UK Health Security Agency

Remote Health Advice Syndromic Surveillance System Bulletin (England)

2023 Week 48

Key messages

Data reported to: 03 December 2023

During week 48, NHS 111 cold/flu calls decreased and are currently below seasonally expected levels. Other respiratory indicators remained stable and at or below seasonally expected levels. Vomiting calls have decreased in children aged <1 and 1-4 years, however there was a small increase in the 5-14 years age group.

Please note: a new NHS Pathways Release has resulted in a change in the triage coding of 'difficulty breathing' calls. These changes are particularly in those regions where the first Pathways Releases have happened (North East, East of England) and in age groups over 5 years old. Difficulty breathing calls should therefore be interpreted with some caution. Further national Pathways releases are planned in December 2023 and January 2024.

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[1]	Level
Total NHS 111 calls (**Figure 1**)	Decreasing	No baseline
Total NHS 111 online (**Figure 2**)	No trend	No baseline
Cold/flu NHS 111 calls (**Figure 3**)	Decreasing	Below baseline
Cold/flu NHS 111 online (**Figure 4**)	Increasing	Below baseline
Fever NHS 111 calls (**Figure 5**)	Decreasing	Below baseline
Fever NHS 111 online (**Figure 6**)	No trend	Below baseline
Cough NHS 111 calls (**Figure 7**)	Decreasing	Below baseline
Cough NHS 111 online (**Figure 8**)	No trend	Similar to baseline
Difficulty breathing NHS 111 calls (**Figure 9**)	Decreasing	Below baseline
Difficulty breathing NHS 111 online (**Figure 10**)	No trend	Below baseline
Sore throat NHS 111 calls (**Figure 11**)	No trend	Below baseline
Sore throat NHS 111 online (**Figure 12**)	No trend	Below baseline
Potential COVID-19 NHS 111 calls (**Figure 13**)	No trend	No baseline
Potential COVID-19 NHS 111 online (**Figure 14**)	Increasing	No baseline
Diarrhoea NHS 111 calls (**Figure 15**)	Decreasing	Similar to baseline
Diarrhoea NHS 111 online (**Figure 16**)	No trend	Below baseline
Vomiting NHS 111 calls (**Figure 17**)	No trend	Similar to baseline
Vomiting NHS 111 online (**Figure 18**)	No trend	Similar to baseline
Eye problems NHS 111 calls (**Figure 19**)	No trend	Similar to baseline
Eye problems NHS 111 online (**Figure 20**)	Decreasing	Below baseline

[1] trend reports on the trend seen over most recent and earlier weeks

Contents

Key messages 2
Syndromic indicators at a glance 2
Contents 3
About this syndromic surveillance system 5
Total contacts 6
NHS 111 calls 6
NHS 111 online 8
Respiratory conditions 10
Cold/flu NHS 111 calls 10
Cold/flu NHS 111 online 12
Fever NHS 111 calls 14
Fever NHS 111 online 16
Cough NHS 111 calls 18
Cough NHS 111 online 20
Difficulty breathing NHS 111 calls 22
Difficulty breathing NHS 111 online 24
Sore throat NHS 111 calls 26
Sore throat NHS 111 online 28
Potential COVID-19 NHS 111 calls 30
Potential COVID-19 NHS 111 online 32
Gastrointestinal conditions 34
Diarrhoea NHS 111 calls 34
Diarrhoea NHS 111 online 36
Vomiting NHS 111 calls 38
Vomiting NHS 111 online 40
Seasonal environmental conditions 42
Eye problems NHS 111 calls 43
Eye problems NHS 111 online 45
Notes and caveats 47

COVID-19 syndromic surveillance 48
Acknowledgements 49
About the UK Health Security Agency 50

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

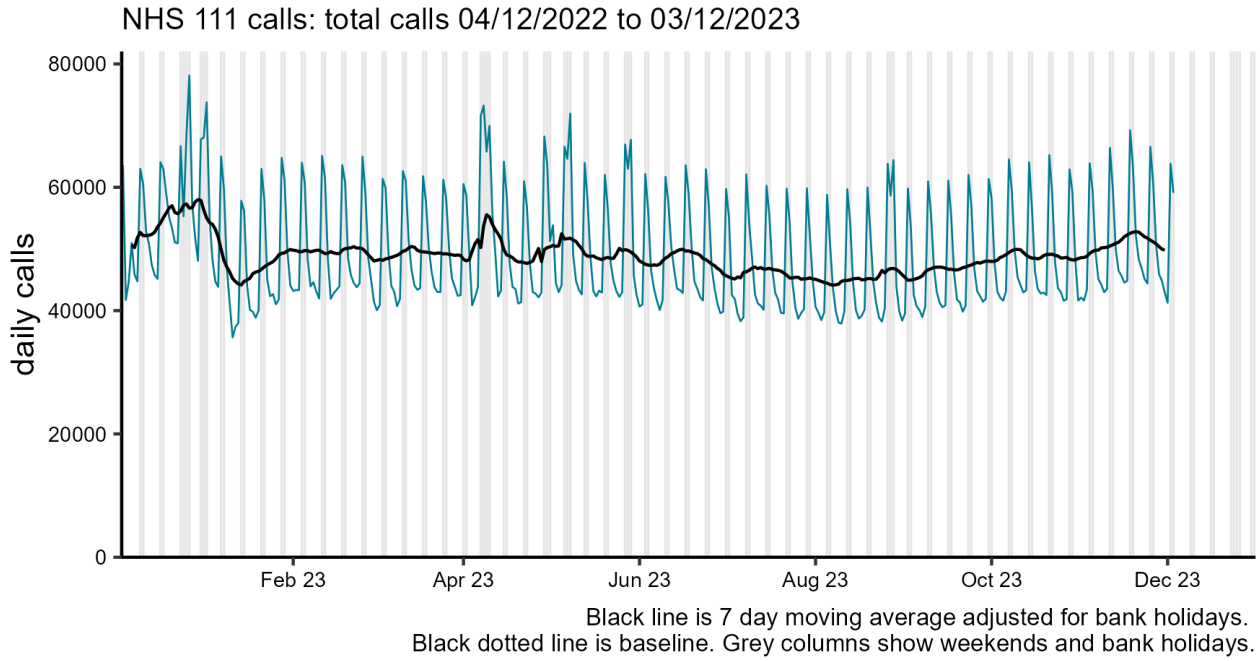
A new NHS Pathways Release has resulted in a change in the triage coding of 'difficulty breathing' calls. These changes are particularly in those regions where the first Pathways Releases have happened (North East, East of England) and in age groups over 5 years old. Difficulty breathing calls should therefore be interpreted with some caution. Further national Pathways releases are planned in December 2023 and January 2024.

Total contacts

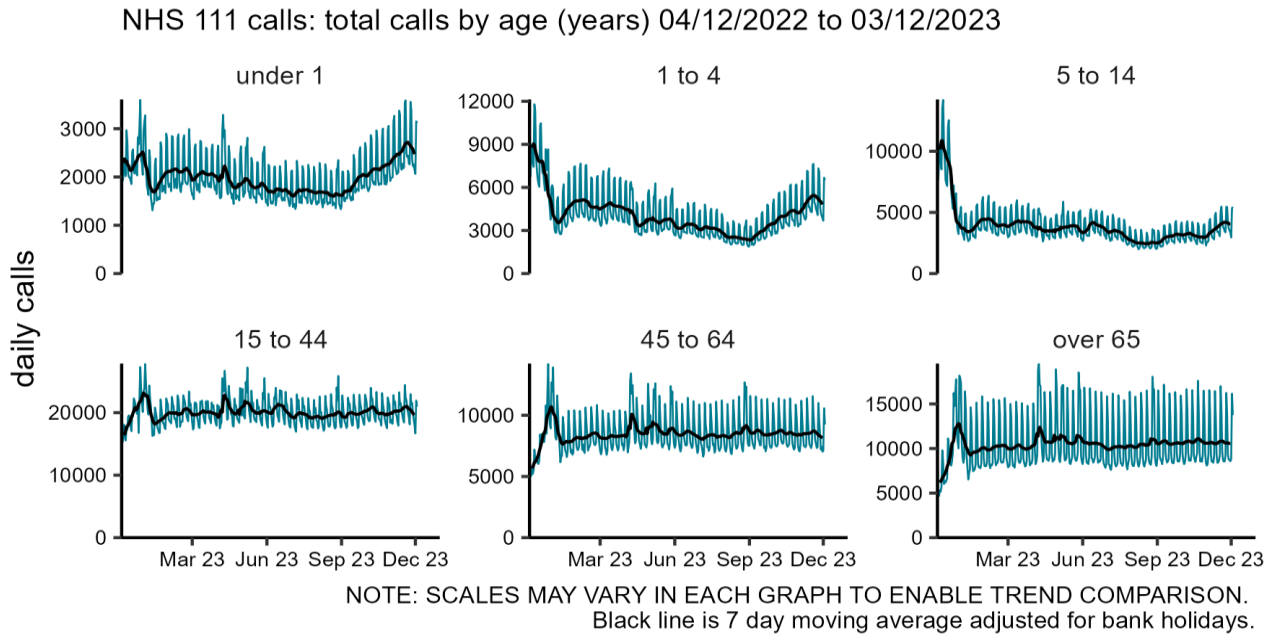
NHS 111 calls

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.

(a)



(b)



(c)

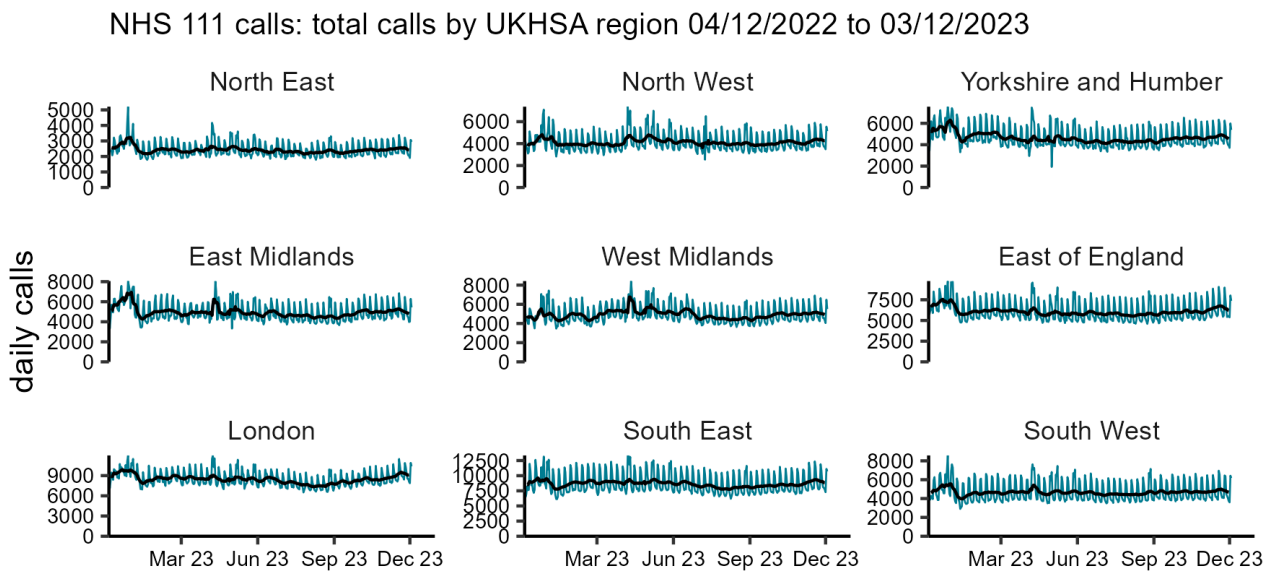


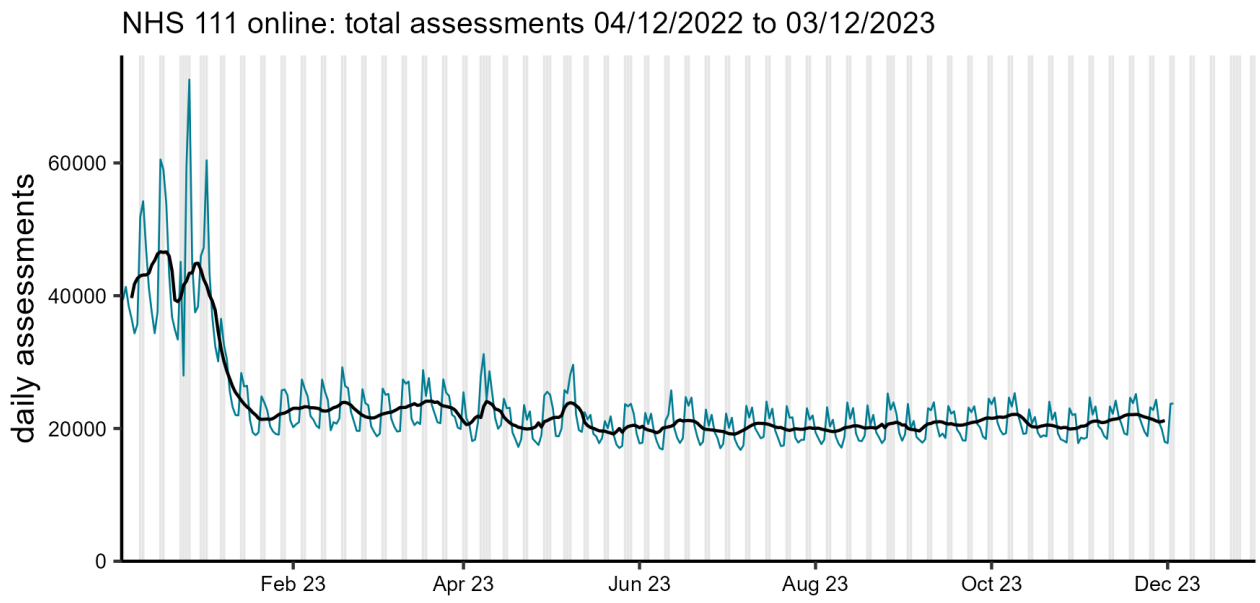
Table 2: The number of NHS 111 calls in England recorded each day in the most recent week.

Date	Number of calls
27 November 2023	50,620
28 November 2023	45,922
29 November 2023	44,841
30 November 2023	42,912
01 December 2023	41,266
02 December 2023	63,835
03 December 2023	59,088

NHS 111 online

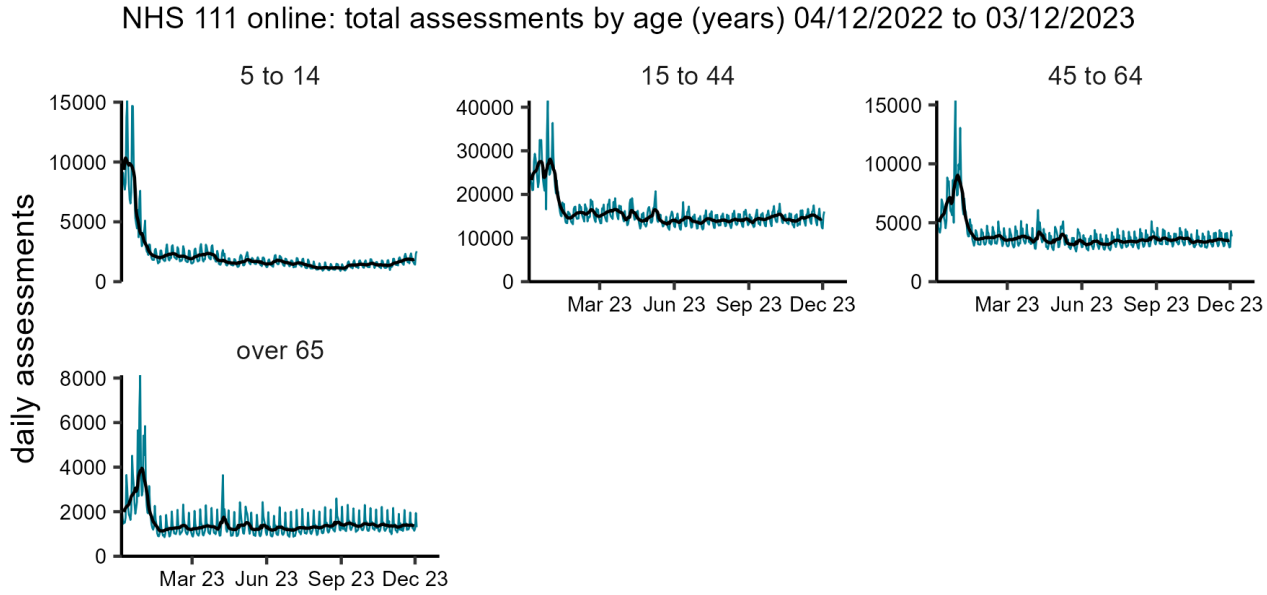
Figure 2: Daily number of completed NHS 111 online assessments (with 7-day moving average adjusted for bank holidays) recorded in this syndromic surveillance system in England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



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

(b)



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

(c)

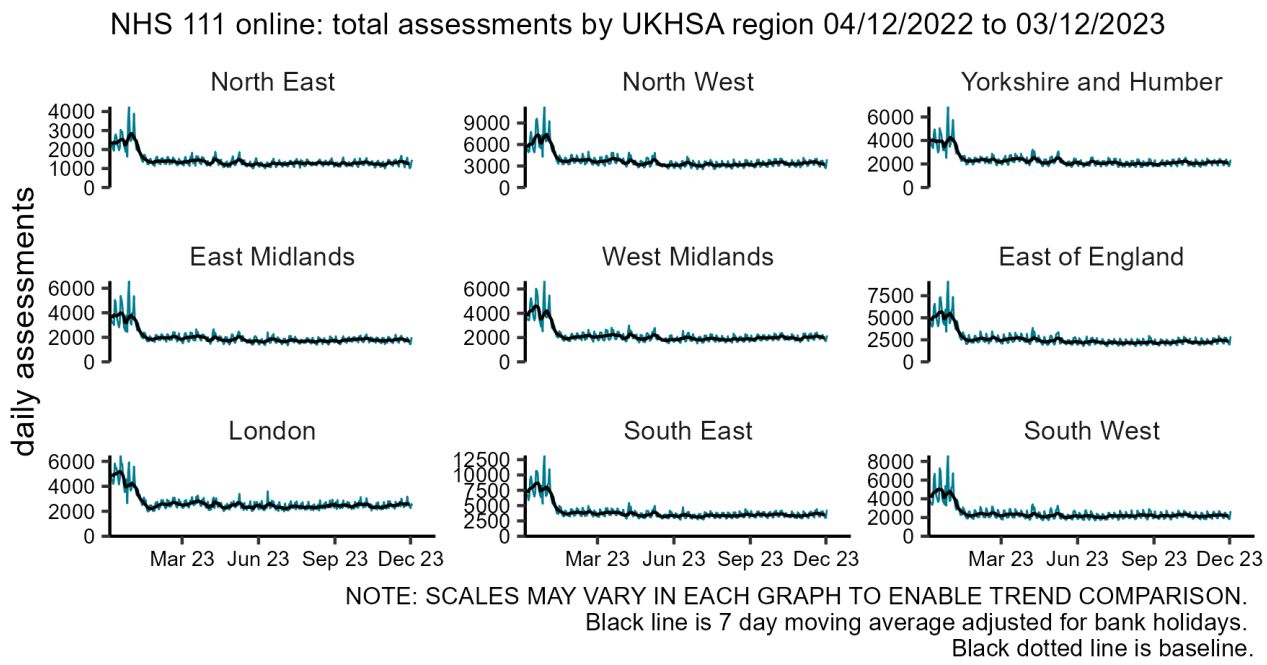


Table 3: The number of completed NHS 111 online assessments in England recorded each day in the most recent week.

