022

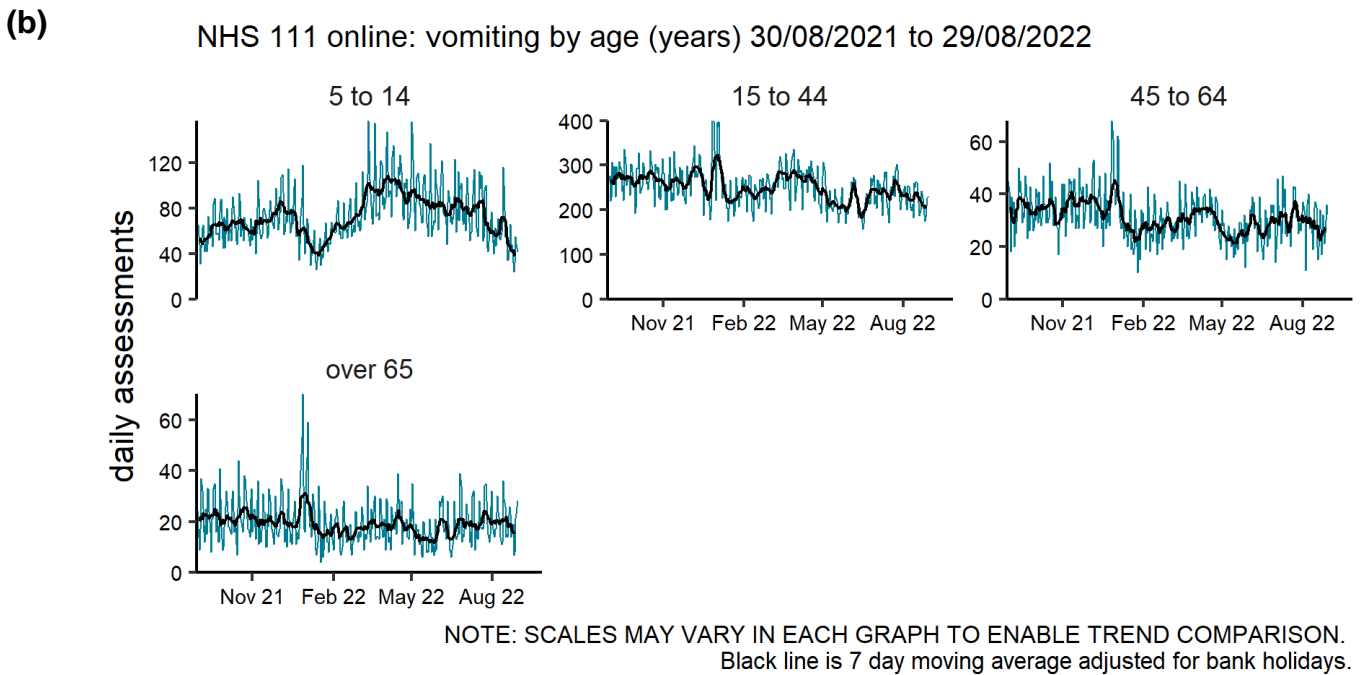
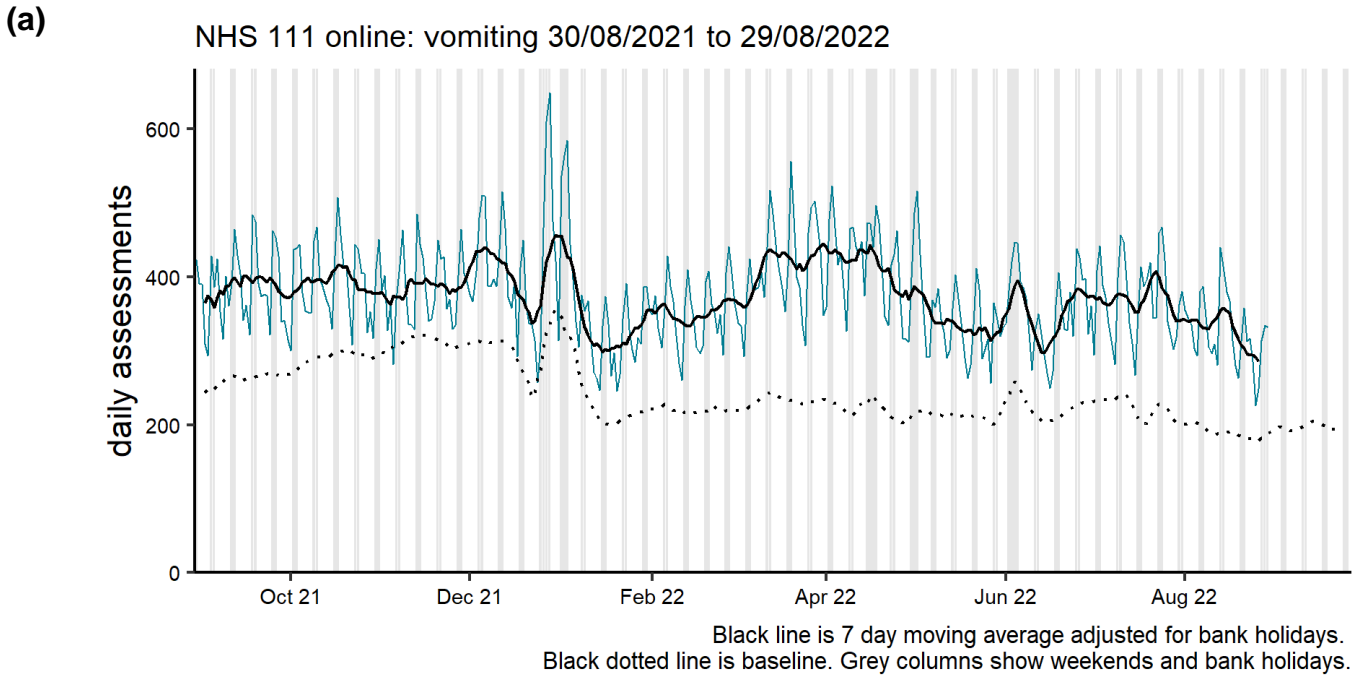


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
Black line is 7 day moving average adjusted for bank holidays.  
Black dotted line is baseline.



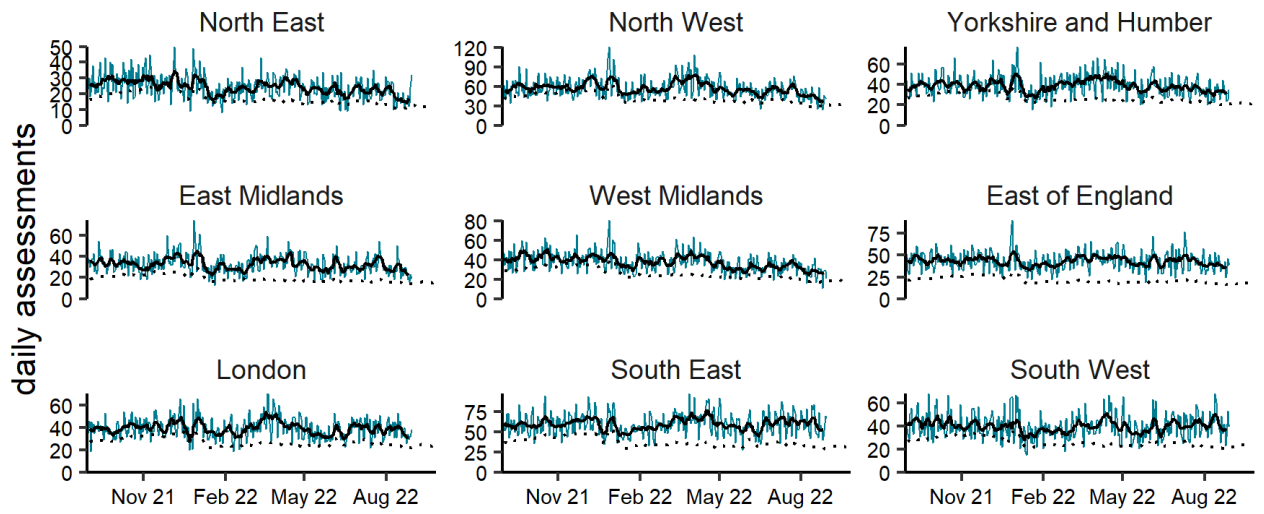
# Vomiting NHS 111 online

**Figure 18: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for vomiting, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

NHS 111 online: vomiting by region 30/08/2021 to 29/08/2022



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.

