Remote Health Advice Syndromic Surveillance System Bulletin (England)

2024 Week 22

Key messages

Data reported to: 2 June 2024

During week 22, NHS 111 calls and online assessments for diarrhoea and vomiting were stable but remain above seasonally expected levels.

Please note that recent updates to the NHS Pathways clinical tool used by NHS 111 have affected the reported levels of certain syndromic indicators. As a result of these changes all individual respiratory indicators have been removed from this report and replaced with a generic 'acute respiratory infections' calls indicator. Please see 'Notes and Caveats' for further information.

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**)	No trend	No baseline
Total NHS 111 online (**Figure 2**)	No trend	No baseline
Acute respiratory infections NHS 111 calls (**Figure 3**)	Decreasing[2]	Similar to baseline
Acute respiratory infections NHS 111 online (**Figure 4**)	No trend[2]	Above baseline
Diarrhoea NHS 111 calls (**Figure 5**)	No trend	Above baseline
Diarrhoea NHS 111 online (**Figure 6**)	No trend	Above baseline
Vomiting NHS 111 calls (**Figure 7**)	No trend	Above baseline
Vomiting NHS 111 online (**Figure 8**)	No trend	Above baseline
Heat exposure or sunburn 111 calls (**Figure 9**)	No trend	Below baseline
Heat exposure or sunburn 111 online (**Figure 10**)	No trend	Below baseline
Insect bites 111 calls (**Figure 11**)	Decreasing	Similar to baseline
Insect bites 111 online (**Figure 12**)	Decreasing	Similar to baseline
Eye problems NHS 111 calls (**Figure 13**)	No trend	Similar to baseline
Eye problems NHS 111 online (**Figure 14**)	No trend	Similar to baseline

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

[2] see Notes and Caveats for information about changes to reporting of respiratory calls and online assessments and the introduction of a new 'acute respiratory infection' indicator in this bulletin.

Contents

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 Symptom Group or Pathway) identified from both NHS 111 calls and NHS 111 online assessments respectively
  - the potential COVID-19 syndromic indicator is based on the Symptom Group in NHS 111 calls and the outcome (known as the Disposition), in NHS 111 online (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](#).
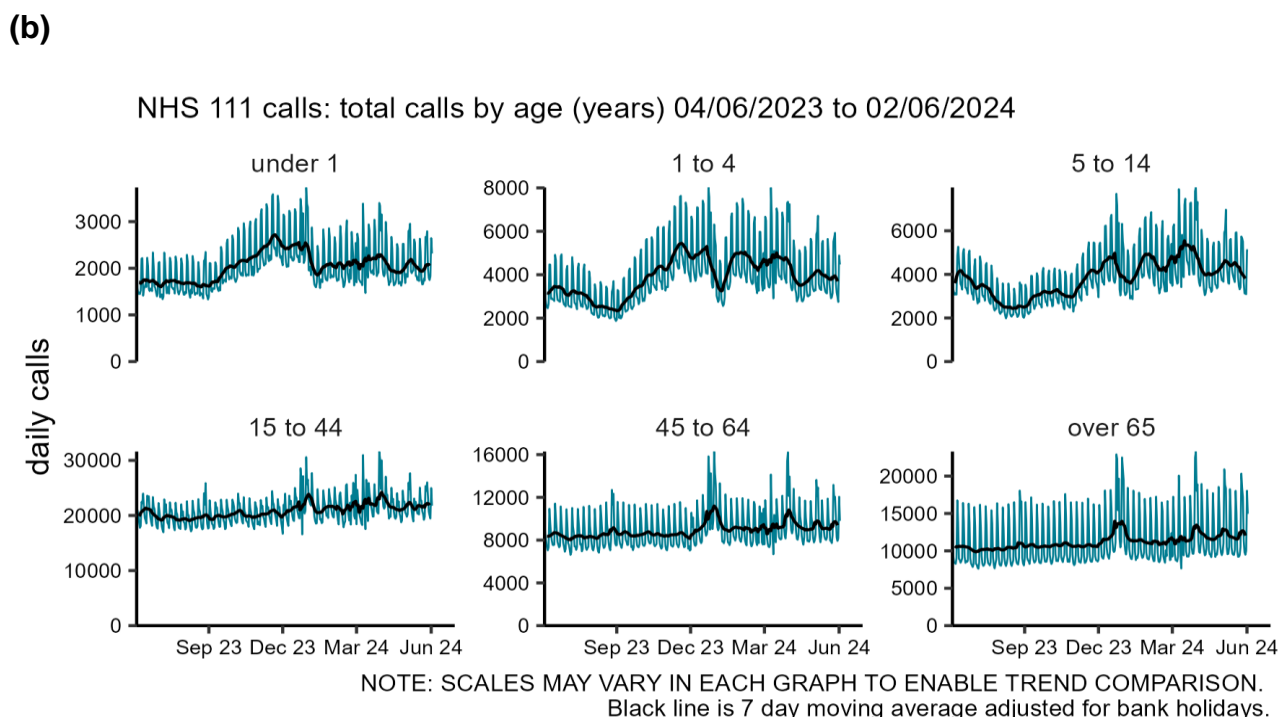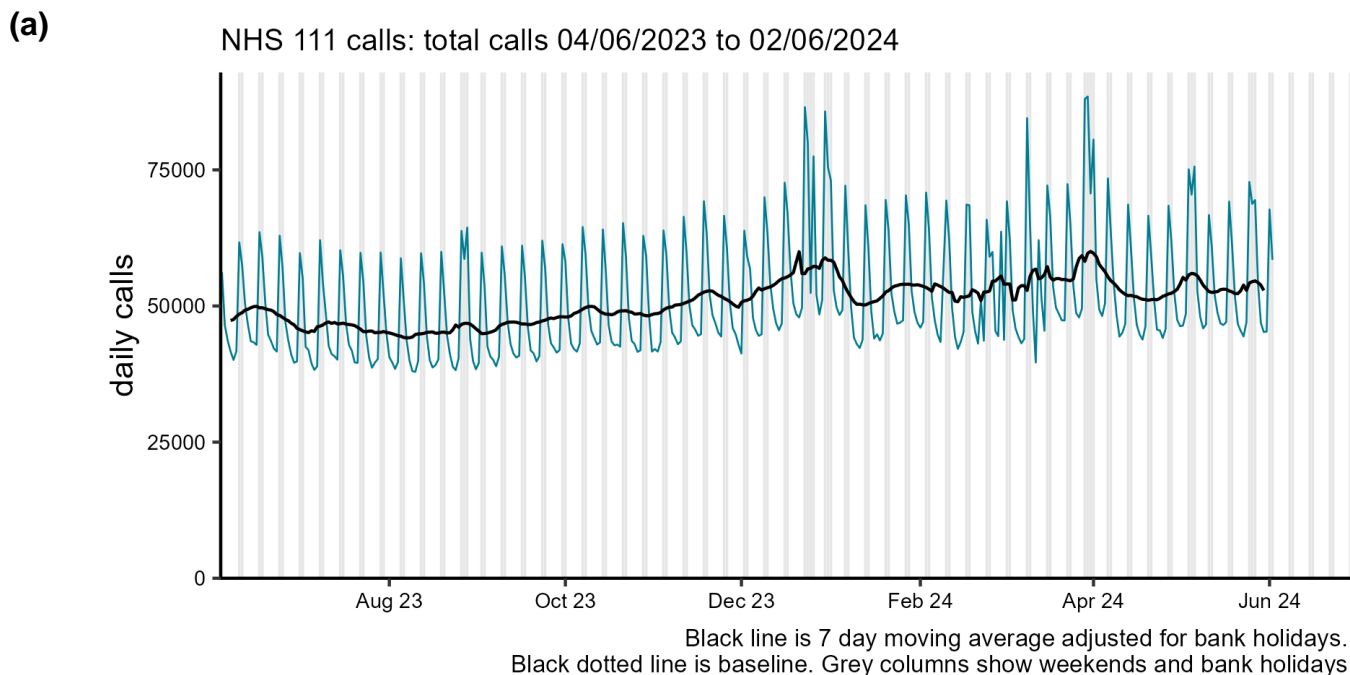
Data quality issues of note this week

Please see the [Notes and Caveats](#) section about the current impact of newly released NHS Pathways system updates (NHS Pathways Releases 41 and 42) on syndromic data reporting. Selected NHS 111 calls and online assessment respiratory indicators have been temporarily removed from the report due to the ongoing impact of these changes. Technical problems at certain NHS 111 call providers affected call numbers during week 22, particularly in the North East.
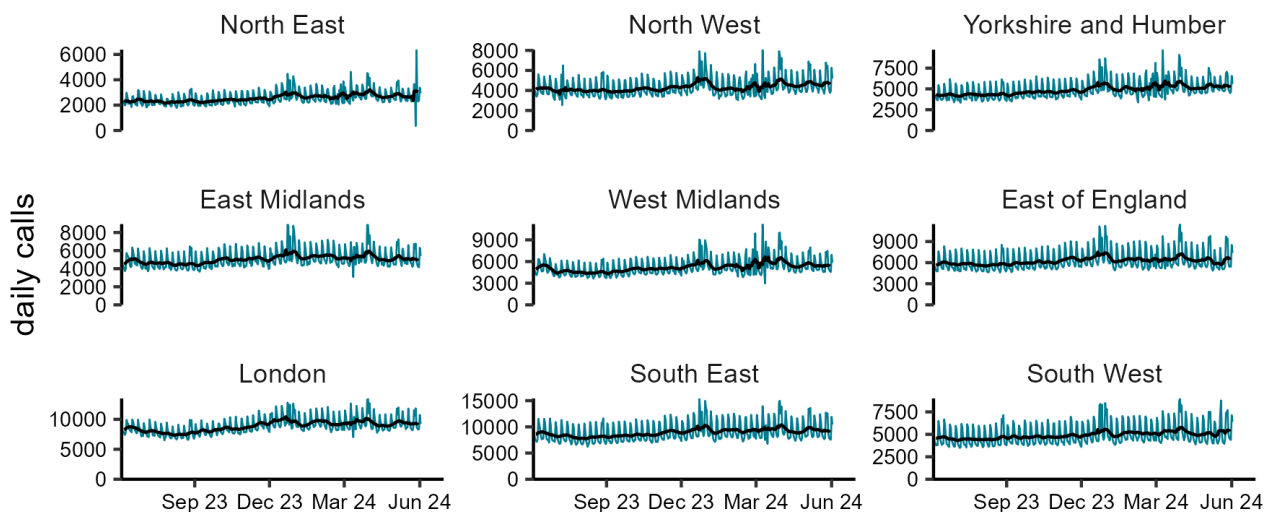
Total contacts

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)

NHS 111 calls: total calls 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: total calls by age (years) 04/06/2023 to 02/06/2024

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

(c)

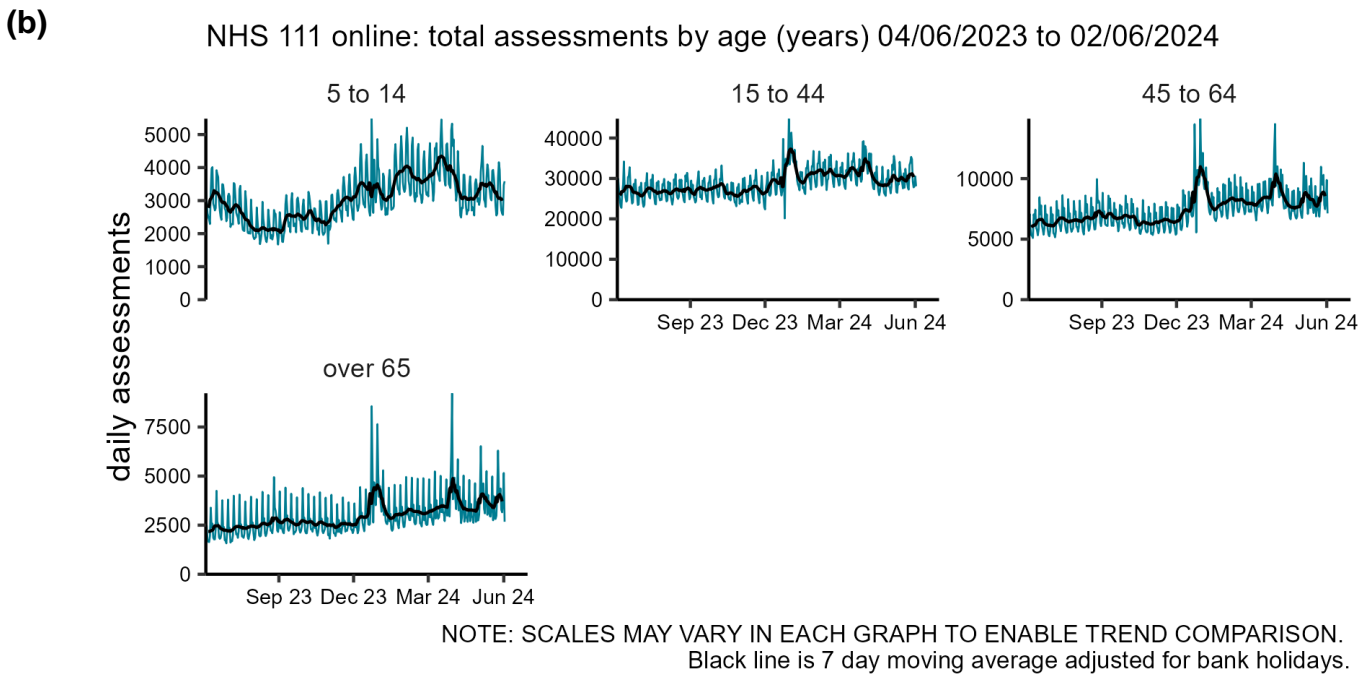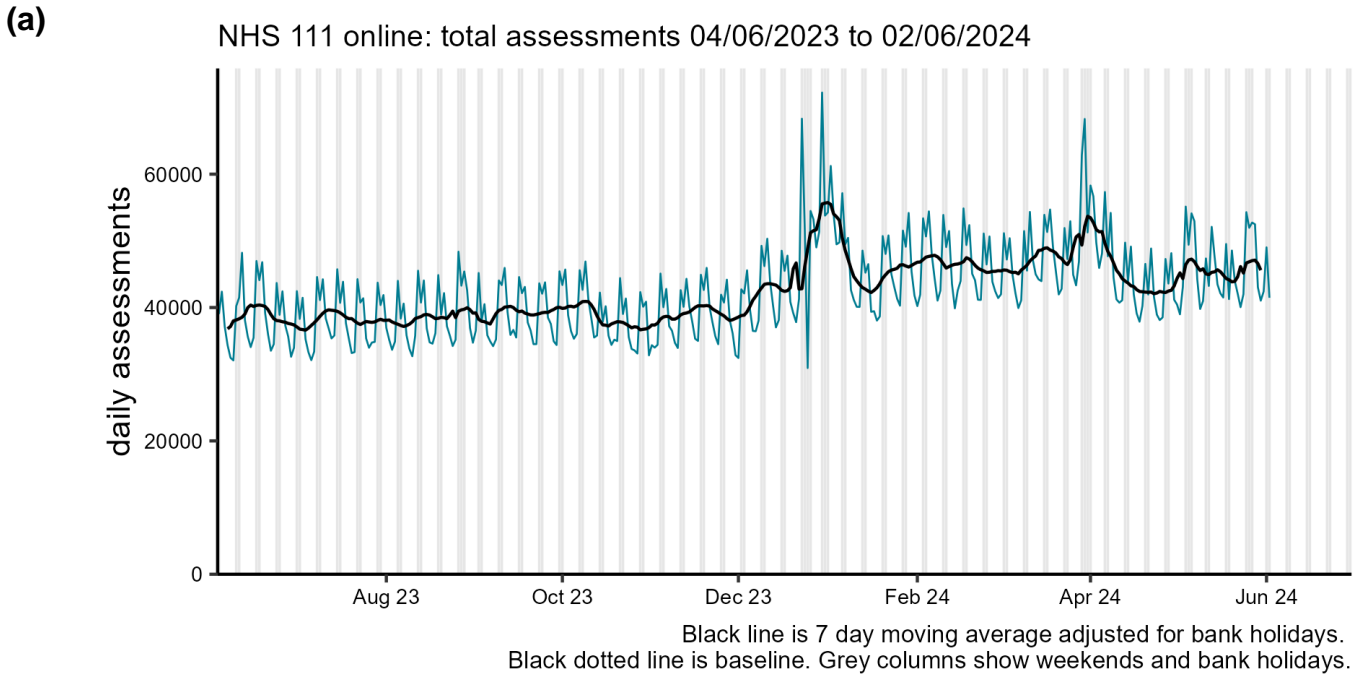NHS 111 calls: total calls by UKHSA region 04/06/2023 to 02/06/2024

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.

