

Remote Health Advice Syndromic Surveillance System Bulletin (England) 2024 Week 4

Key messages

Data reported to: 28 January

During week 4, there were increases observed across all NHS 111 calls and online assessment respiratory indicators, including cold/flu, fever, cough and sore throat. Increases were mostly seen in age groups aged under 15 years old. The number of daily calls and online assessments for diarrhoea and vomiting also increased.

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)	Increasing	No baseline
Total NHS 111 online (Figure 2)	Increasing	No baseline
Cold/flu NHS 111 calls (Figure 3)	Increasing	Below baseline
Cold/flu NHS 111 online (Figure 4)	Increasing	Above baseline
Fever NHS 111 calls (Figure 5)	Increasing	Similar to baseline
Fever NHS 111 online (Figure 6)	Increasing	Above baseline
Cough NHS 111 calls (Figure 7)	Increasing	Similar to baseline
Cough NHS 111 online (Figure 8)	Increasing	Above baseline
Difficulty breathing NHS 111 online (Figure 9)	Increasing	Similar to baseline
Sore throat NHS 111 calls (Figure 10)	Increasing	Similar to baseline
Sore throat NHS 111 online (Figure 11)	Increasing	Above baseline
Potential COVID-19 NHS 111 calls (Figure 12)	No trend	No baseline
Potential COVID-19 NHS 111 online (Figure 13)	Increasing	No baseline
Diarrhoea NHS 111 calls (Figure 14)	Increasing	Above baseline
Diarrhoea NHS 111 online (Figure 15)	Increasing	Above baseline
Vomiting NHS 111 calls (Figure 16)	Increasing	Above baseline
Vomiting NHS 111 online (Figure 17)	Increasing	Above baseline
Eye problems NHS 111 calls (Figure 18)	No trend	Similar to baseline
Eye problems NHS 111 online (Figure 19)	Increasing	Similar to 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 online	22
Sore throat NHS 111 calls	24
Sore throat NHS 111 online	26
Potential COVID-19 NHS 111 calls	28
Potential COVID-19 NHS 111 online	30
Gastrointestinal conditions	32
Diarrhoea NHS 111 calls	32
Diarrhoea NHS 111 online	34
Vomiting NHS 111 calls	36
Vomiting NHS 111 online	38
Seasonal environmental conditions	40
Eye problems NHS 111 calls	41
Eye problems NHS 111 online	43
Notes and caveats	45
COVID-19 syndromic surveillance	46

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Acknowledgements	47
About the UK Health Security Agency	48

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 <u>here</u>.

Data quality issues of note this week

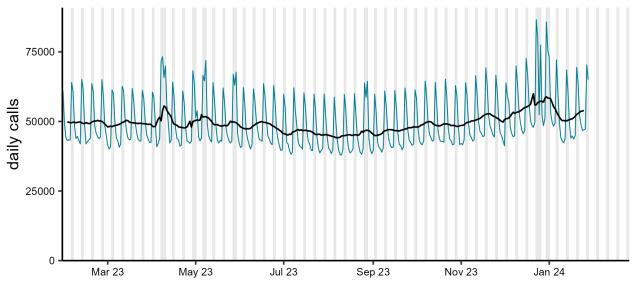
NHS 111 online assessment baselines have been remodelled and are presented here (please see Notes and Caveats for further details). A new NHS Pathways Release has resulted in a change in the triage coding of 'difficulty breathing' calls. These changes are particularly in those regions where NHS 111 providers have adopted the first Pathways Releases (North East, East of England) and in age groups over 5 years old. Further national Pathways releases are planned in January 2024. The difficulty breathing call indicator has therefore been removed from this bulletin.

Total contacts

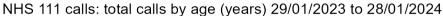
NHS 111 calls

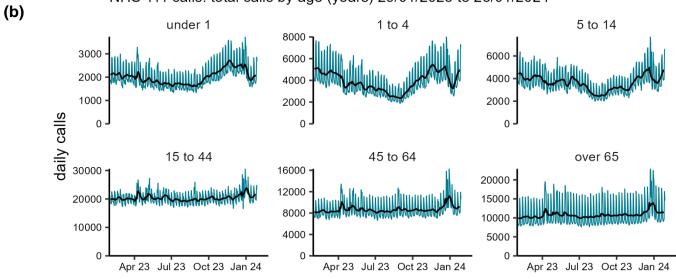
Figure 1: Daily number of NHS 111 calls (with 7-day moving average adjusted for bank holidays) recorded in this syndromic surveillance system in England (a) nationally, (b) by age and (c) by UKHSA Region.





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





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

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

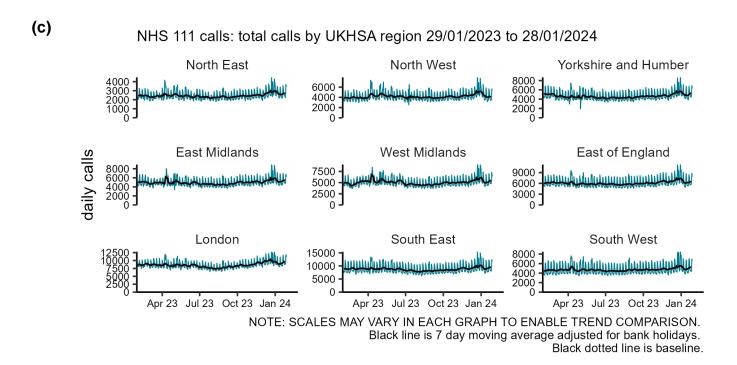
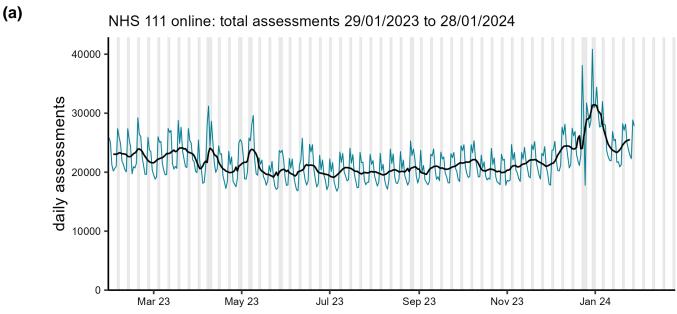


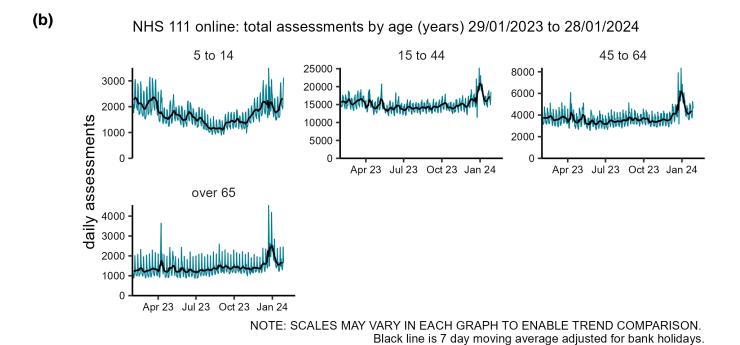
Table 2: The number of NHS 111 calls in England recorded each day in the most recent week.

