Remote Health Advice Syndromic Surveillance System Bulletin (England)

2025 Week 16

Key messages

Data reported to: Monday 21 April 2025

Total NHS 111 triaged calls and online assessments increased over the Easter bank holiday weekend (Friday 18 April to Monday 21 April) in line with expected heightened activity during a public holiday. Activity and trends should therefore be interpreted with some caution during week 16.

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 triaged calls (**Fig 1**)	Increasing	No baseline
Total NHS 111 online assessments (**Fig 2**)	Increasing	No baseline
Acute respiratory infections triaged calls (**Fig 3**)	No trend	Below baseline
Acute respiratory infections online assessments (**Fig 4**)	No trend	Similar to baseline
Diarrhoea triaged calls (**Fig 5**)	Increasing	Above baseline
Diarrhoea online assessments (**Fig 6**)	Increasing	Above baseline
Vomiting triaged calls (**Fig 7**)	No trend	Above baseline
Vomiting online assessments (**Fig 8**)	Increasing	Similar to baseline
Eye problems triaged calls (**Fig 9**)	Increasing	Above baseline
Eye problems online assessments (**Fig 10**)	Increasing	Similar to baseline

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

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 triaged 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 triaged calls and NHS 111 online assessments respectively

- Error! Reference source not found. describes any notable trends nationally (England), by age group and/or by geographical area (based on UKHSA Regions)
- the full list of syndromic indicators reported here, along with their current level and trend, are summarised in **Table 1**
- charts are provided for each syndromic indicator on a national basis, by age group and by geographical area (UKHSA Region). Each chart includes a year of data with:
    - 7-day moving averages (adjusted for weekends and bank holidays) to aid in the identification of trend
    - statistical baselines (where available) to aid in the assessment of level compared to historical expectations

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

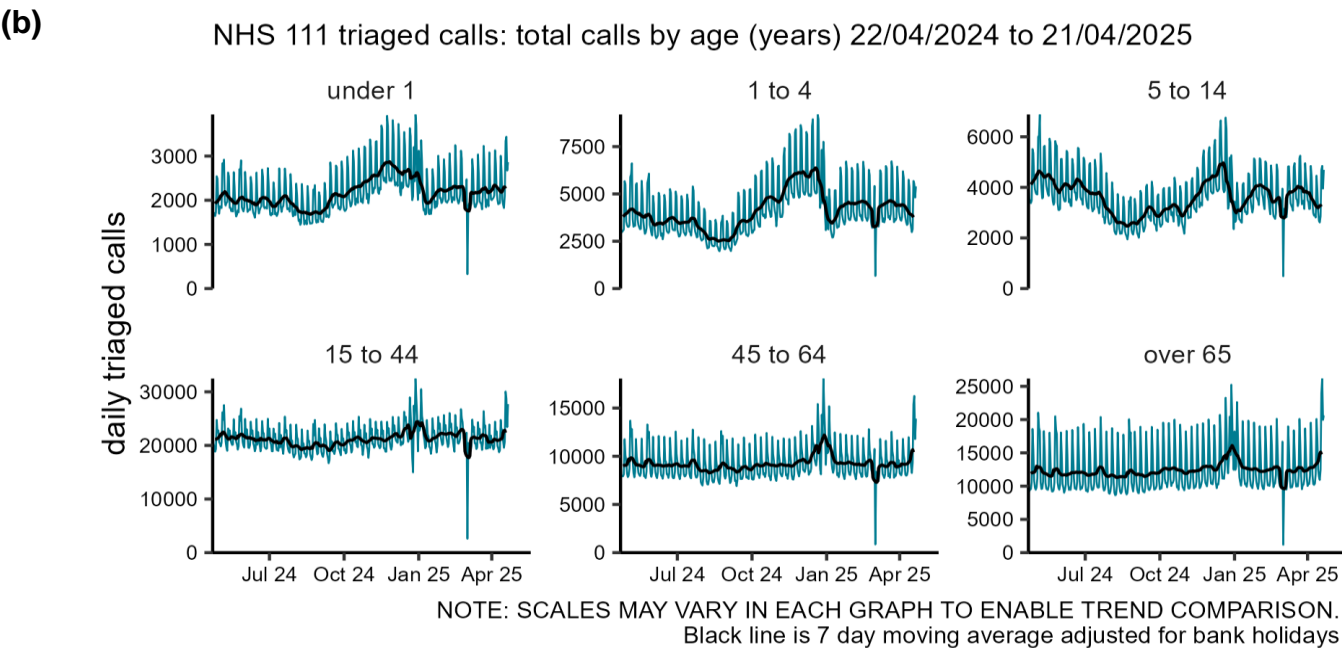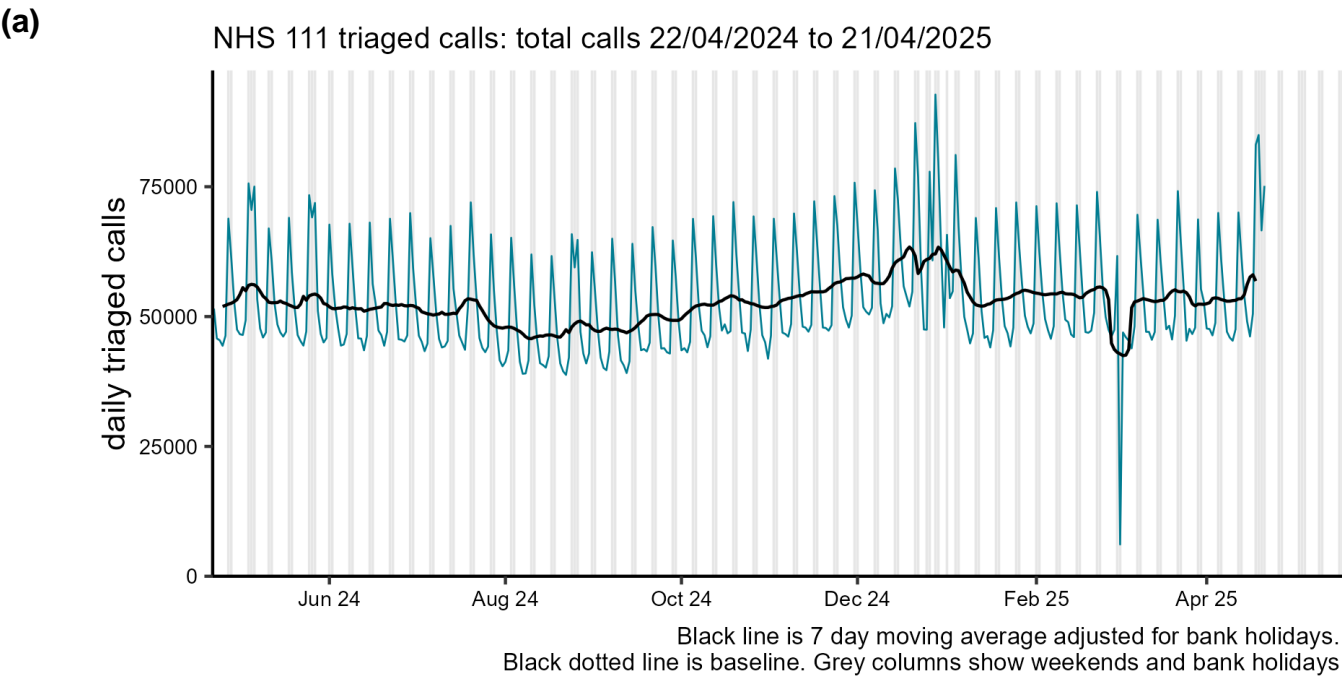Previous weekly bulletins from this system are available [here](#).

Data quality issues of note this week

Due to a technical issue, there was limited data availability for NHS 111 triaged calls from Saturday 1 to Monday 3 March 2025, with very low call counts on Sunday 2 March. Data and trends for week 10 should therefore be interpreted with caution.

Total contacts

NHS 111 triaged calls

Figure 1: Daily number of NHS 111 triaged 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)

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 triaged calls: total calls by UKHSA region 22/04/2024 to 21/04/2025

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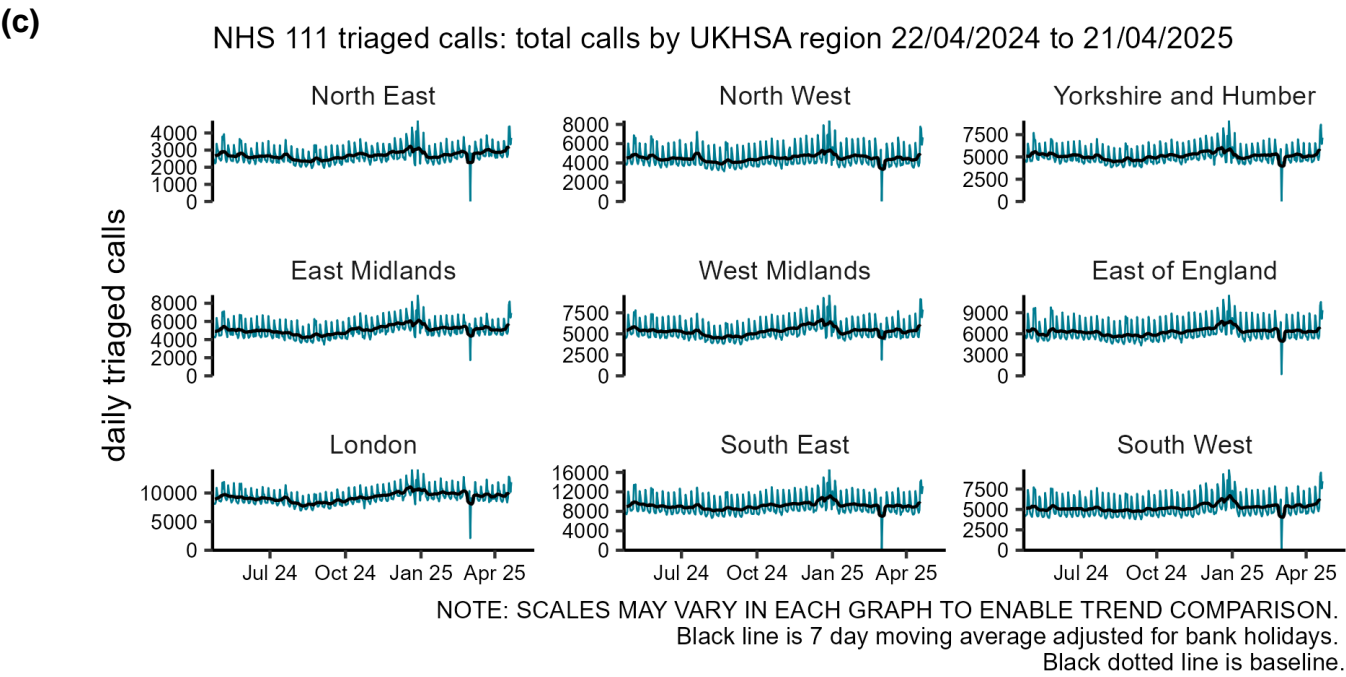
Table 2: The number of NHS 111 triaged calls in England recorded each day in the most recent week.