## Seasonal environmental conditions

During set periods of the year the Met Office operates both heat and cold weather watch systems, in association with UKHSA. Syndromic indicators are used to monitor the impact of both extreme hot and cold weather in England during these periods and will be included below (where an appropriate syndromic indicator is available).

[Cold weather alert](#) period: 1 November to 31 March

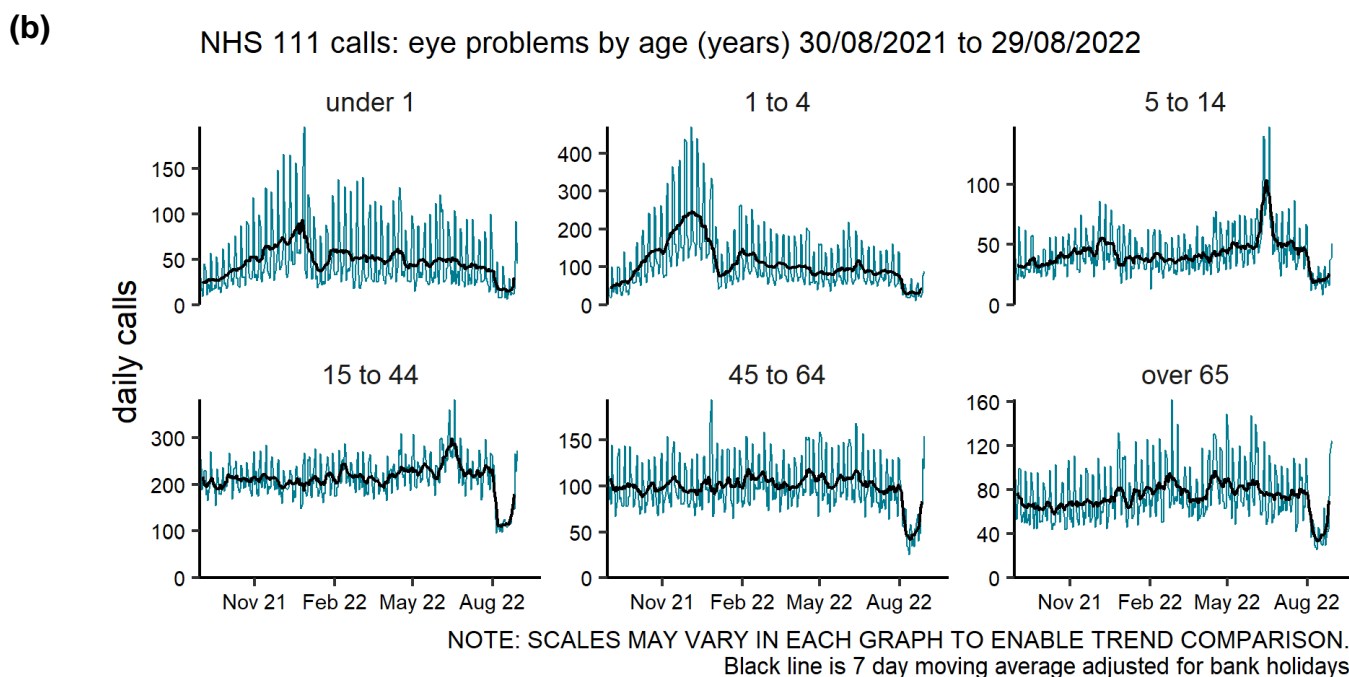
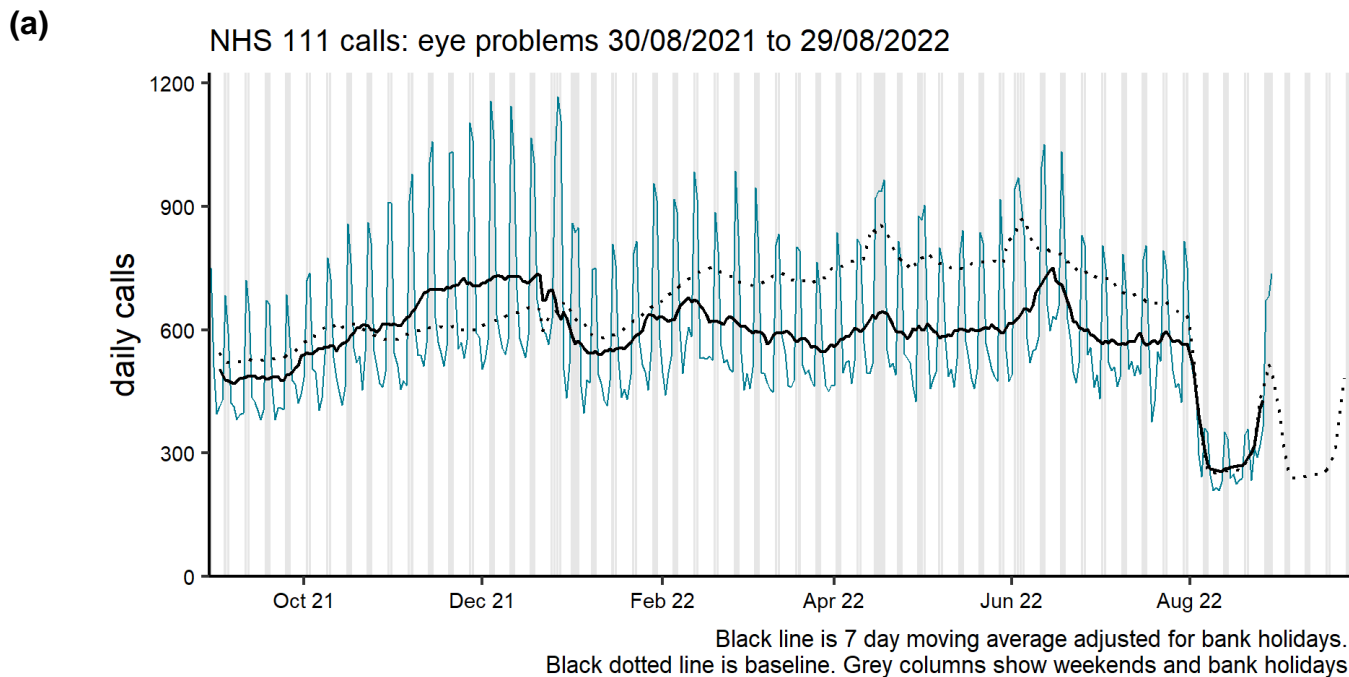
[Heat-Health Alert](#) period: 1 June to 15 September

Highest weather alert level during the current reporting week:

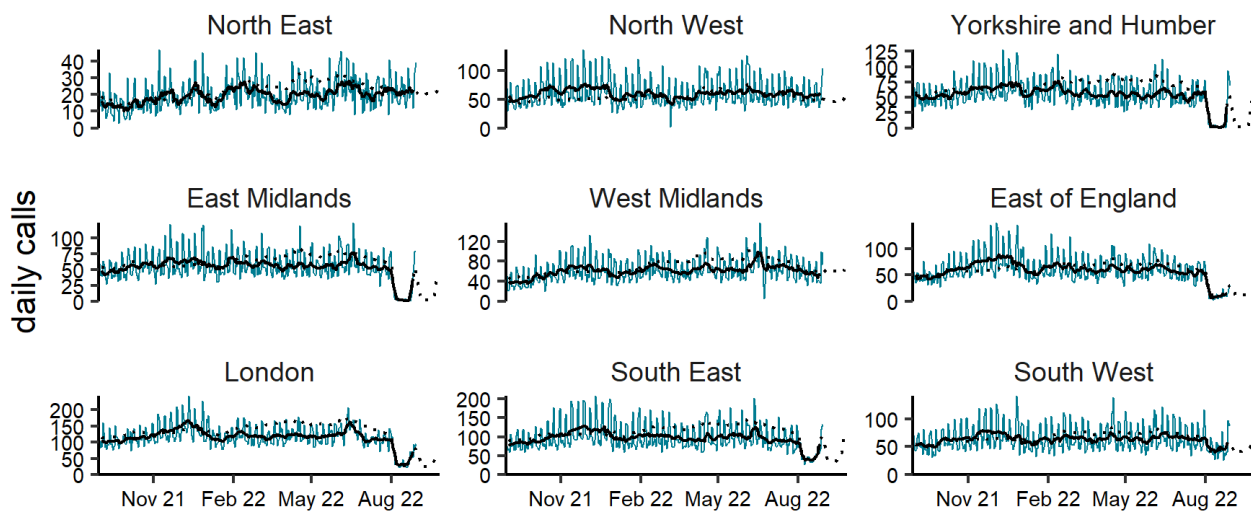
**Level 1 – Summer preparedness.**

# Eye problems NHS 111 calls

**Figure 19: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for eye problems, England (a) nationally, (b) by age and (c) by UKHSA Region.**



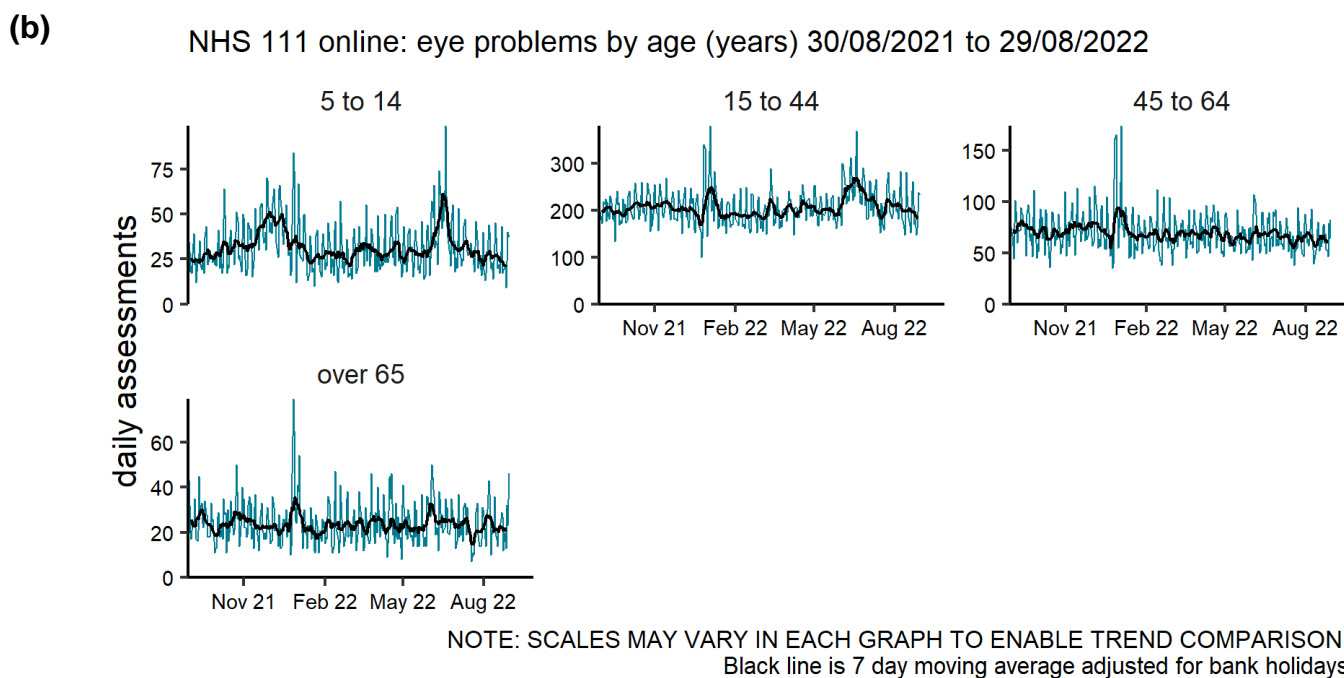
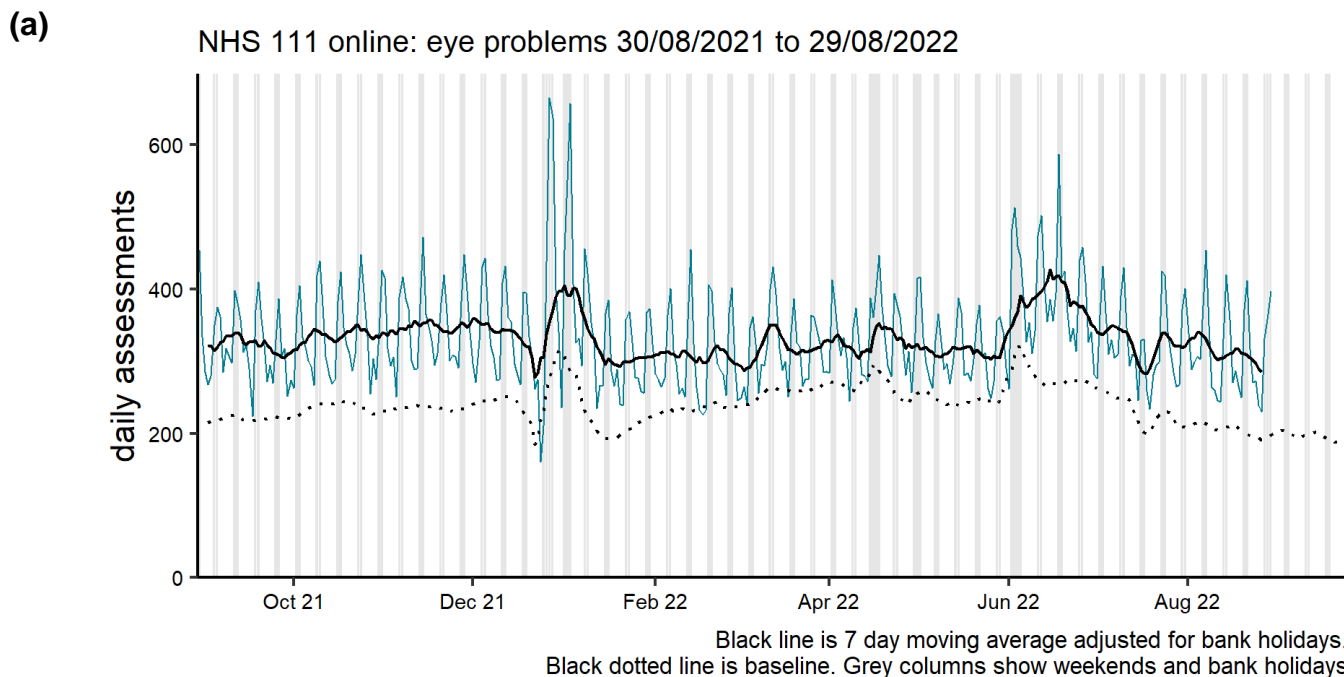
(c) NHS 111 calls: eye problems by region 30/08/2021 to 29/08/2022