Date	Number of calls
22 January 2024	54,716
23 January 2024	51,235
24 January 2024	48,878
25 January 2024	49,029
26 January 2024	49,331
27 January 2024	73,601
28 January 2024	68,186

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.





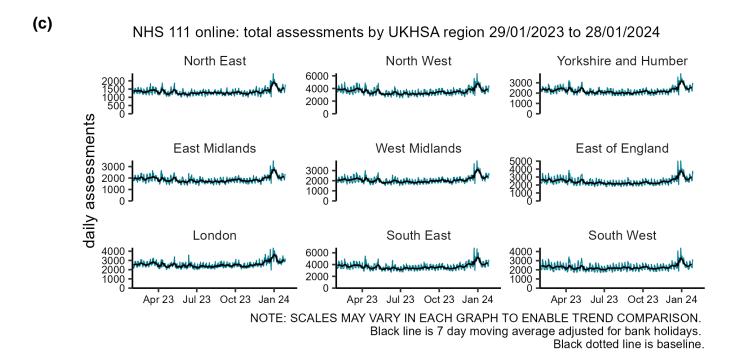


Table 3: The number of completed NHS 111 online assessments in England recorded each day in the most recent week.

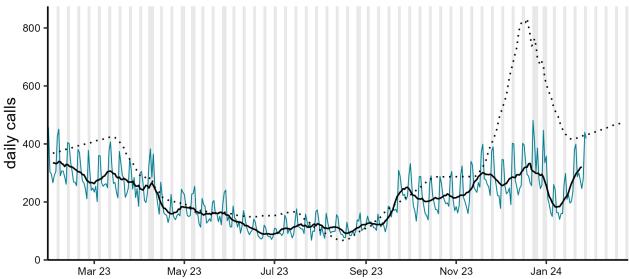
Date	Number of completed assessments
22 January 2024	28,241
23 January 2024	25,014
24 January 2024	23,898
25 January 2024	22,944
26 January 2024	22,366
27 January 2024	28,993
28 January 2024	27,907

Respiratory conditions

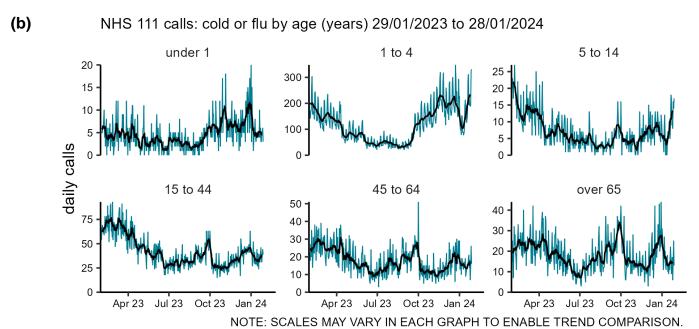
Cold/flu NHS 111 calls

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.

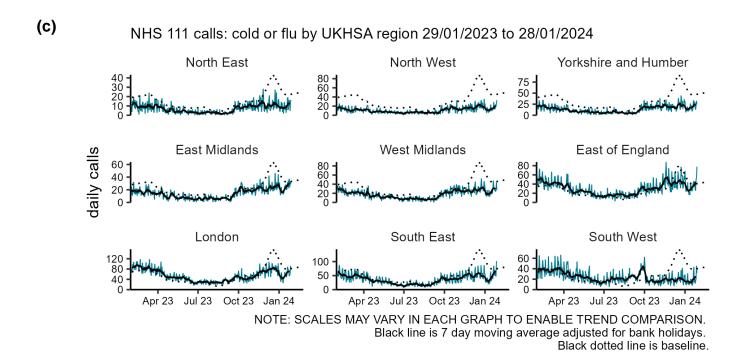
(a) NHS 111 calls: cold or flu 29/01/2023 to 28/01/2024



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



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

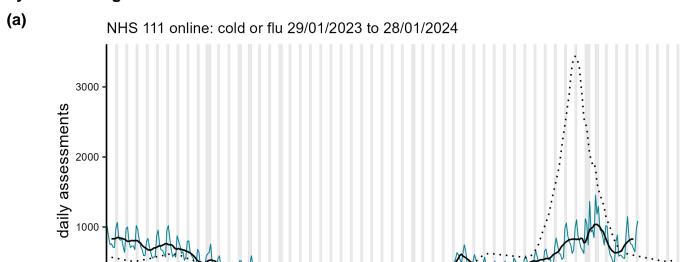


Cold/flu NHS 111 online

Mar 23

May 23

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.



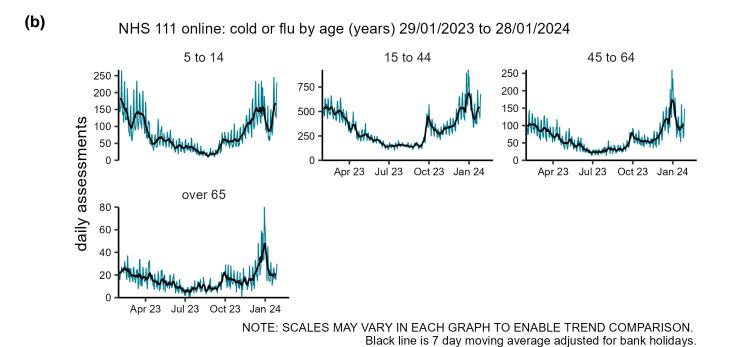
Jul 23

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

Nov 23

Jan 24

Sep 23



Apr 23

Jul 23

Oct 23

Jan 24

(c) NHS 111 online: cold or flu by UKHSA region 29/01/2023 to 28/01/2024 North East North West Yorkshire and Humber 300 **-**200 **-**100 daily assessments East Midlands West Midlands East of England 300 **-**200 **-**100 **-**200 London South East South West 300 -200 100

Apr 23

Jul 23

Oct 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.