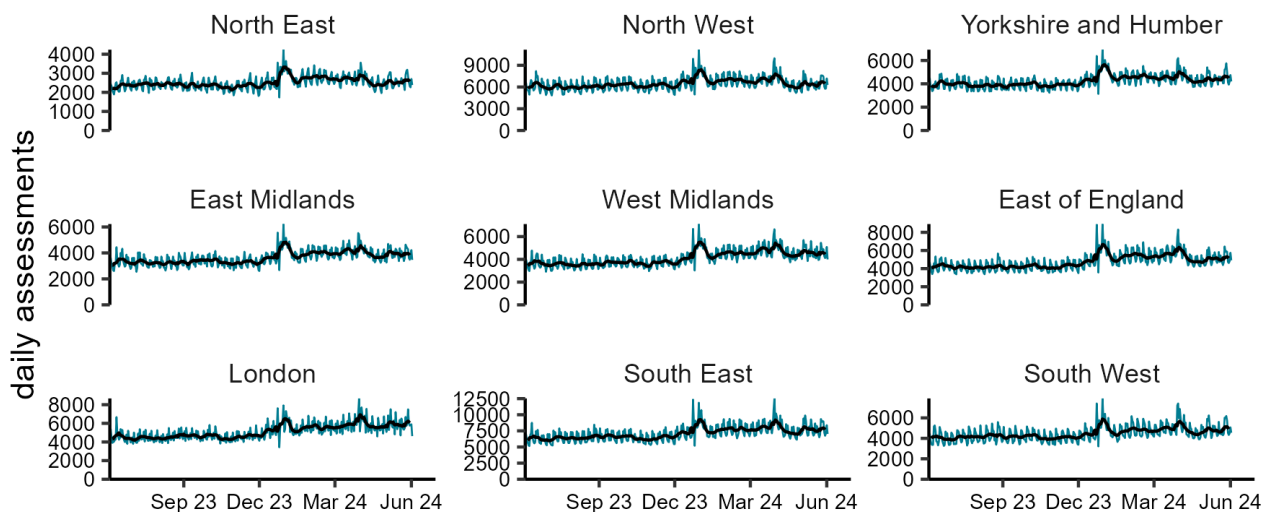| Date	Number of calls
27 May 2024	66,906
28 May 2024	52,328
29 May 2024	45,143
30 May 2024	43,548
31 May 2024	43,678
01 June 2024	65,337
02 June 2024	56,415

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)

NHS 111 online: total assessments 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: total assessments by age (years) 04/06/2023 to 02/06/2024

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: total assessments by UKHSA region 04/06/2023 to 02/06/2024

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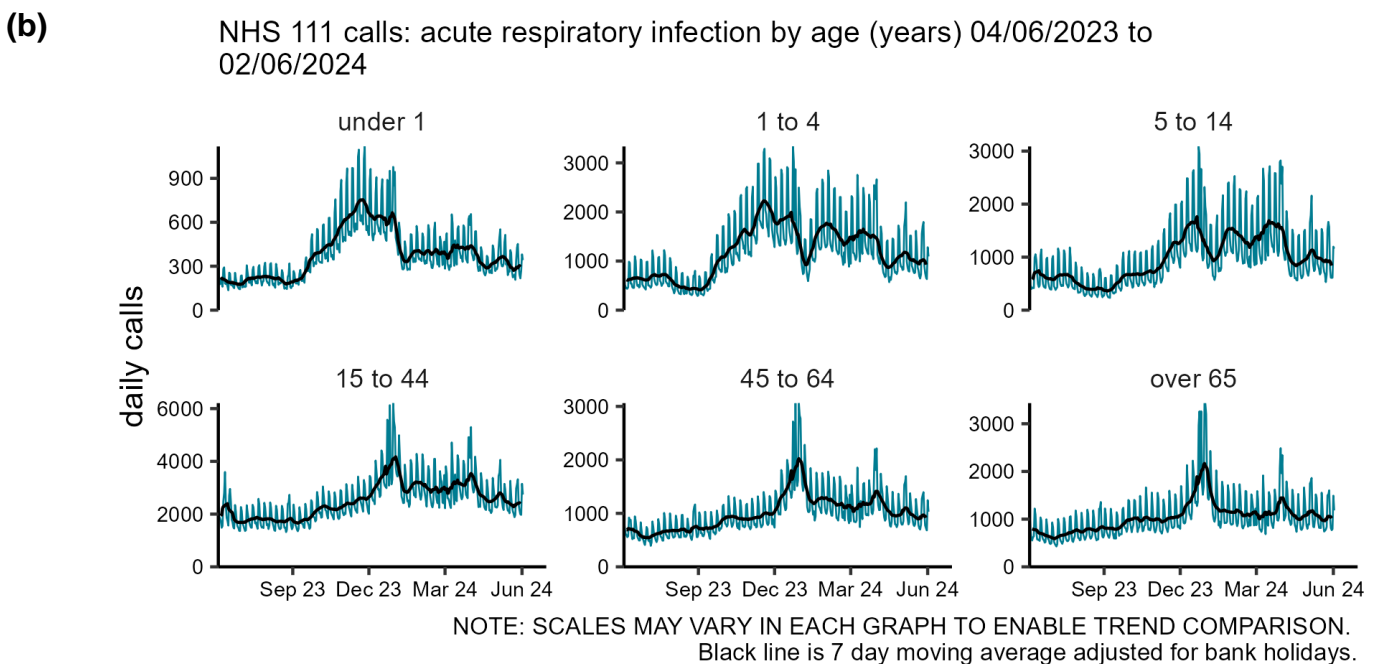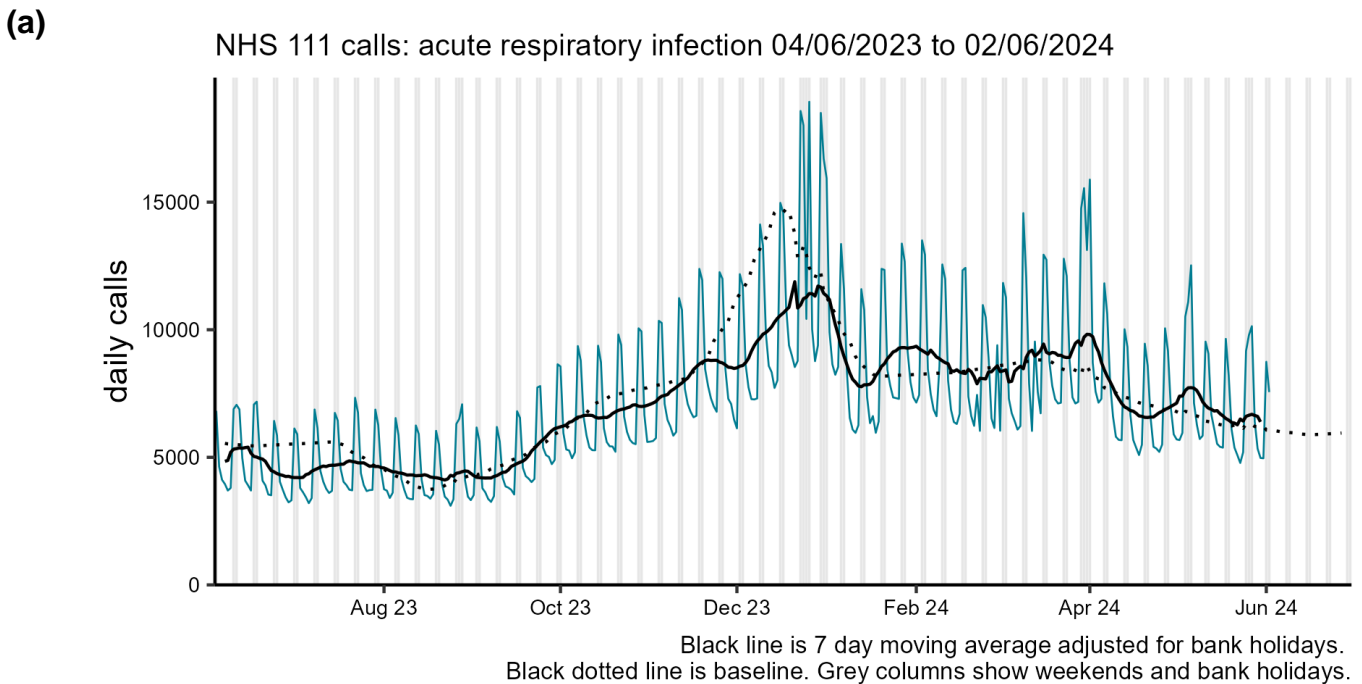Black dotted line is baseline.

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

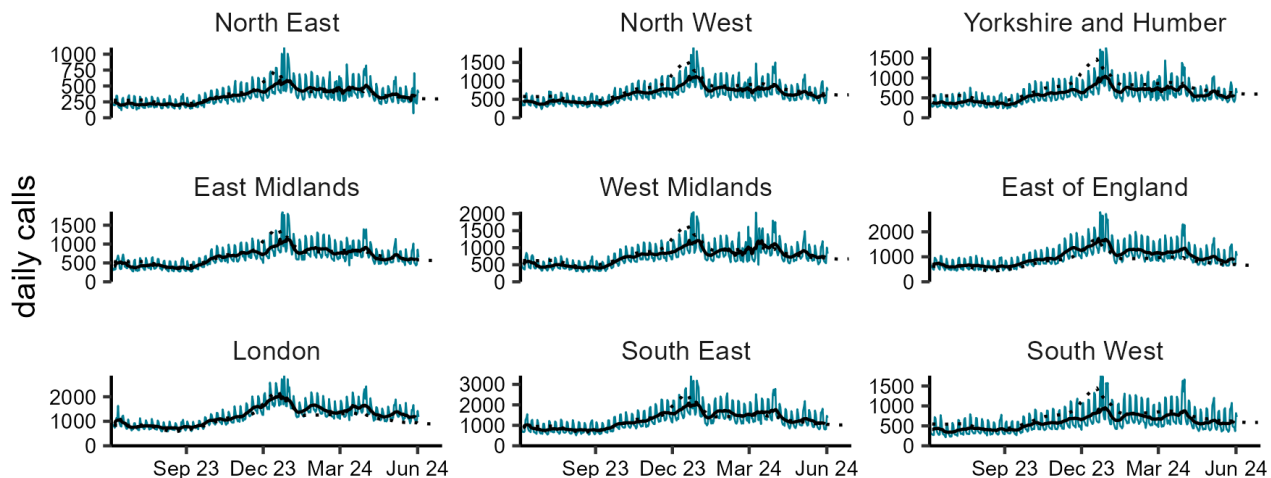| Date	Number of completed assessments
27 May 2024	28,723
28 May 2024	28,122
29 May 2024	23,030
30 May 2024	22,014
31 May 2024	22,693
01 June 2024	26,491
02 June 2024	22,473

Respiratory conditions

Acute respiratory infections NHS 111 calls

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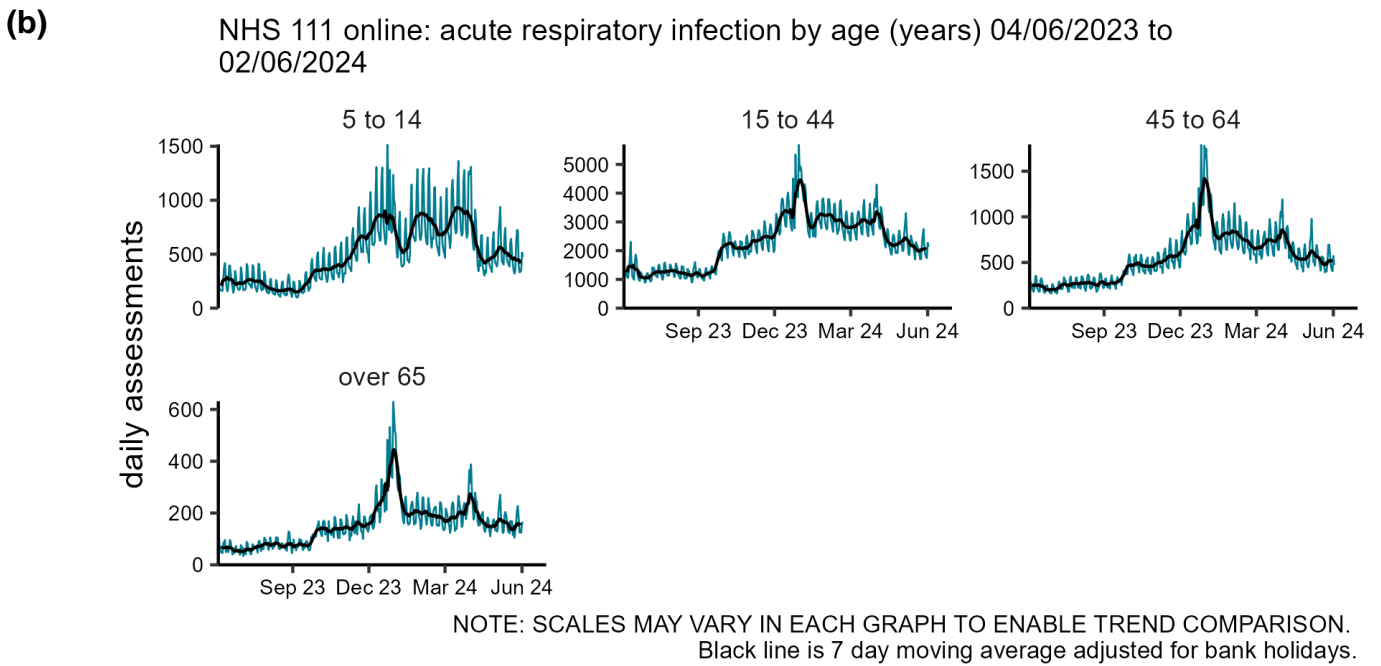
(a)

NHS 111 calls: acute respiratory infection 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: acute respiratory infection by age (years) 04/06/2023 to 02/06/2024

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 calls: acute respiratory infection by UKHSA region 04/06/2023 to 02/06/2024

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.