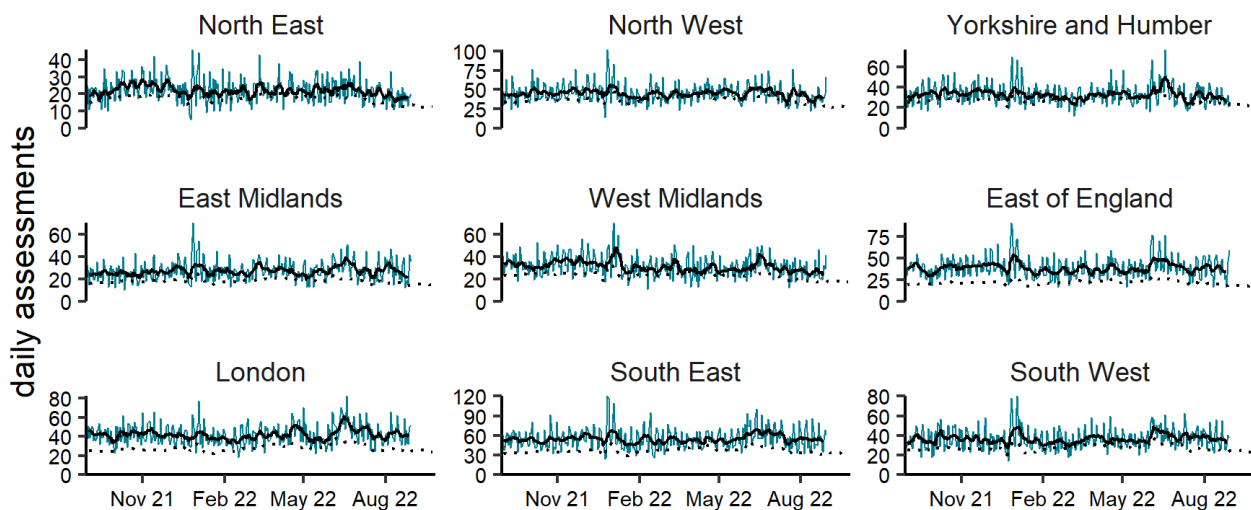
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
Black line is 7 day moving average adjusted for bank holidays.  
Black dotted line is baseline.

# Eye problems NHS 111 online

**Figure 20: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for eye problems, England (a) nationally, (b) by age and (c) by UKHSA Region.**



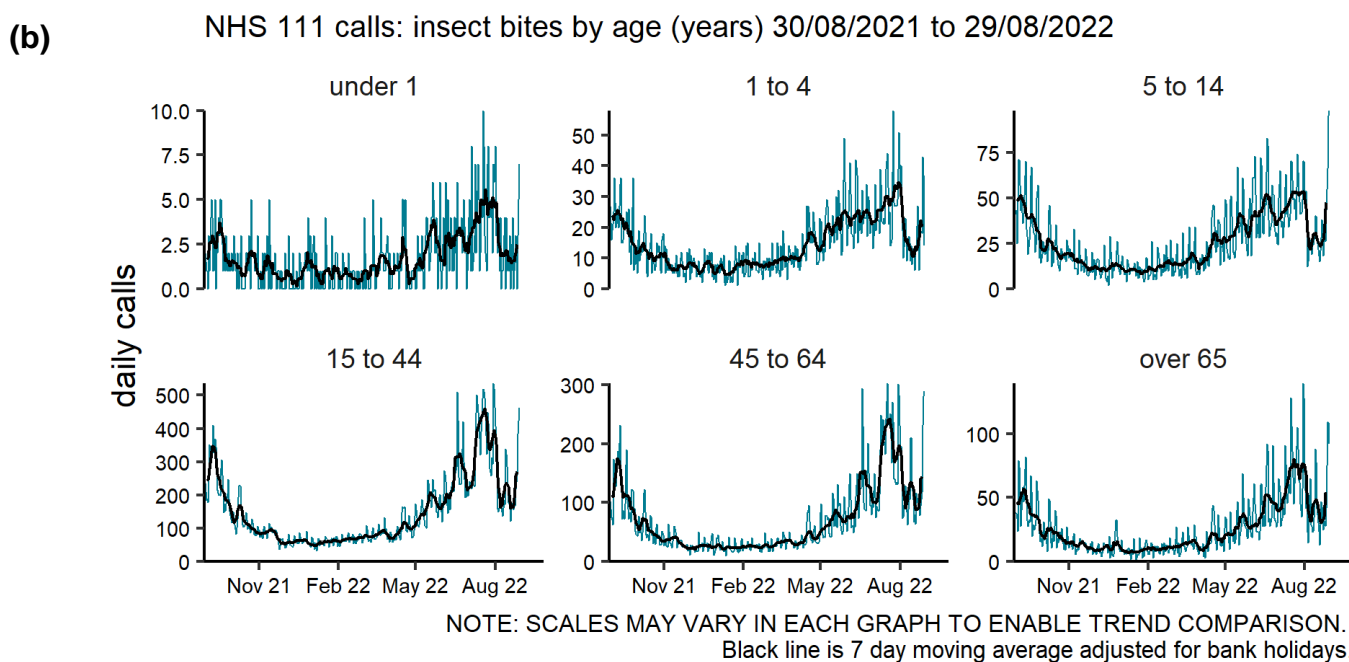
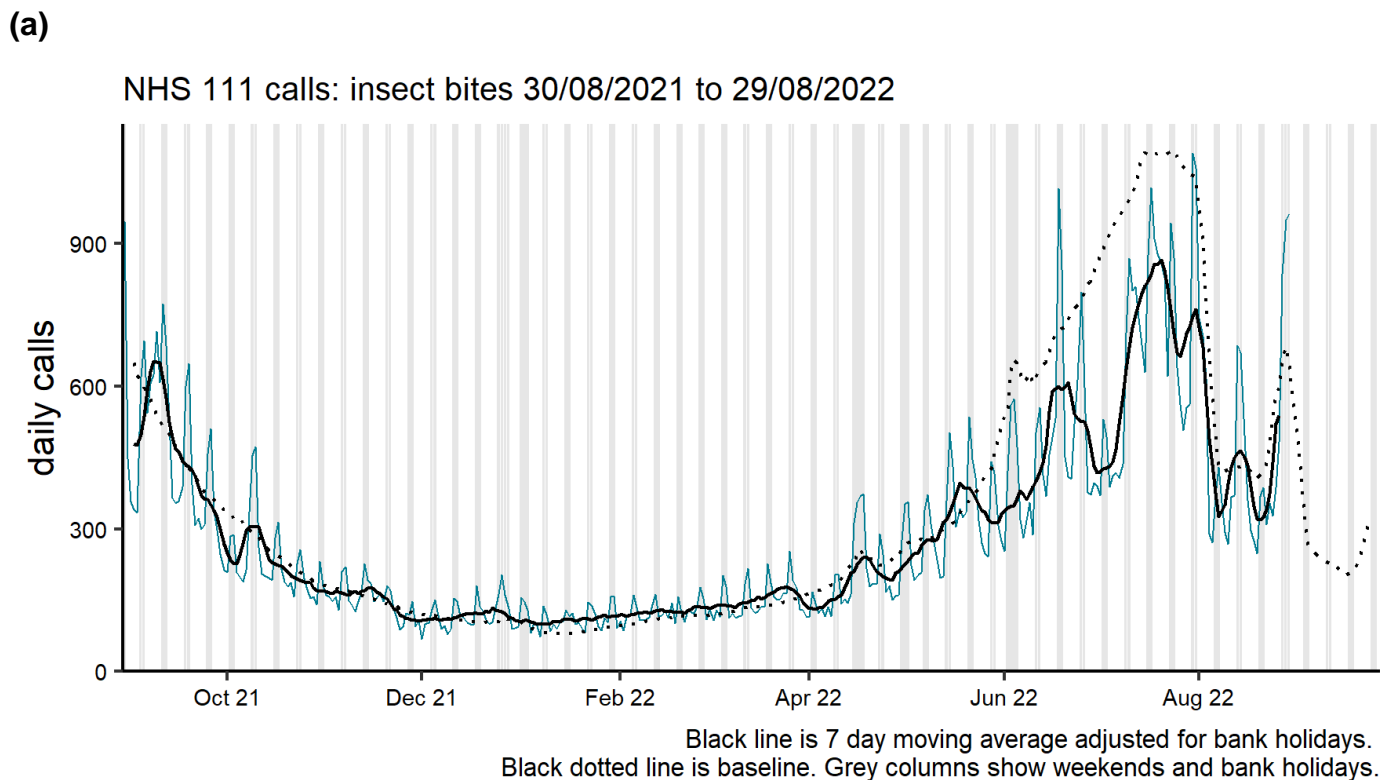
(c) NHS 111 online: eye problems by region 30/08/2021 to 29/08/2022



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.