Date	Number of triaged calls
15 April 2025	49,314
16 April 2025	46,449
17 April 2025	50,844
18 April 2025	83,454
19 April 2025	85,358
20 April 2025	66,926
21 April 2025	75,494

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.
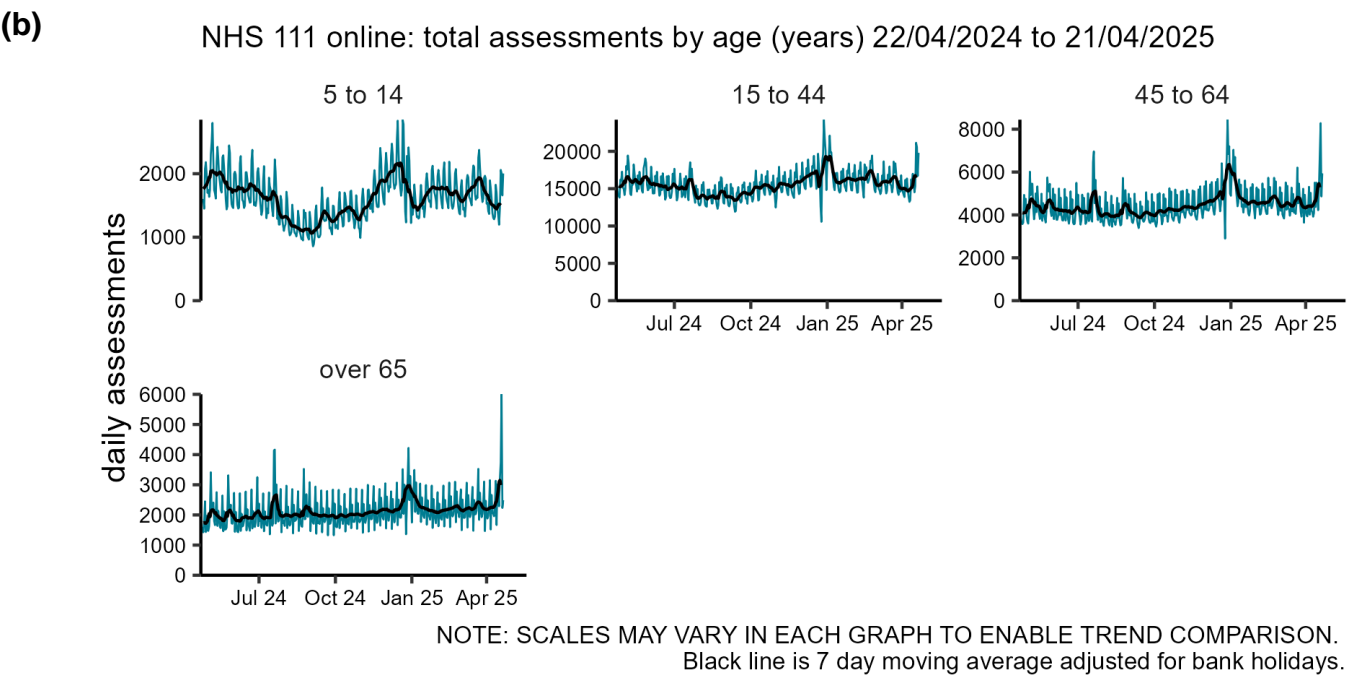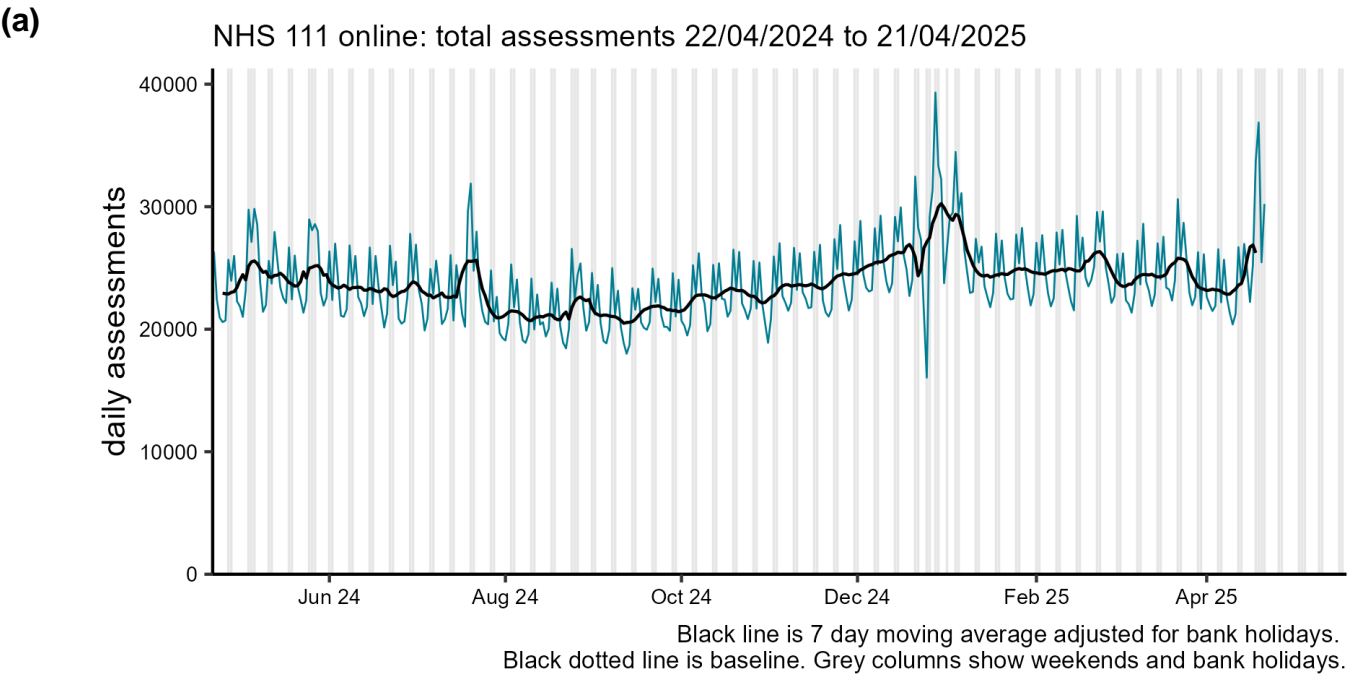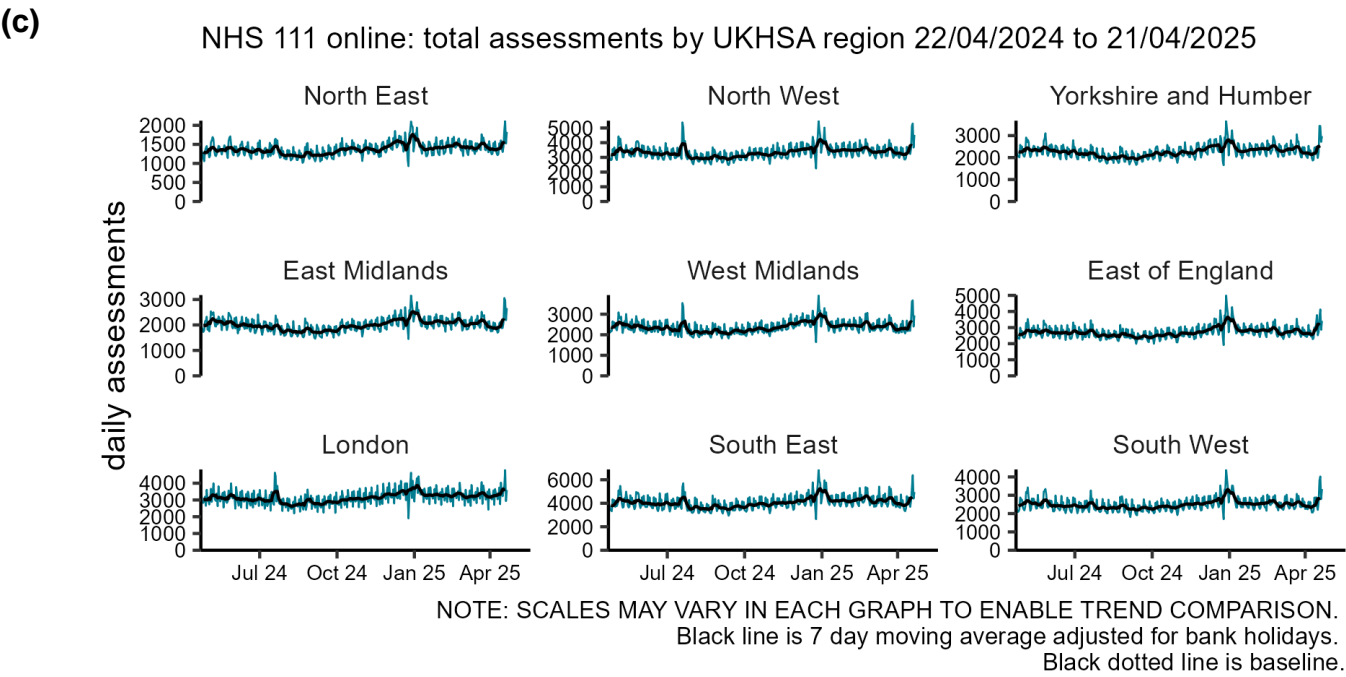
(a)

NHS 111 online: total assessments 22/04/2024 to 21/04/2025

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

NHS 111 online: total assessments by age (years) 22/04/2024 to 21/04/2025

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 22/04/2024 to 21/04/2025

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.