Acute respiratory infections NHS 111 online

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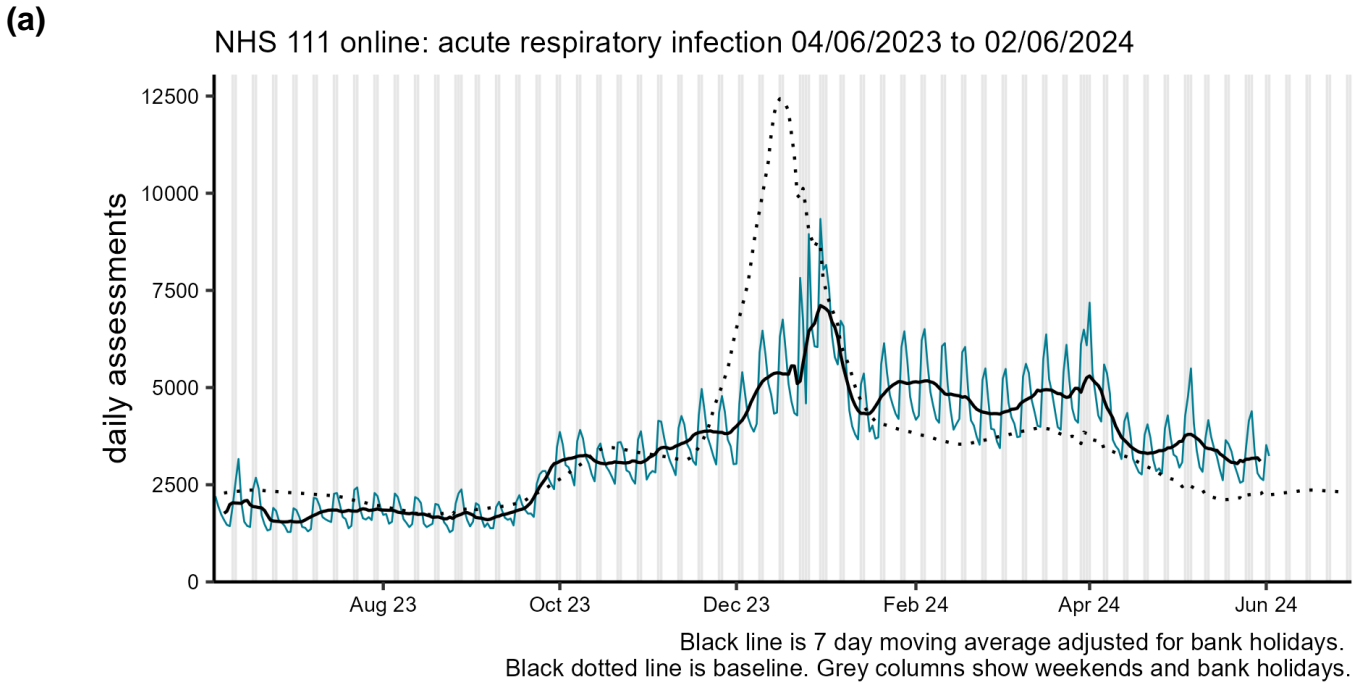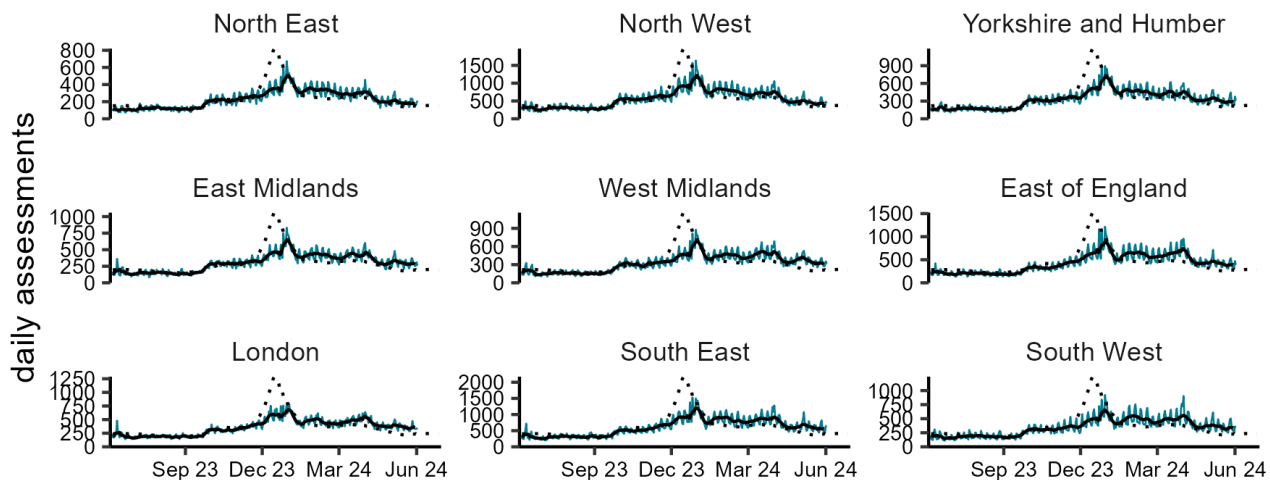
(a)

NHS 111 online: acute respiratory infection 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: acute respiratory infection by age (years) 04/06/2023 to 02/06/2024

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

11

(c)

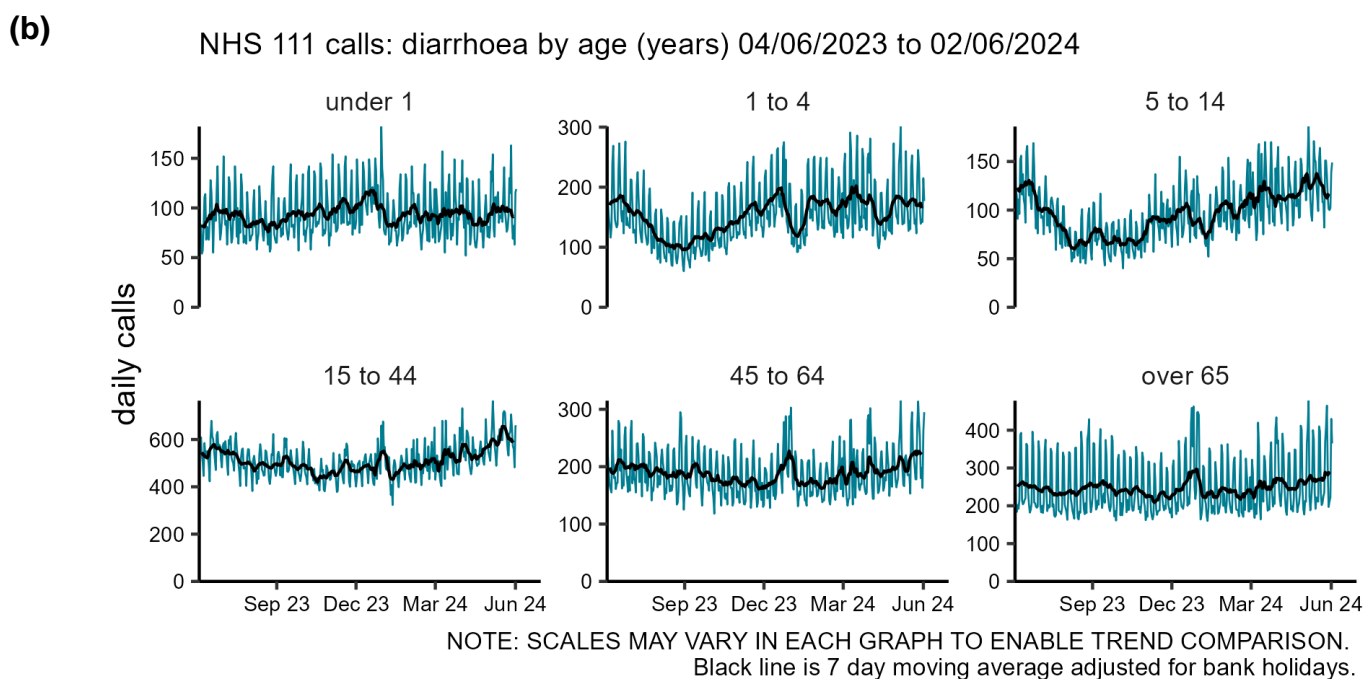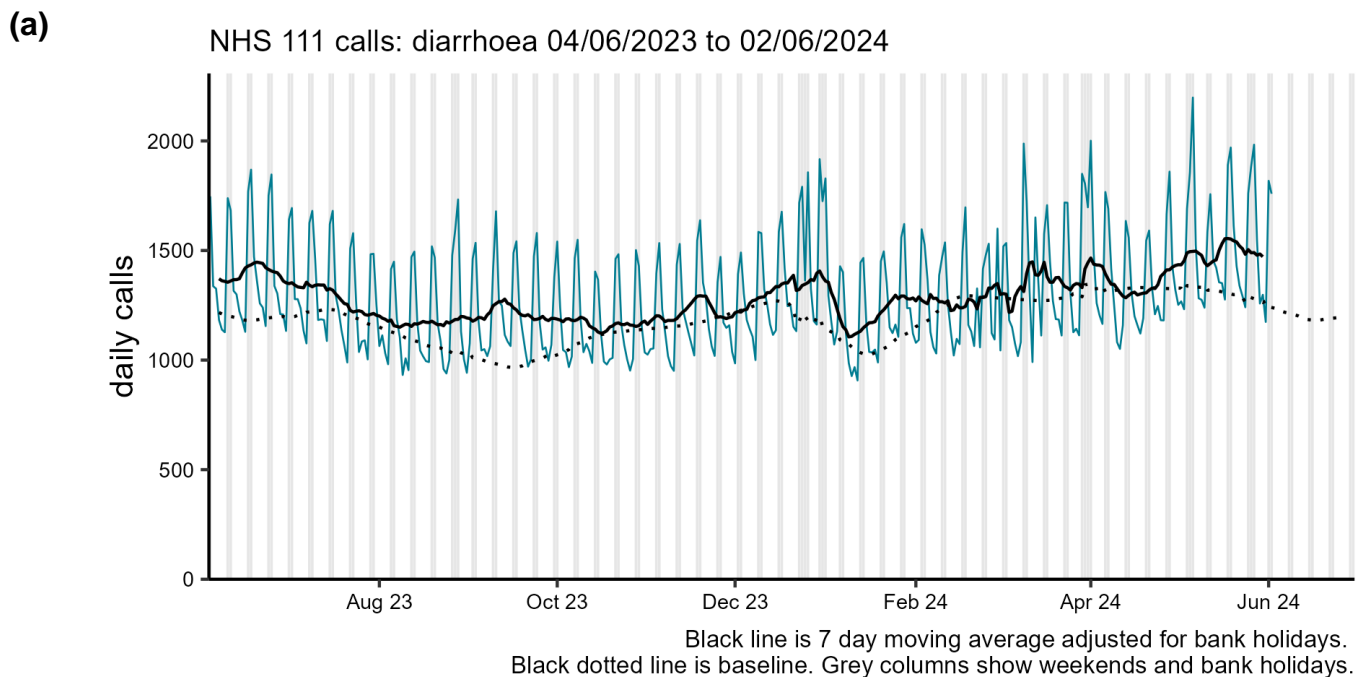NHS 111 online: acute respiratory infection by UKHSA region 04/06/2023 to 02/06/2024

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.
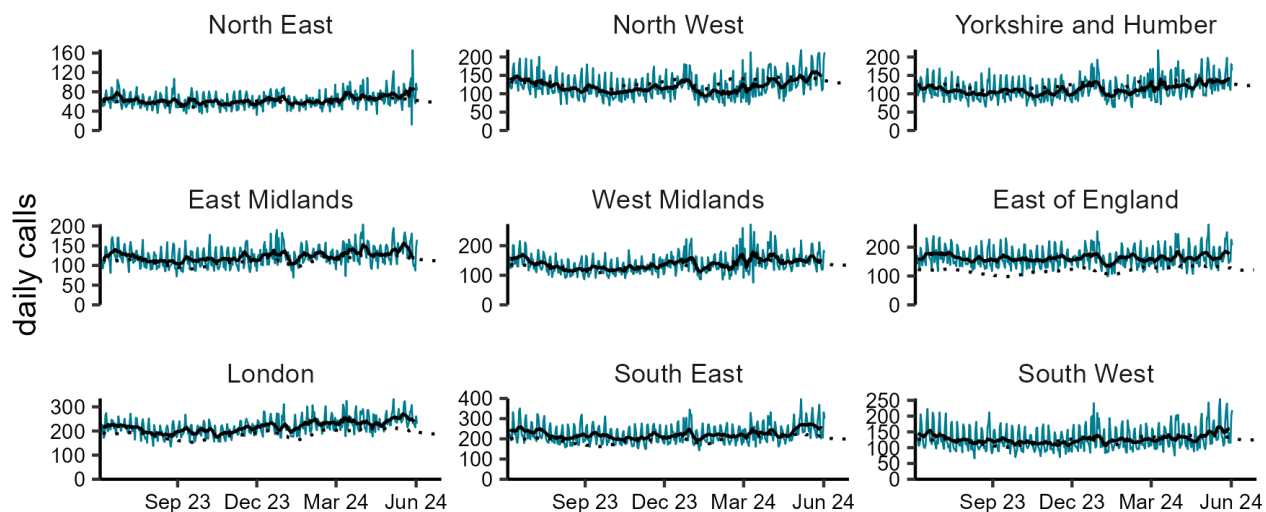
Gastrointestinal conditions

Diarrhoea NHS 111 calls

Figure 5: 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)

NHS 111 calls: diarrhoea 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: diarrhoea by age (years) 04/06/2023 to 02/06/2024