Jan 24

Apr 23

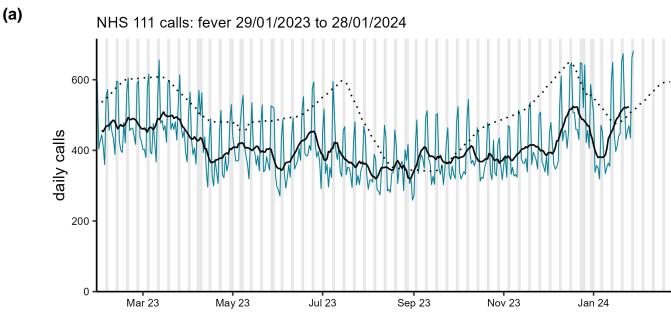
Jul 23

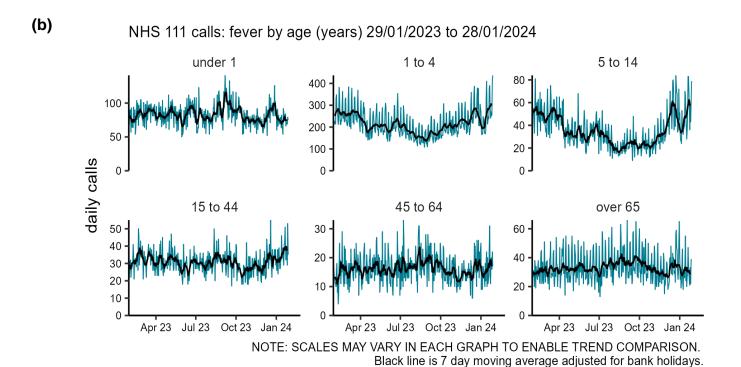
Oct 23

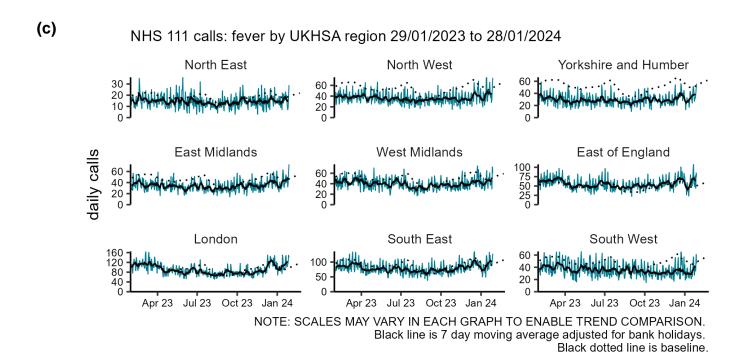
Jan 24

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.

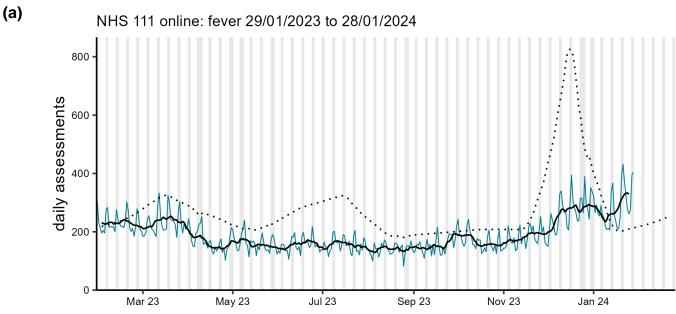




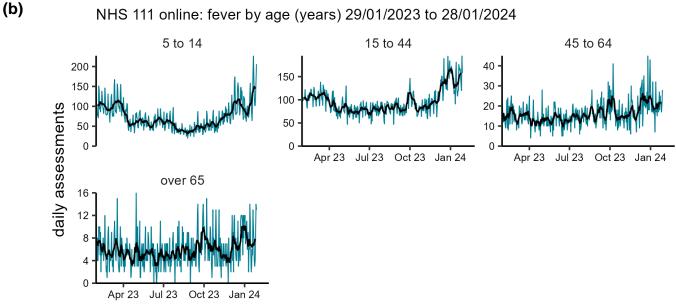


Fever NHS 111 online

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.

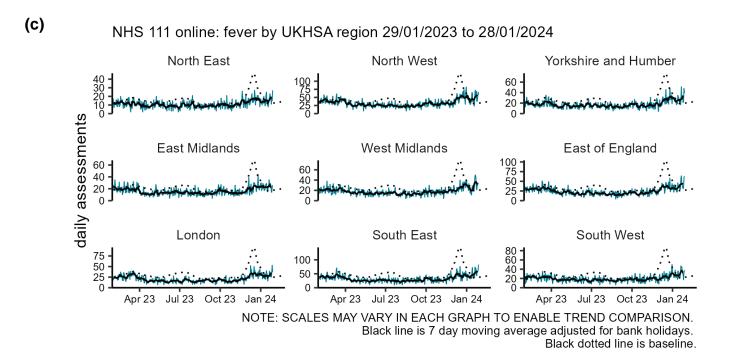


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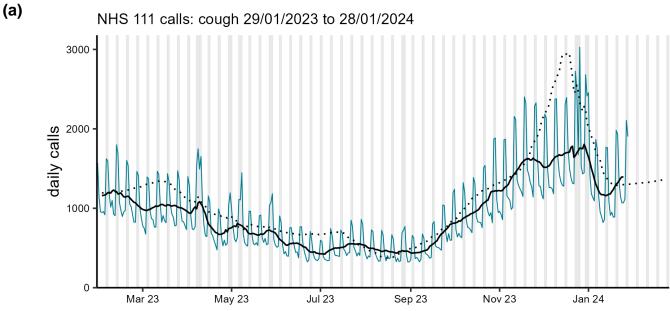
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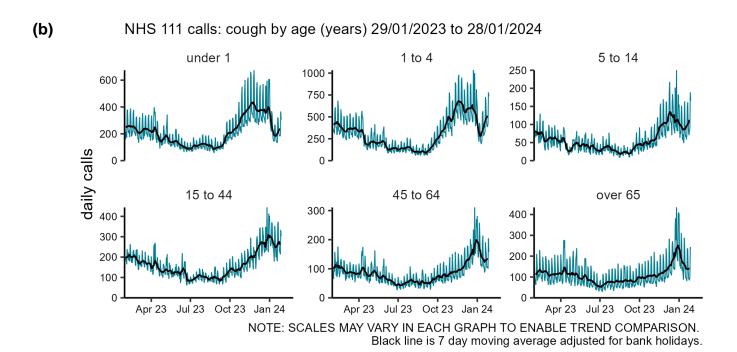
Black line is 7 day moving average adjusted for bank holidays.