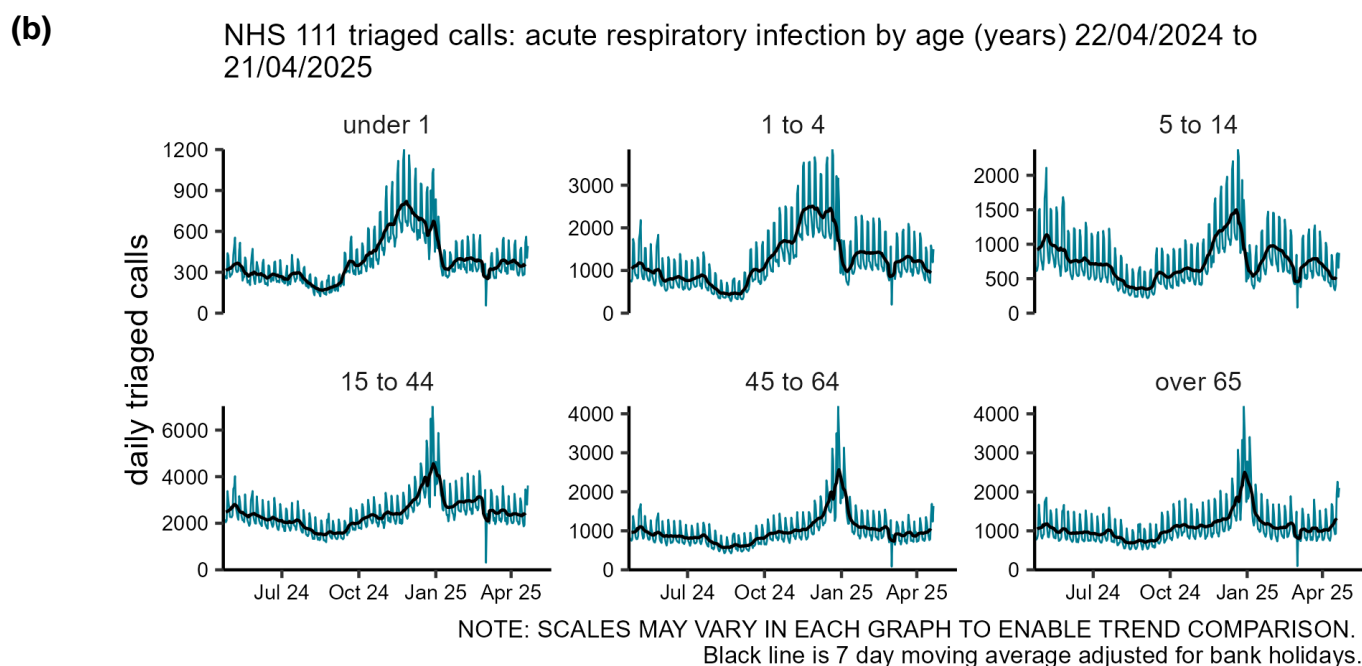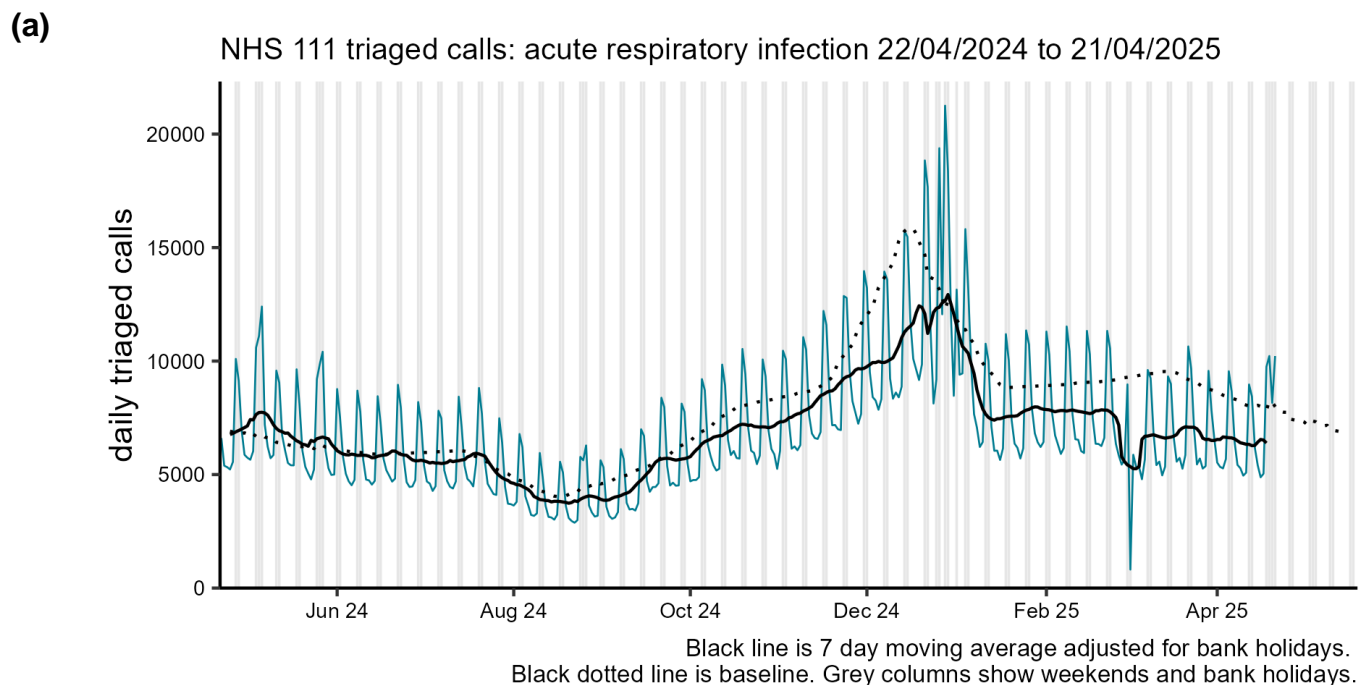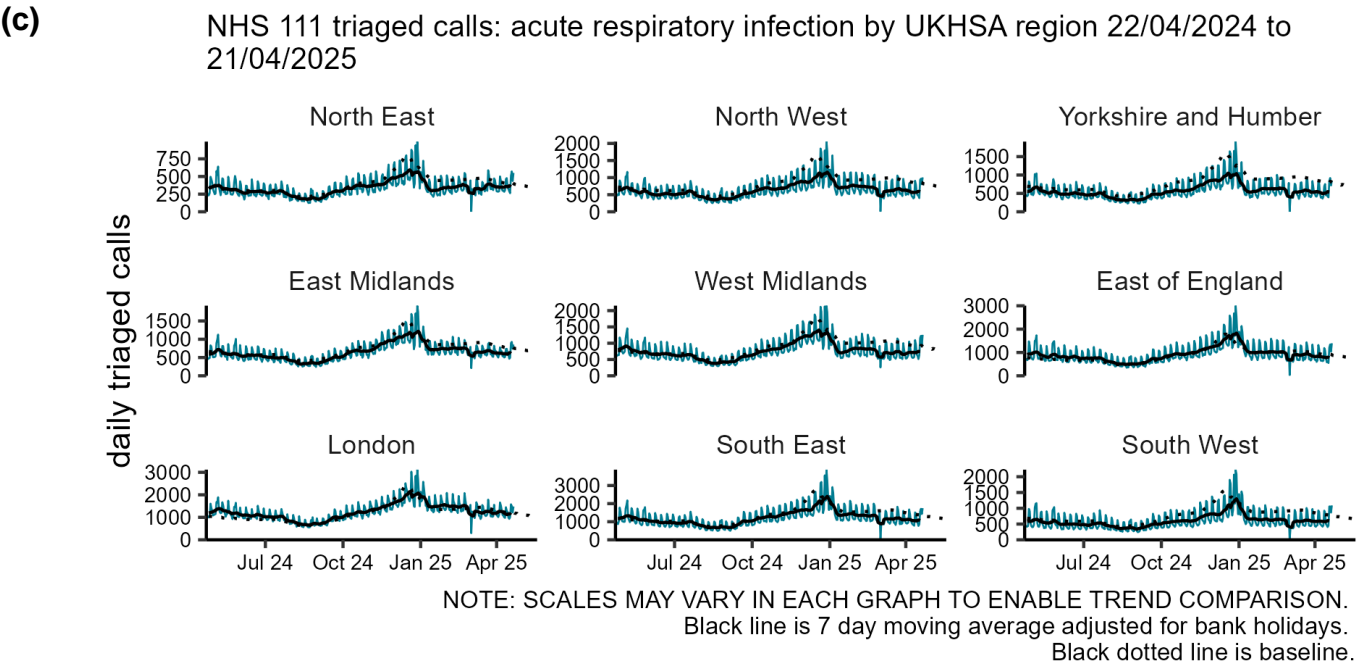| Date	Number of completed assessments
15 April 2025	24,951
16 April 2025	22,300
17 April 2025	25,364
18 April 2025	34,046
19 April 2025	37,219
20 April 2025	25,633
21 April 2025	30,434