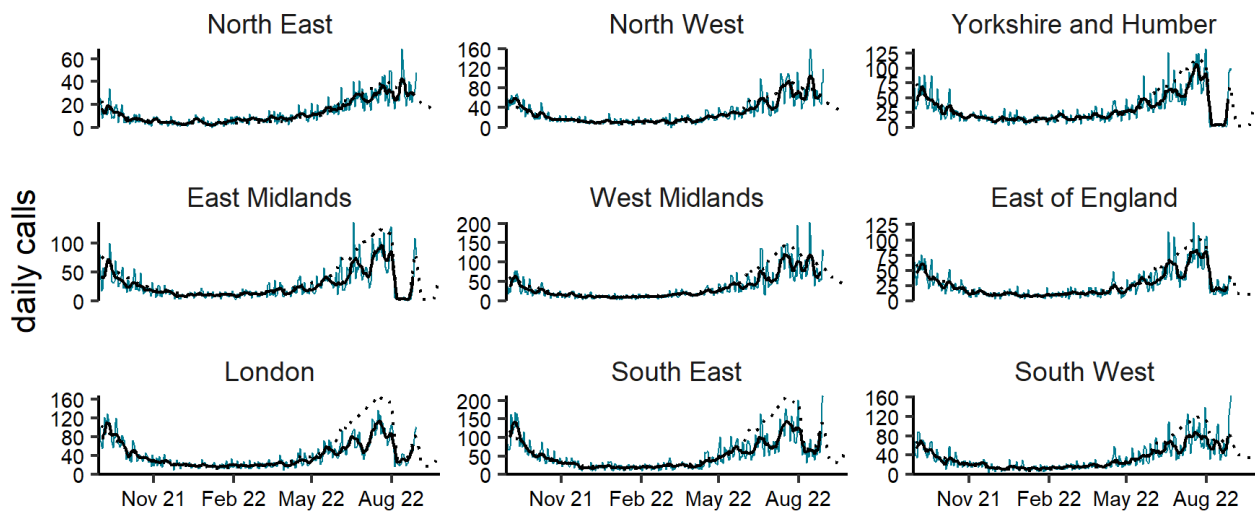
## Insect bites NHS 111 calls

**Figure 21: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for insect bites, England (a) nationally, (b) by age and (c) by UKHSA Region.**





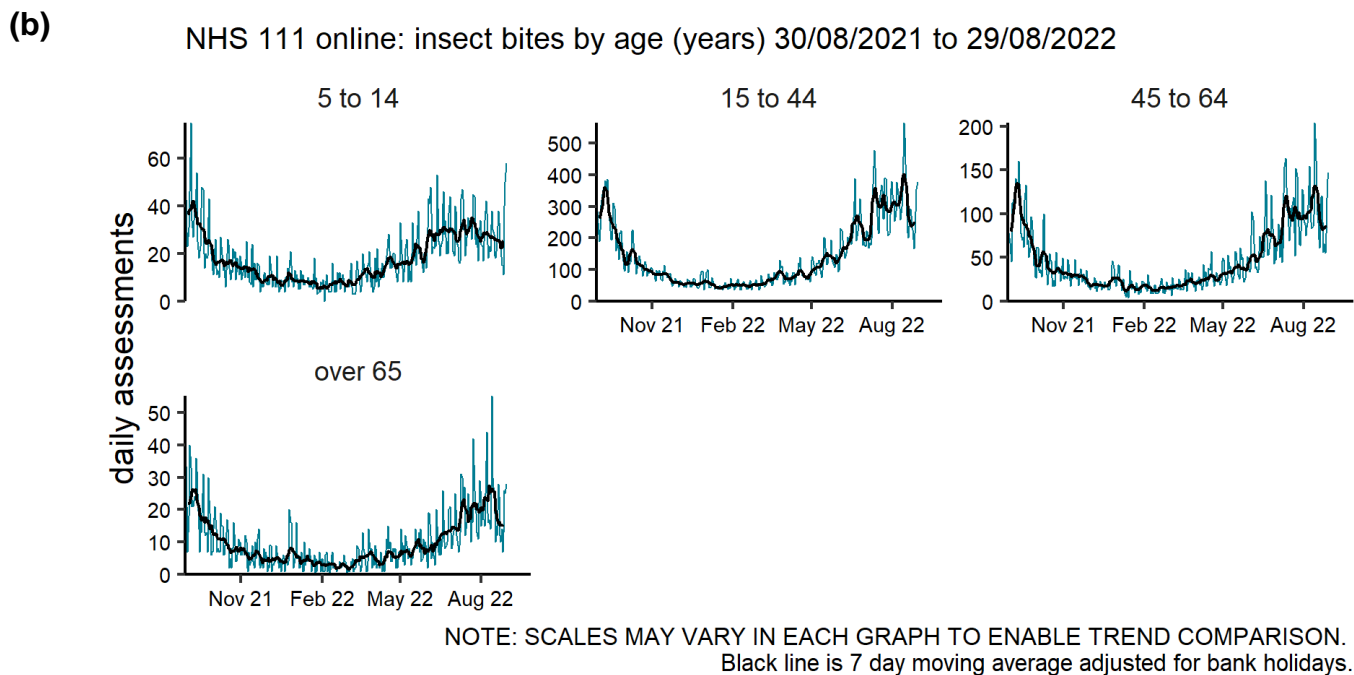
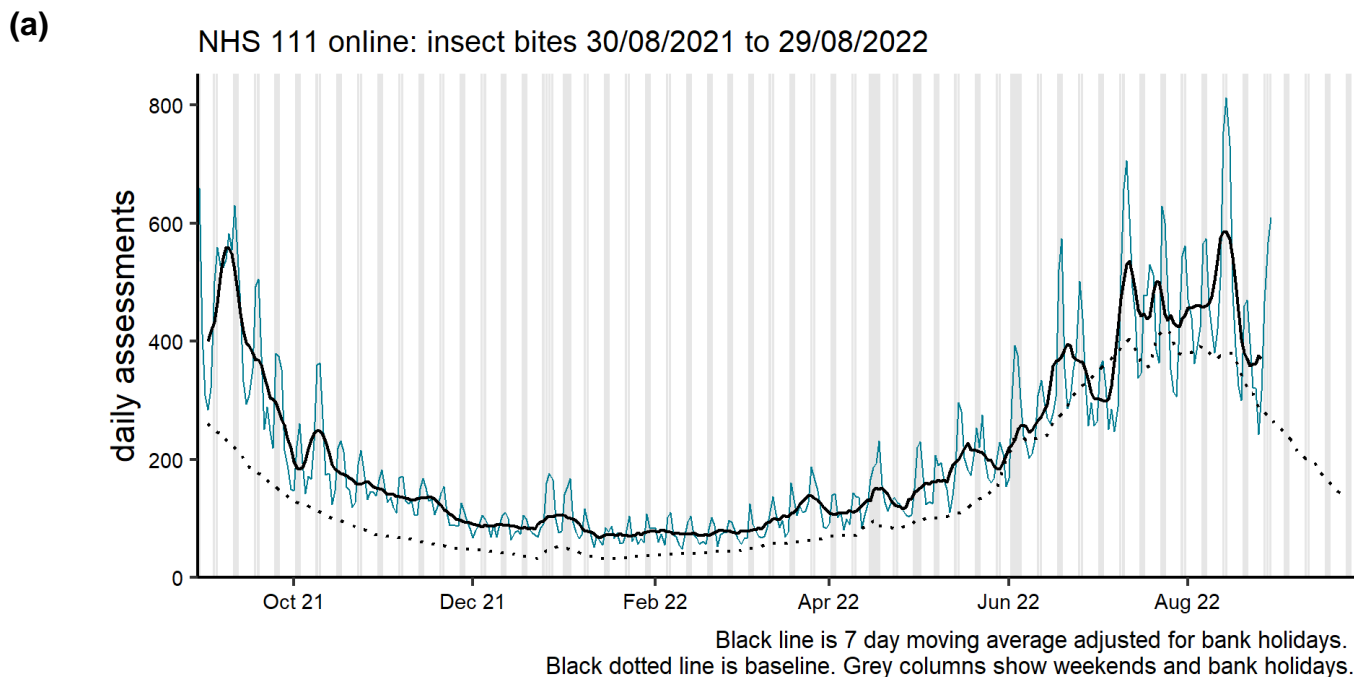
(c) NHS 111 calls: insect bites by region 30/08/2021 to 29/08/2022