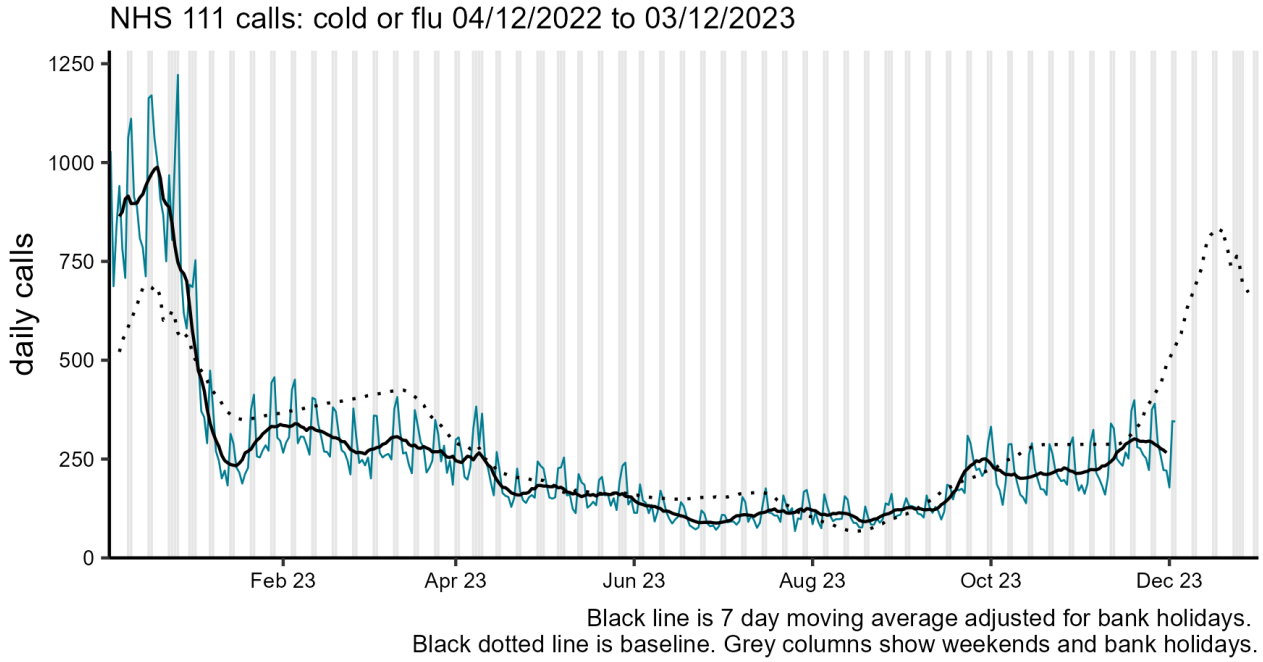
Date	Number of completed assessments
27 November 2023	24,405
28 November 2023	20,980
29 November 2023	19,903
30 November 2023	18,016
01 December 2023	17,847
02 December 2023	23,845
03 December 2023	23,860

Respiratory conditions

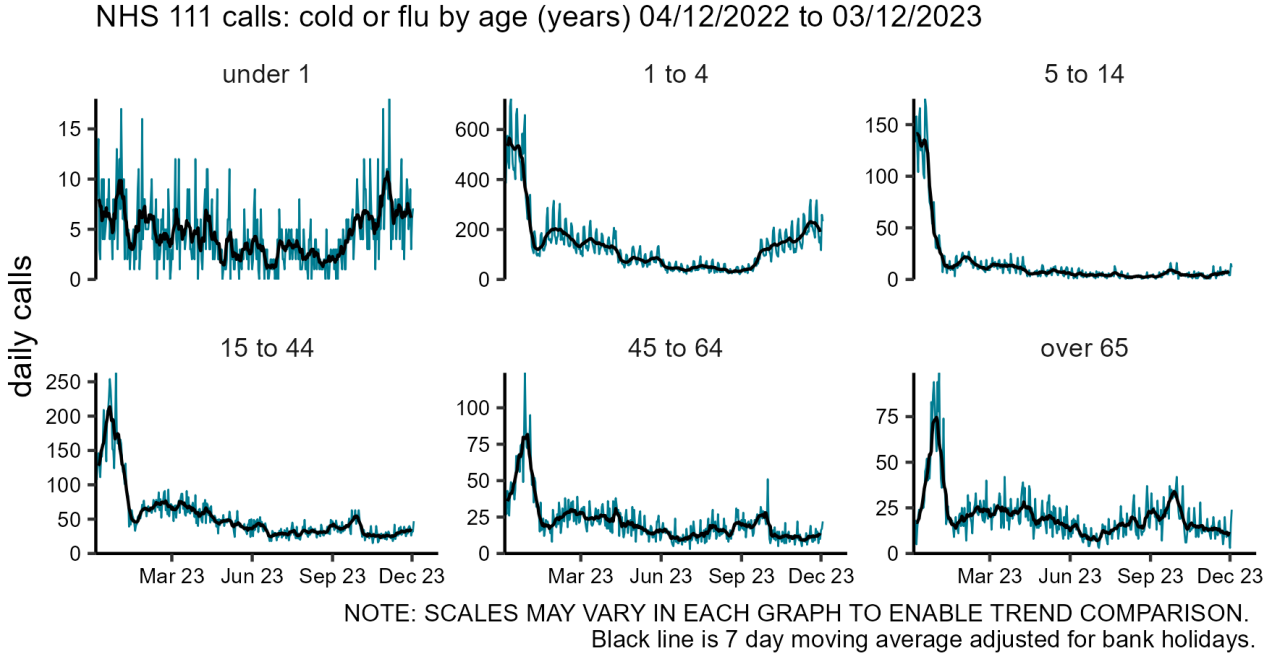
Cold/flu NHS 111 calls

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.

(a)



(b)



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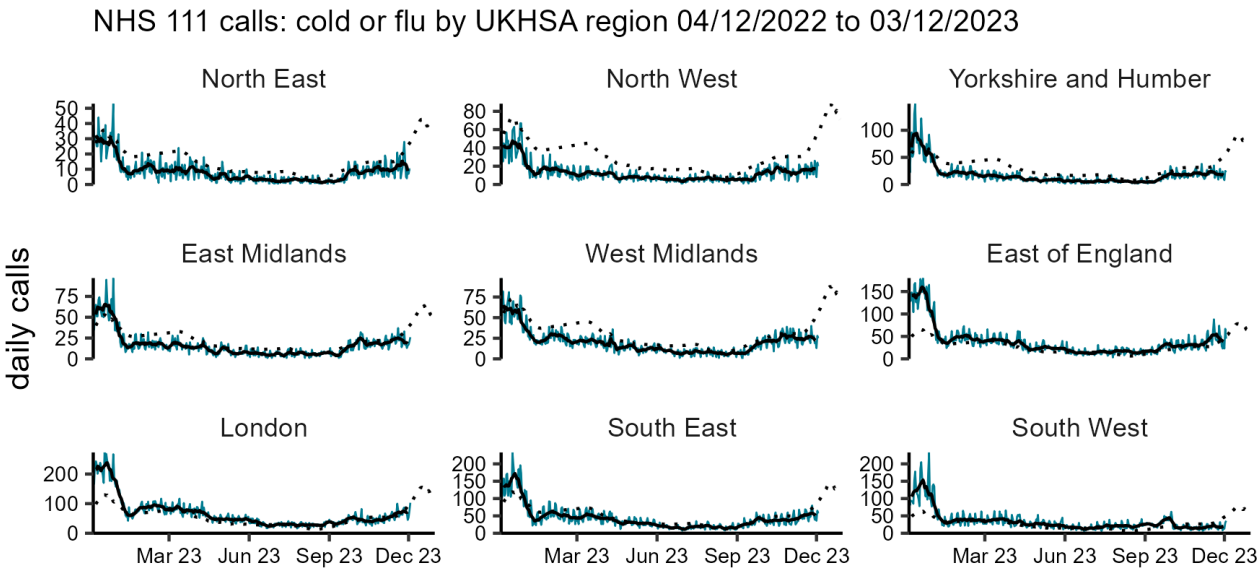
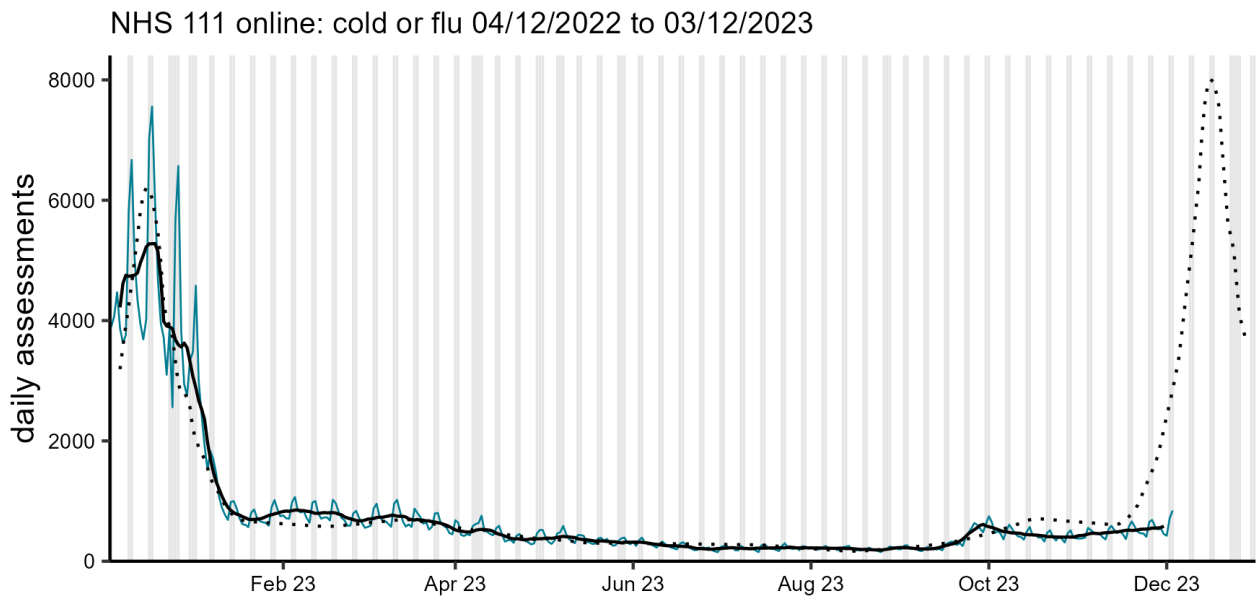


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline.

Cold/flu NHS 111 online

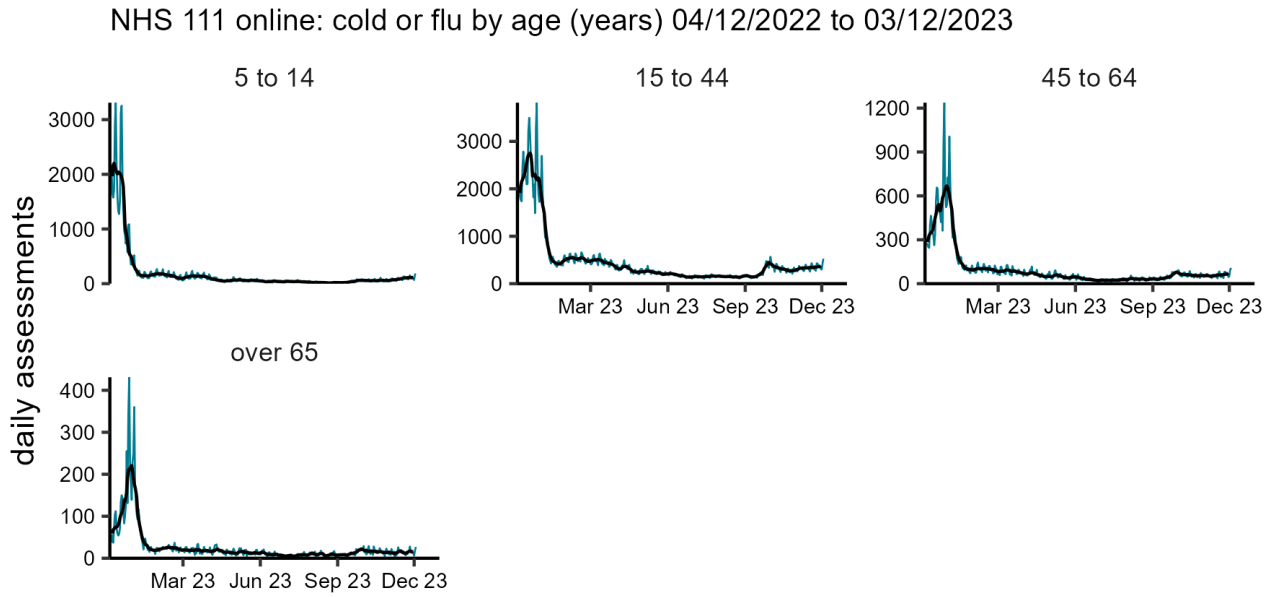
Figure 4: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for cold/flu, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



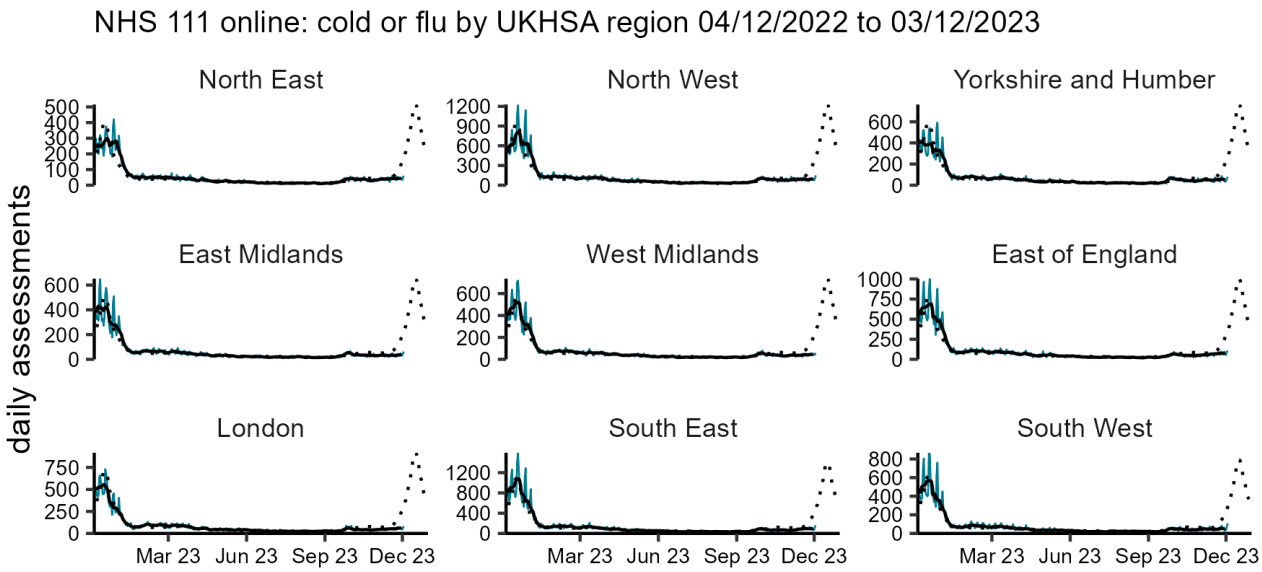
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

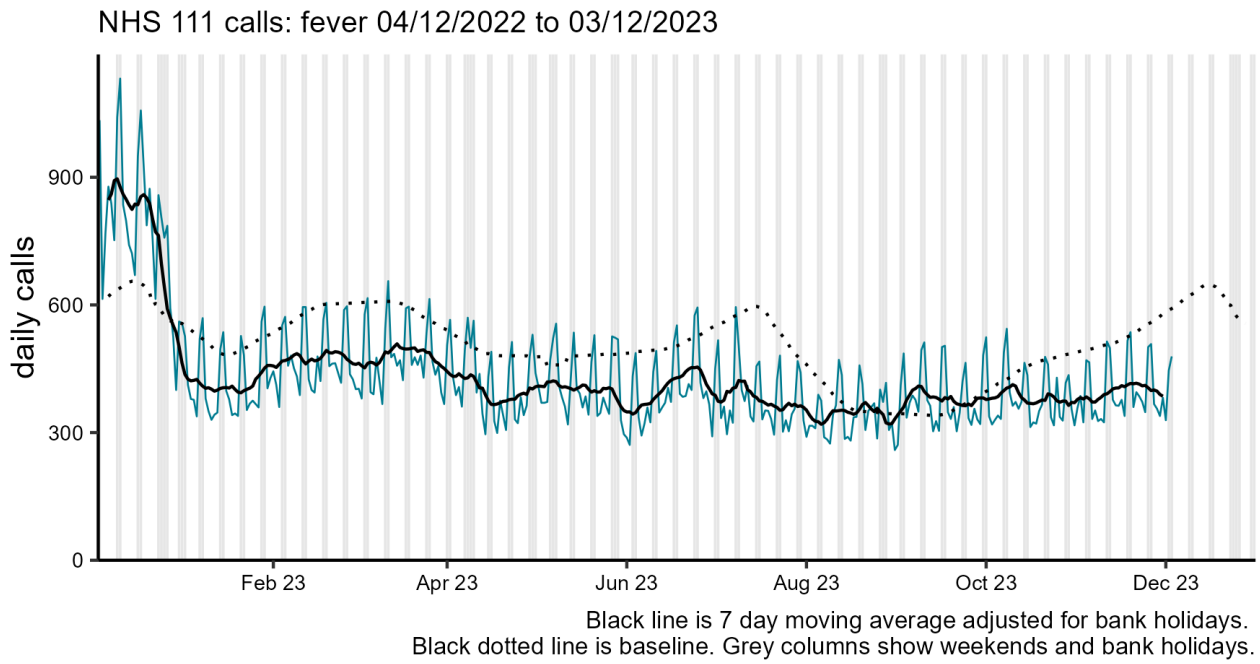
(c)


NHS 111 online: cold or flu by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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.

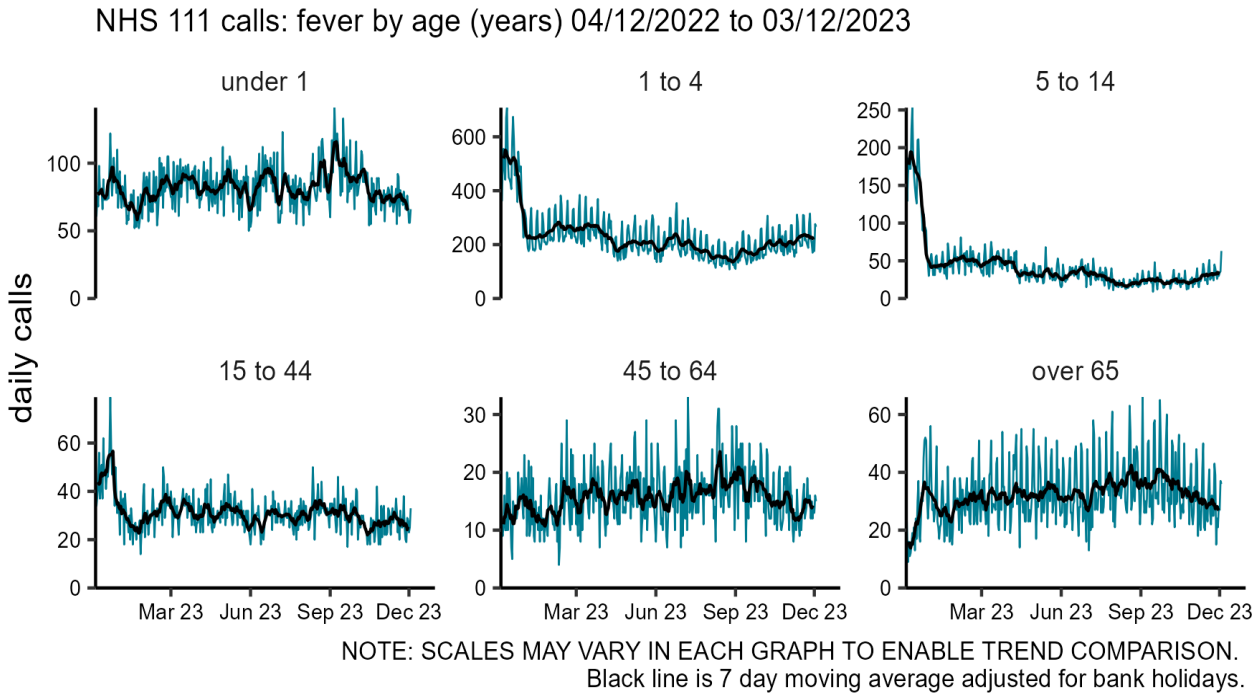
Fever NHS 111 calls

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.