Respiratory conditions

Acute respiratory infections NHS 111 triaged calls

Figure 3: Daily number of NHS 111 triaged 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 triaged calls: acute respiratory infection 22/04/2024 to 21/04/2025

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 triaged calls: acute respiratory infection by age (years) 22/04/2024 to 21/04/2025

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 triaged calls: acute respiratory infection by UKHSA region 22/04/2024 to 21/04/2025

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Black line is 7 day moving average adjusted for bank holidays.
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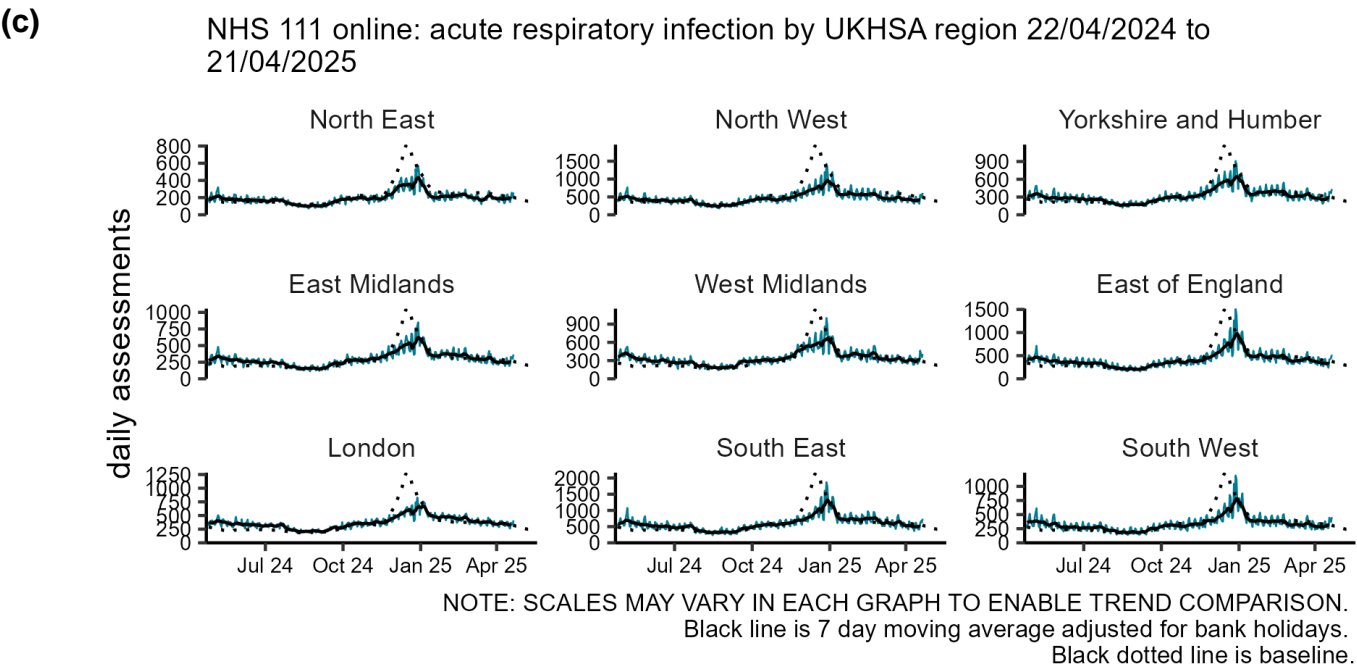
Acute respiratory infections NHS 111 online

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 22/04/2024 to 21/04/2025

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) 22/04/2024 to 21/04/2025

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: acute respiratory infection by UKHSA region 22/04/2024 to 21/04/2025

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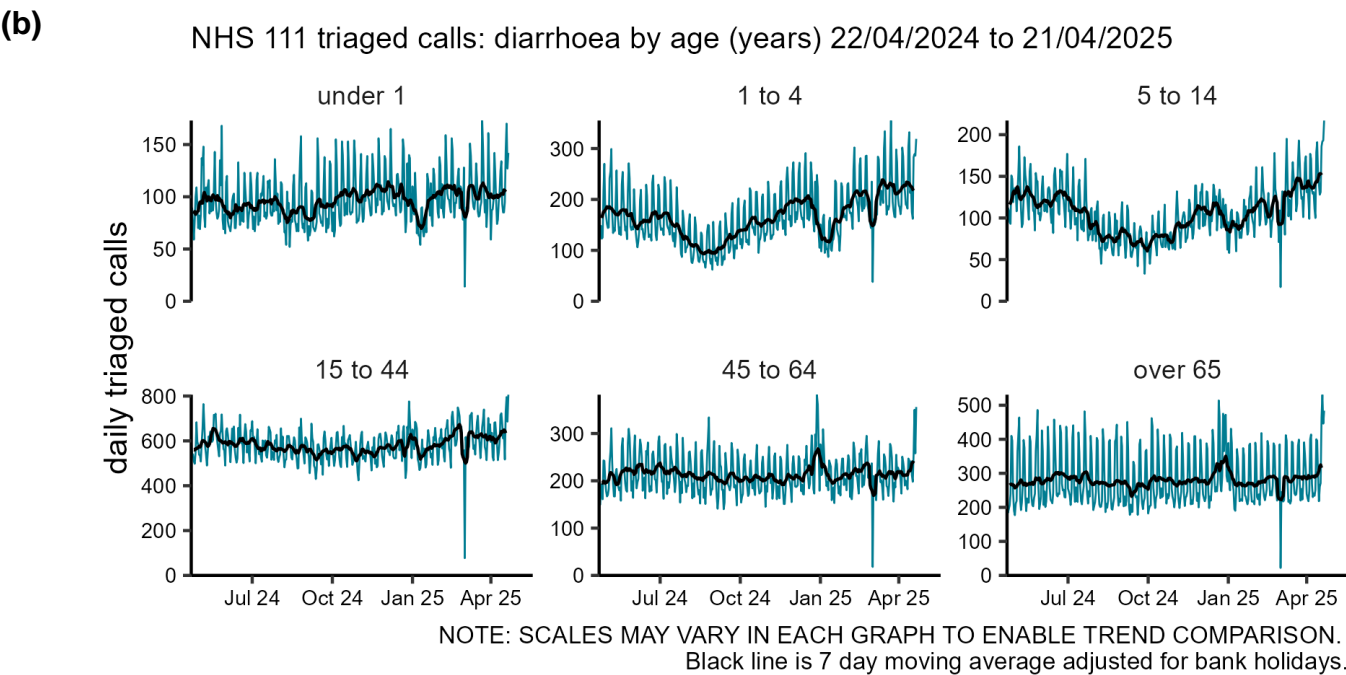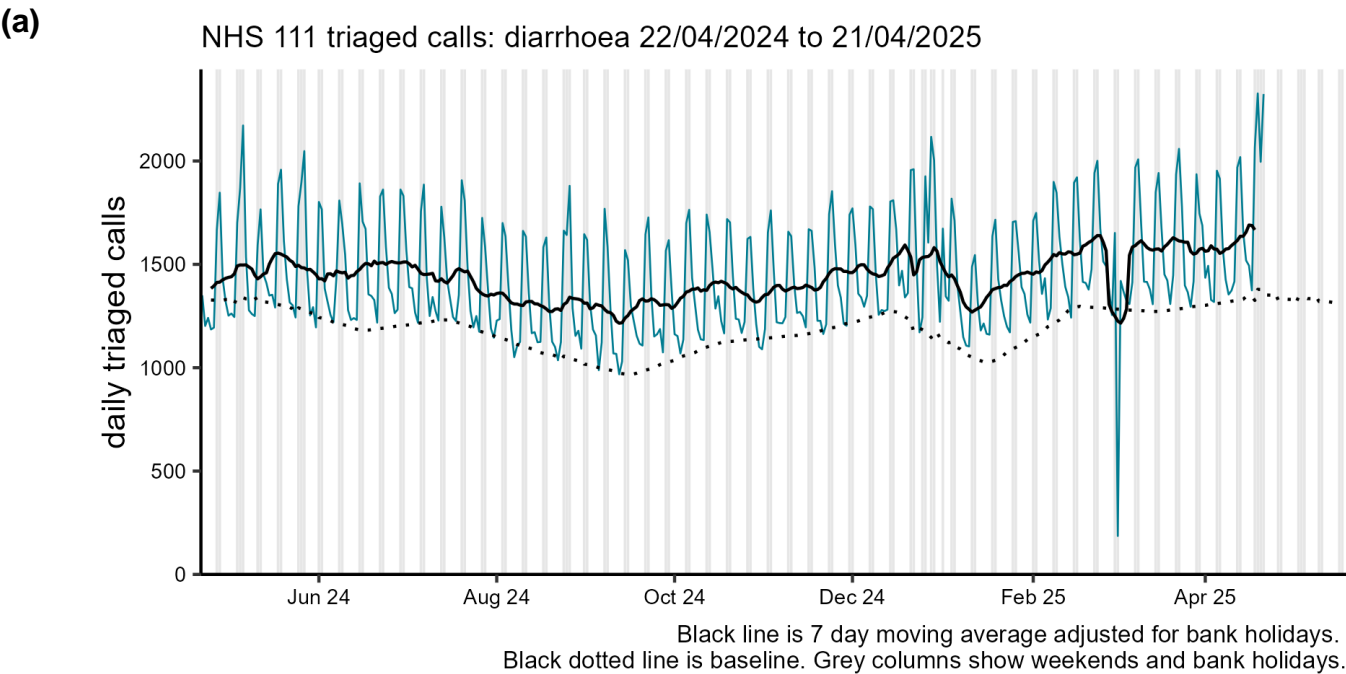Black dotted line is baseline.
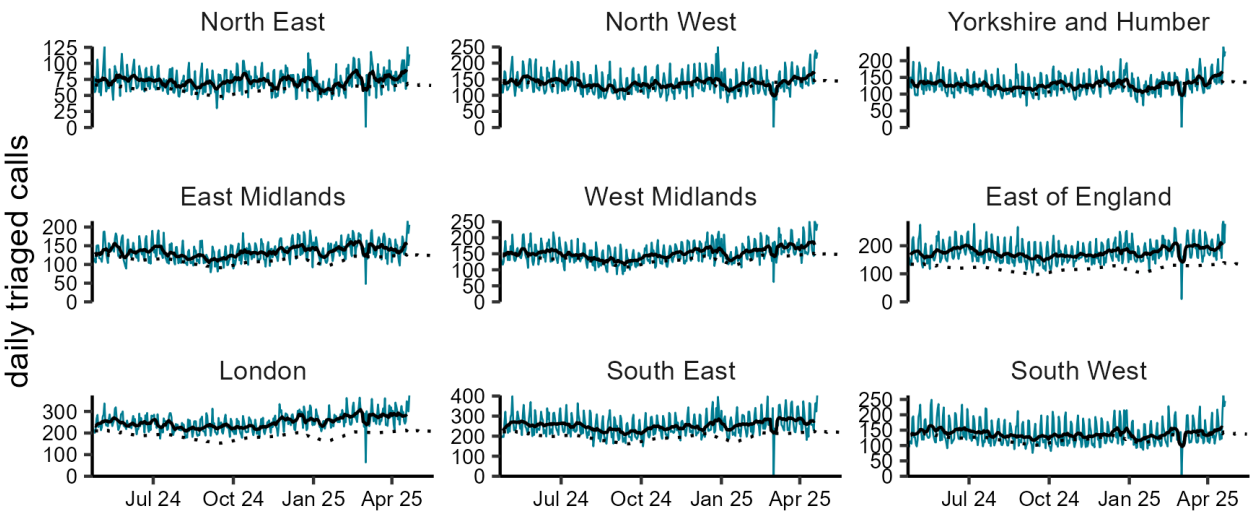
Gastrointestinal conditions