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.

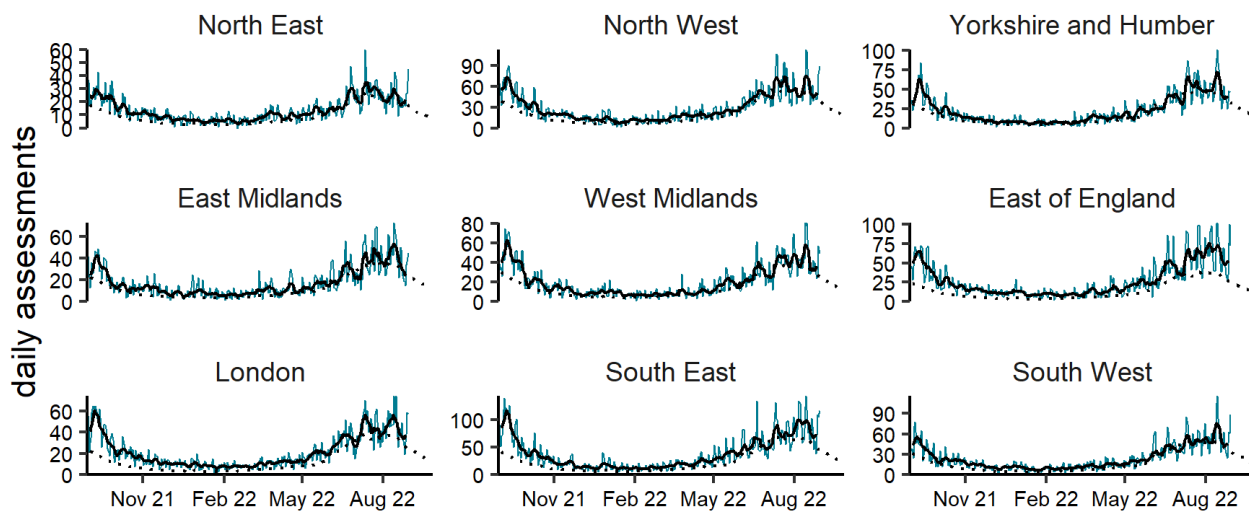
## Insect bites NHS 111 online

**Figure 22: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for insect bites, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

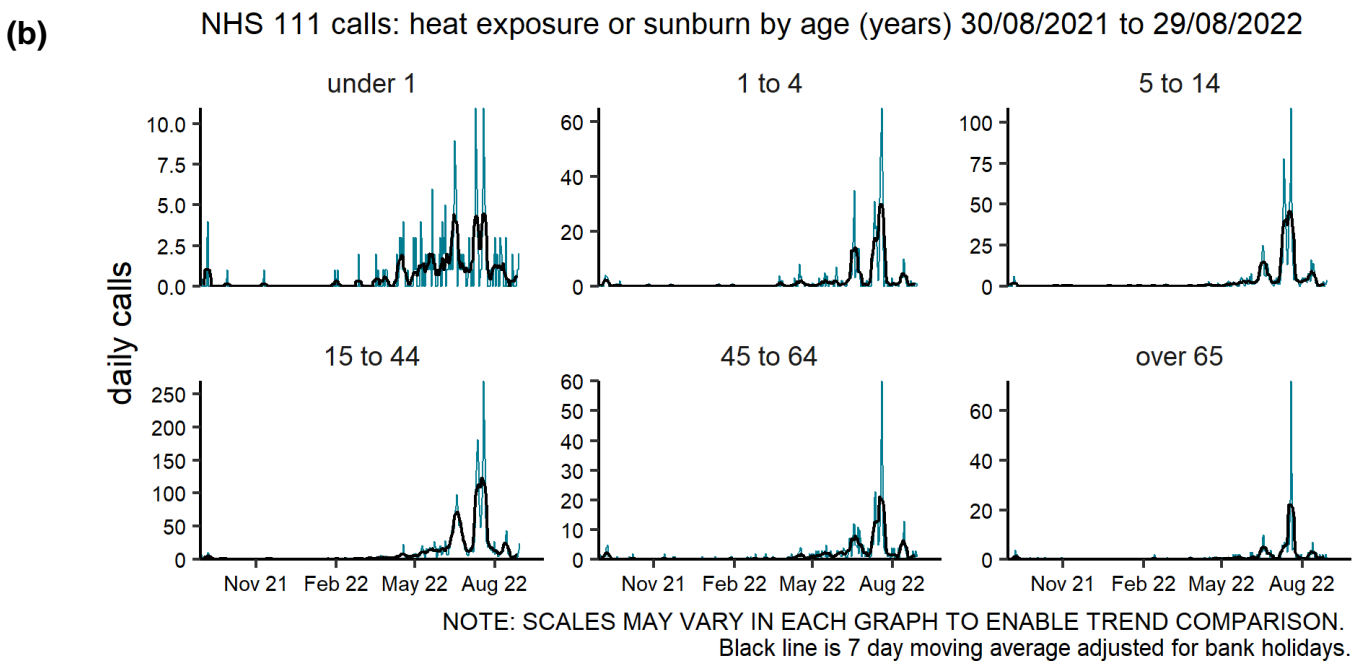
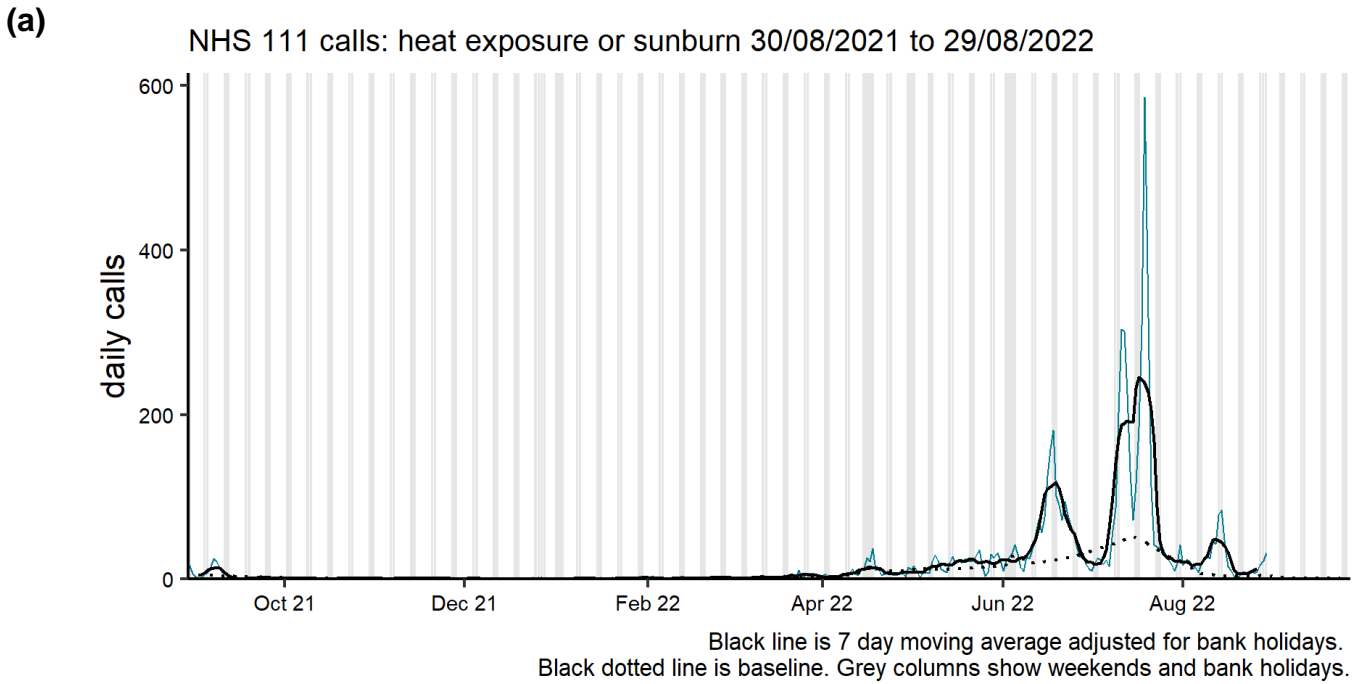
NHS 111 online: insect bites by region 30/08/2021 to 29/08/2022