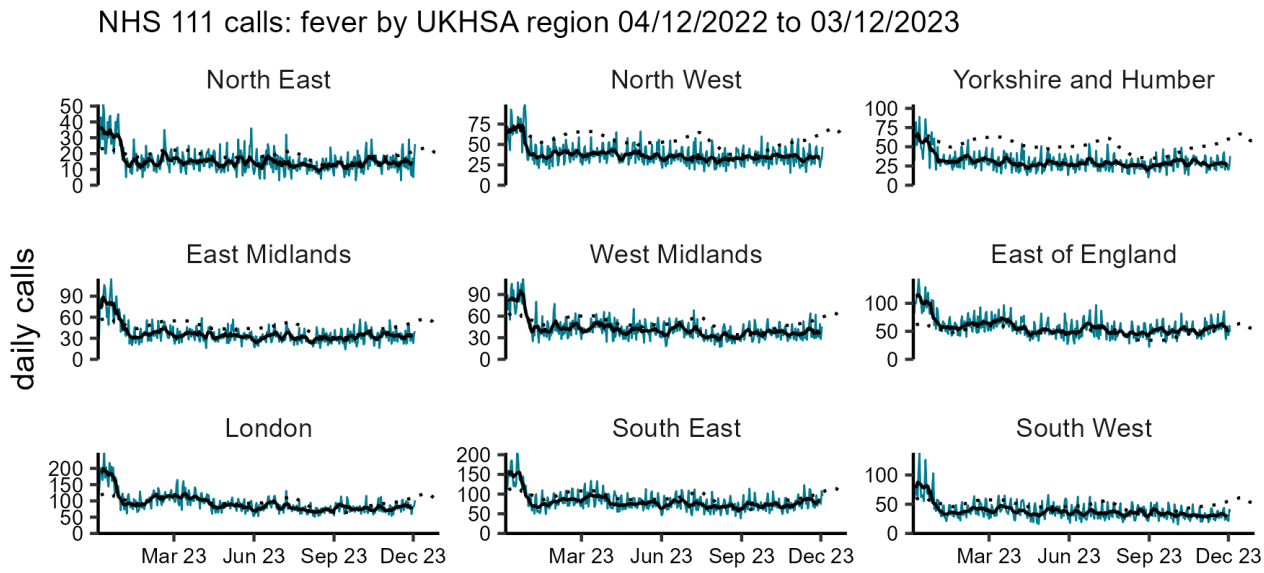
(a)



(b)



(c)


NHS 111 calls: fever by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
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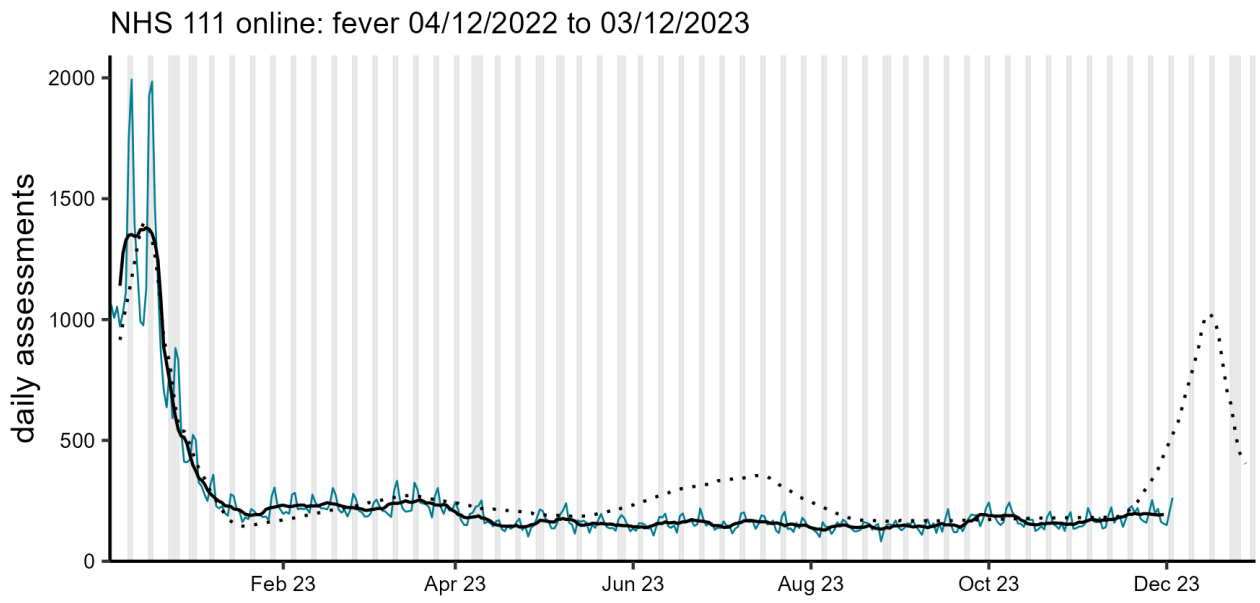
Black dotted line is baseline.

Fever NHS 111 online

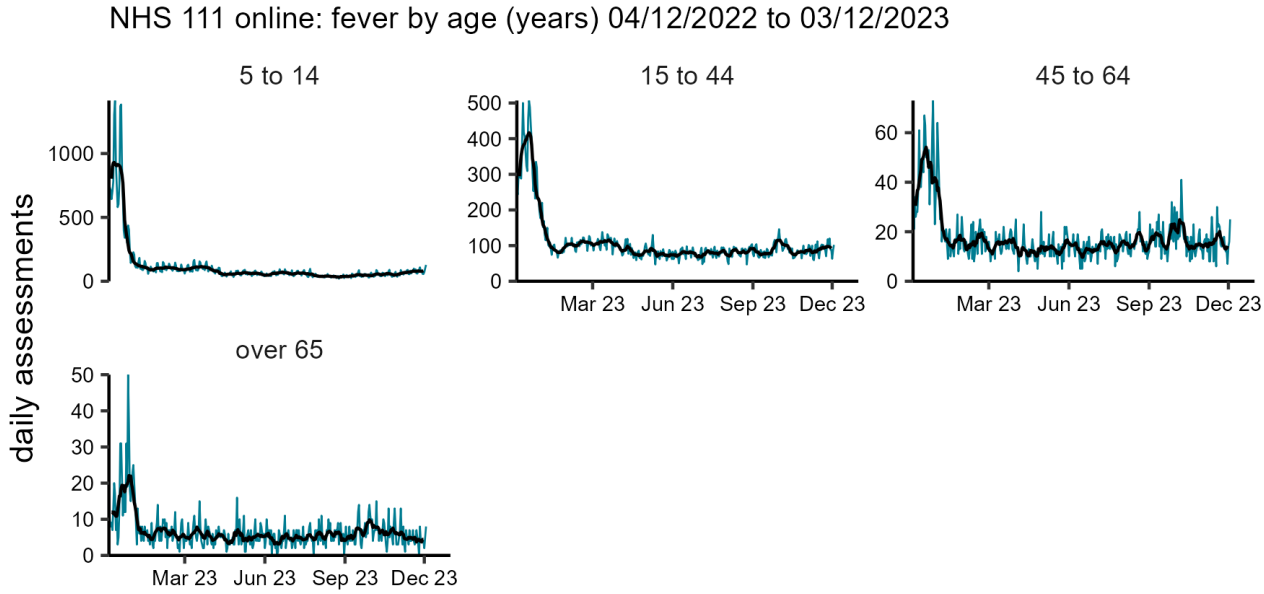
Figure 6: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for fever, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



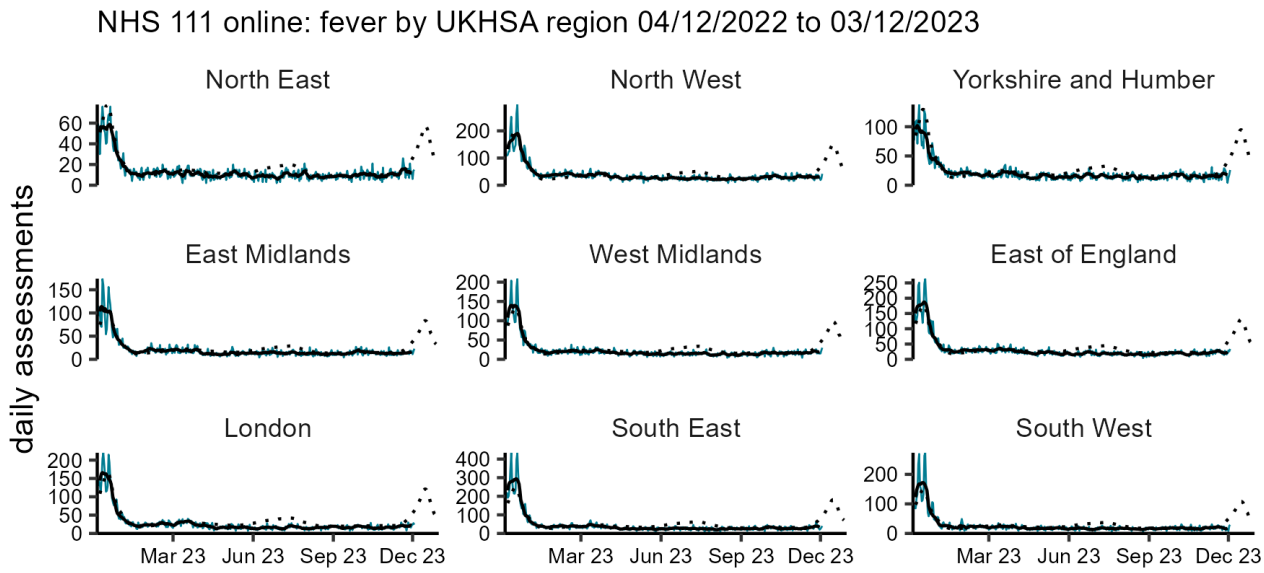
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

(c)


NHS 111 online: fever by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
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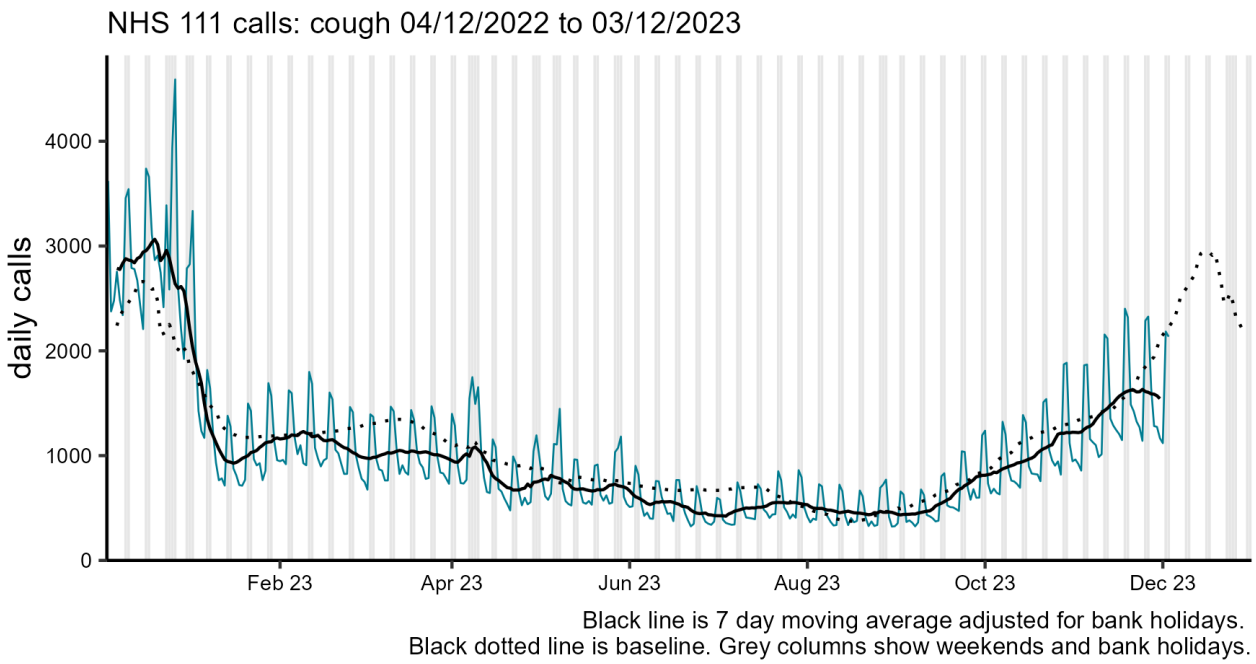
Black dotted line is baseline.

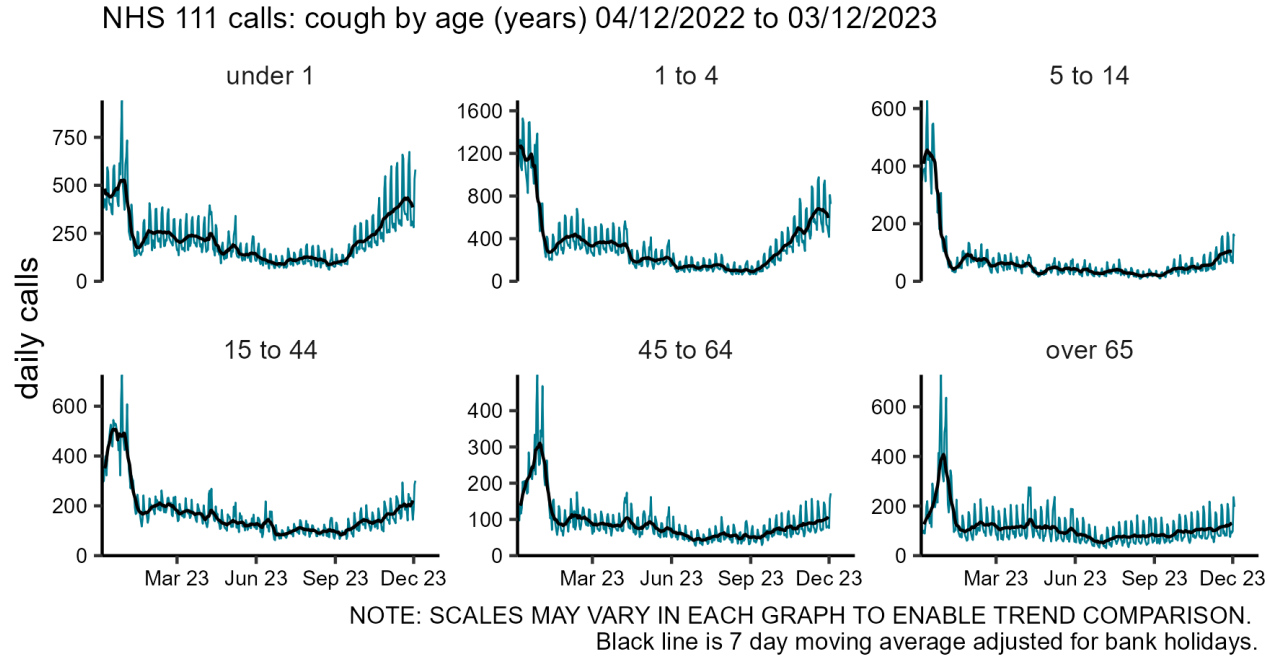
Cough NHS 111 calls

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.

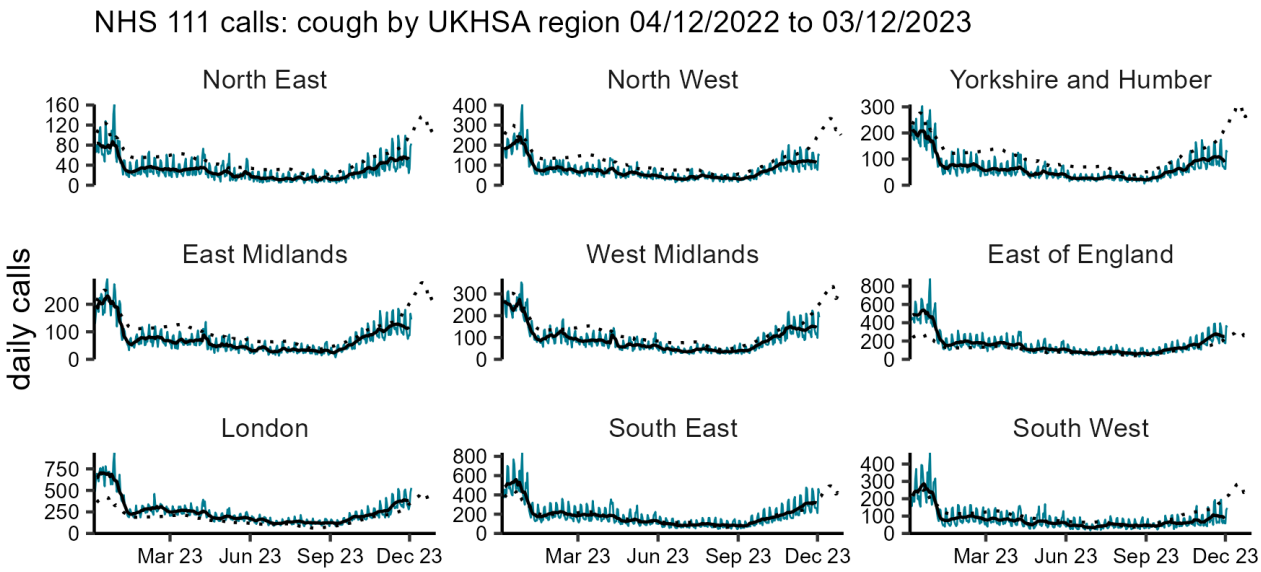
(a)



(b)



(c)

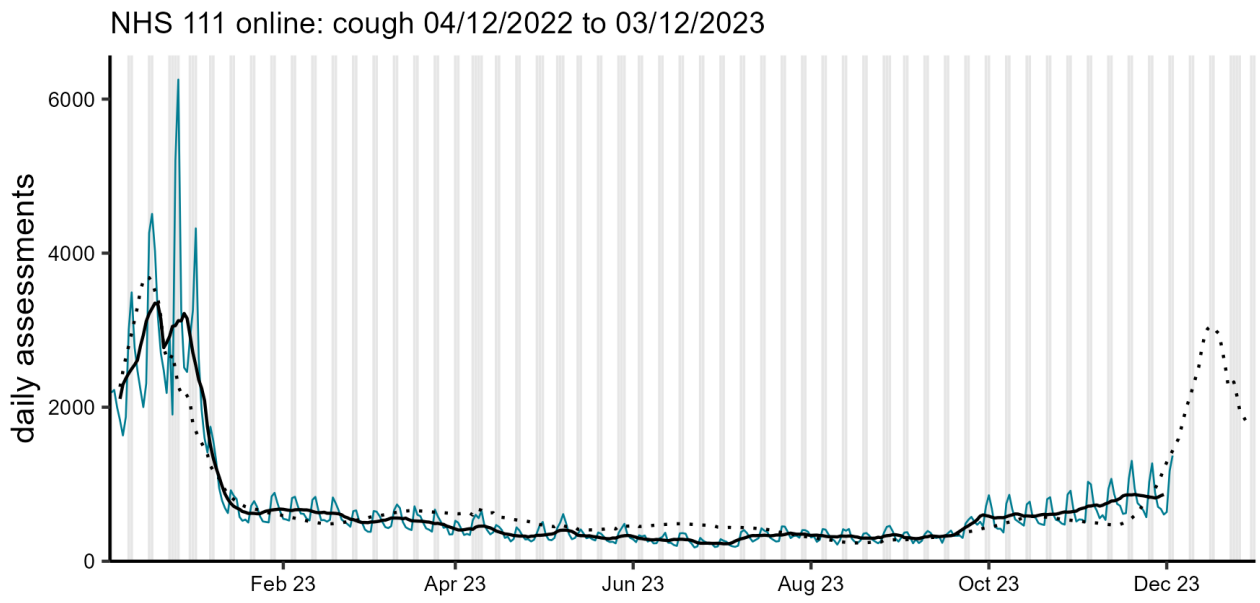


NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline.