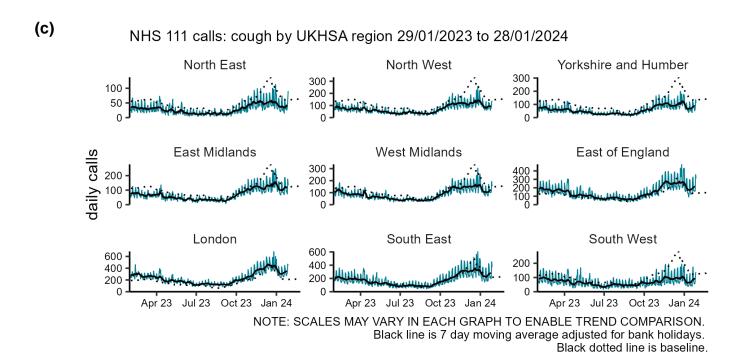


Cough NHS 111 calls

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.





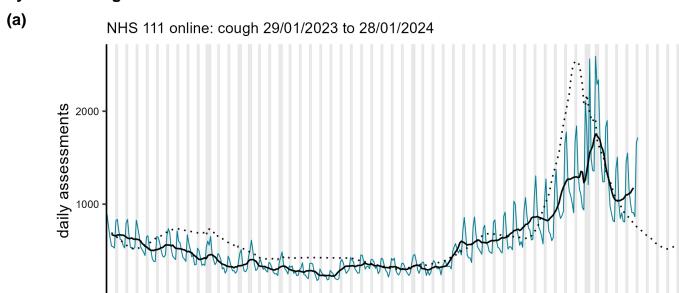


Cough NHS 111 online

Mar 23

May 23

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.



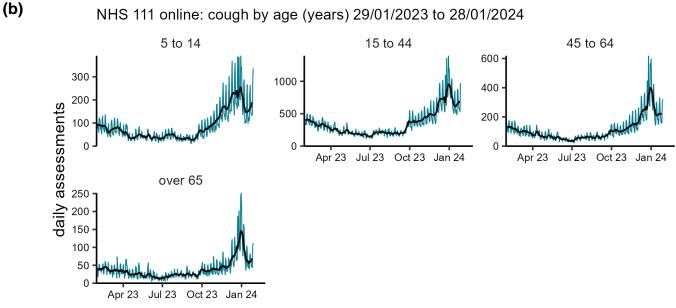
Jul 23

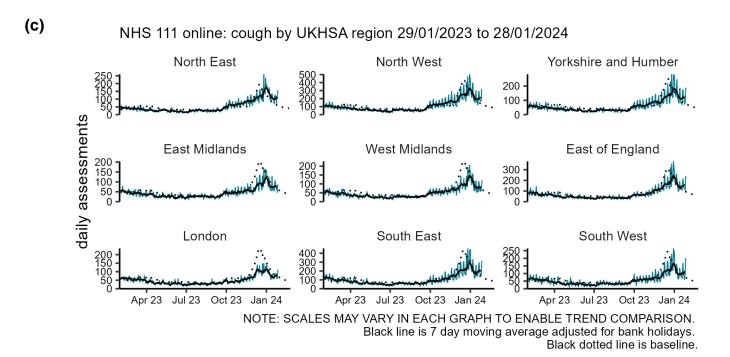
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Nov 23

Jan 24

Sep 23

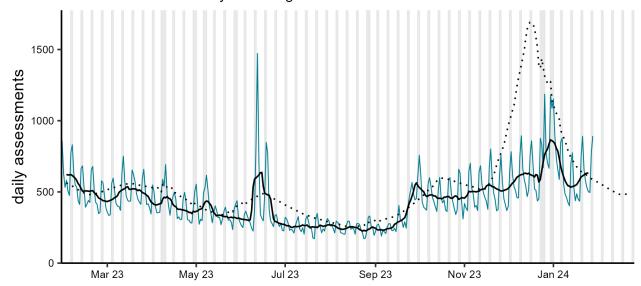




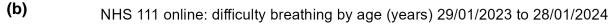
Difficulty breathing NHS 111 online

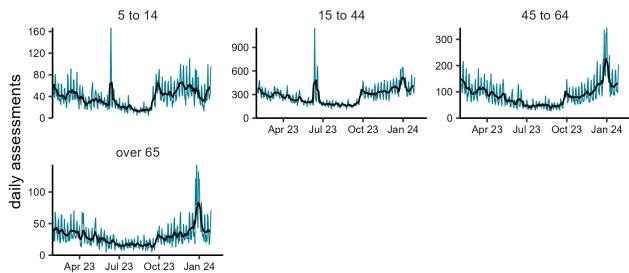
Figure 9: Daily number of completed NHS 111 online assessments (and 7-day moving average adjusted for bank holidays) for difficulty breathing, England (a) nationally, (b) by age and (c) by UKHSA Region.