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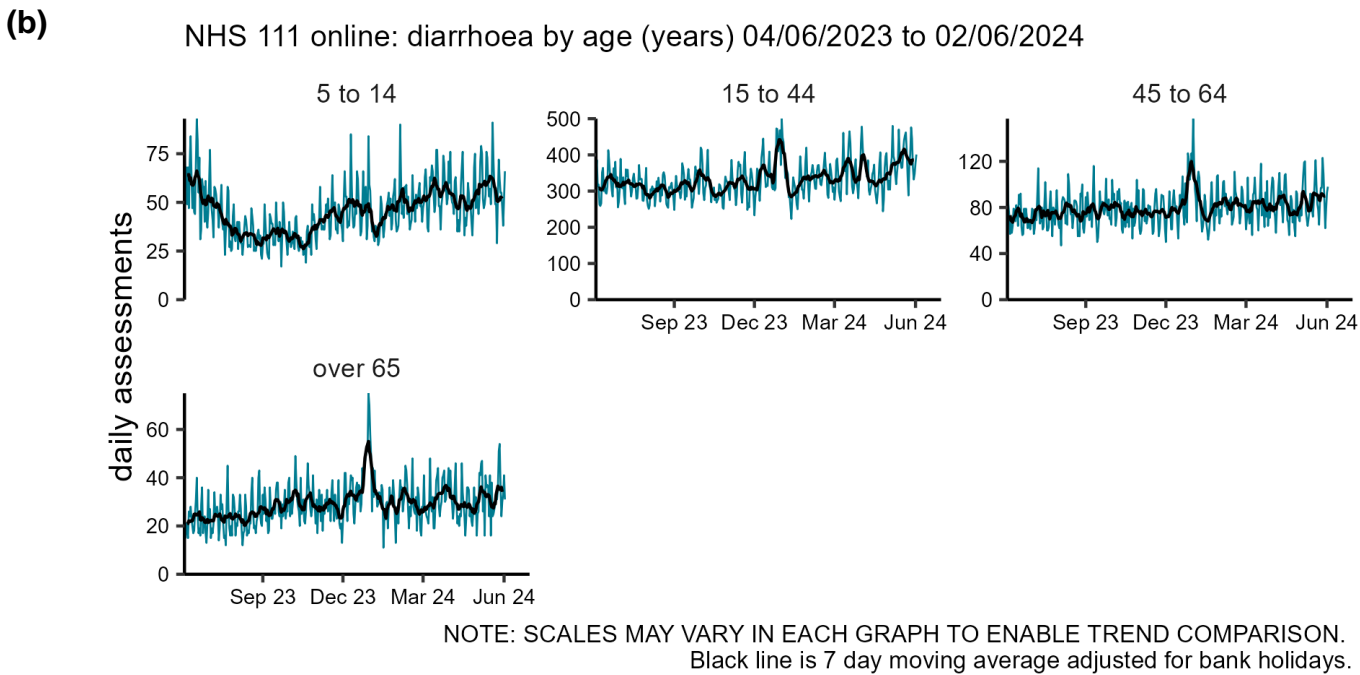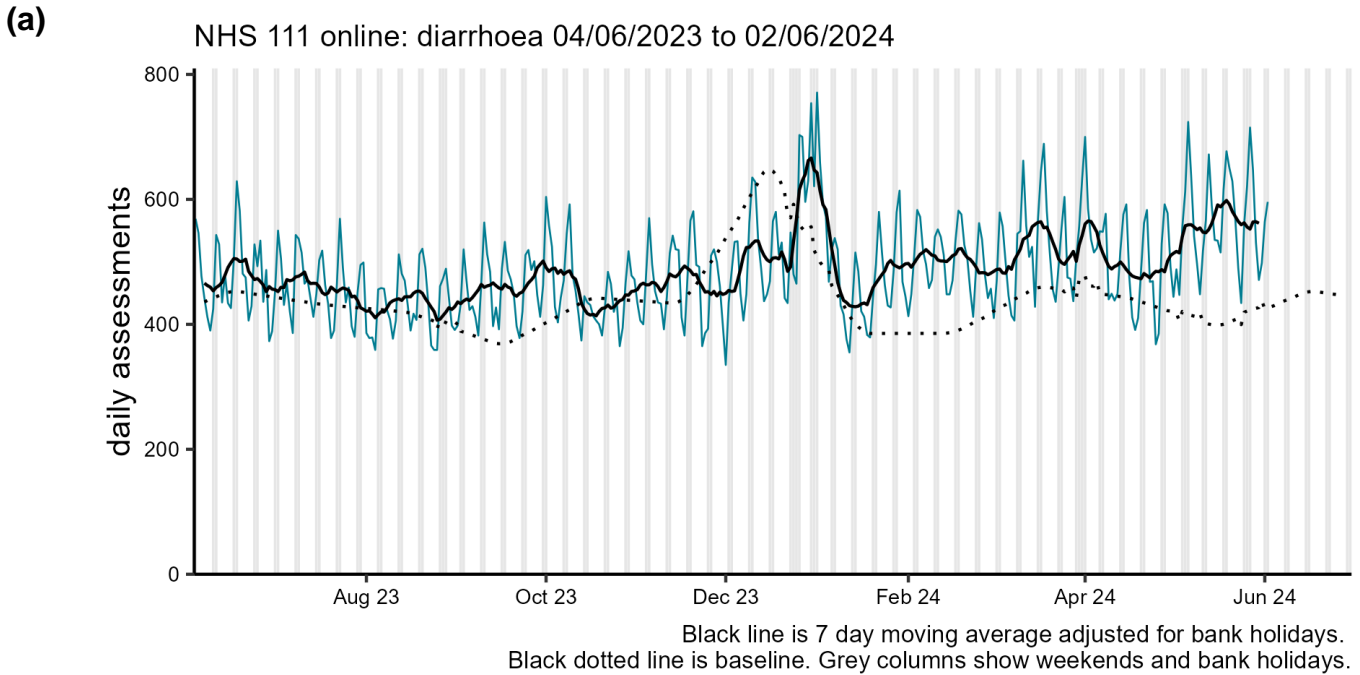
(c)

NHS 111 calls: diarrhoea by UKHSA region 04/06/2023 to 02/06/2024

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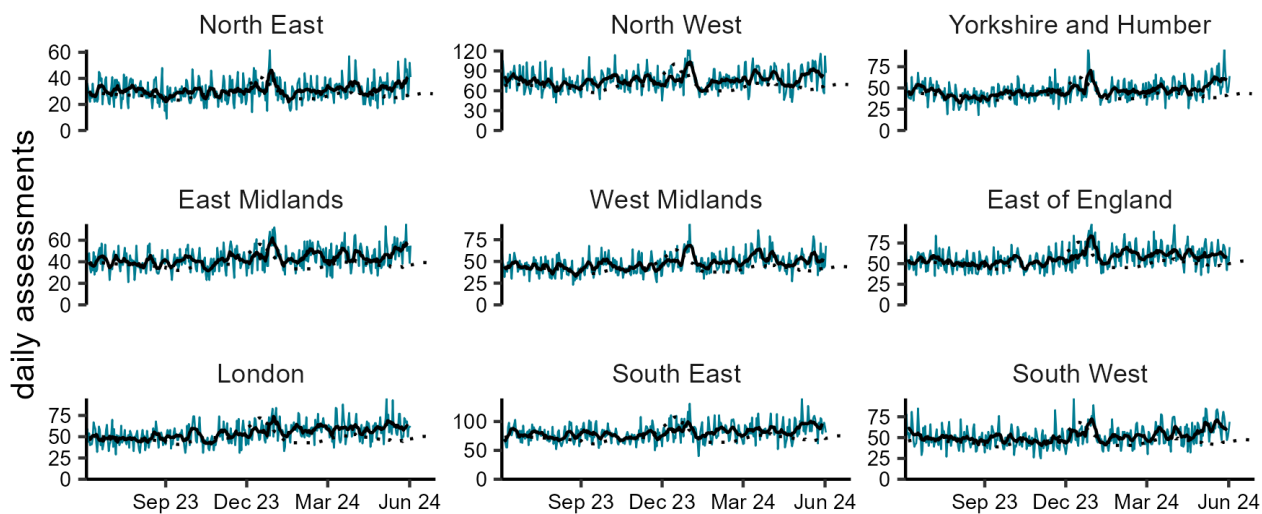Black dotted line is baseline.

Diarrhoea NHS 111 online

Figure 6: 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)

NHS 111 online: diarrhoea 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: diarrhoea by age (years) 04/06/2023 to 02/06/2024

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
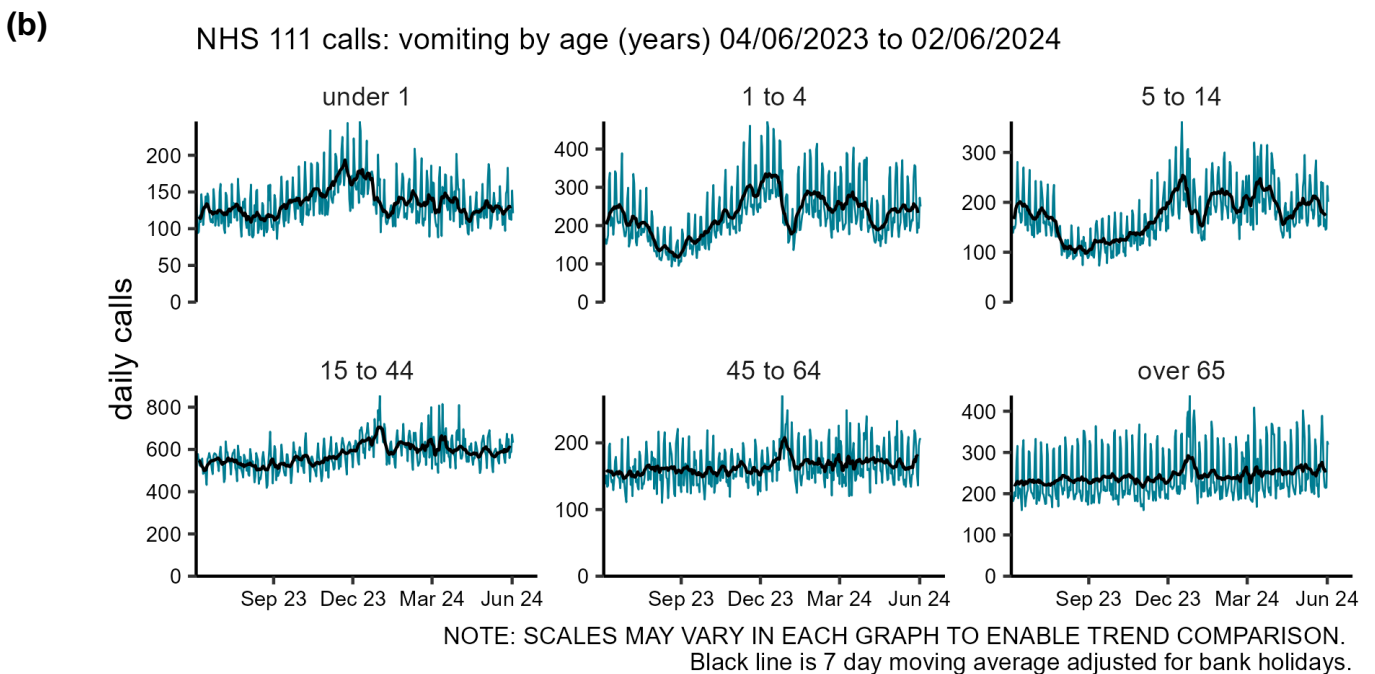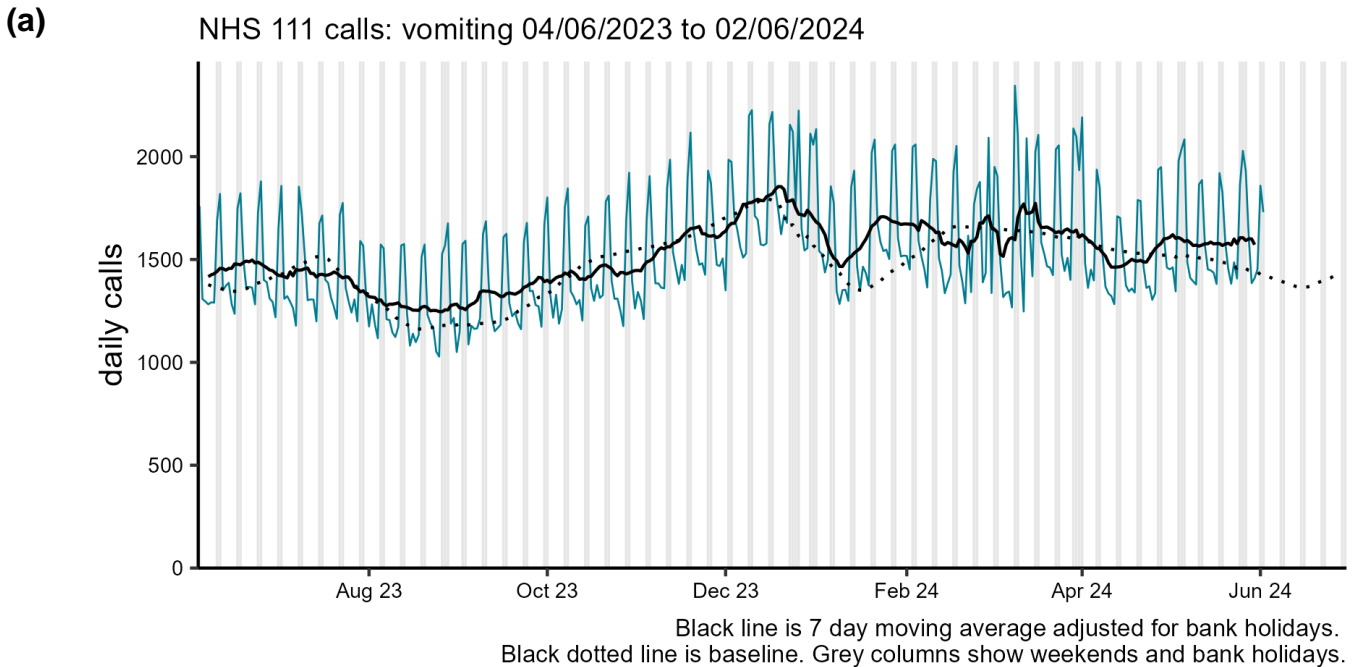
15

(c)

NHS 111 online: diarrhoea by UKHSA region 04/06/2023 to 02/06/2024

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 7: 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)

NHS 111 calls: vomiting 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: vomiting by age (years) 04/06/2023 to 02/06/2024

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

17

(c)