Cough NHS 111 online

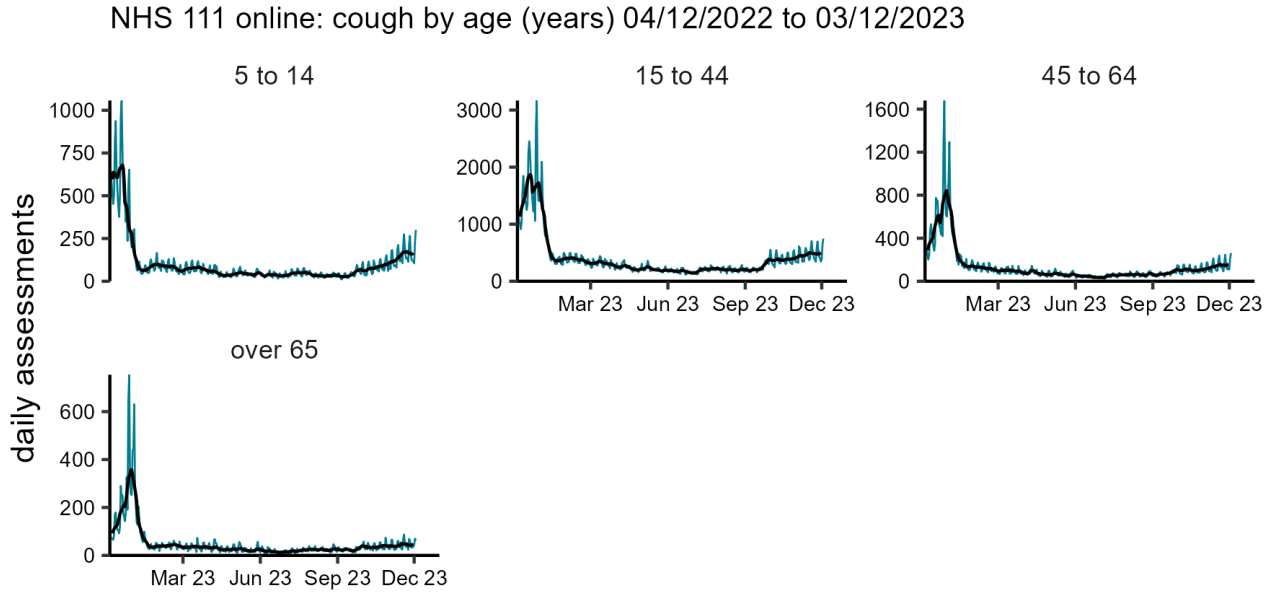
Figure 8: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for cough, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



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

(b)



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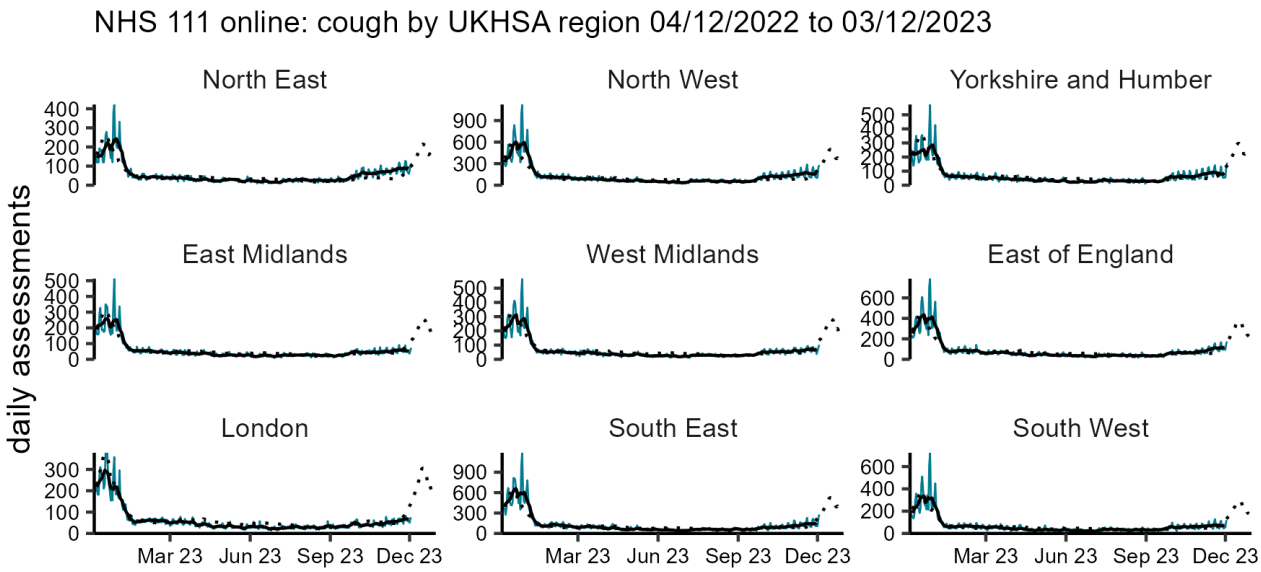
Black line is 7 day moving average adjusted for bank holidays.

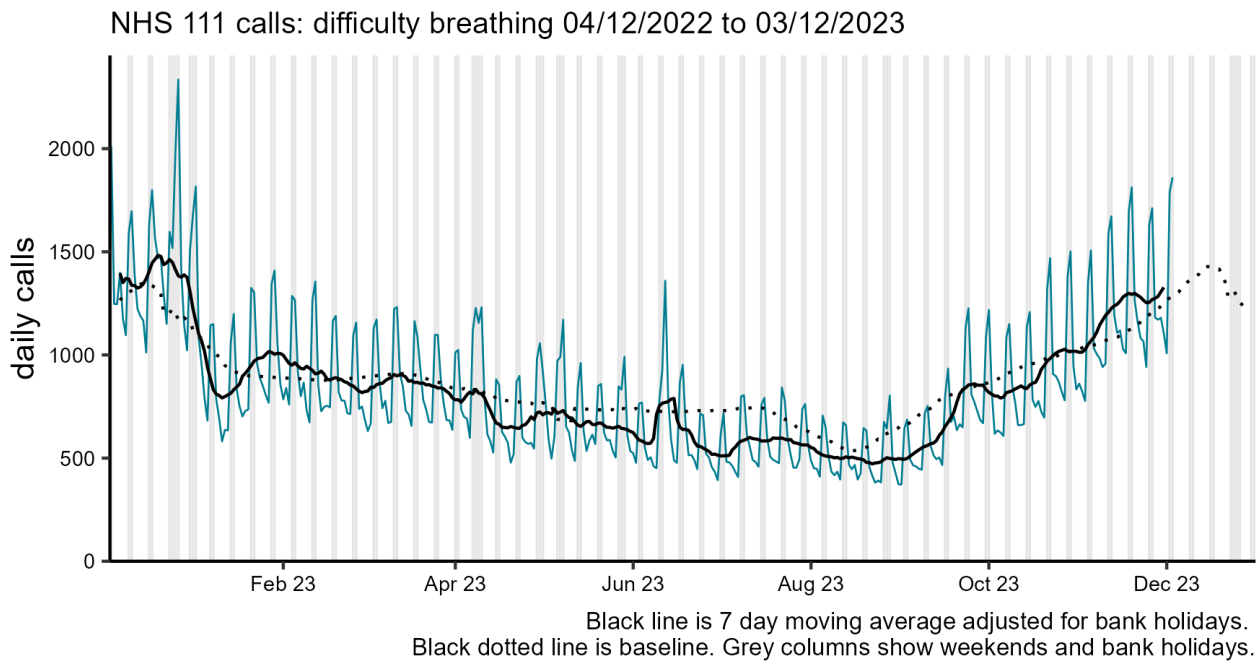
(c)


NHS 111 online: cough by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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.

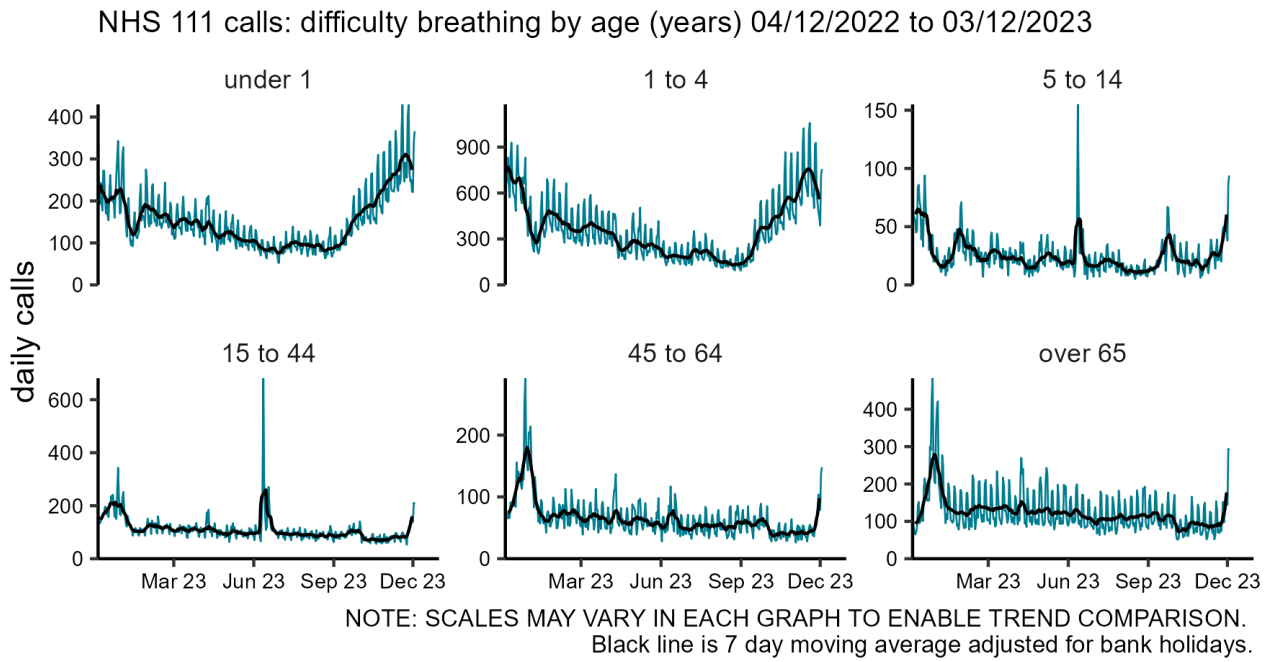
Difficulty breathing NHS 111 calls

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.

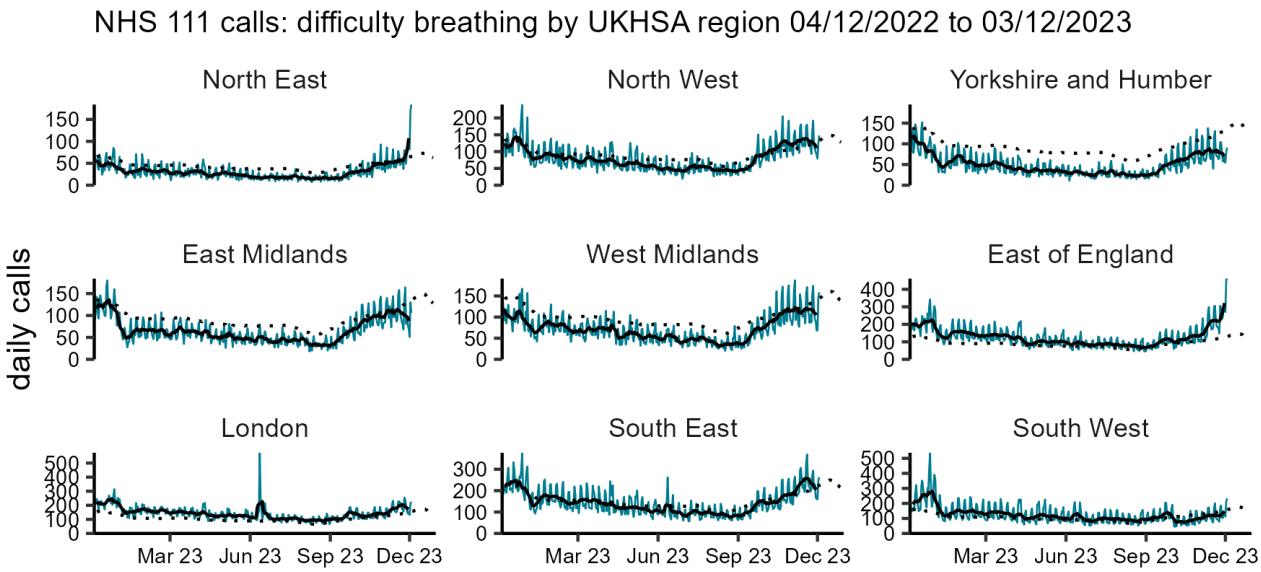
(a)



(b)



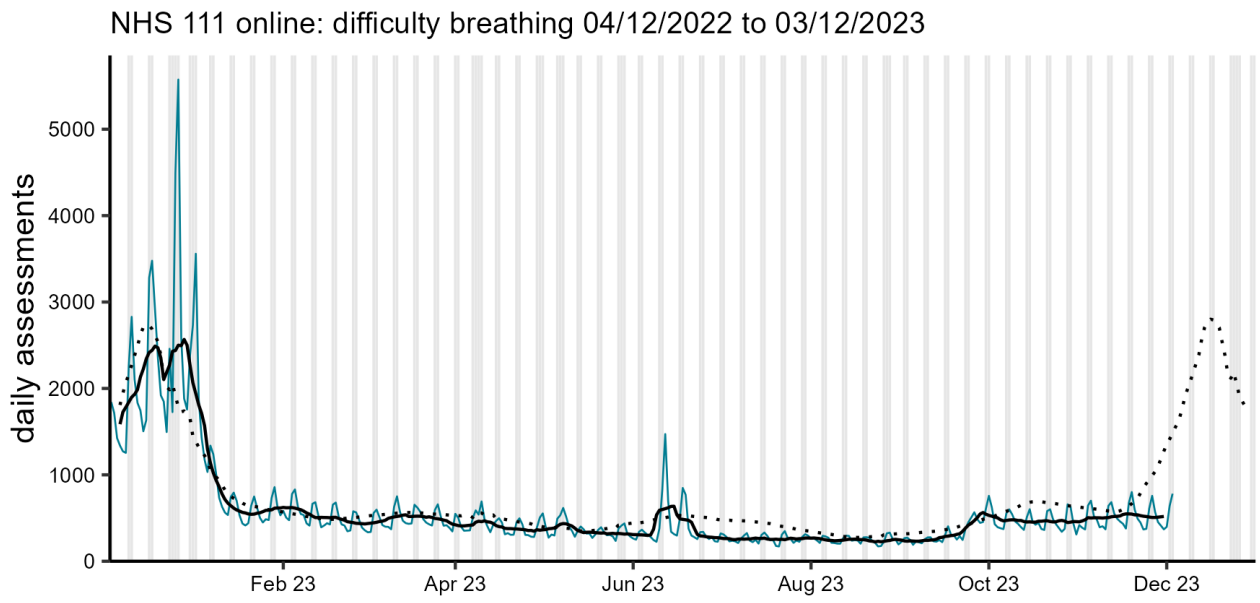
(c)


NHS 111 calls: difficulty breathing by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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 online

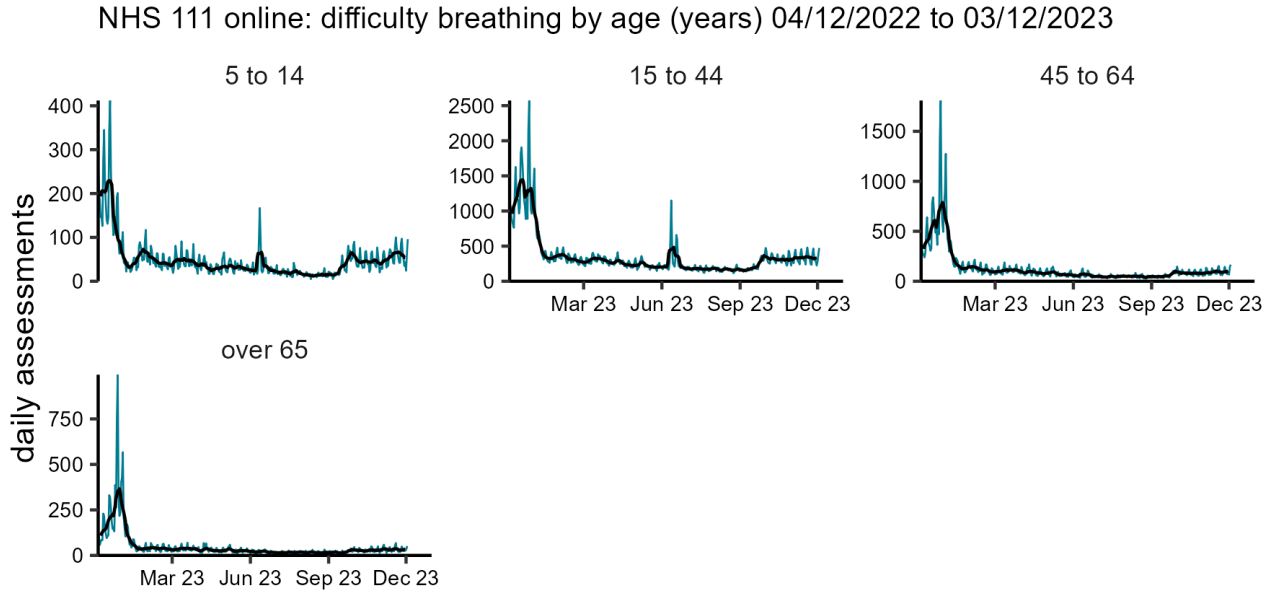
Figure 10: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for difficulty breathing, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



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

(b)



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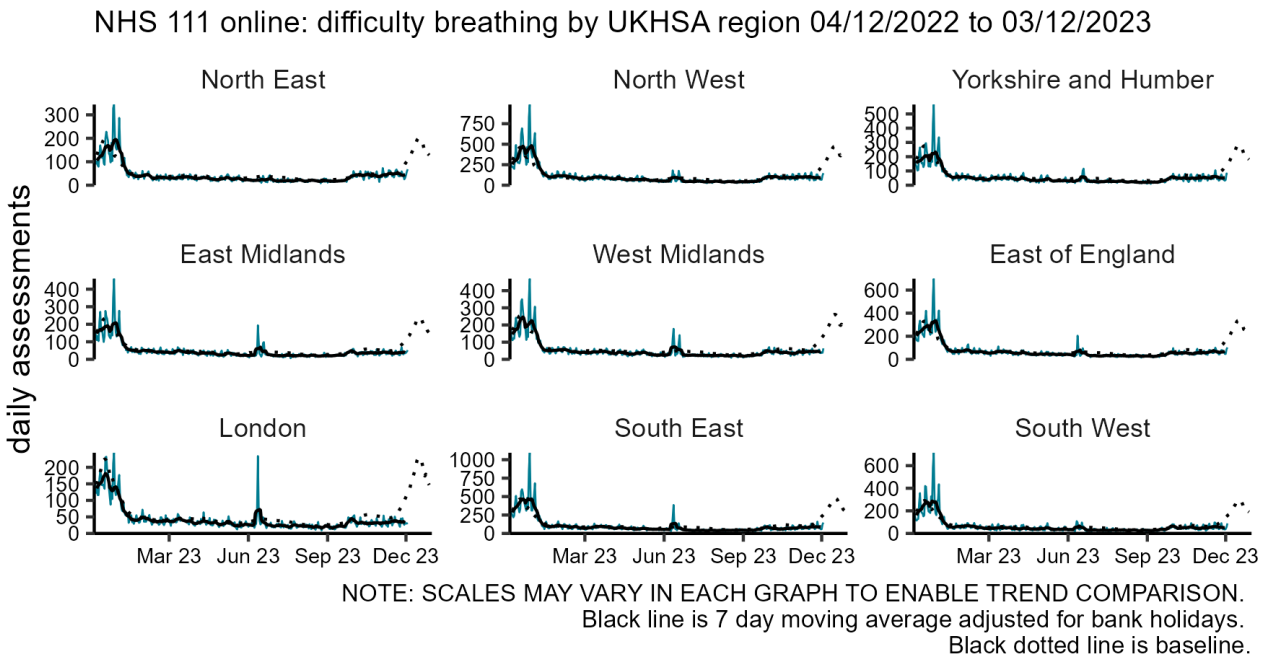
Black line is 7 day moving average adjusted for bank holidays.