(a) NHS 111 online: difficulty breathing 29/01/2023 to 28/01/2024



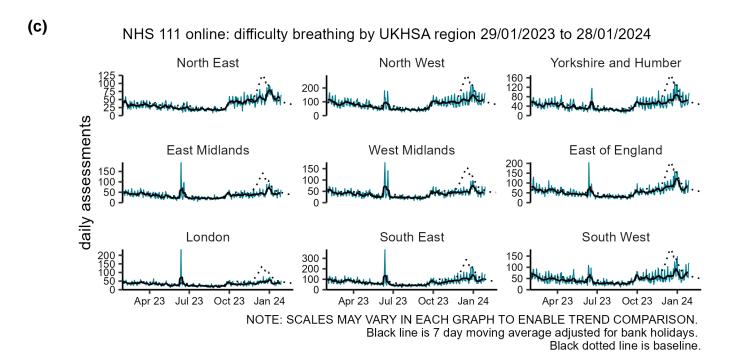
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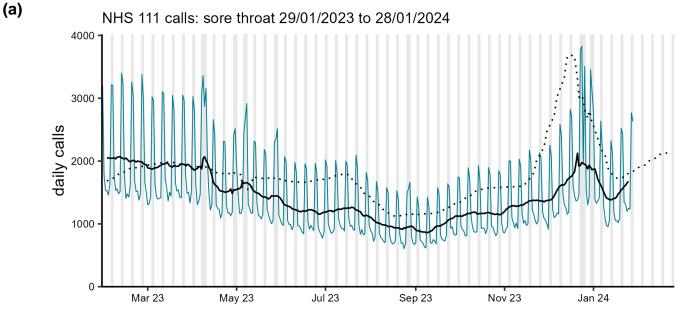
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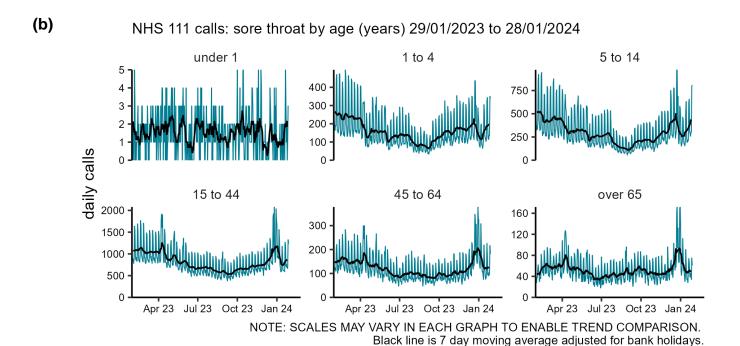
Black line is 7 day moving average adjusted for bank holidays.

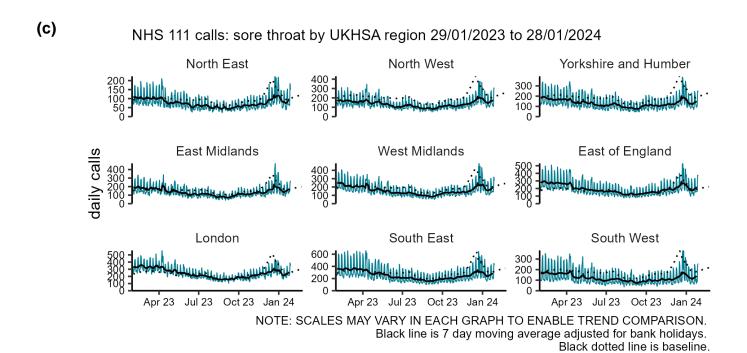


Sore throat NHS 111 calls

Figure 10: 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.