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.

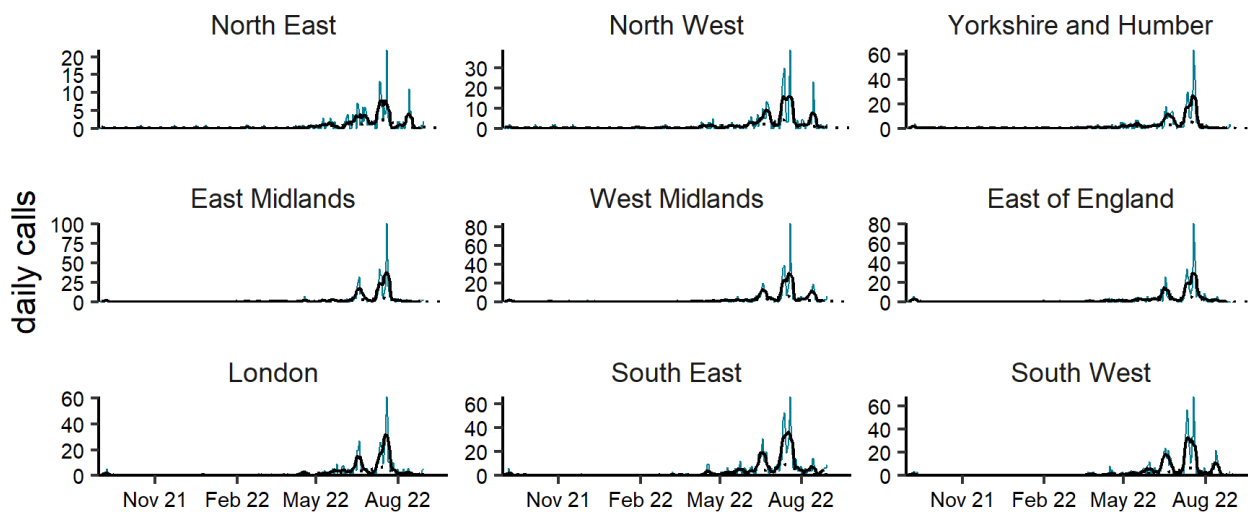
# Heat exposure or sunburn NHS 111 calls

**Figure 23: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for heat exposure or sunburn, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c)

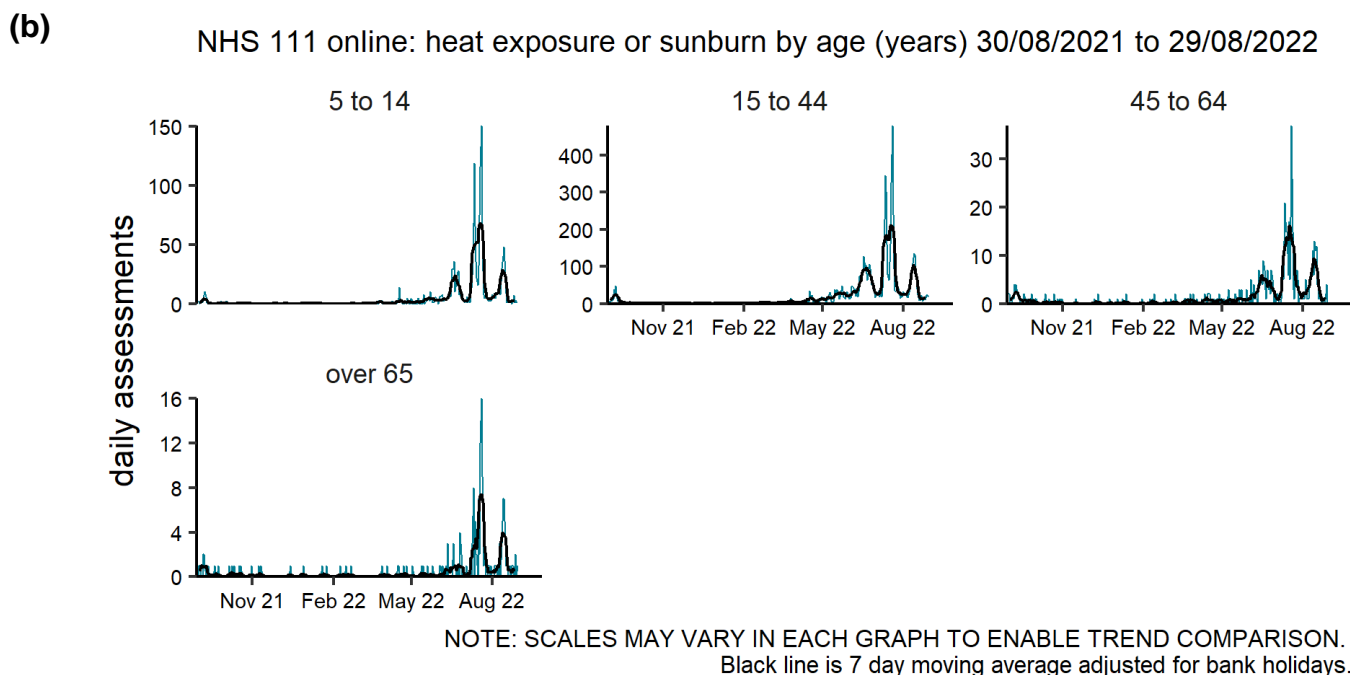
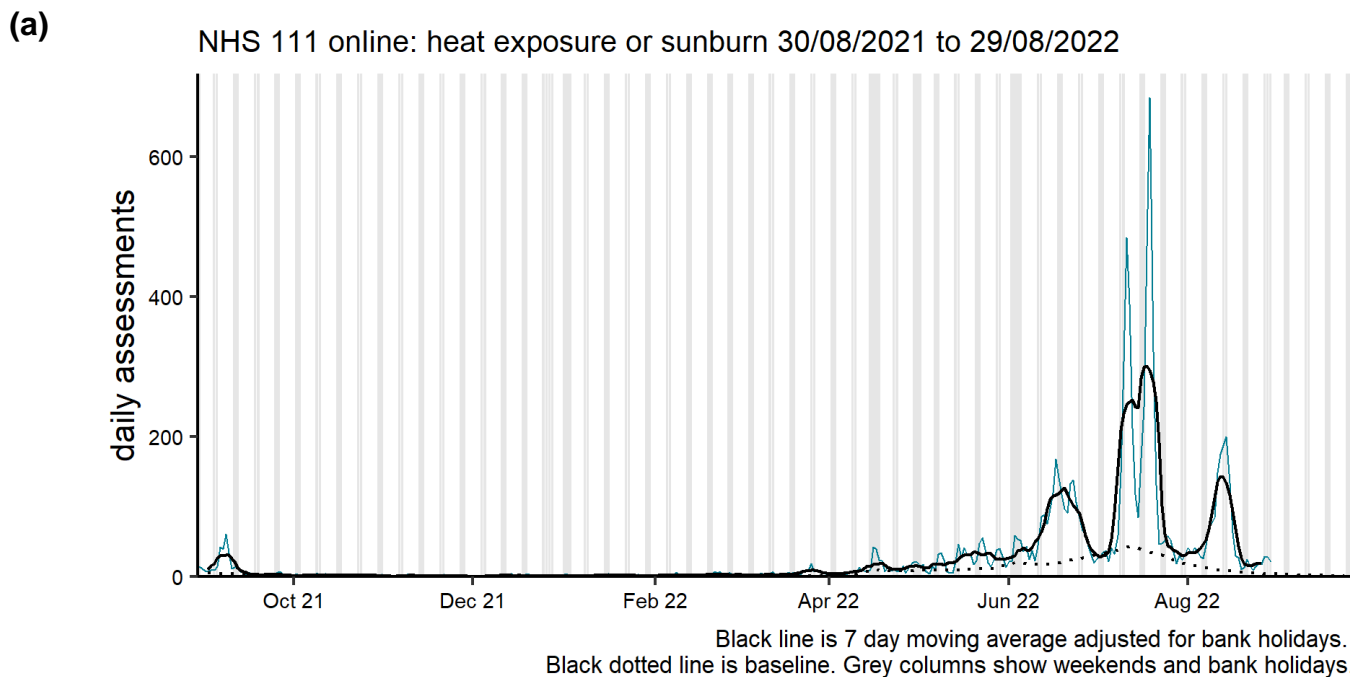
NHS 111 calls: heat exposure or sunburn by region 30/08/2021 to 29/08/2022