Diarrhoea NHS 111 triaged calls

Figure 5: Daily number of NHS 111 triaged 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 triaged calls: diarrhoea 22/04/2024 to 21/04/2025

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 triaged calls: diarrhoea by age (years) 22/04/2024 to 21/04/2025

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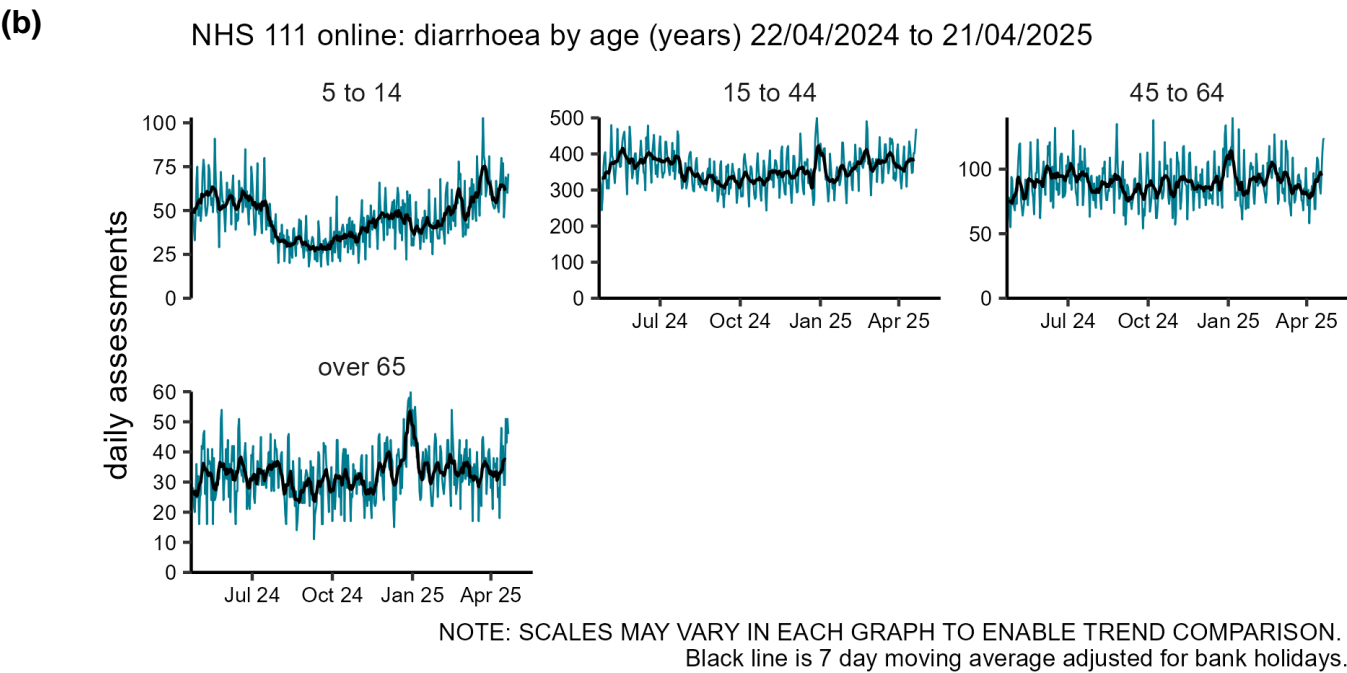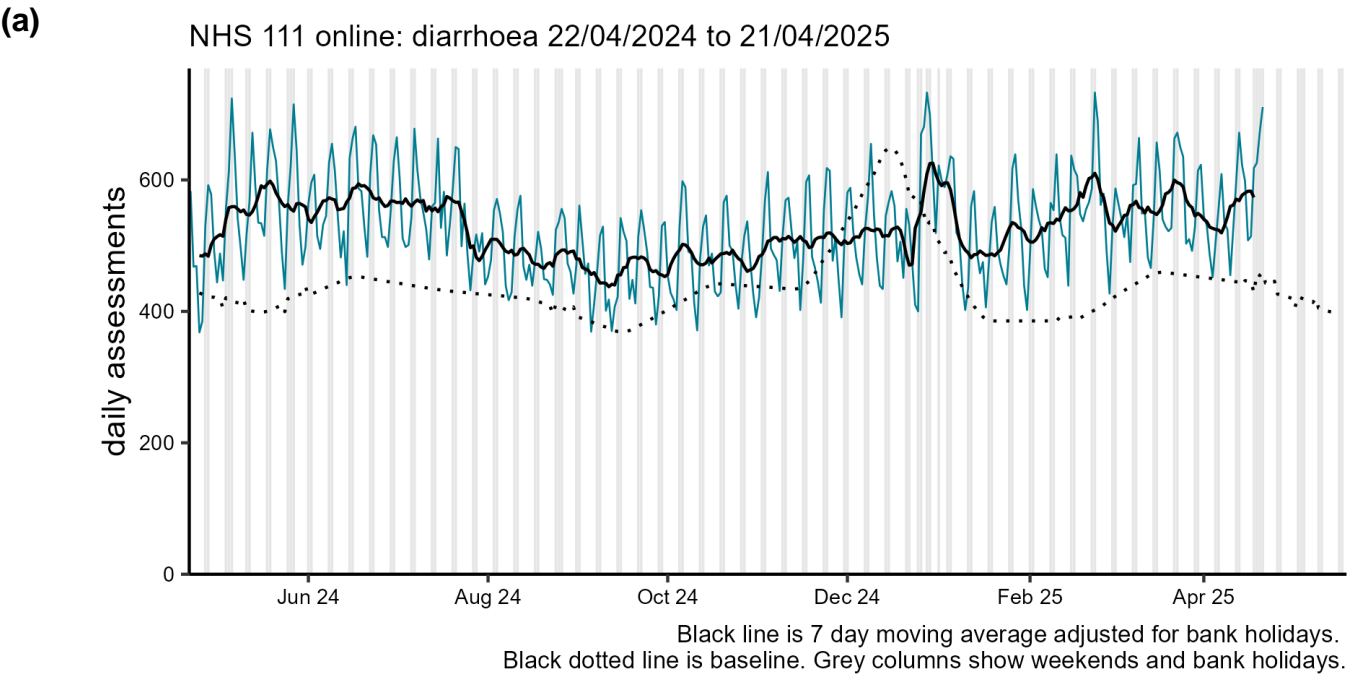
(c)