NHS 111 calls: vomiting by UKHSA region 04/06/2023 to 02/06/2024

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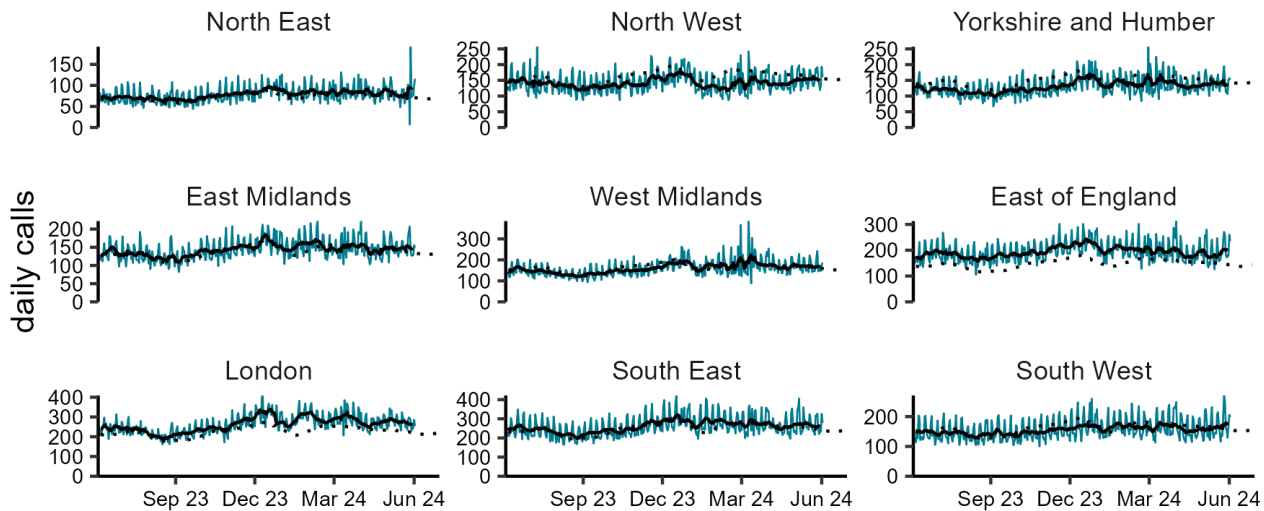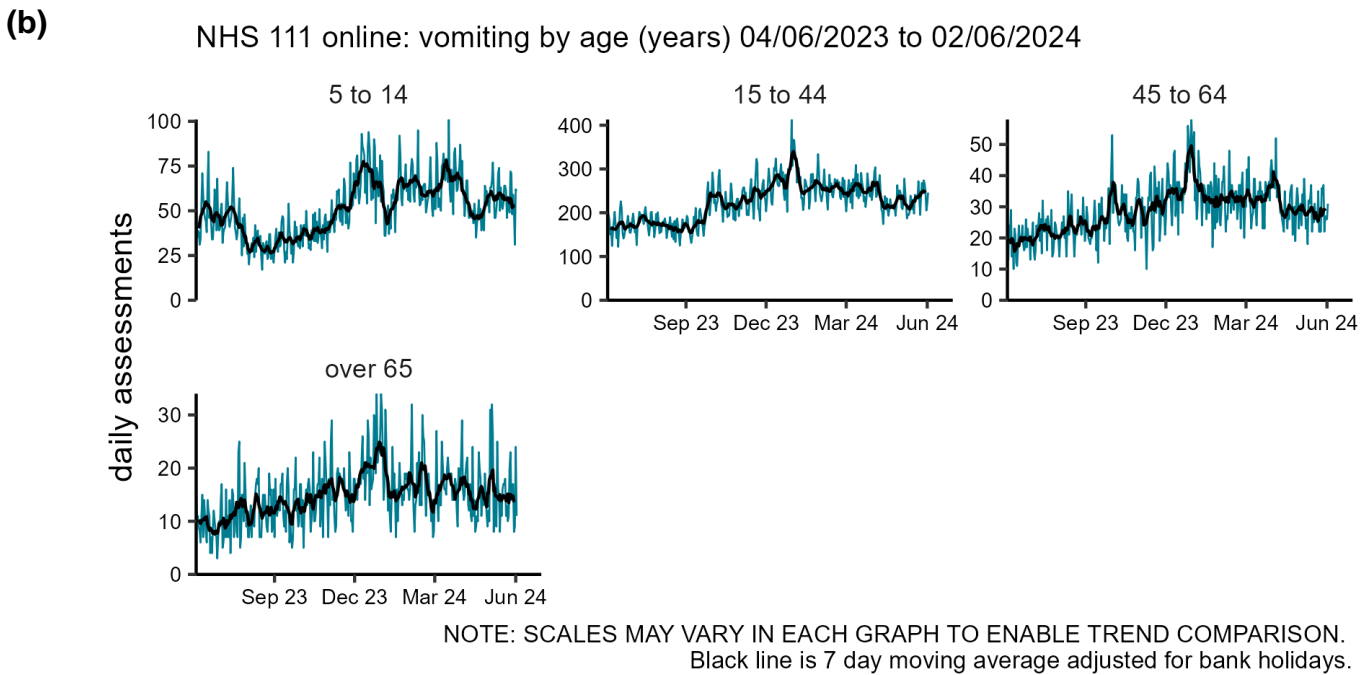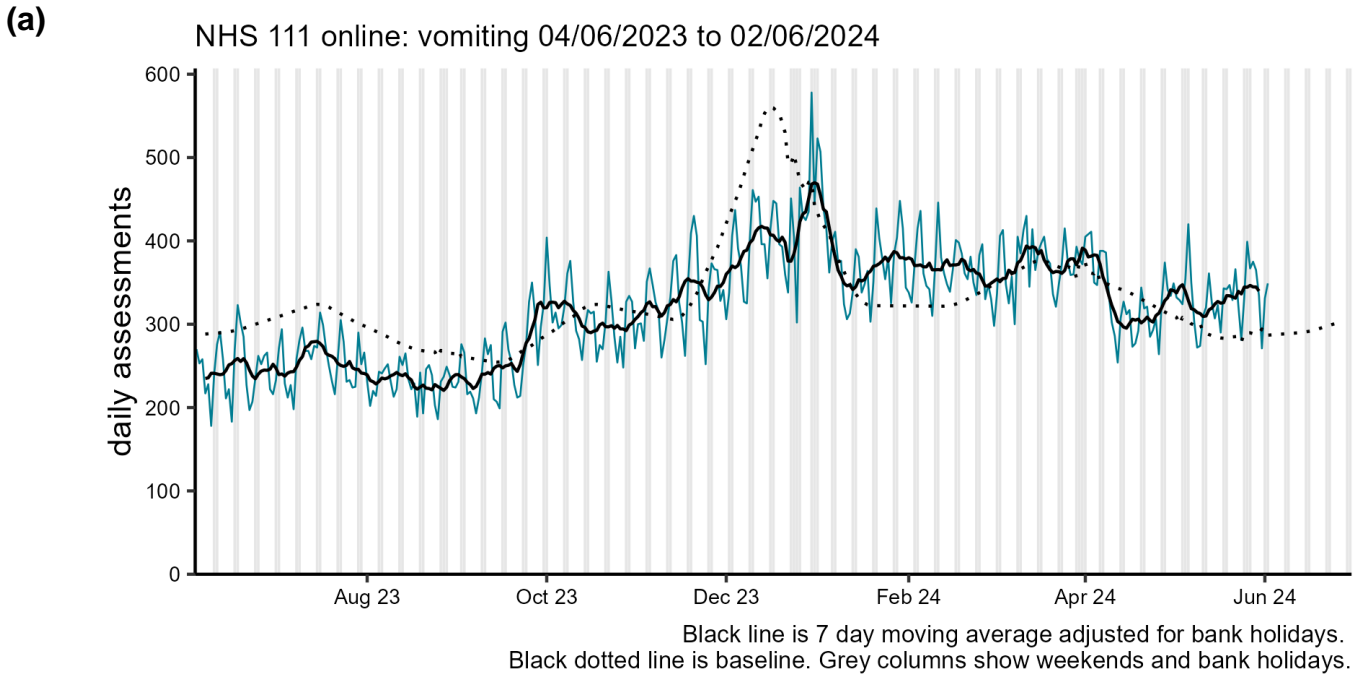Black dotted line is baseline.

Vomiting NHS 111 online

Figure 8: 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)

NHS 111 online: vomiting 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: vomiting by age (years) 04/06/2023 to 02/06/2024

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

19

(c)

NHS 111 online: vomiting by UKHSA region 04/06/2023 to 02/06/2024

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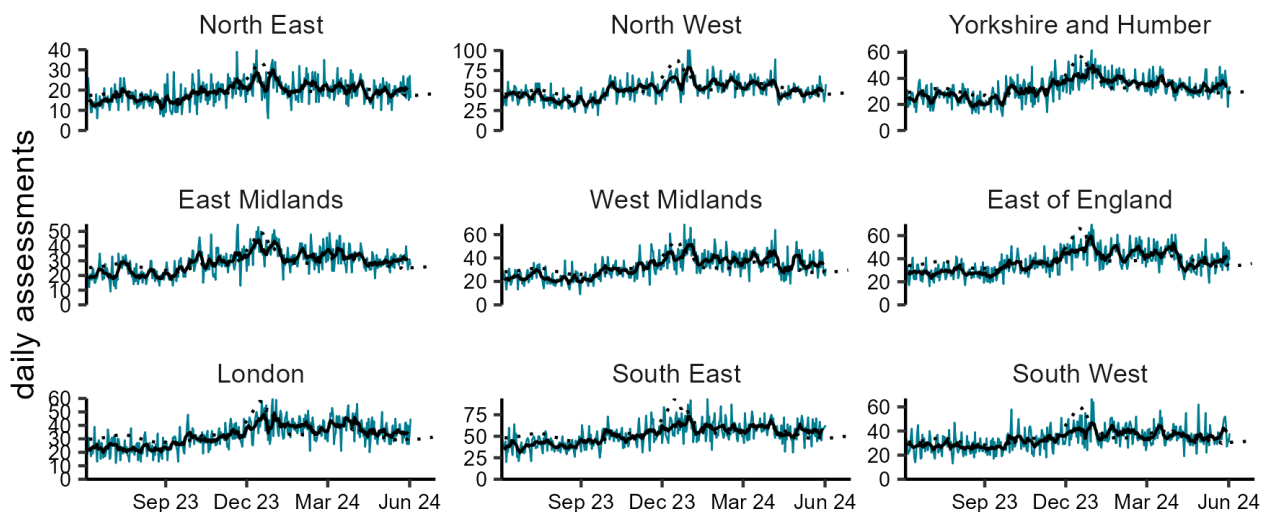Black dotted line is baseline.

20

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 routinely included below (where an appropriate syndromic indicator is available).
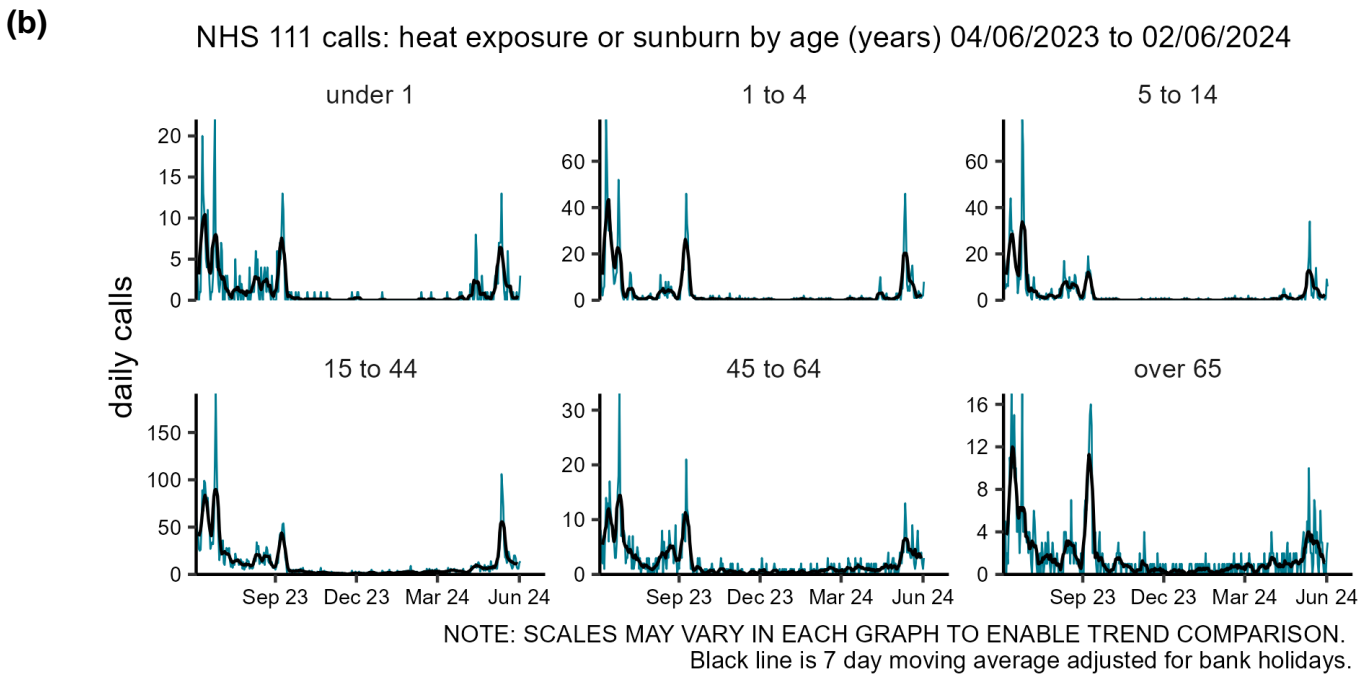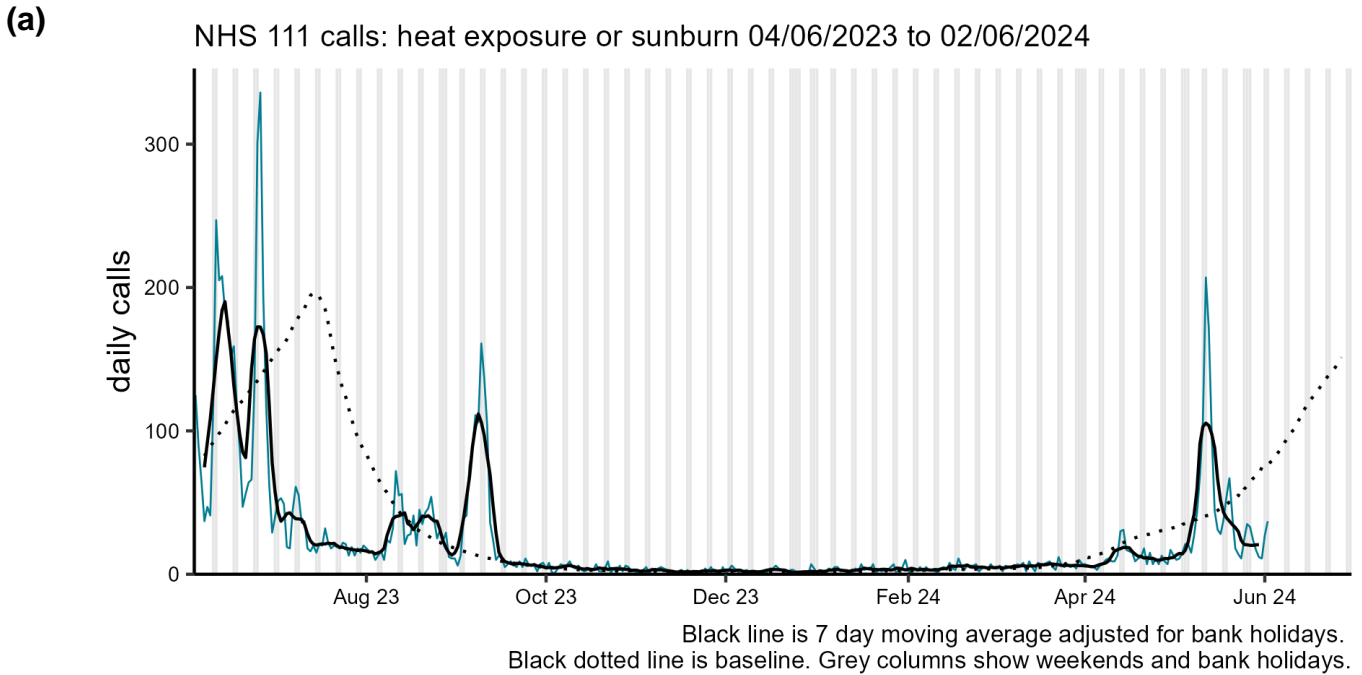
Cold weather alert period: 1 November to 31 March

Heat-Health Alert period: 1 June to 30 September

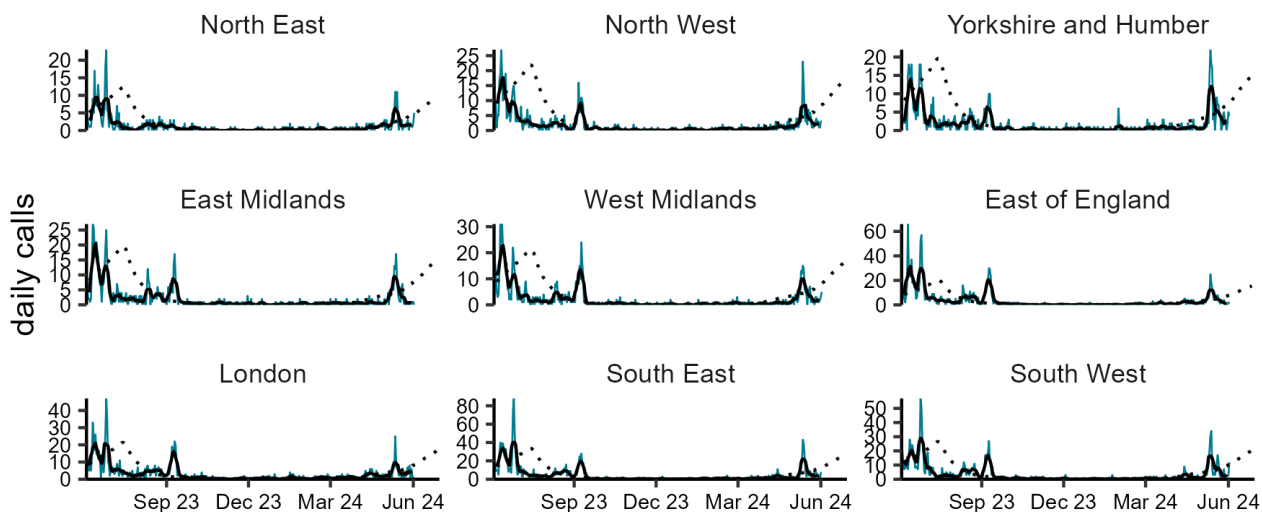Highest weather alert level during the current reporting week:

No alerts issued.