(c)


NHS 111 online: difficulty breathing by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
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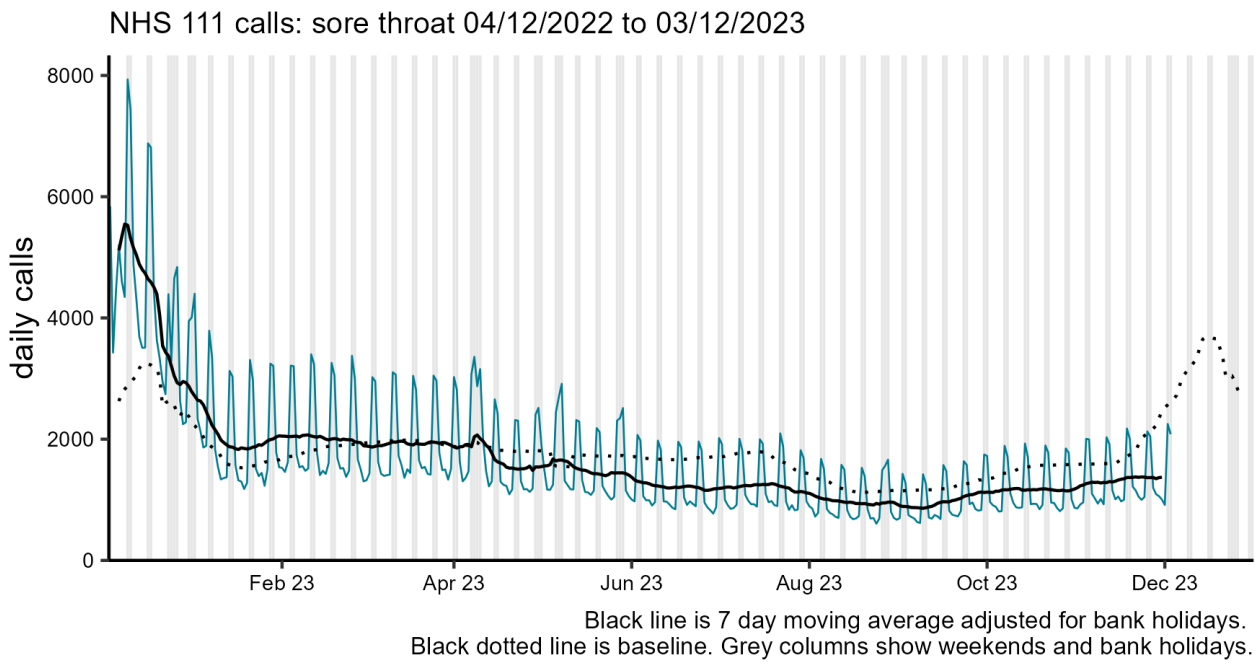
Black dotted line is baseline.

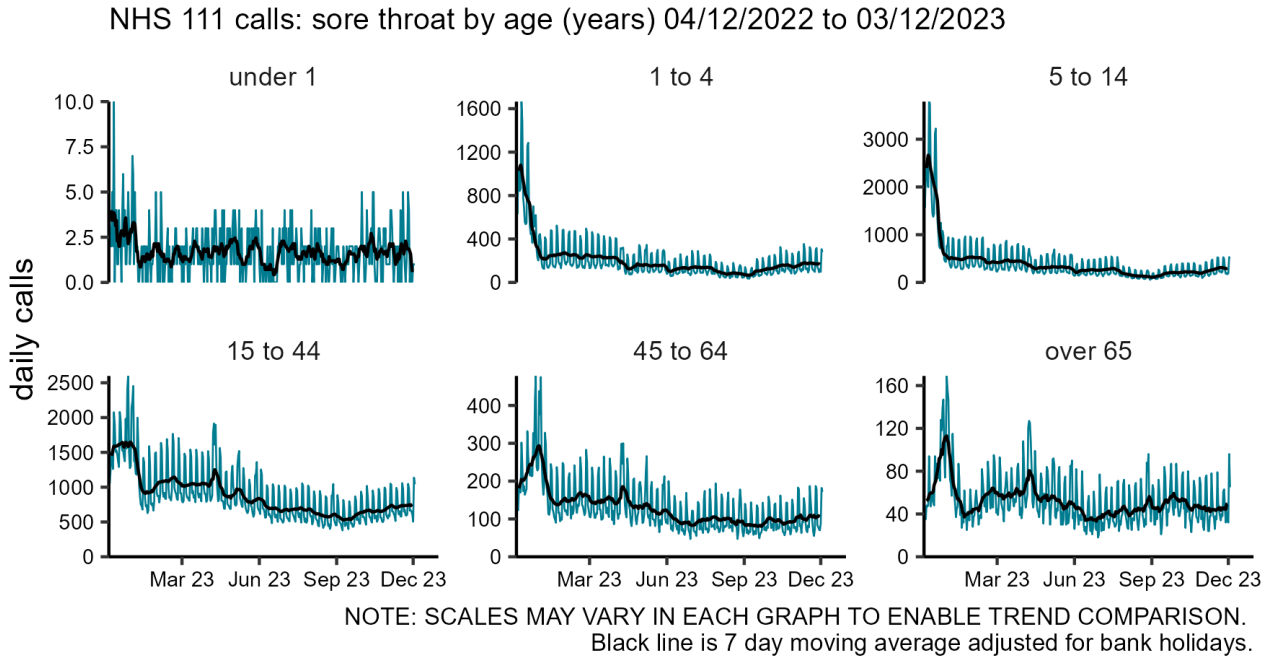
Sore throat NHS 111 calls

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.

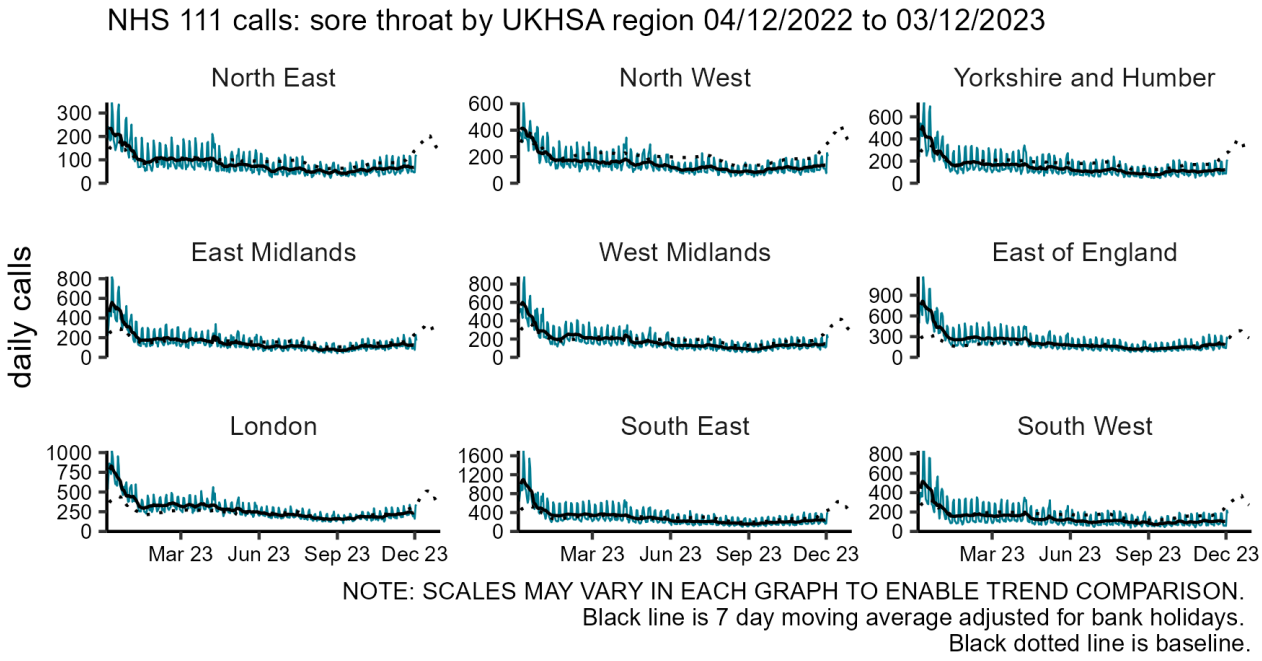
(a)



(b)



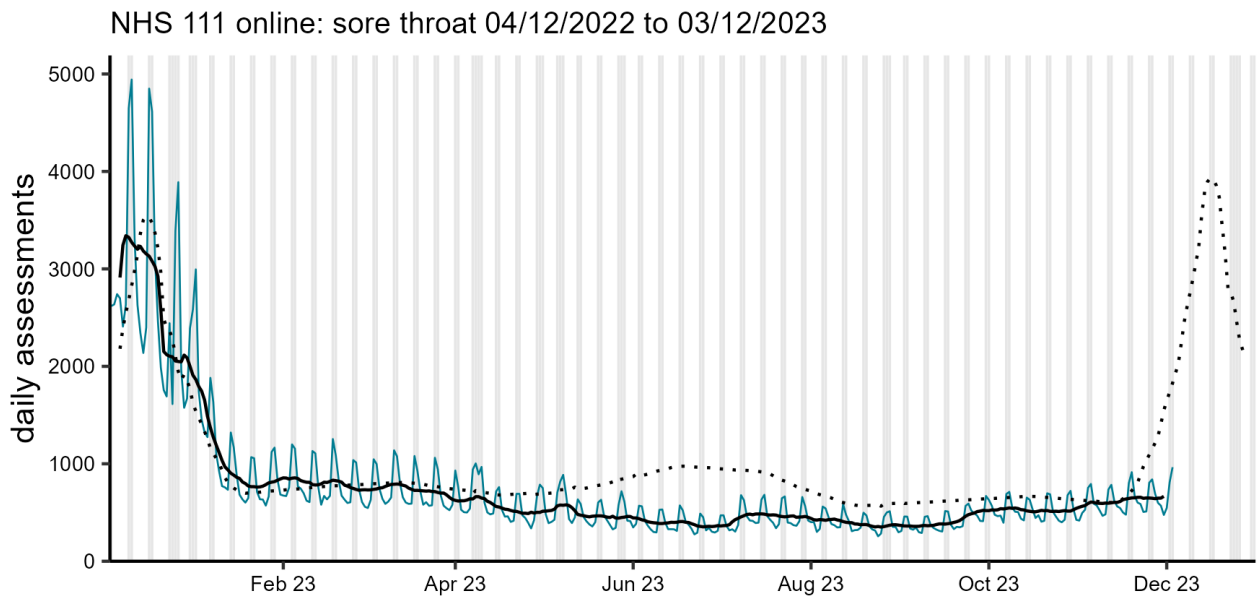
(c)


NHS 111 calls: sore throat by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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

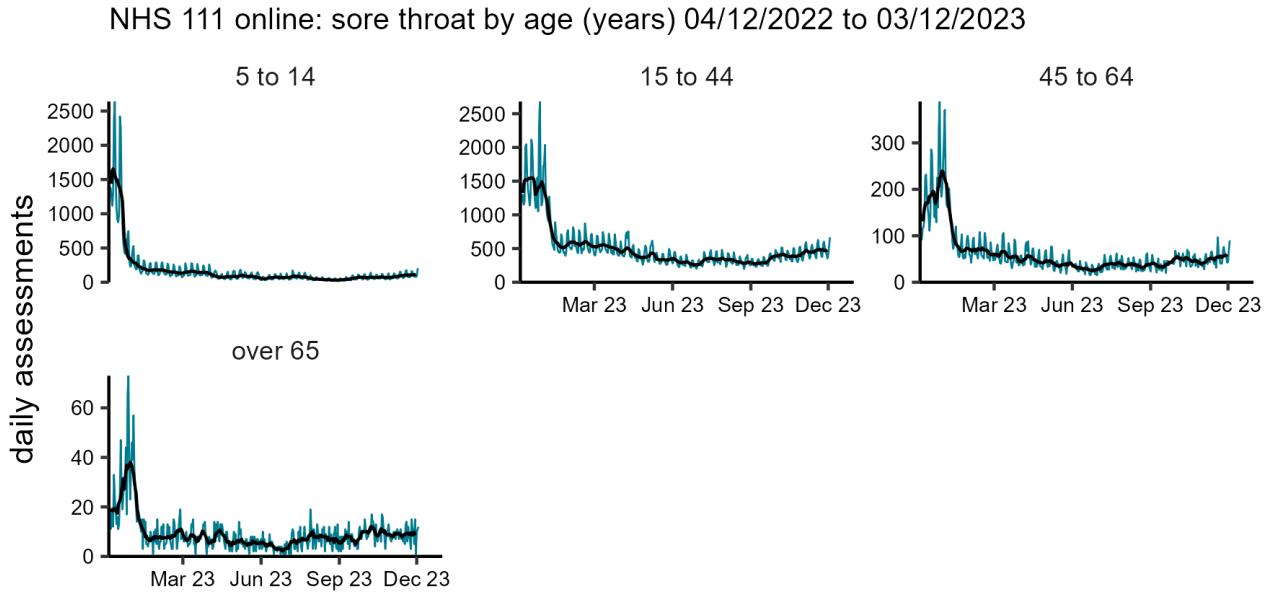
Figure 12: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for sore throat, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



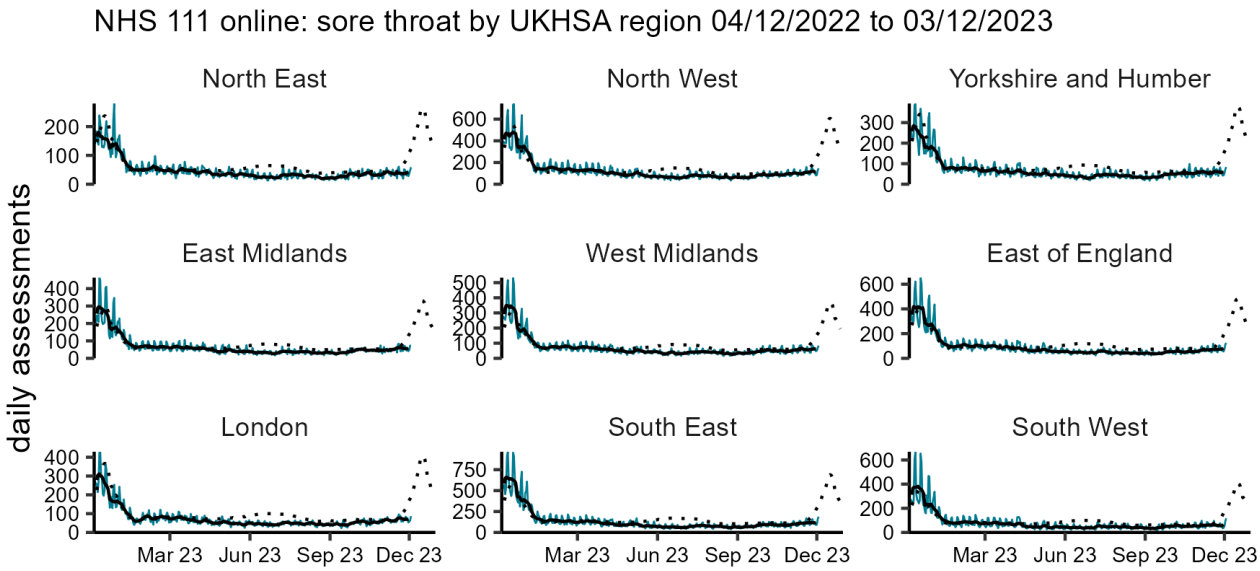
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

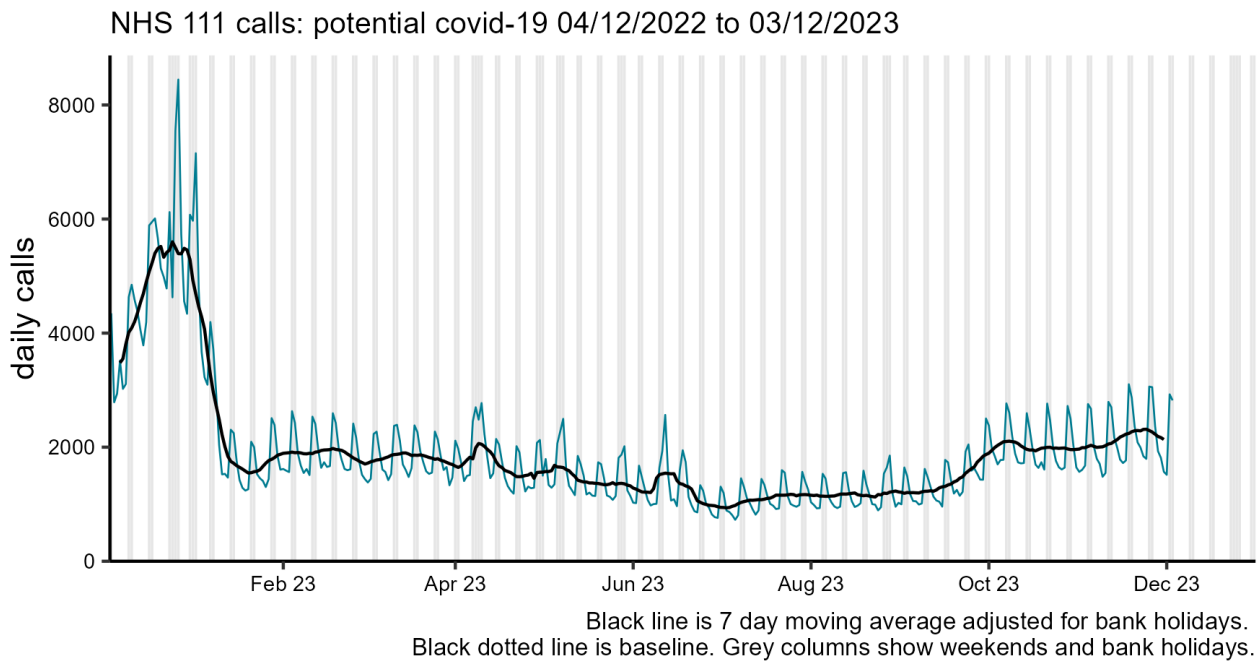
(c)


NHS 111 online: sore throat by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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.