NHS 111 triaged calls: diarrhoea by UKHSA region 22/04/2024 to 21/04/2025

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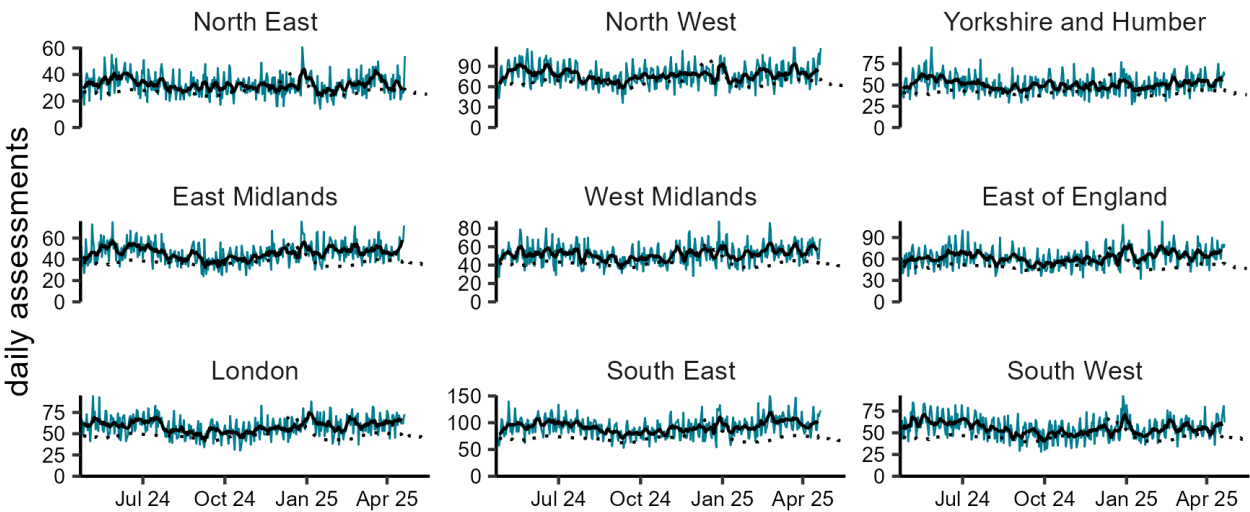Black dotted line is baseline.

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 22/04/2024 to 21/04/2025

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) 22/04/2024 to 21/04/2025

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 22/04/2024 to 21/04/2025
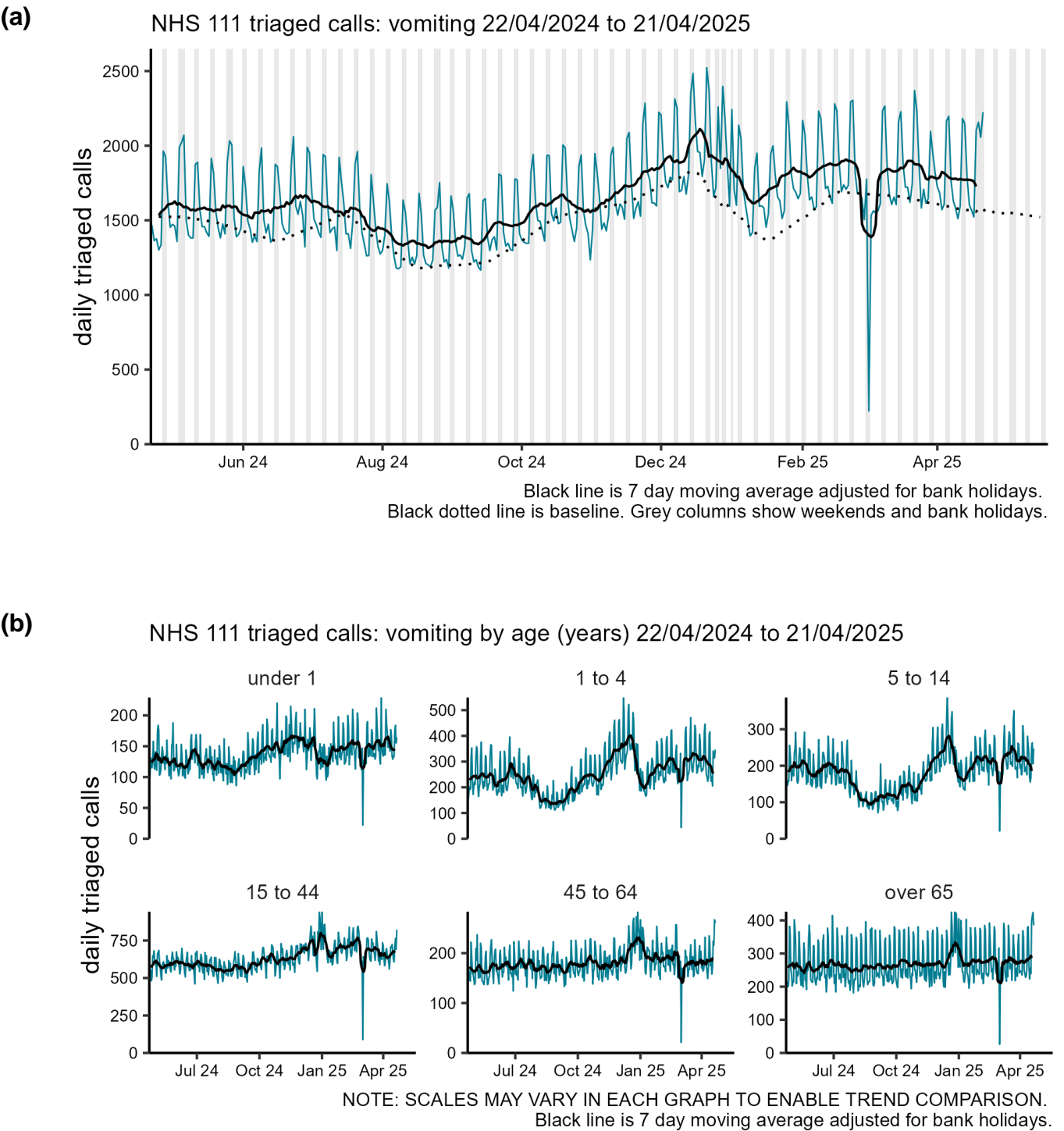
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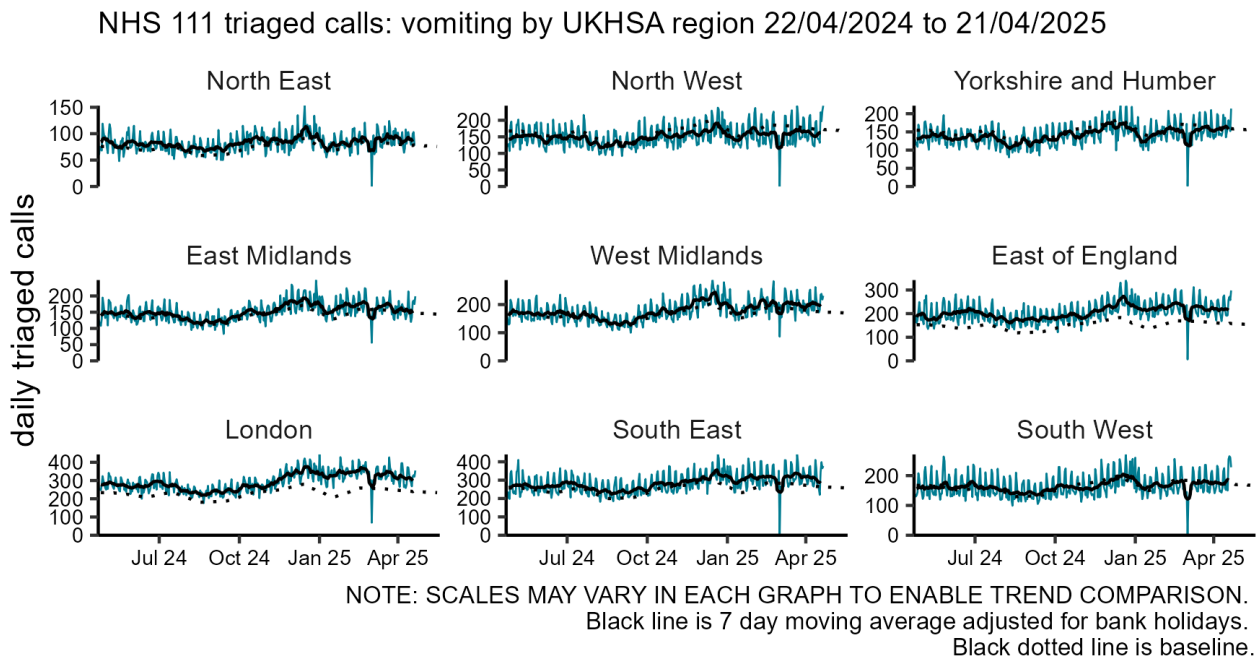Black dotted line is baseline.