Heat exposure or sunburn NHS 111 calls

Figure 9: 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.
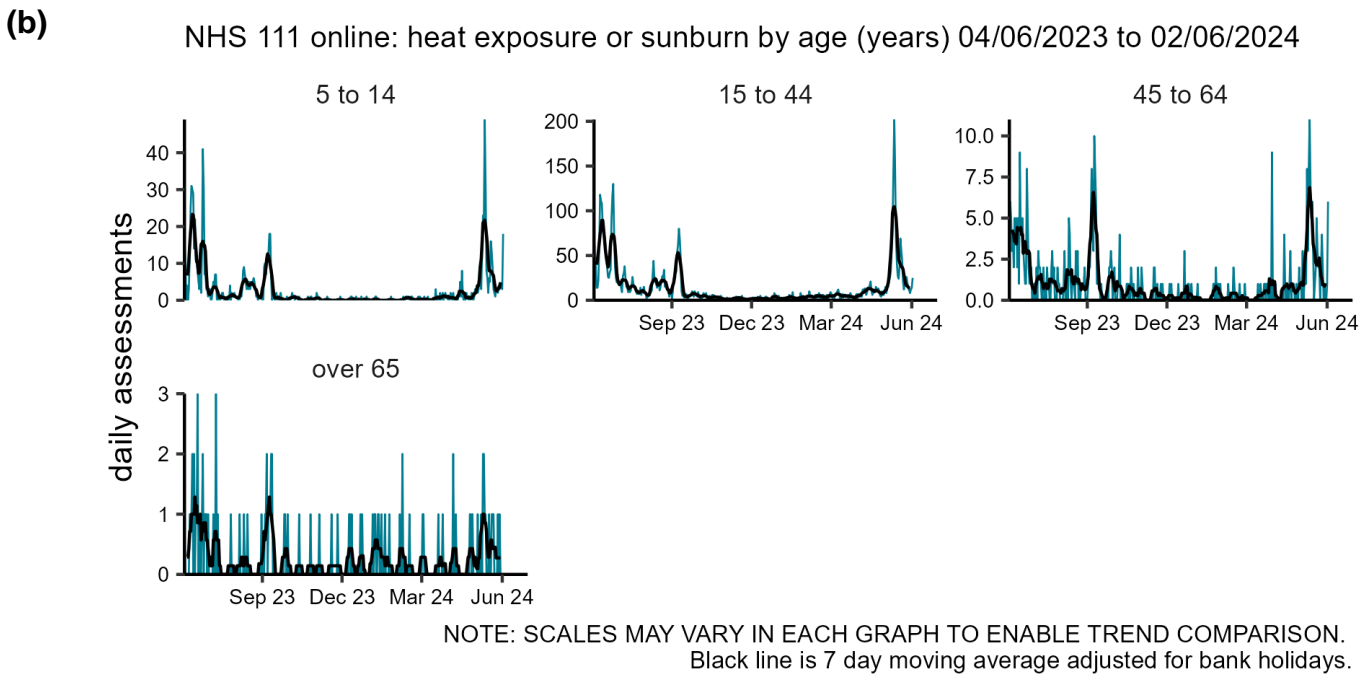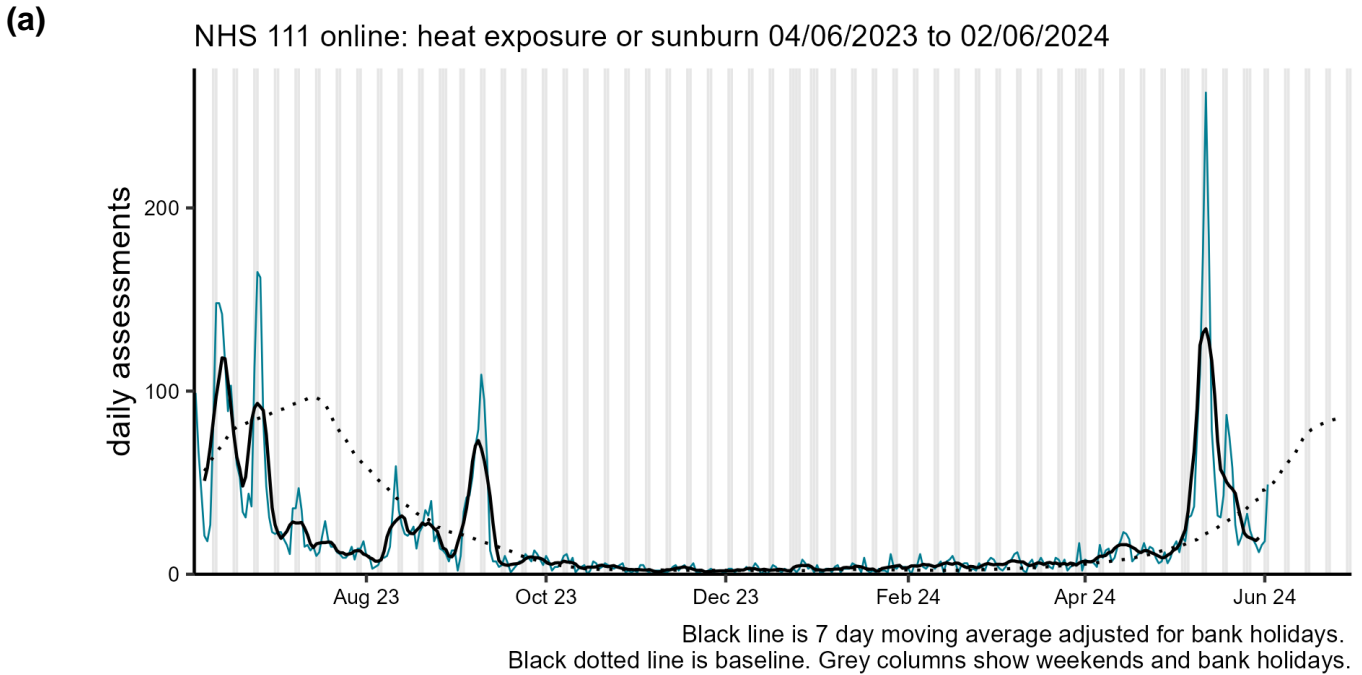
(a)

NHS 111 calls: heat exposure or sunburn 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: heat exposure or sunburn by age (years) 04/06/2023 to 02/06/2024

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 calls: heat exposure or sunburn by UKHSA region 04/06/2023 to 02/06/2024

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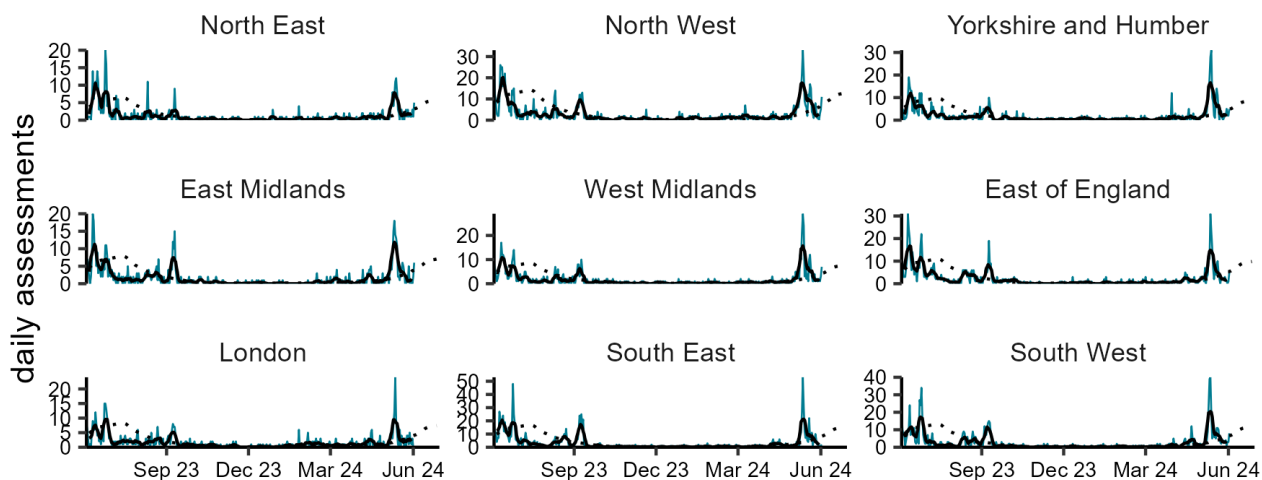Black dotted line is baseline.

Heat exposure or sunburn NHS 111 online

Figure 10: 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.

(a)

NHS 111 online: heat exposure or sunburn 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: heat exposure or sunburn by age (years) 04/06/2023 to 02/06/2024

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
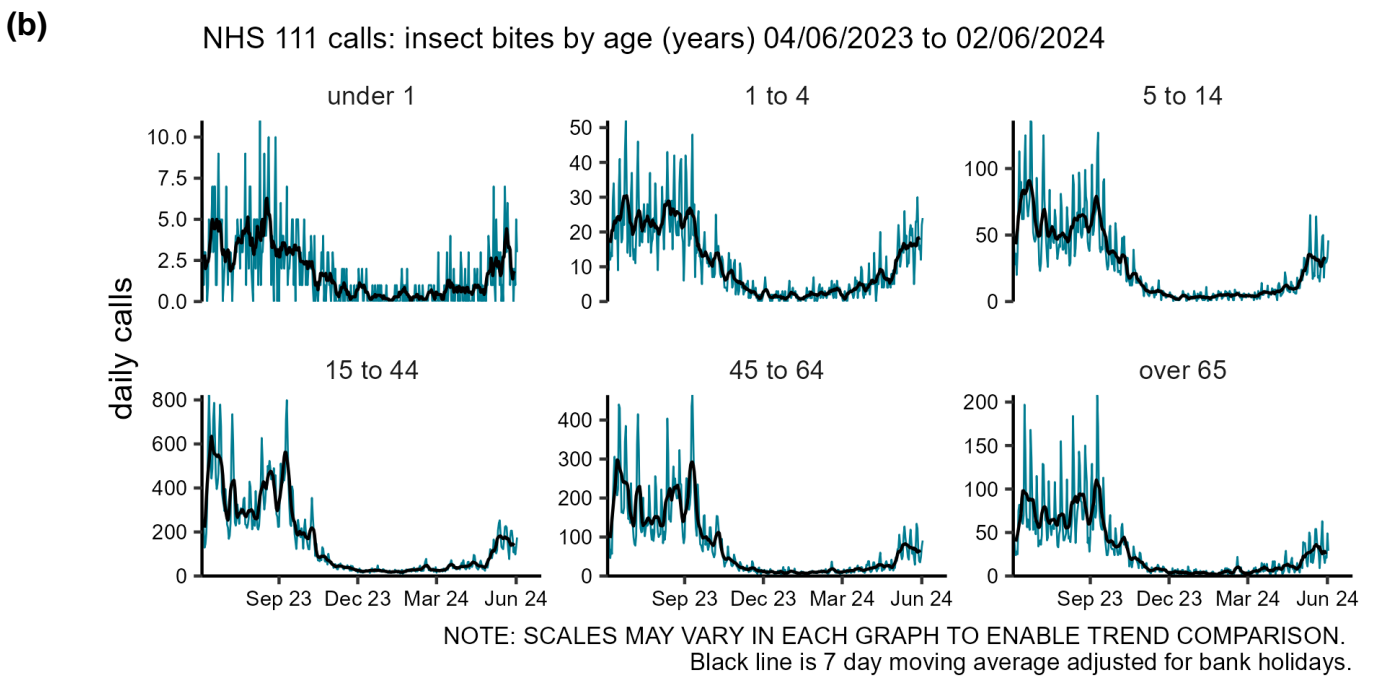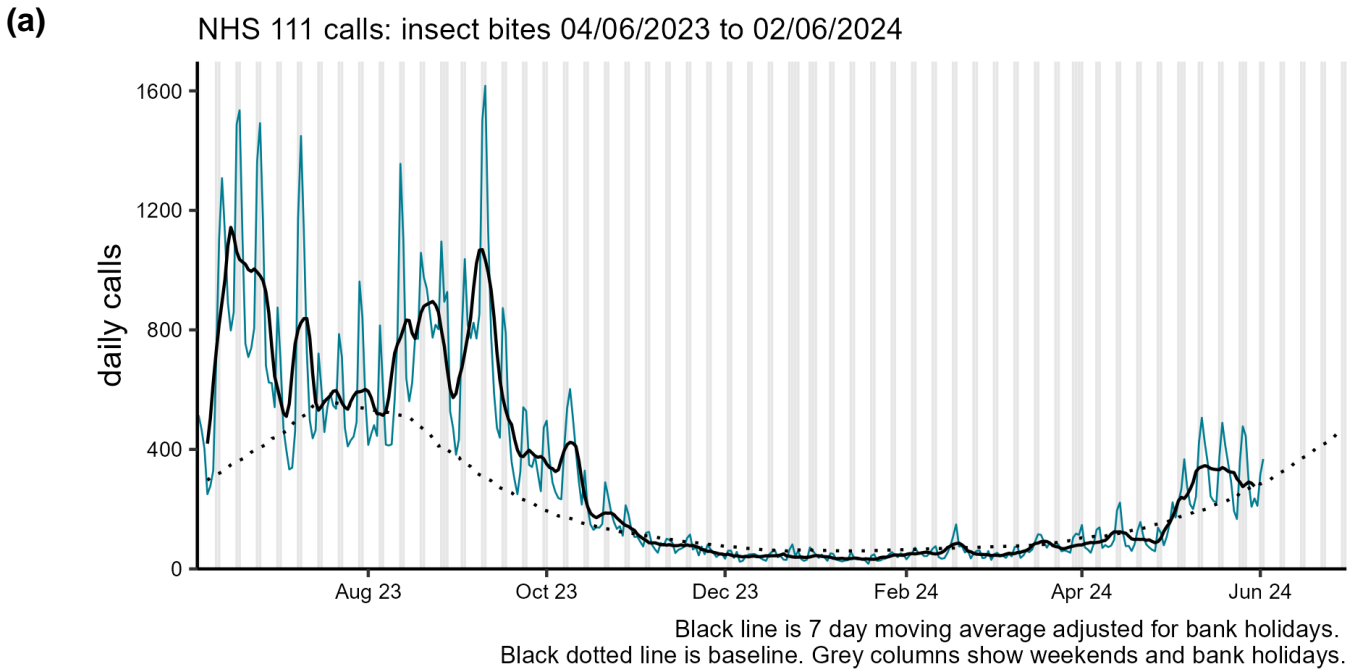
24