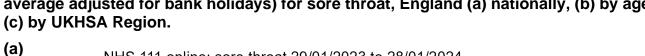


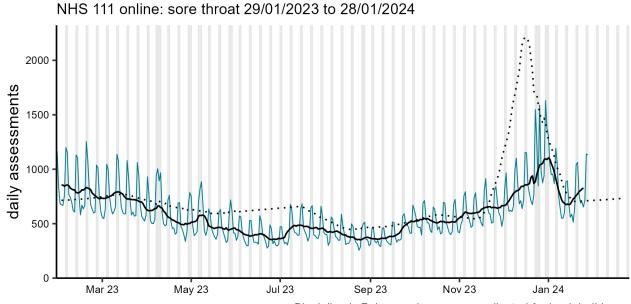


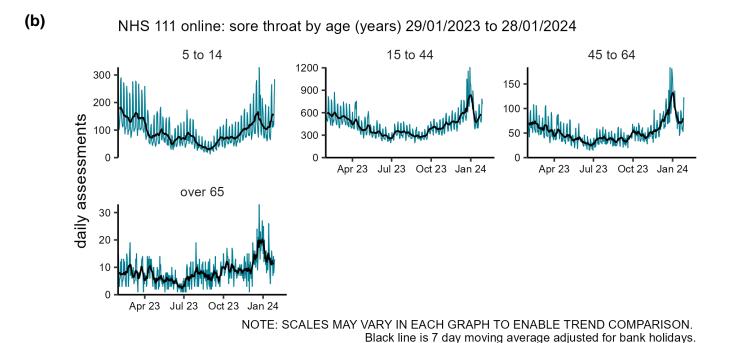


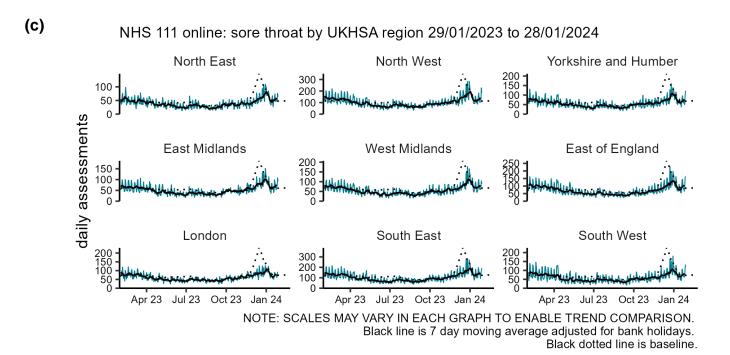
Sore throat NHS 111 online

Figure 11: 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



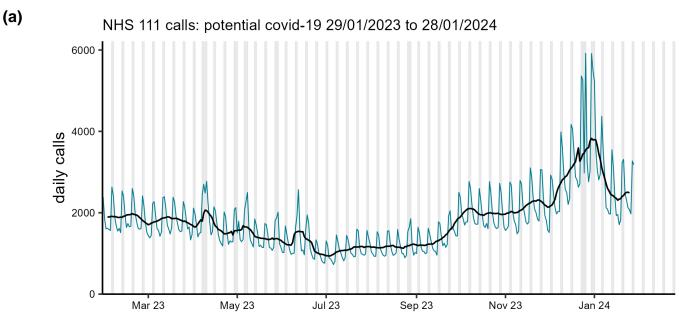


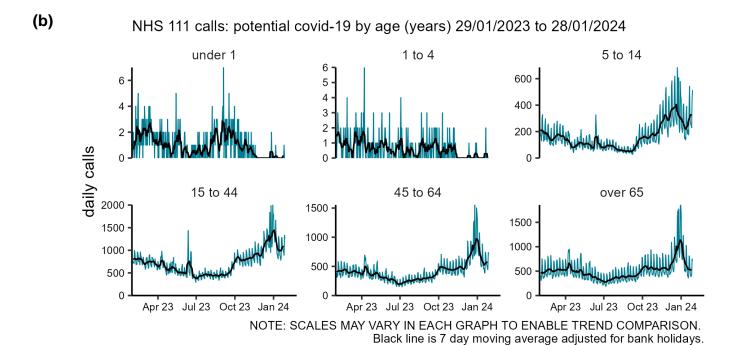


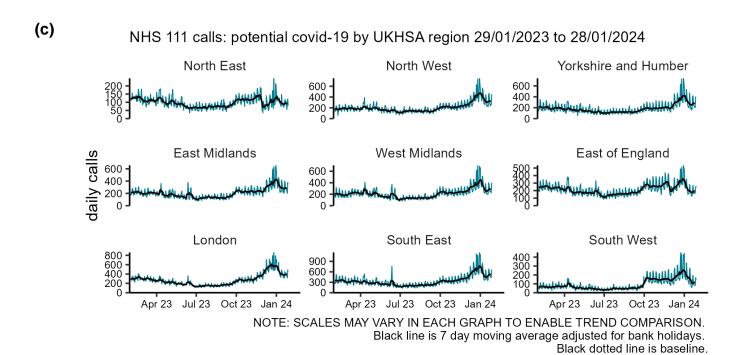


Potential COVID-19 NHS 111 calls

Figure 12: 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.





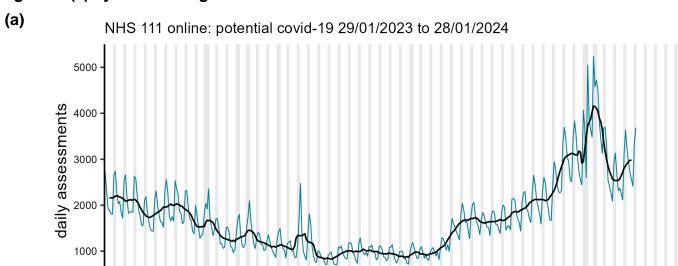


Mar 23

Potential COVID-19 NHS 111 online

May 23

Figure 13: 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.



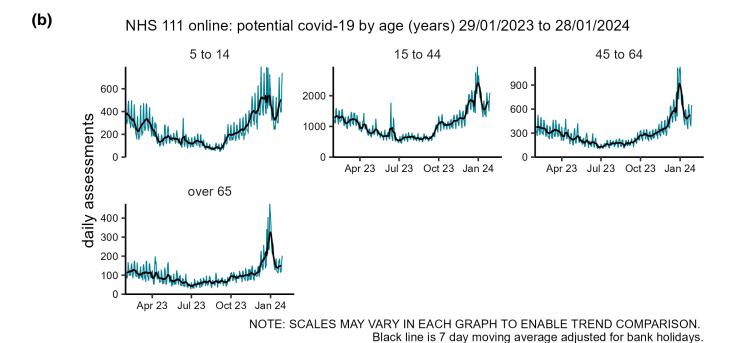
Jul 23

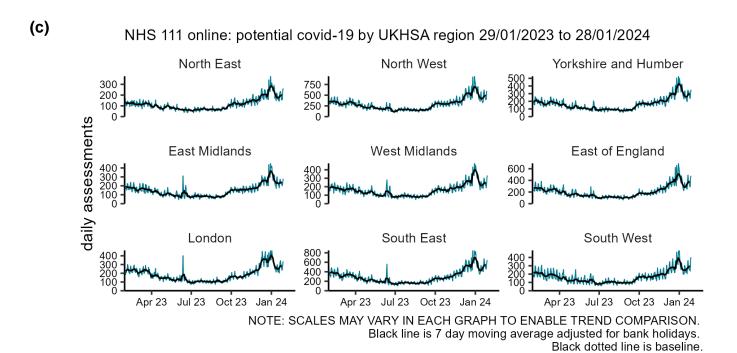
Black line is 7 day moving average adjusted for bank holidays. Black dotted line is baseline. Grey columns show weekends and bank holidays.

Nov 23

Jan 24

Sep 23

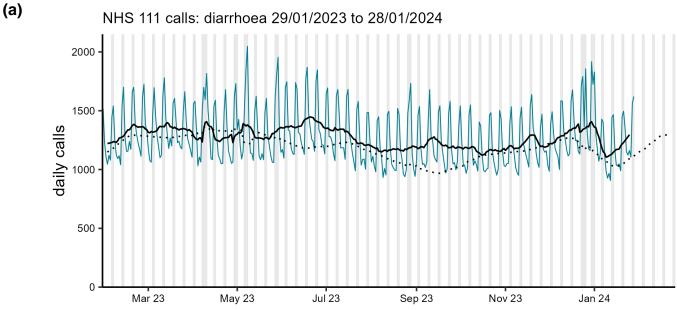


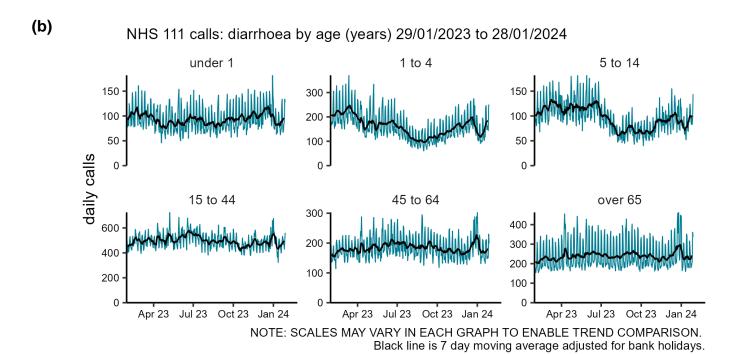


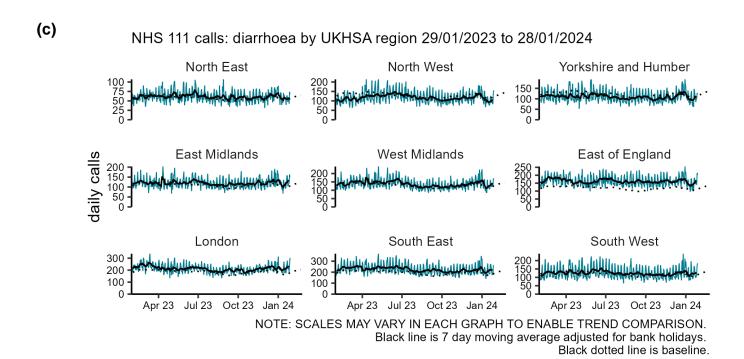
Gastrointestinal conditions

Diarrhoea NHS 111 calls

Figure 14: 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.