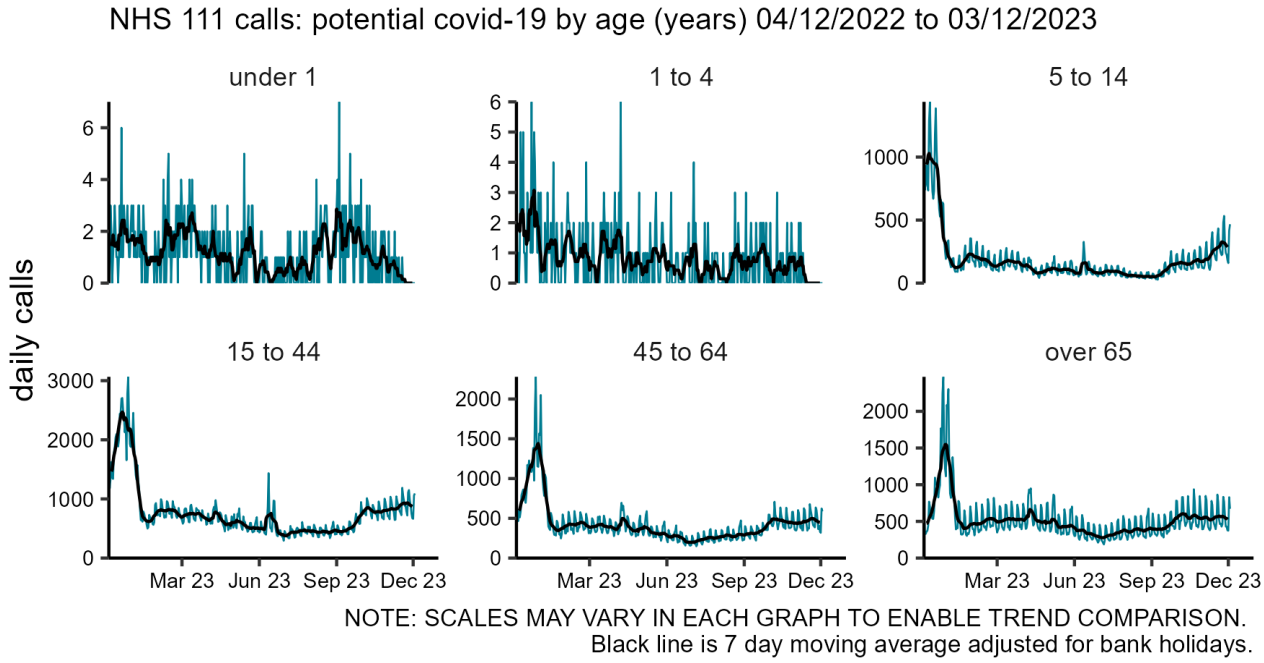
Potential COVID-19 NHS 111 calls

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.

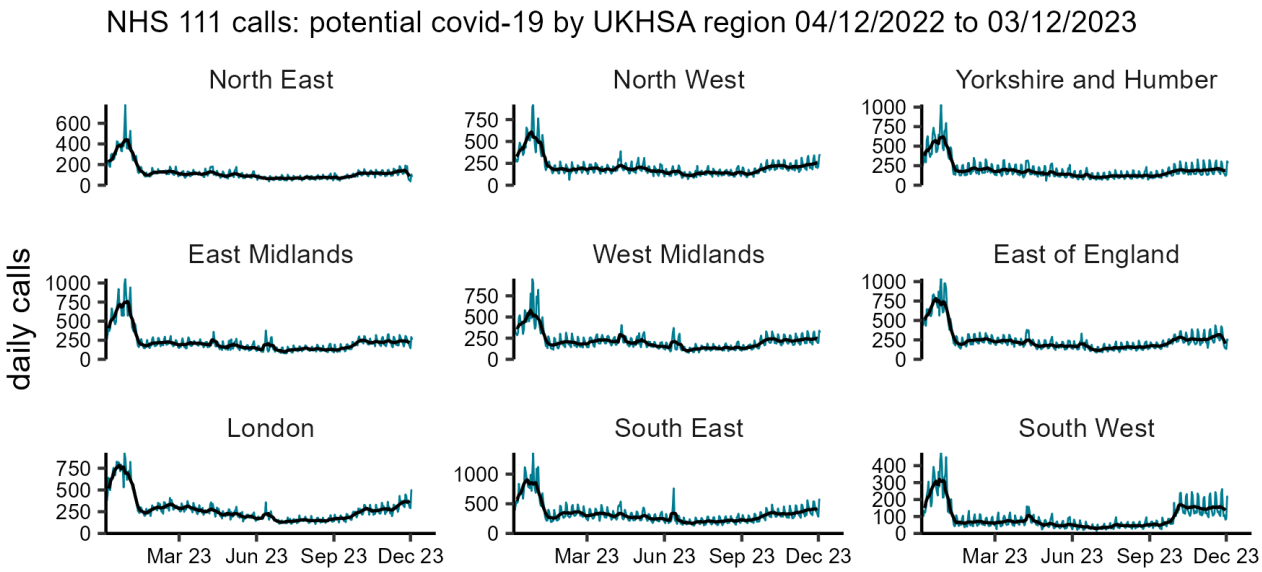
(a)



(b)



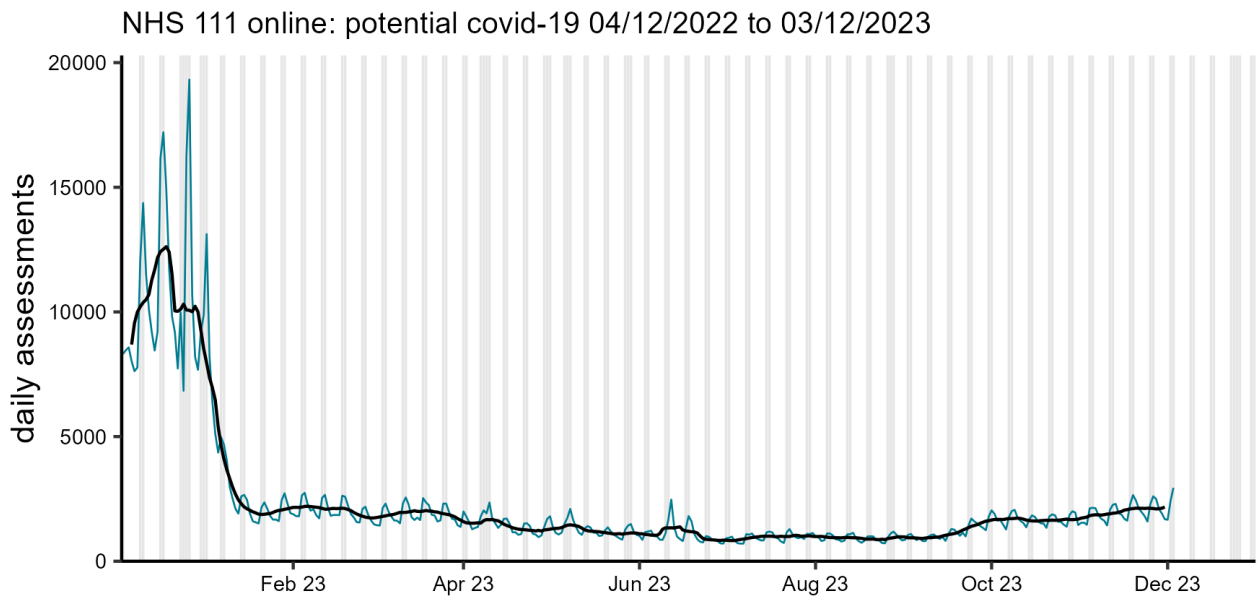
(c)


NHS 111 calls: potential covid-19 by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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.

Potential COVID-19 NHS 111 online

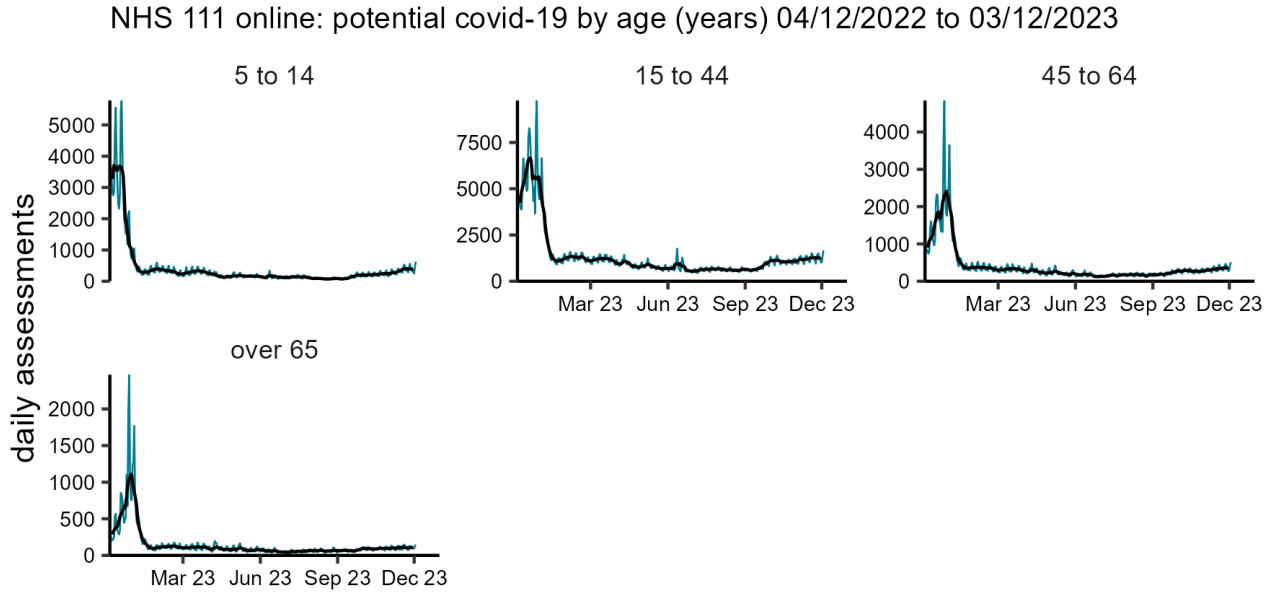
Figure 14: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for potential COVID-19, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



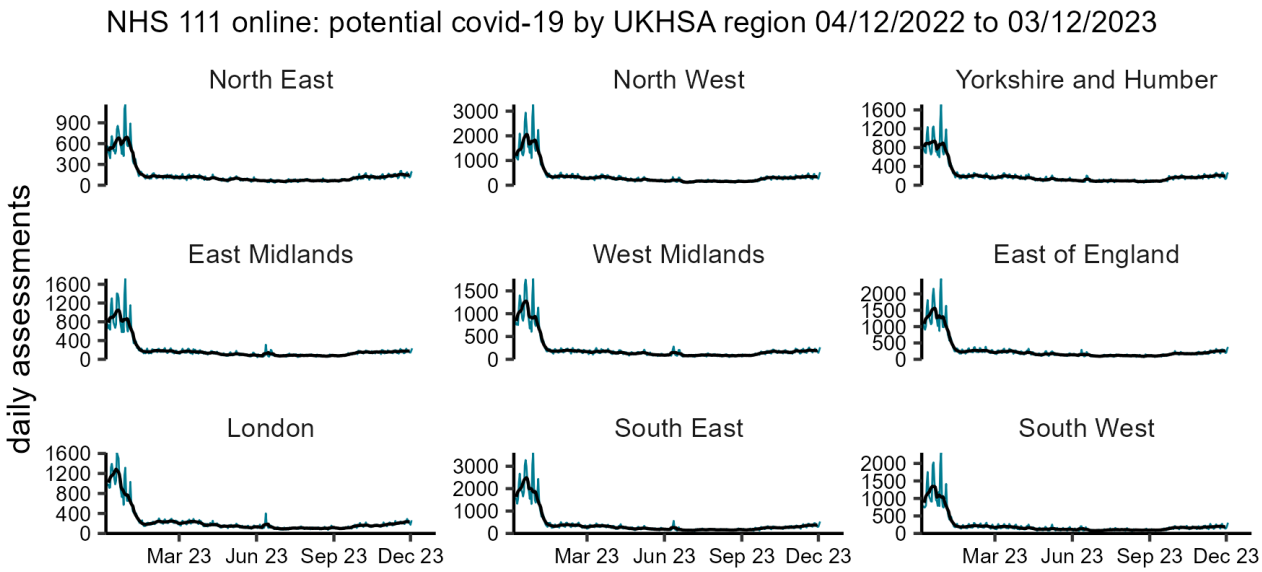
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

(c)

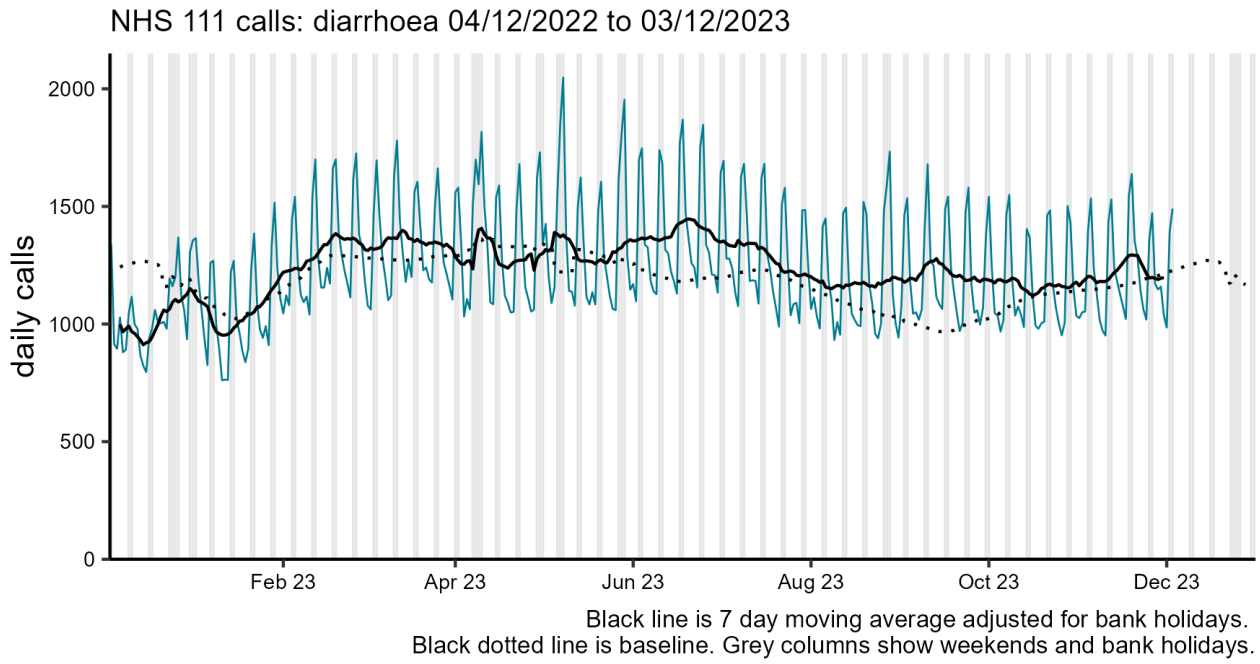

NHS 111 online: potential covid-19 by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline.

Gastrointestinal conditions

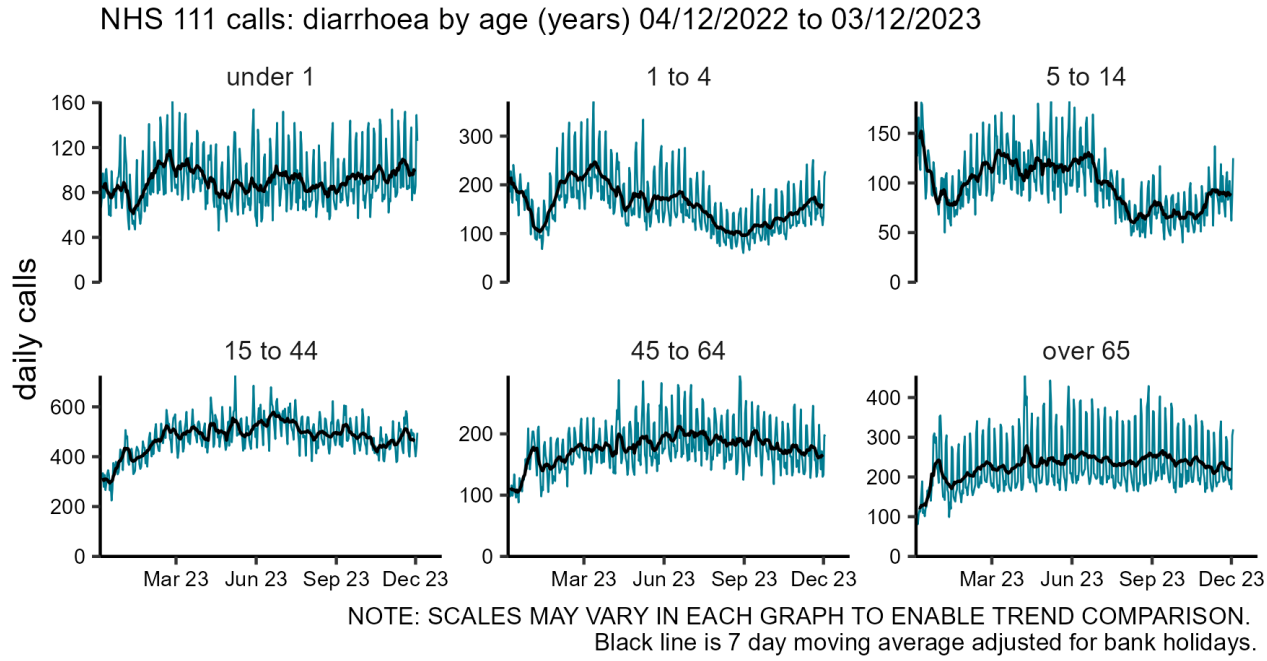
Diarrhoea NHS 111 calls

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.