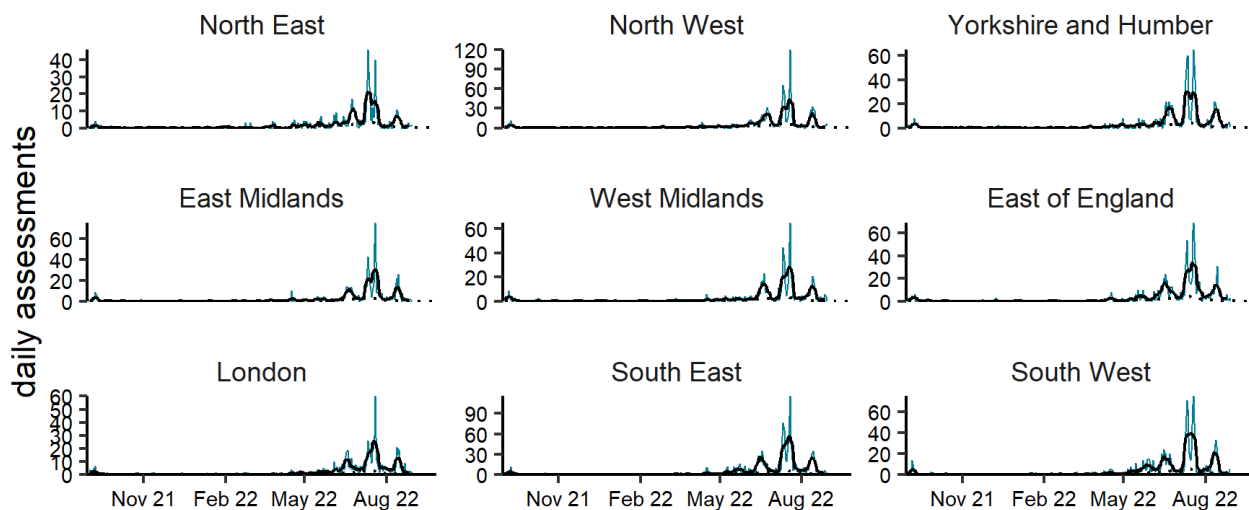
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.  
Black line is 7 day moving average adjusted for bank holidays.  
Black dotted line is baseline.

# Heat exposure or sunburn NHS 111 online

**Figure 24: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for heat exposure or sunburn, England (a) nationally, (b) by age and (c) by UKHSA Region.**



(c) NHS 111 online: heat exposure or sunburn by region 30/08/2021 to 29/08/2022



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.

## Notes and caveats

The following additional caveats apply to the UKHSA remote health advice syndromic surveillance system:

- all NHS 111 syndromic trends should be interpreted with caution due to changes in national advice and guidance regarding access to health care services as well as updates and changes to service provision during the COVID-19 pandemic
- data presented should be used to monitor trends rather than numbers of ‘cases’:
  - NHS 111 calls data may not include the most urgent calls which are rapidly redirected to ambulance services
  - any user that launches an online assessment may access the service multiple times and can change their answers and follow multiple journeys through the online system: only complete assessments are included here
  - an individual may use both the NHS 111 online and NHS 111 telephony services; counts from the two services cannot be considered as distinct counts of individuals
  - NHS 111 online assessment data does not include children under 5 years of age
- baselines:
  - were last remodelled May 2021
  - are constructed from historical data since January 2018
  - represent seasonally expected levels of activity
  - take account of any known substantial changes in data collection, population coverage or reporting practices and consequently may vary slightly from week to week (and will rescale) if there are substantial changes in call/online activity
    - the COVID-19 pandemic period is excluded, to show seasonally expected levels if COVID-19 had not occurred
  - may be remodelled to include the impacts seen during periods of the COVID-19 pandemic if/when appropriate due to introduction of large scale public health interventions which affect NHS 111 usage
- as NHS 111 systems evolve to meet service needs, we continue to work with NHS 111 and NHS England to ensure that:
  - changes impacting on syndromic indicators reported in this bulletin are identified and accounted for as far as possible
  - changes are described in: **Data quality issues of note this week**
- further information about NHS 111 can be found [here](#)



## COVID-19 syndromic surveillance

The 'potential COVID-19' syndromic indicator reported here for all NHS 111 data is based on the outcome of each call or online assessment (known as the disposition), not the symptom (Pathway) selected:

- potential COVID-19 is the only syndromic indicator which is based on disposition
- potential COVID-19 calls and online assessments may therefore also appear in other syndromic indicators based on the Pathway of each call or online assessment
- these data are based on potential COVID-19 symptoms reported and are not based on outcomes of tests for coronavirus

## Acknowledgements

We are grateful to NHS 111 and to NHS Digital for their assistance and support in providing the anonymised data that underpin this system.

# About the UK Health Security Agency

UKHSA is responsible for protecting every member of every community from the impact of infectious diseases, chemical, biological, radiological and nuclear incidents and other health threats. We provide intellectual, scientific and operational leadership at national and local level, as well as on the global stage, to make the nation health secure.

[UKHSA](#) is an executive agency, sponsored by the [Department of Health and Social Care](#).

[www.gov.uk/government/organisations/uk-health-security-agency](http://www.gov.uk/government/organisations/uk-health-security-agency)

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