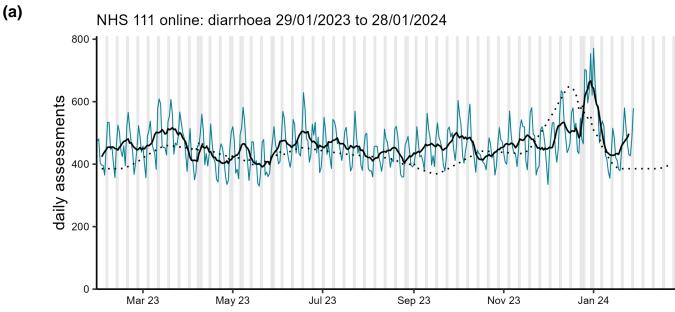




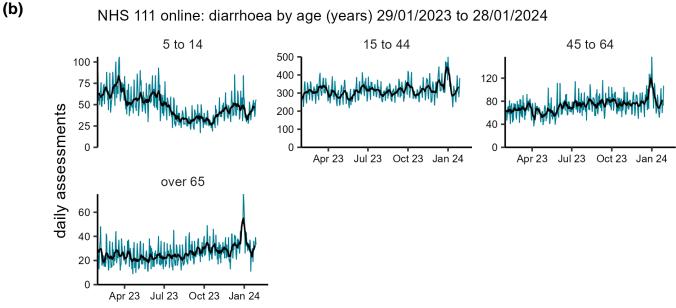


Diarrhoea NHS 111 online

Figure 15: 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.

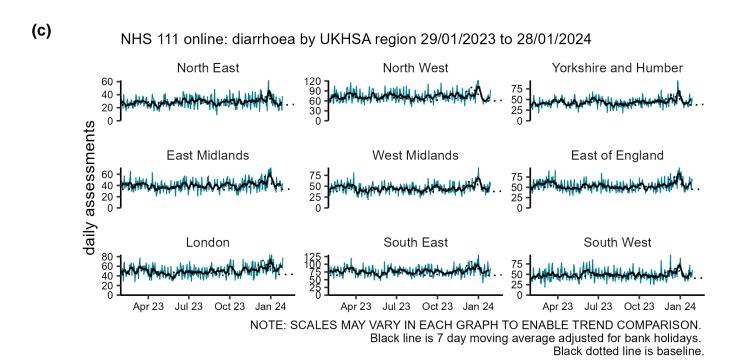


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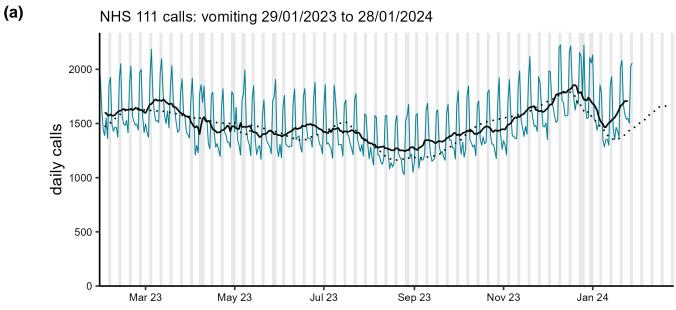
NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.

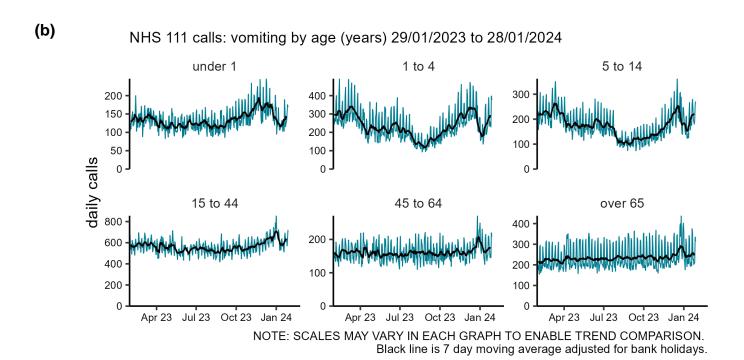
Black line is 7 day moving average adjusted for bank holidays.

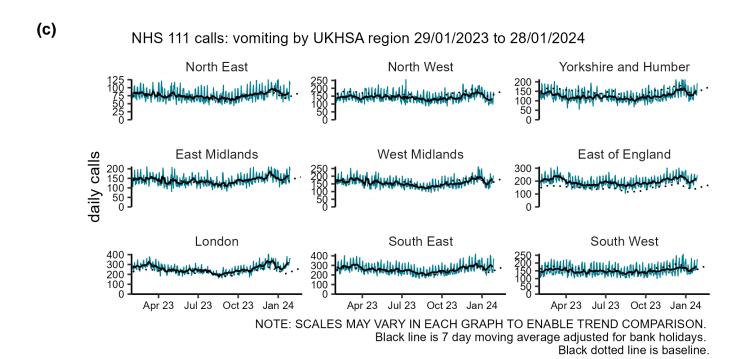


Vomiting NHS 111 calls

Figure 16: 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.

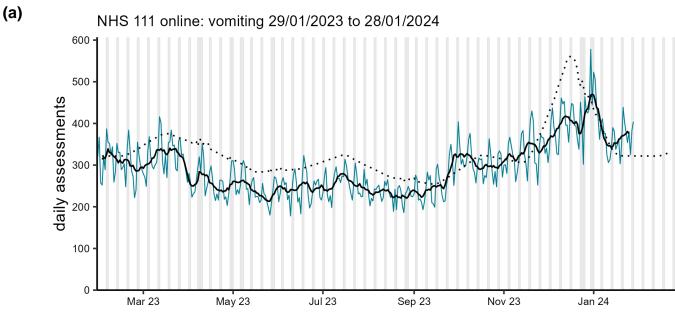




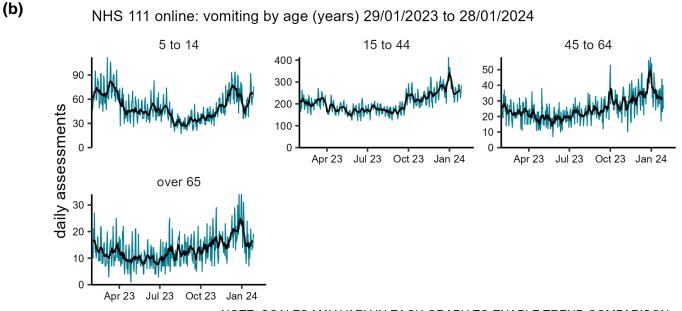


Vomiting NHS 111 online

Figure 17: 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.