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Vomiting NHS 111 triaged calls

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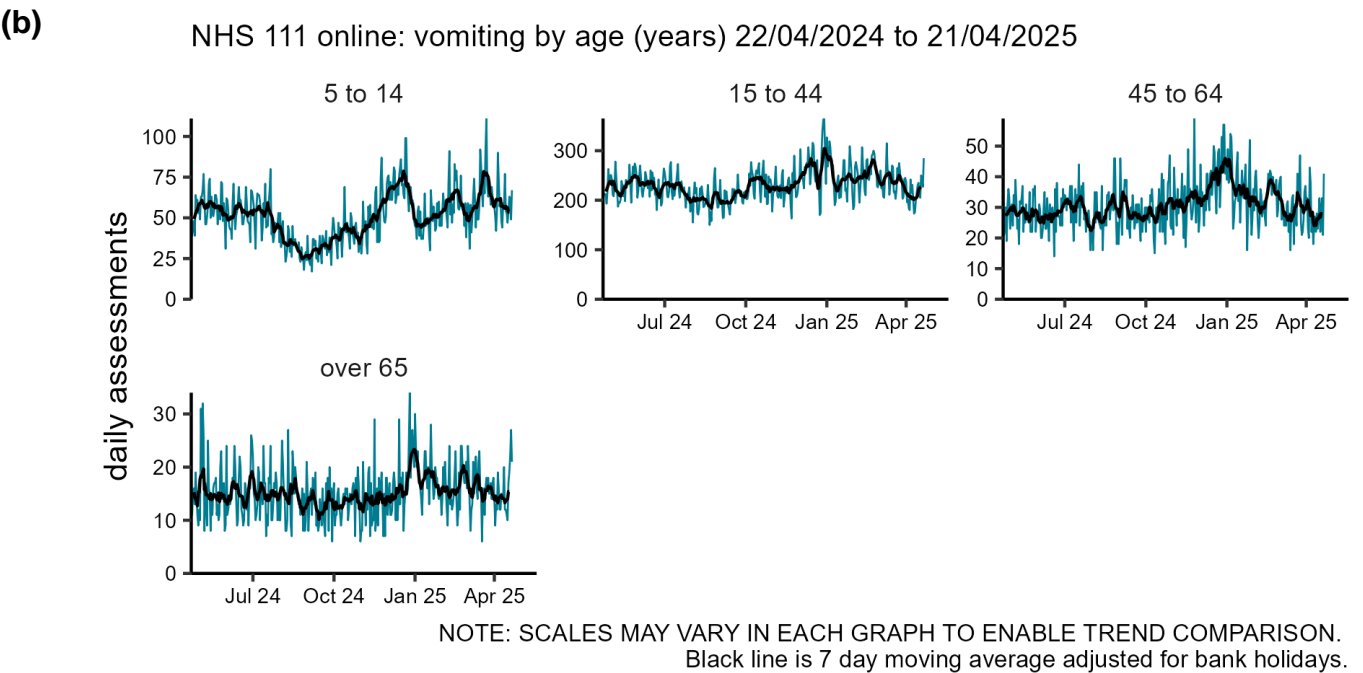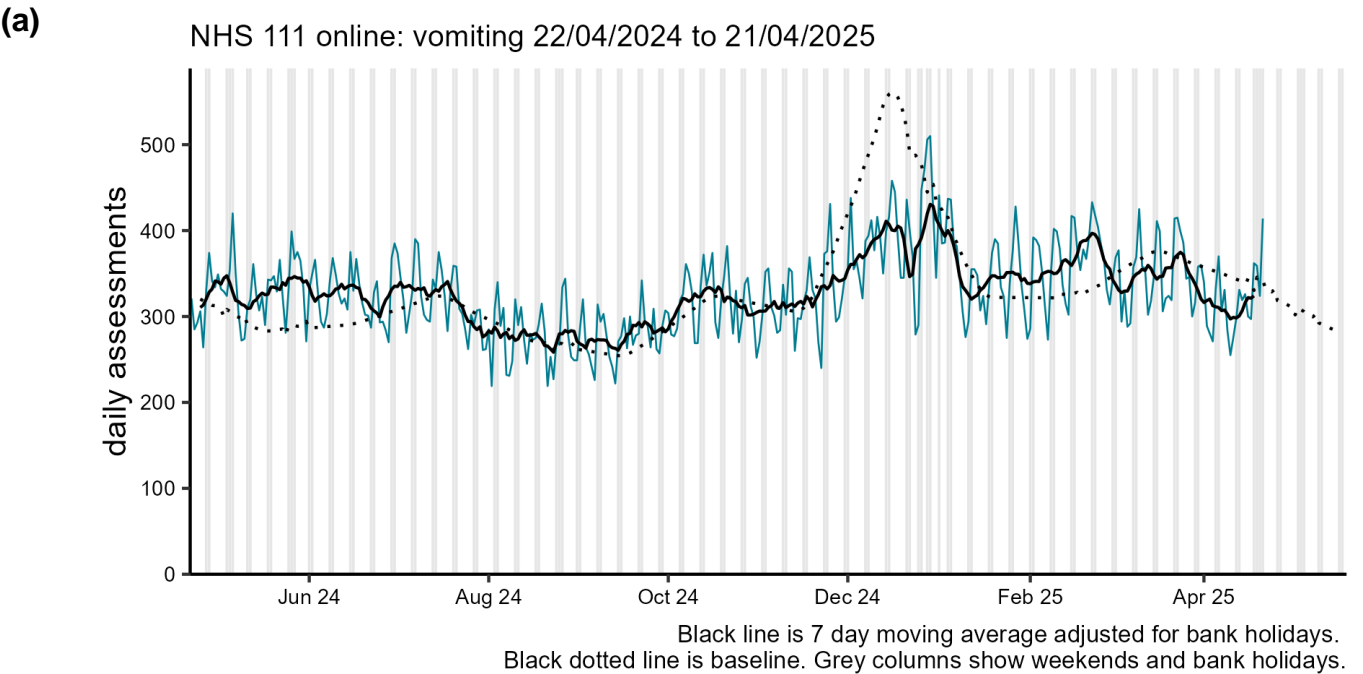
(a)

NHS 111 triaged calls: vomiting 22/04/2024 to 21/04/2025

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 triaged calls: vomiting by age (years) 22/04/2024 to 21/04/2025

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

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(c)

NHS 111 triaged calls: vomiting by UKHSA region 22/04/2024 to 21/04/2025

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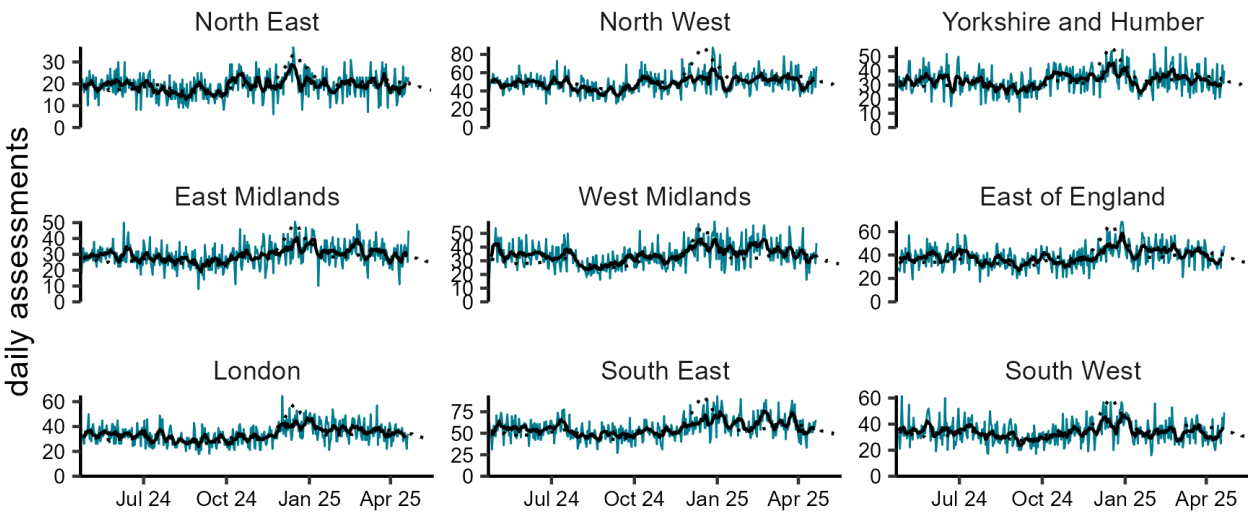Black dotted line is baseline.