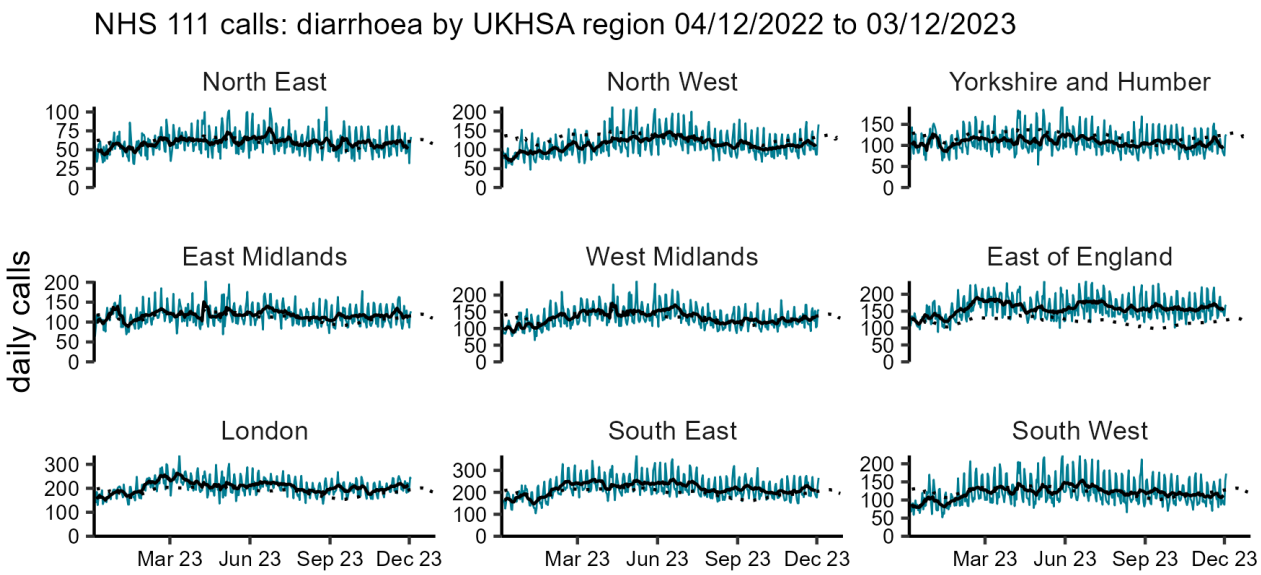
(a)



(b)



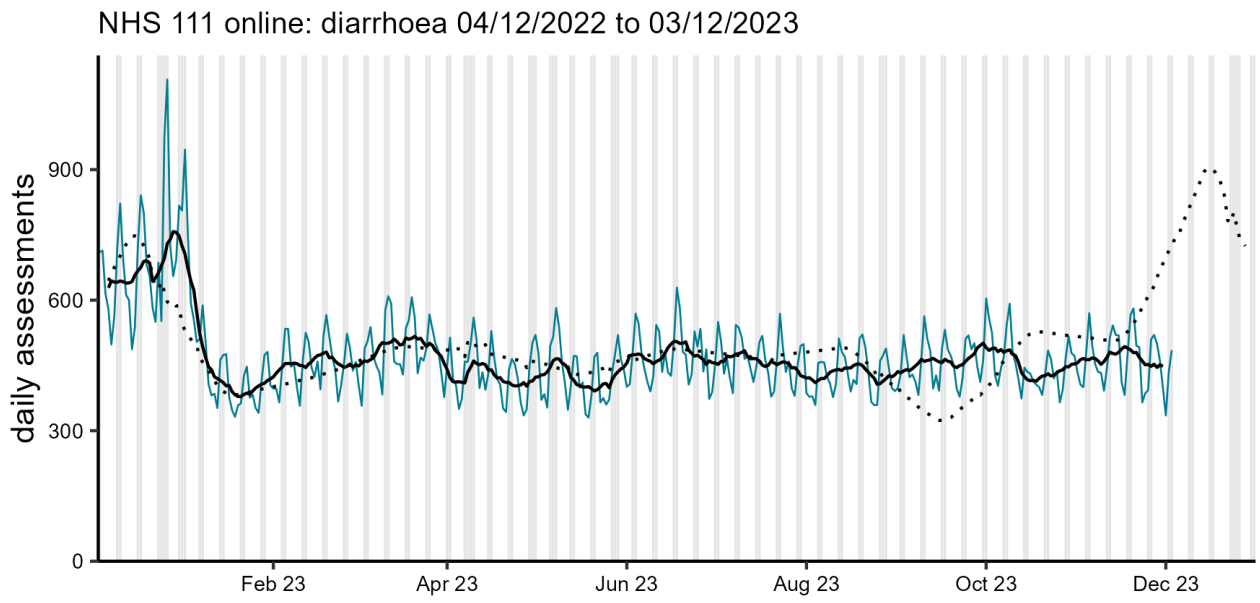
(c)


NHS 111 calls: diarrhoea by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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.

Diarrhoea NHS 111 online

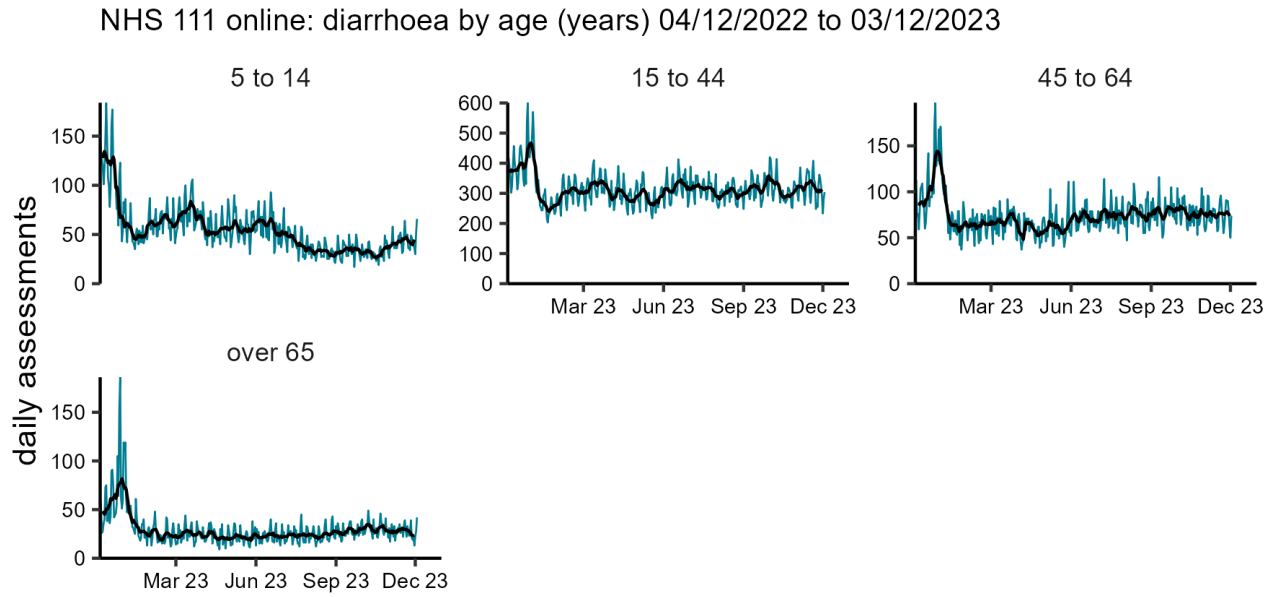
Figure 16: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for diarrhoea, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



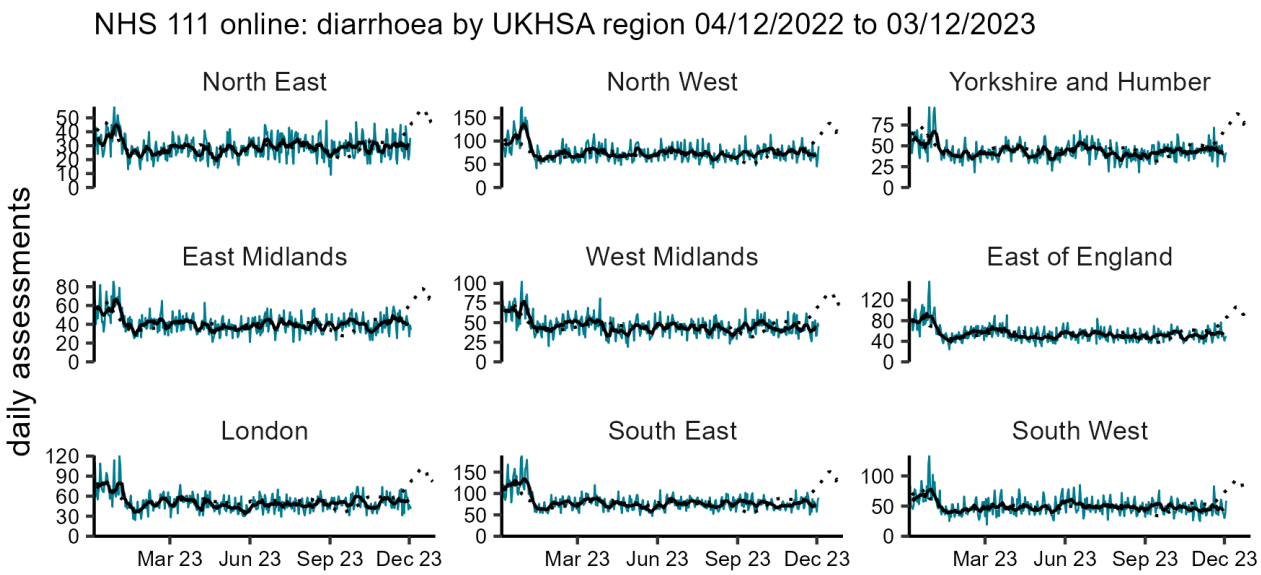
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

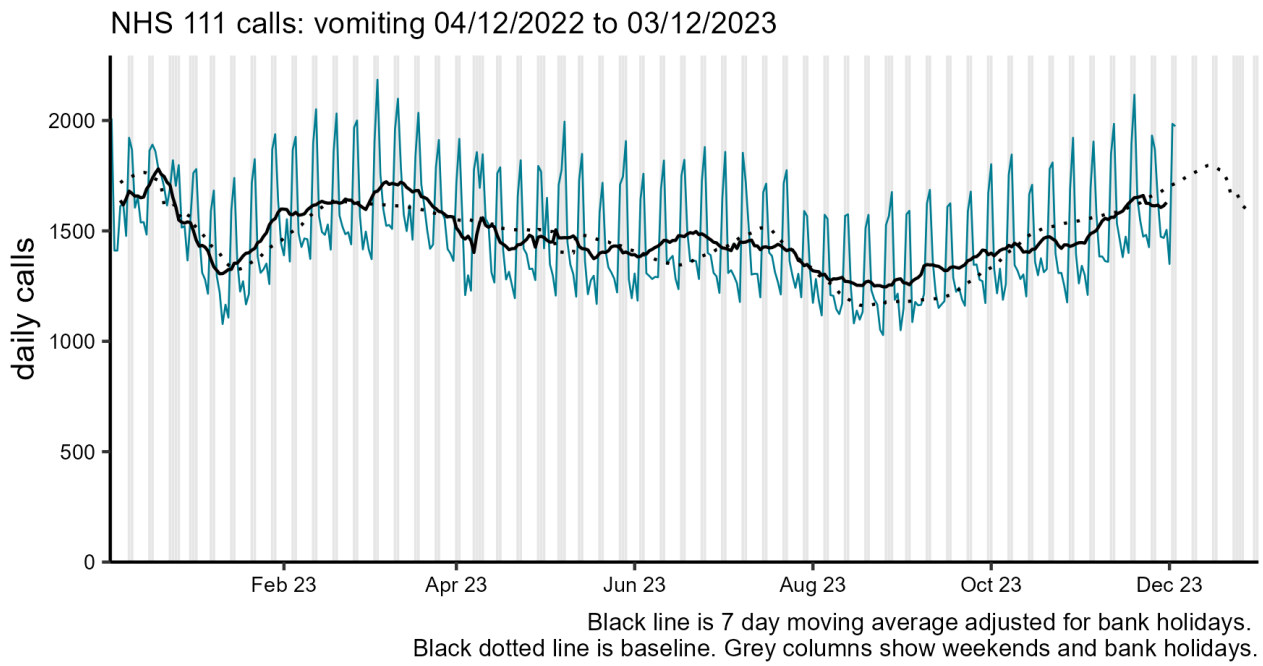
(c)


NHS 111 online: diarrhoea by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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.

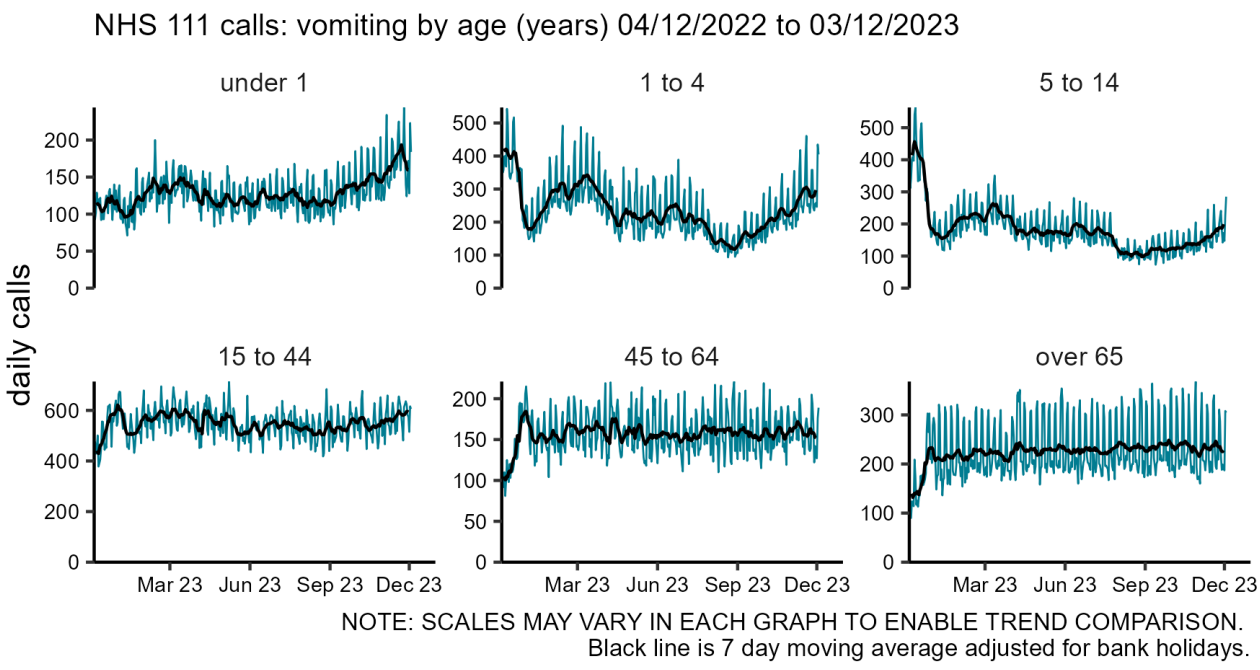
Vomiting NHS 111 calls

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.

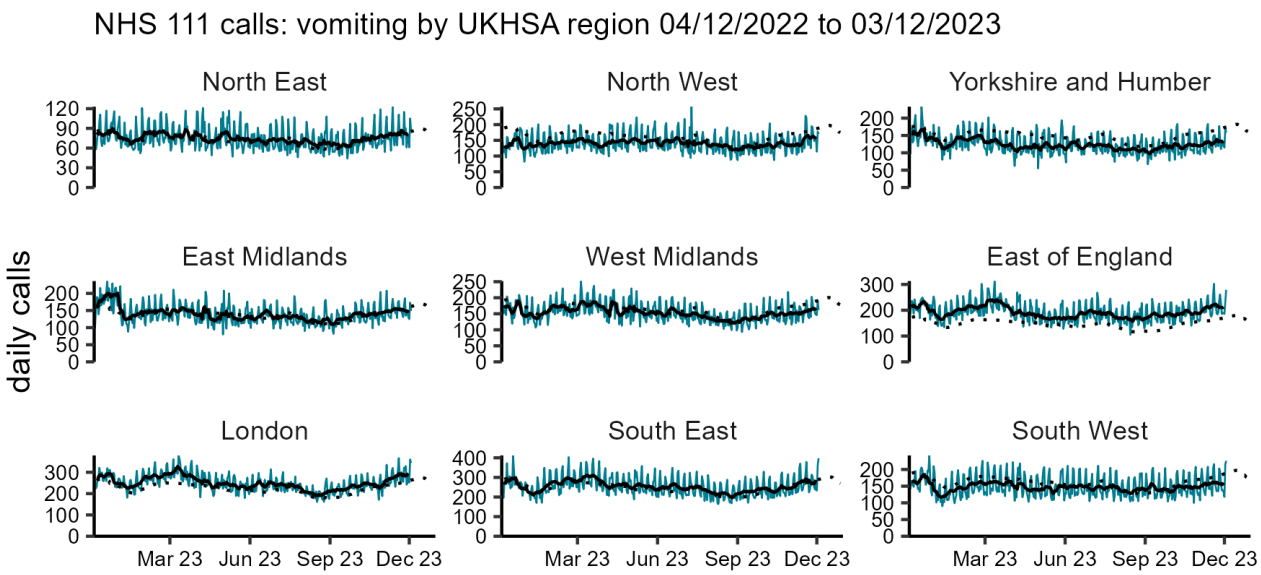
(a)



(b)



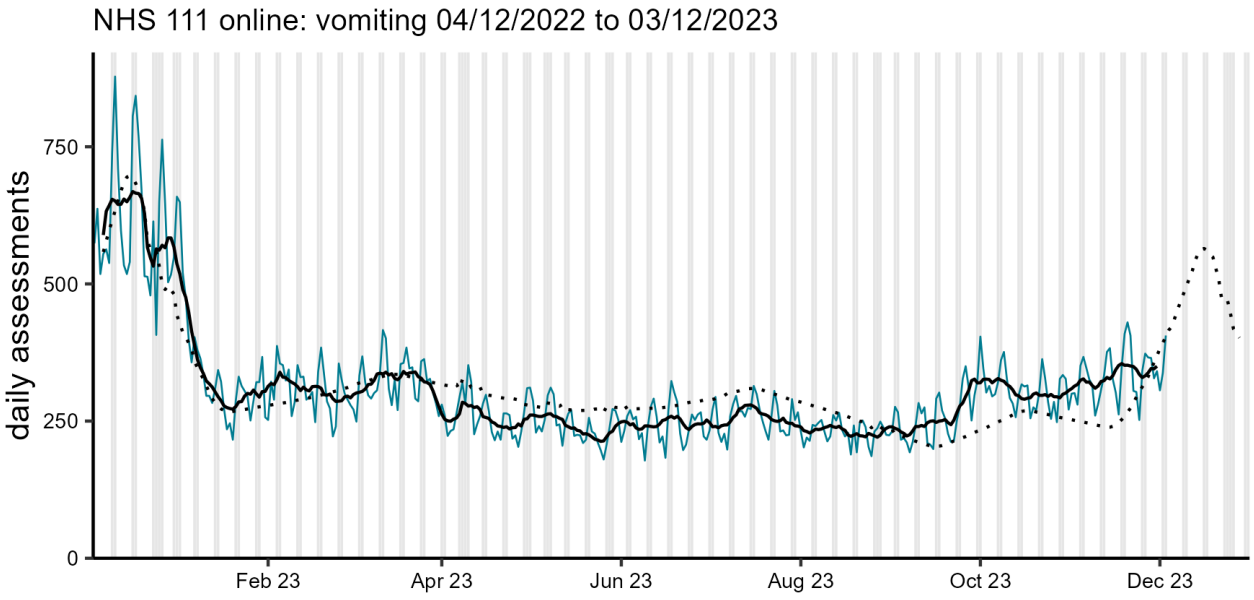
(c)


NHS 111 calls: vomiting by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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

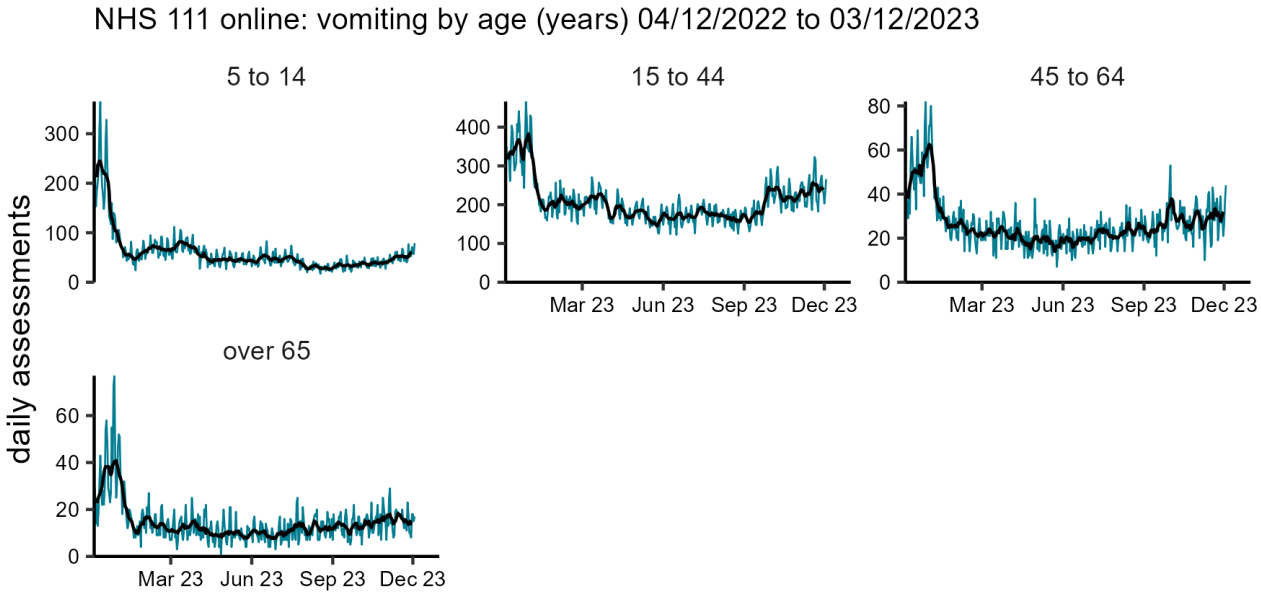
Figure 18: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for vomiting, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