(c)

NHS 111 online: heat exposure or sunburn by UKHSA region 04/06/2023 to 02/06/2024

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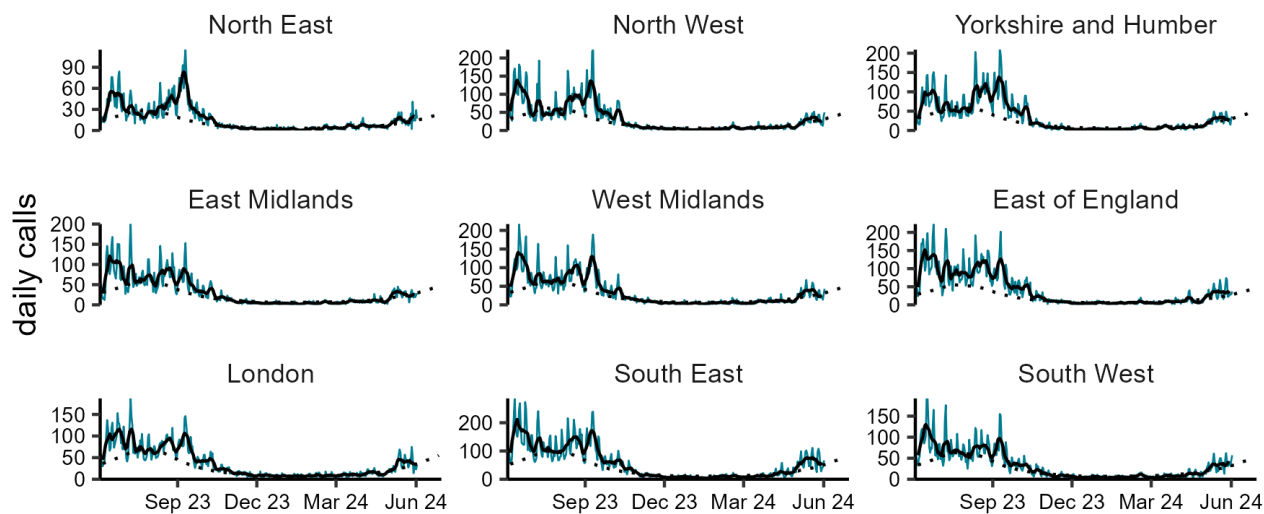Black dotted line is baseline.

Insect bites NHS 111 calls

Figure 11: 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.

(a)

NHS 111 calls: insect bites 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: insect bites by age (years) 04/06/2023 to 02/06/2024

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
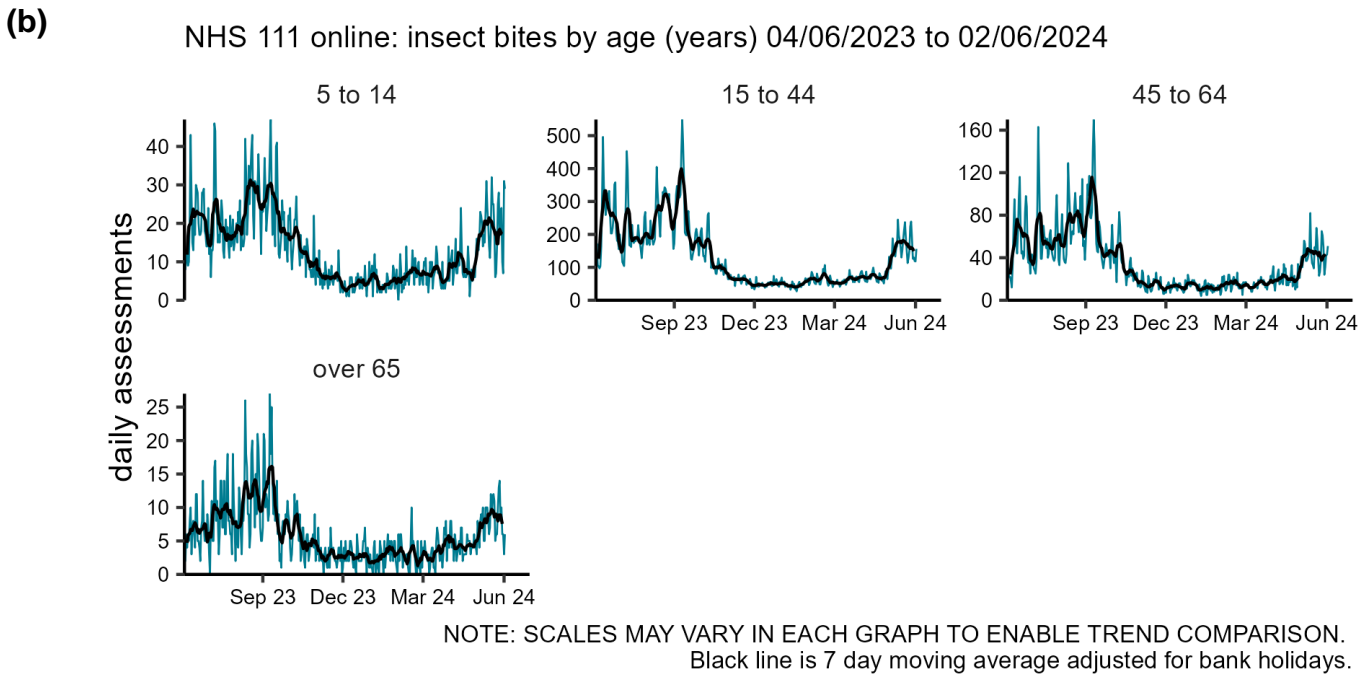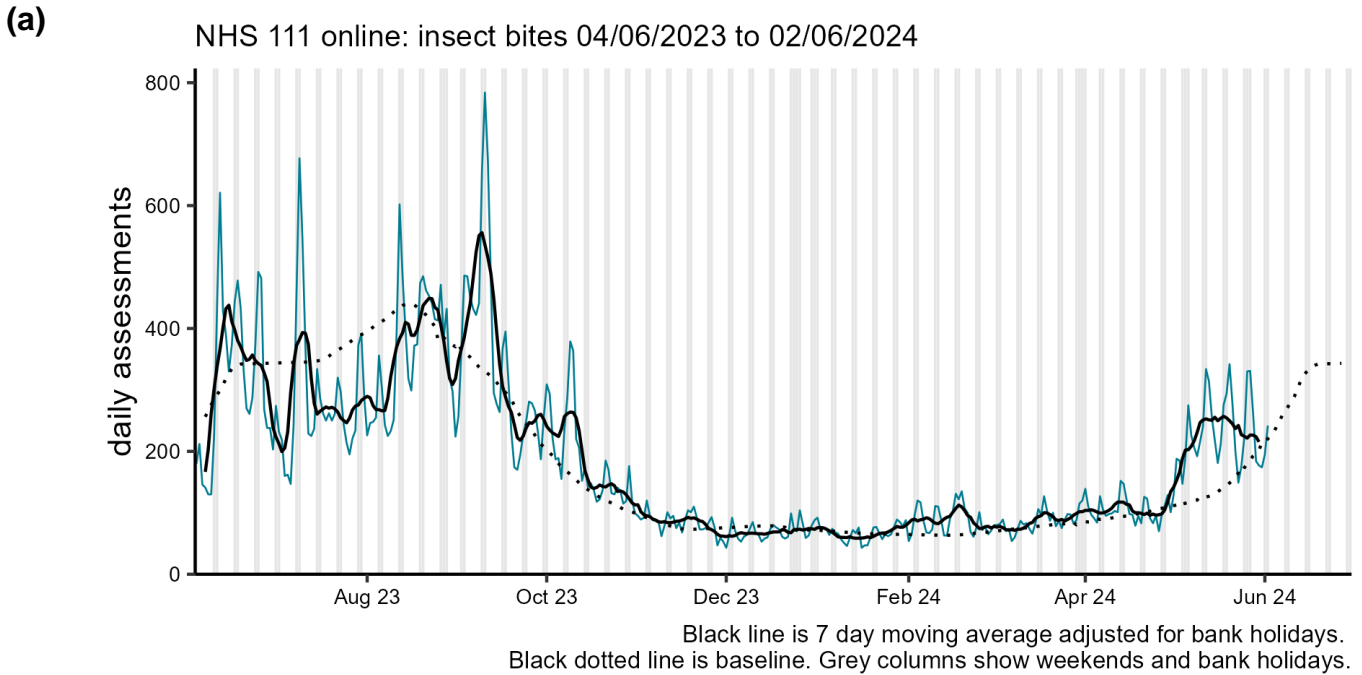
26

(c)

NHS 111 calls: insect bites by UKHSA region 04/06/2023 to 02/06/2024

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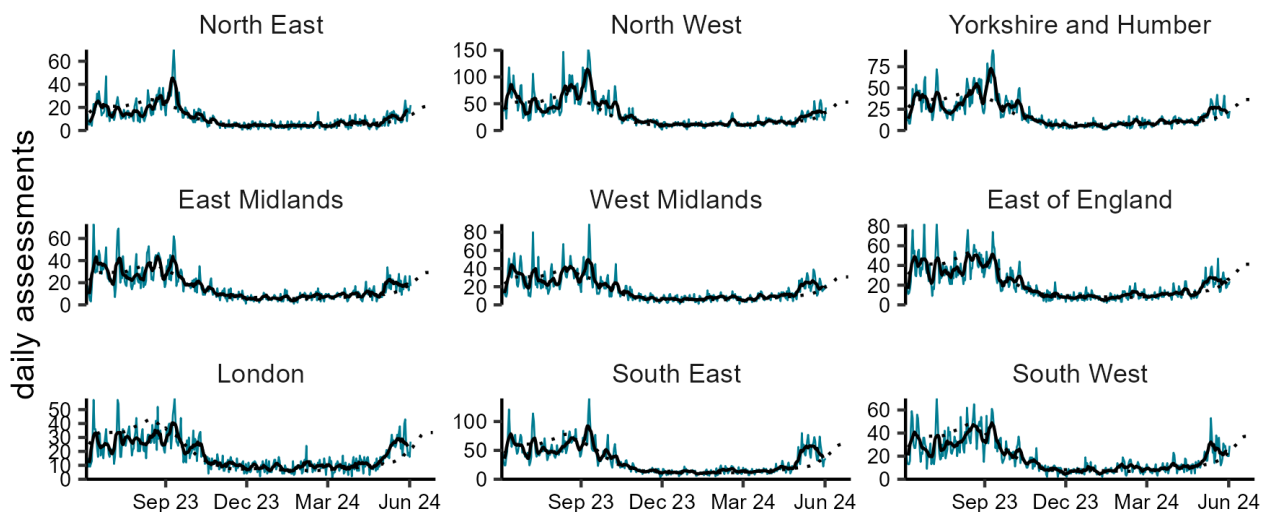Black dotted line is baseline.

Insect bites NHS 111 online

Figure 12: 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.

(a)

NHS 111 online: insect bites 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: insect bites by age (years) 04/06/2023 to 02/06/2024