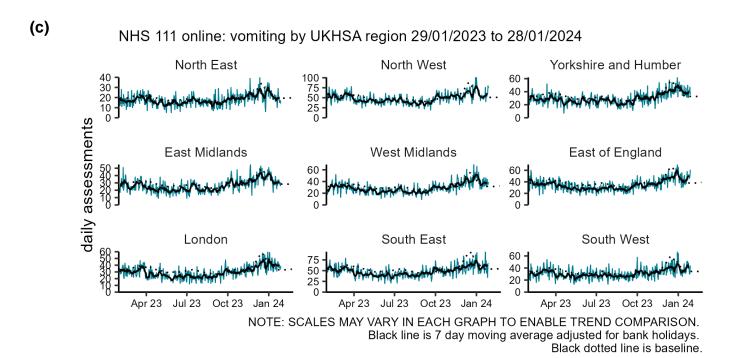


Black line is 7 day moving average adjusted for bank holidays. Black dotted line is baseline. Grey columns show weekends and bank holidays.



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



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

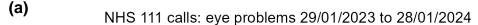
Heat-Health Alert period: 1 June to 30 September

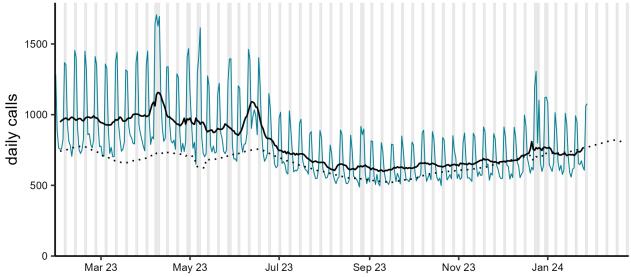
Highest weather alert level during the current reporting week:

No alerts issued

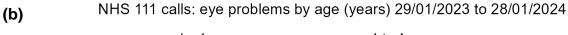
Eye problems NHS 111 calls

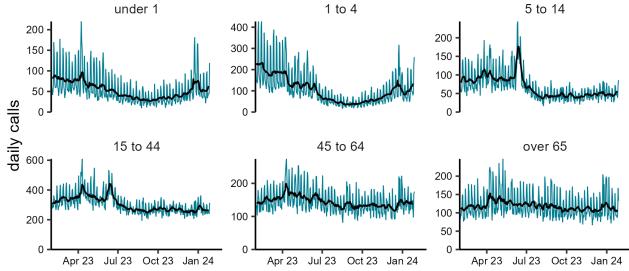
Figure 18: Daily number of NHS 111 calls (and 7-day moving average adjusted for bank holidays) for eye problems, England (a) nationally, (b) by age and (c) by UKHSA Region.sd





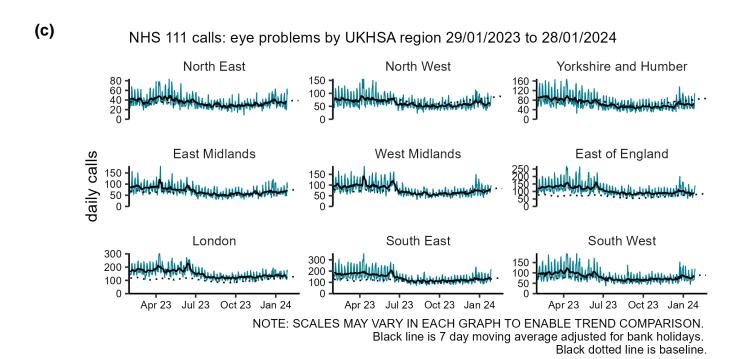
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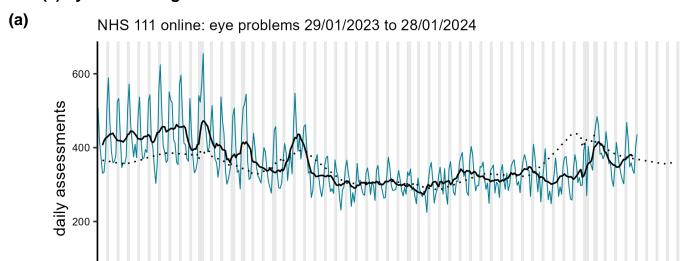


Eye problems NHS 111 online

Mar 23

May 23

Figure 19: 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.



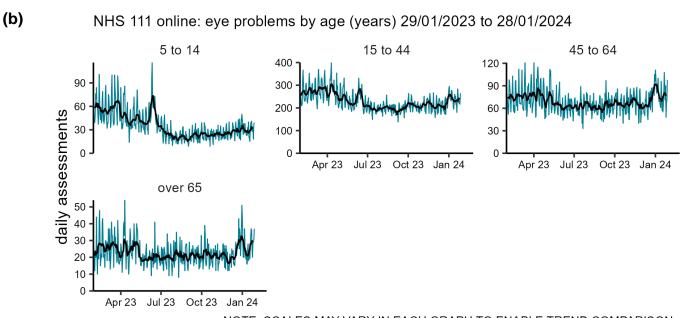
Jul 23

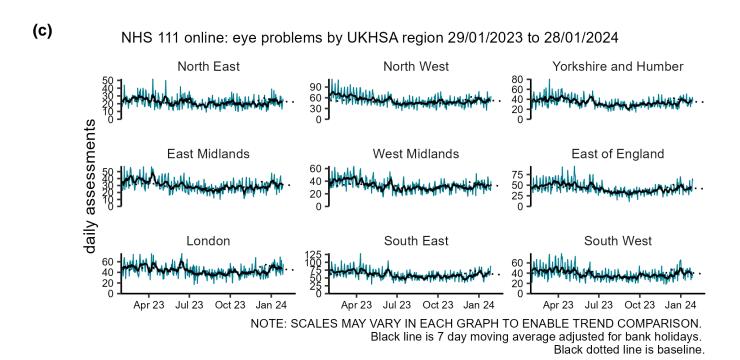
Black line is 7 day moving average adjusted for bank holidays. Black dotted line is baseline. Grey columns show weekends and bank holidays.

Nov 23

Sep 23

Jan 24





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 January 2024
 - are constructed from historical data since January 2018
 - o 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
 - o 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

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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.

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