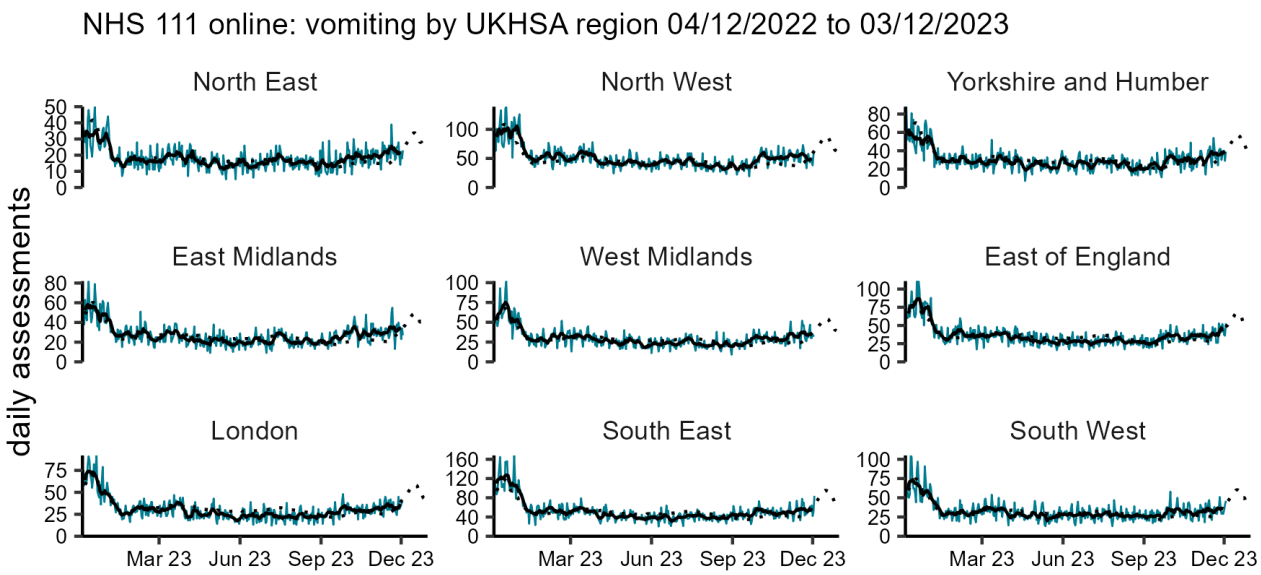
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

(c)


NHS 111 online: vomiting by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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

UKHSA and the Met Office operate a weather-health alert system that includes both heat and cold weather alert periods. 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 30 September

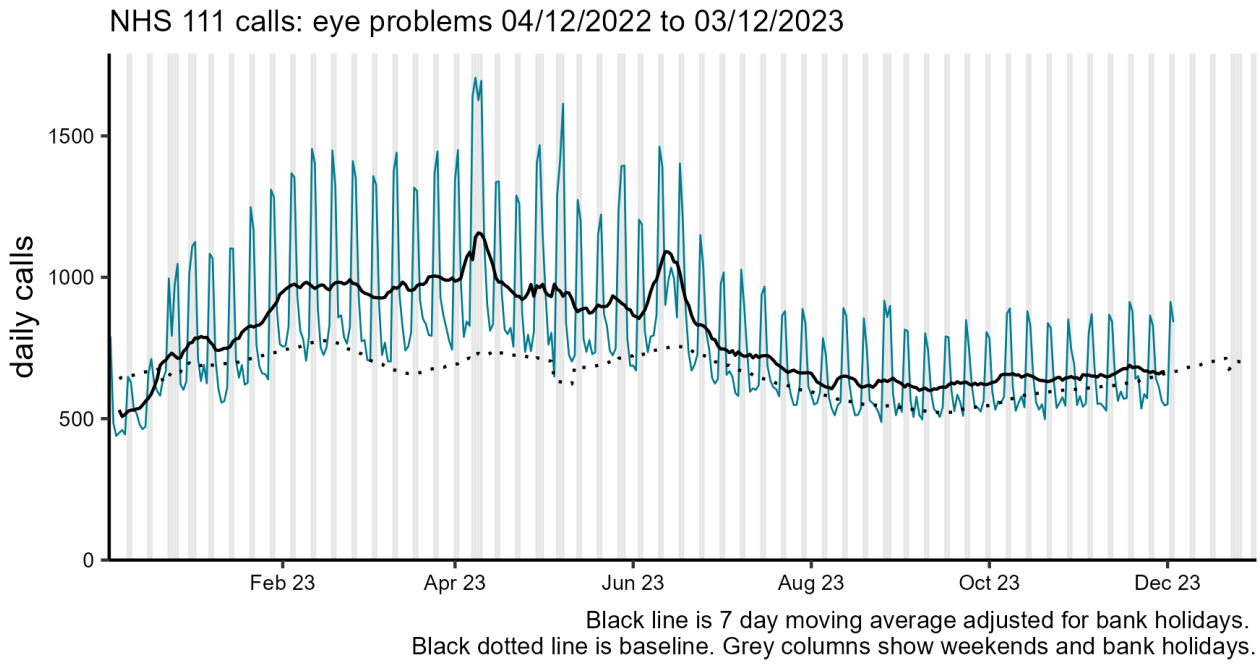
Highest weather alert level during the current reporting week:

Amber alert (enhanced response)

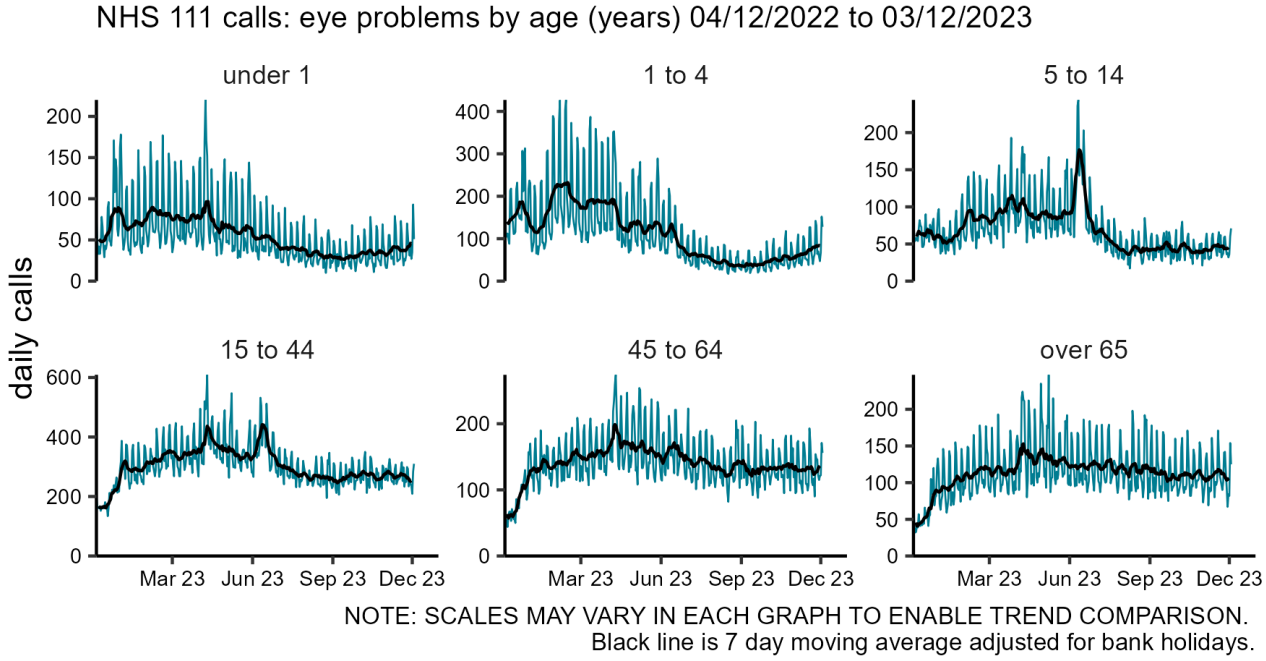
Eye problems NHS 111 calls

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.sd

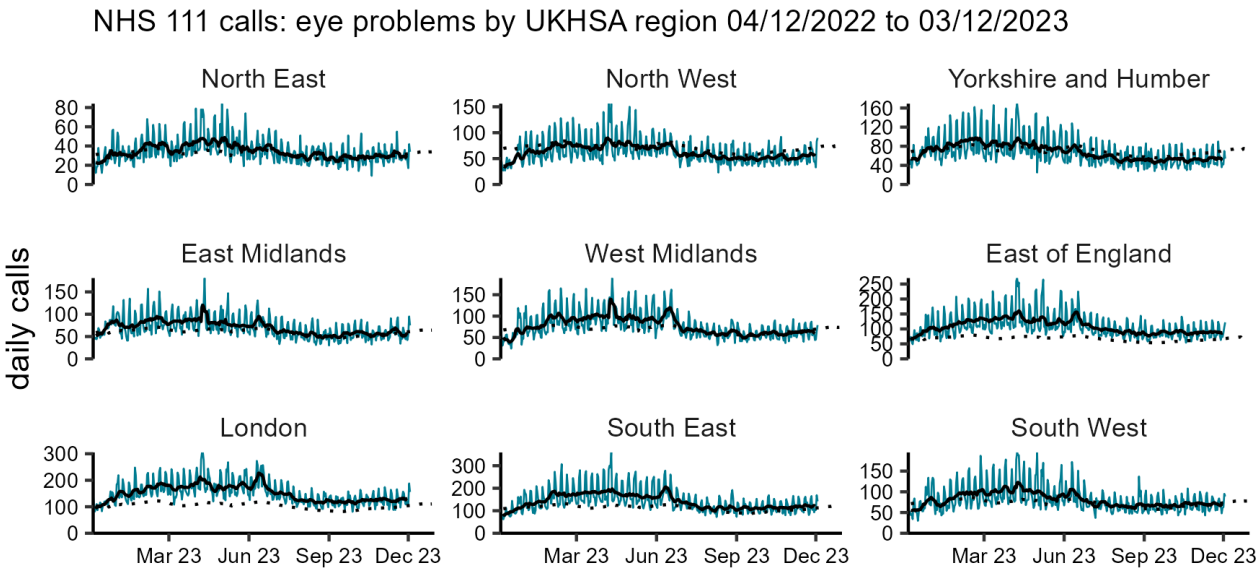
(a)



(b)



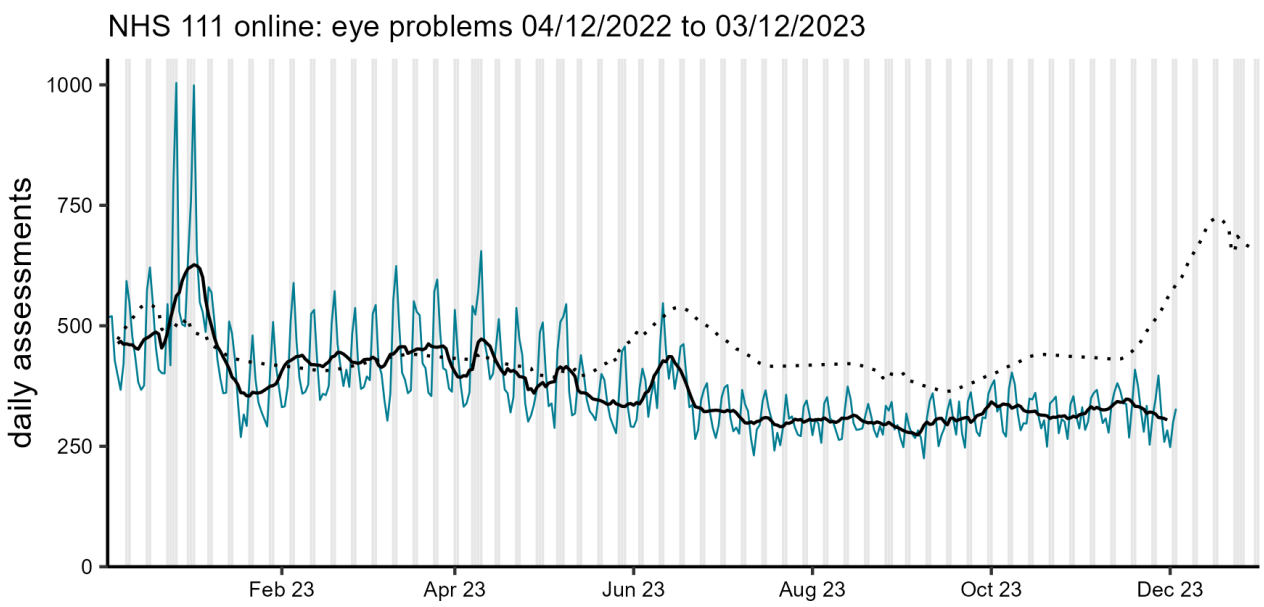
(c)


NHS 111 calls: eye problems by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily calls
Mar 23
Jun 23
Sep 23
Dec 23
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

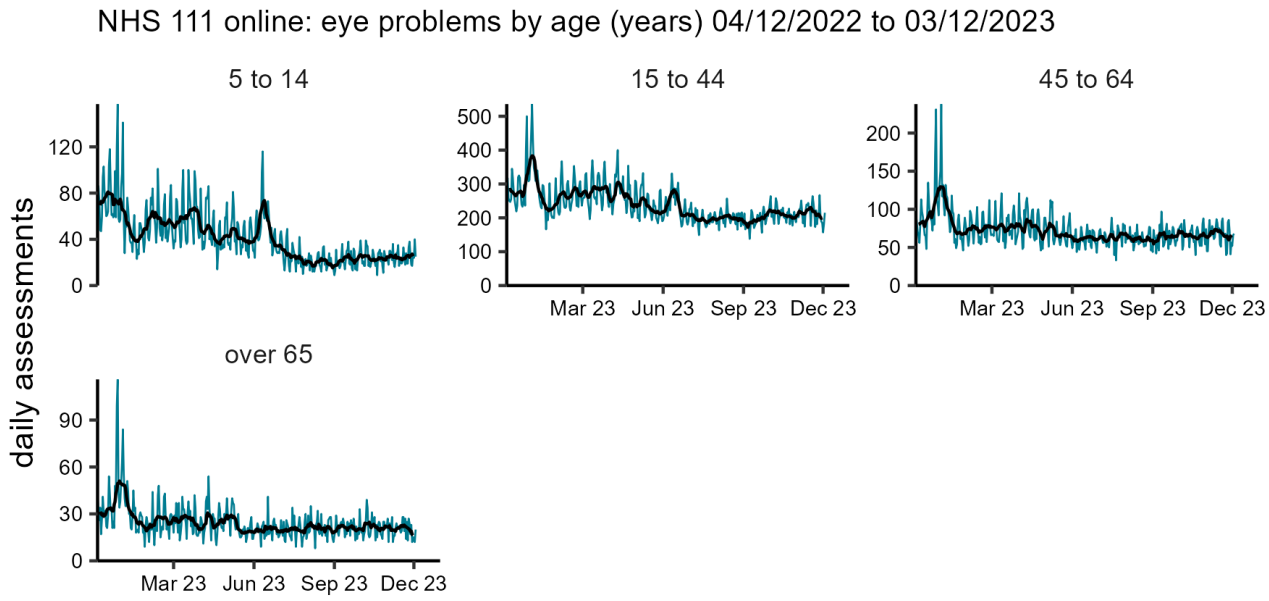
Figure 20: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for eye problems, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a)



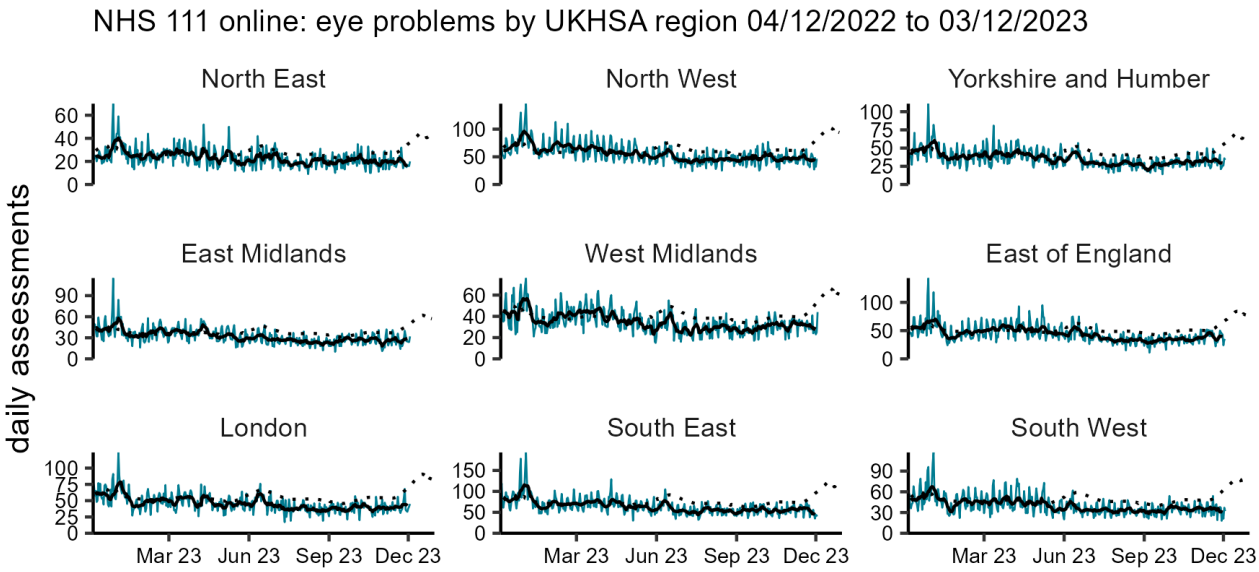
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline. Grey columns show weekends and bank holidays.

(b)



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

(c)


NHS 111 online: eye problems by UKHSA region 04/12/2022 to 03/12/2023
North East
North West
Yorkshire and Humber
East Midlands
West Midlands
East of England
London
South East
South West
daily assessments
Mar 23
Jun 23
Sep 23
Dec 23
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’:
    - commencing week 20 of 2023, NHS 111 calls are monitored using the NHS 111 Intelligent Data Tool, a repository of data on NHS 111 calls used by NHS England, UKHSA and service commissioners. The volume of calls for each syndromic indicator may be different to the call volumes presented in previous syndromic reports. This is because the Intelligent Data Tool records the Symptom Group allocated to each call following triage rather than the NHS Pathway. However, trends remain similar to those previously reported
    - 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 2023
    - 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
- 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 England 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 heath secure.

UKHSA is an executive agency, sponsored by the Department of Health and Social Care.

www.gov.uk/government/organisations/uk-health-security-agency

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339

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