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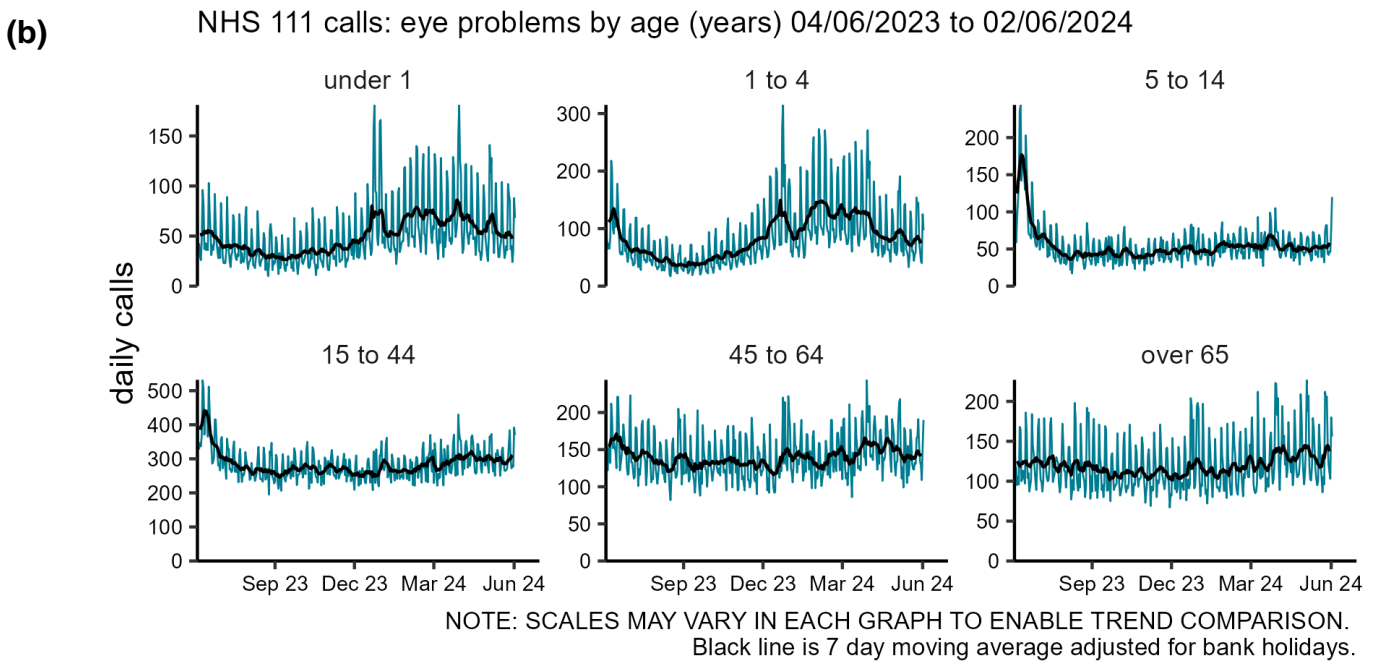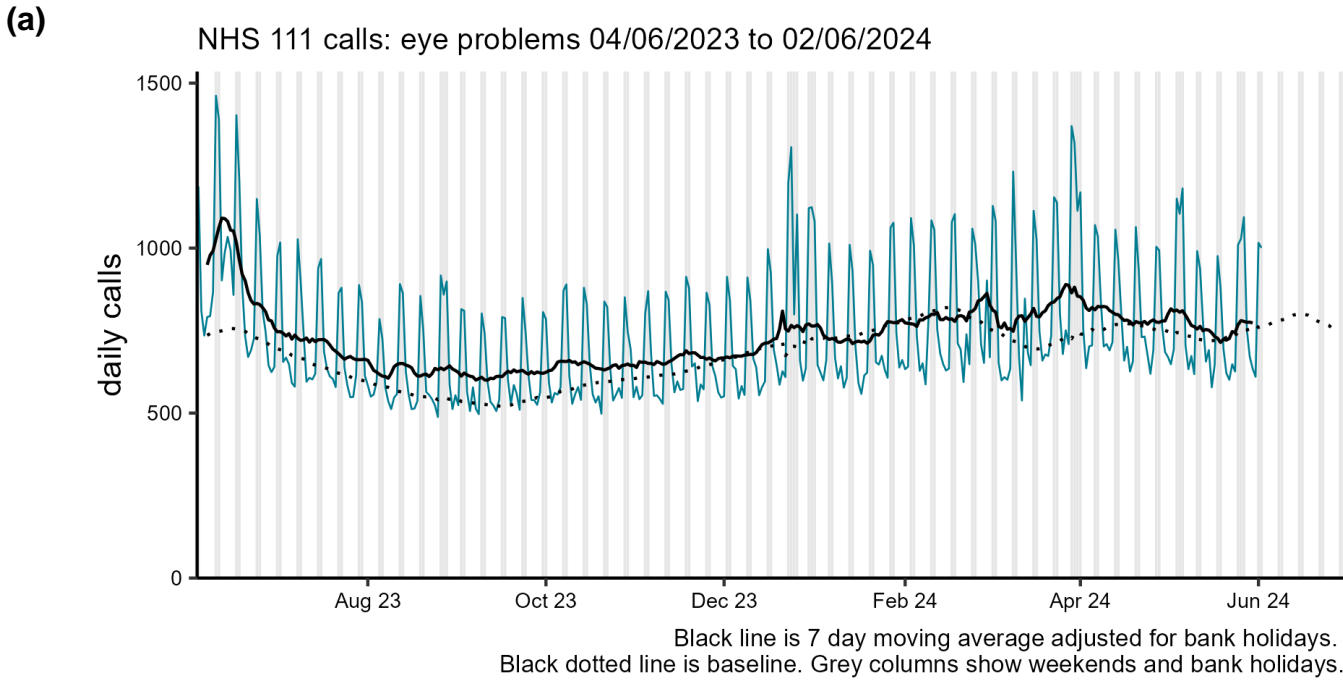
(c)

NHS 111 online: insect bites by UKHSA region 04/06/2023 to 02/06/2024
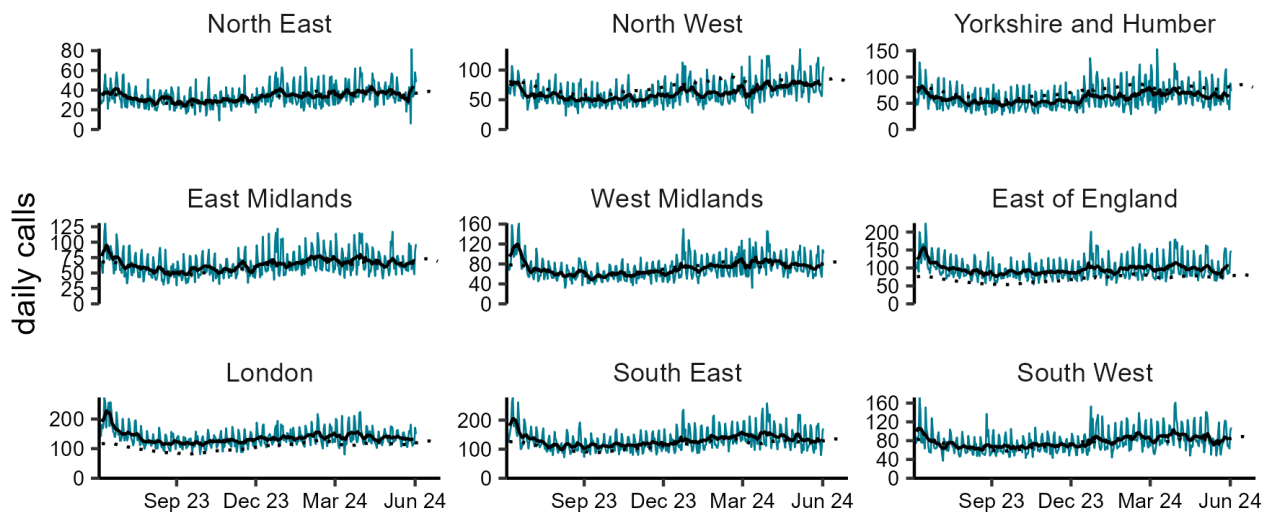

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline.

Eye problems NHS 111 calls

Figure 13: 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
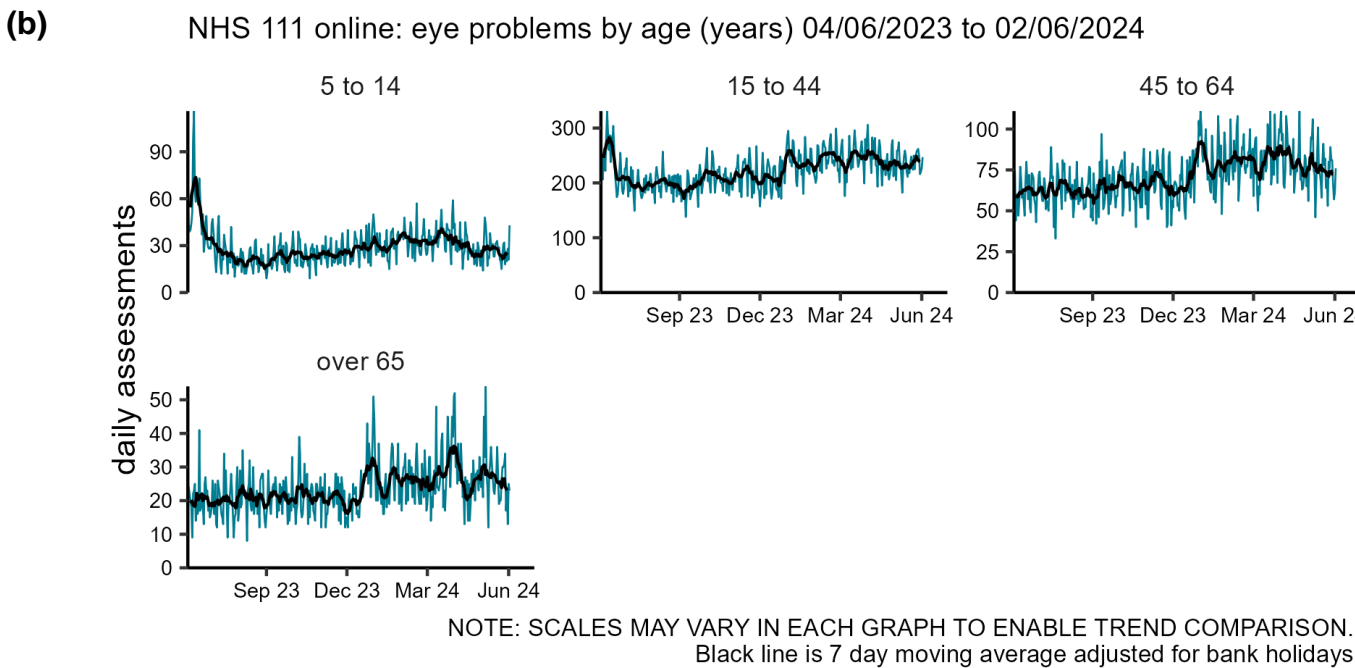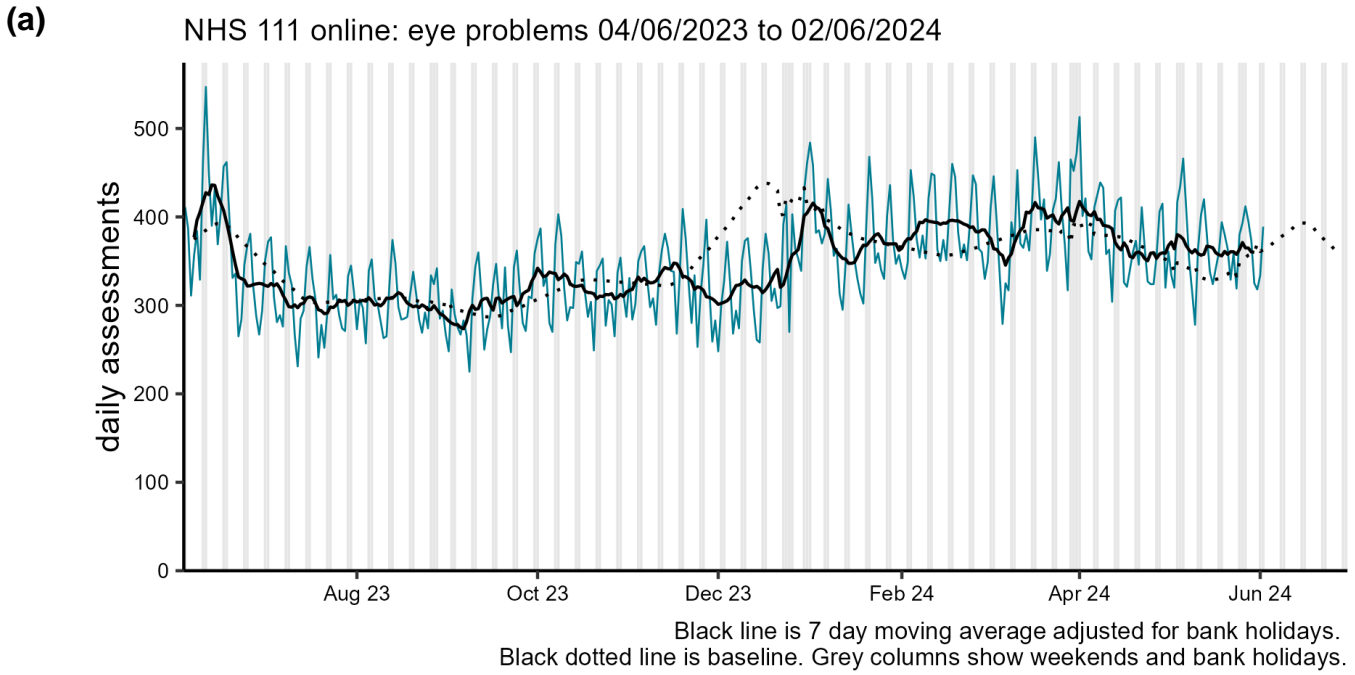
(a)

NHS 111 calls: eye problems 04/06/2023 to 02/06/2024

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

(b)

NHS 111 calls: eye problems by age (years) 04/06/2023 to 02/06/2024

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 calls: eye problems by UKHSA region 04/06/2023 to 02/06/2024
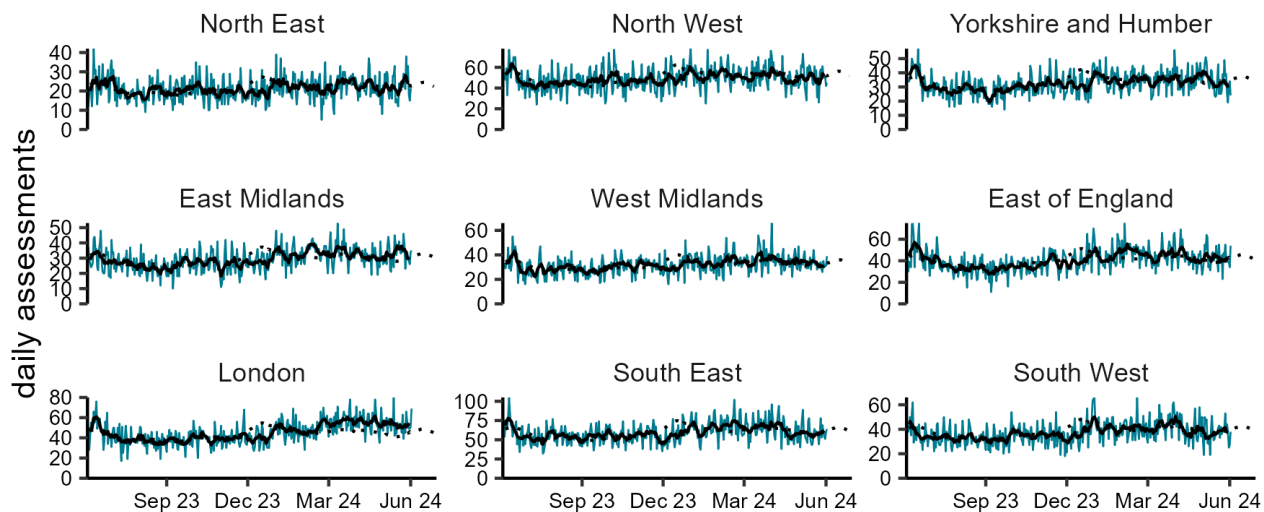

NOTE: SCALES MAY VARY IN EACH GRAPH TO ENABLE TREND COMPARISON.
Black line is 7 day moving average adjusted for bank holidays.
Black dotted line is baseline.

Eye problems NHS 111 online

Figure 14: 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)

NHS 111 online: eye problems 04/06/2023 to 02/06/2024

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

(b)

NHS 111 online: eye problems by age (years) 04/06/2023 to 02/06/2024

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 04/06/2023 to 02/06/2024

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:

- during the period November 2023 to April 2024, NHS Pathways system updates (NHS Pathways Releases 41 and 42) have resulted in updates to the clinical triage of certain NHS 111 calls and online assessments
  - These Pathways updates have had a significant impact on the number of syndromic NHS 111 calls and online assessments presented in respiratory indicators in this bulletin
  - Due to challenges interpreting the NHS 111 respiratory calls, from week 17 2024 all respiratory indicators routinely reported in this bulletin have been replaced with an 'acute respiratory infections' calls and online assessments indicator
  - The 'acute respiratory infections' indicator is based on a broad group of symptoms/provisional diagnoses that may be indicative of acute respiratory infections including, for example, influenza-like illness, otitis media, pharyngitis
  - Individual calls and online assessment respiratory indicators will be reintroduced later in the year once the new reporting levels have been established and baselines adapted to those new levels

- data presented should be used to monitor trends rather than numbers of 'cases':
  - 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 syndromic reports before week 20 2023, when a different data repository was used for syndromic surveillance purposes. 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:

- o were last remodelled January 2024
- o are constructed from historical data since January 2018
- o represent seasonally expected levels of activity
- o 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
- o 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:
    - o 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](#)

Acknowledgements

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.

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