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 22/04/2024 to 21/04/2025

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

NHS 111 online: vomiting by age (years) 22/04/2024 to 21/04/2025

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 22/04/2024 to 21/04/2025

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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).
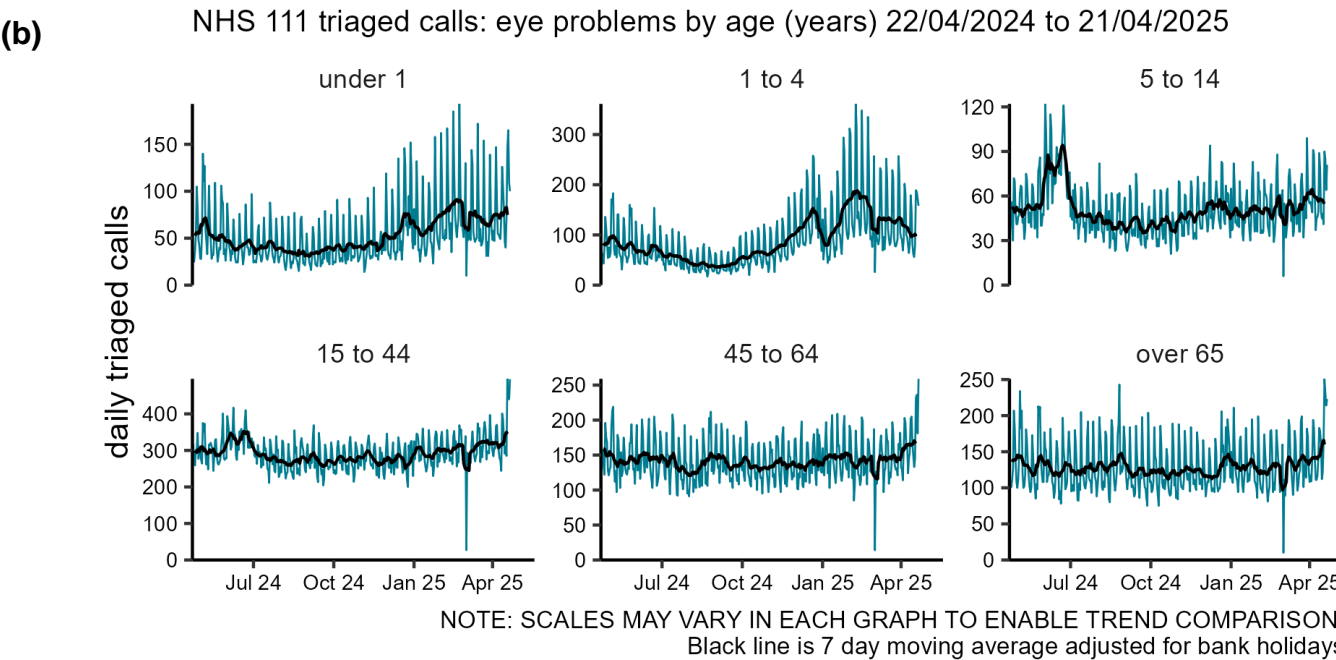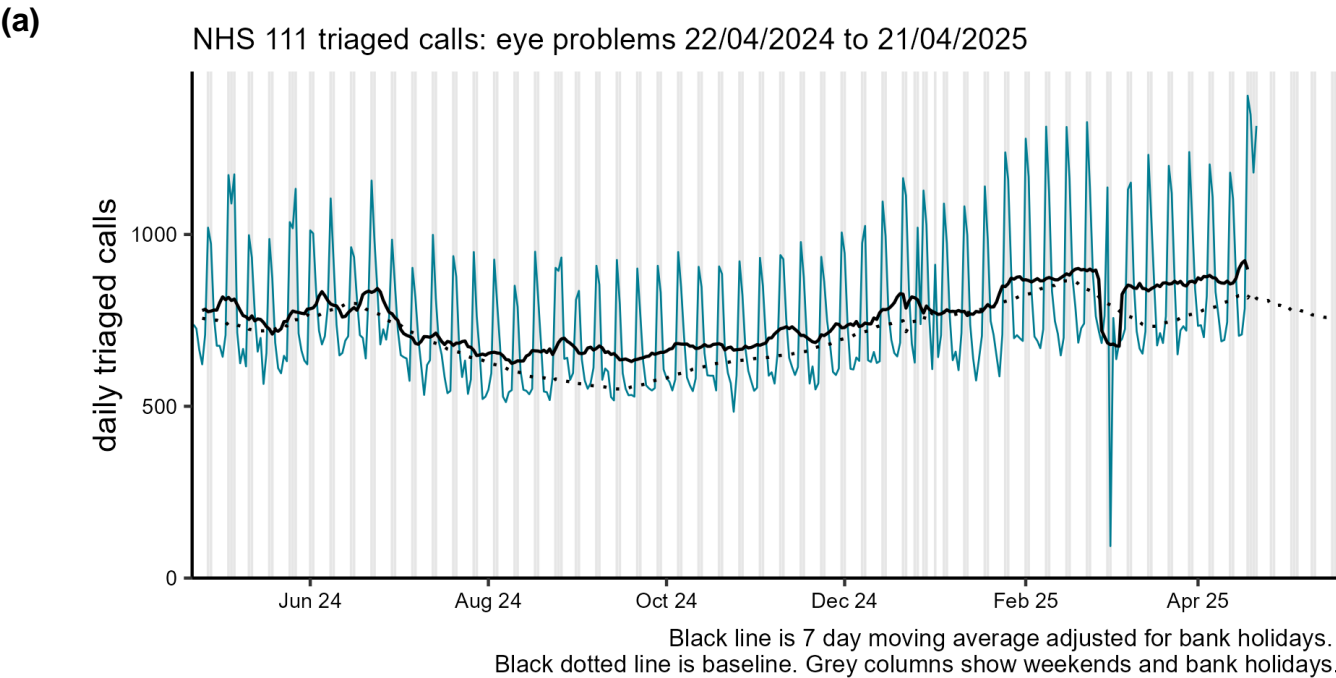
Cold weather alert period: 1 November to 31 March

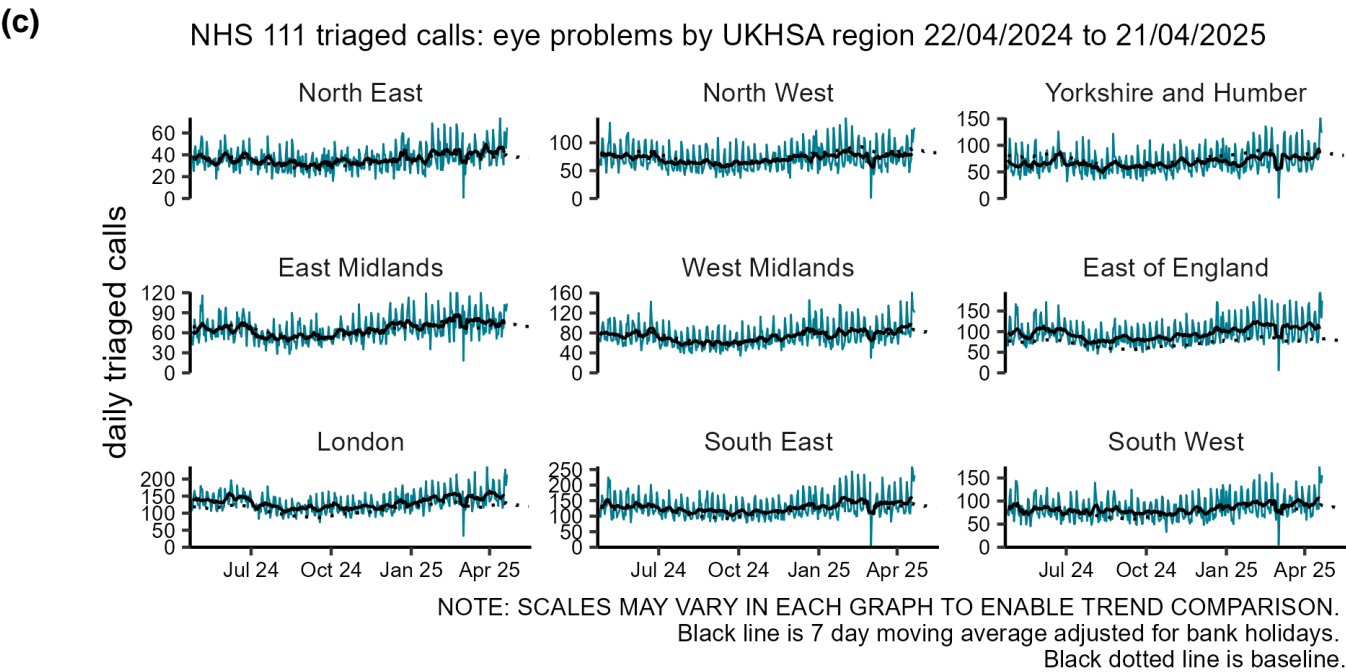Heat-Health Alert period: 1 June to 30 September

Highest weather alert level during the current reporting week:

No alerts issued
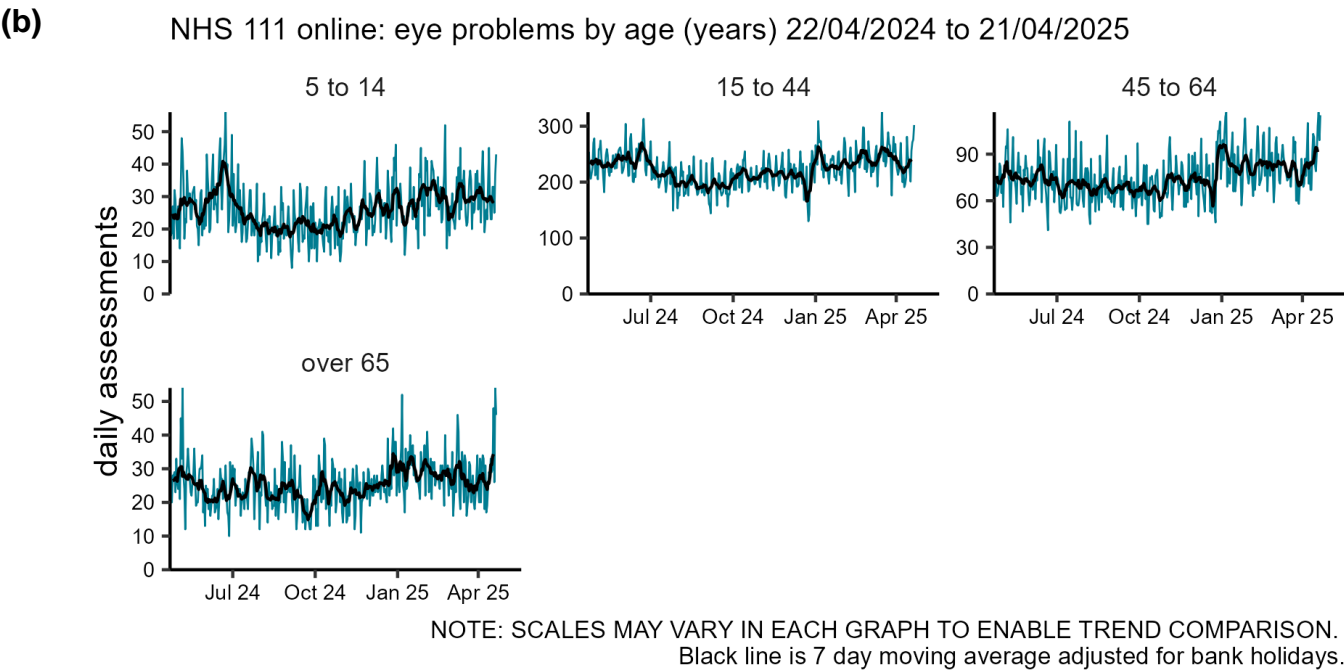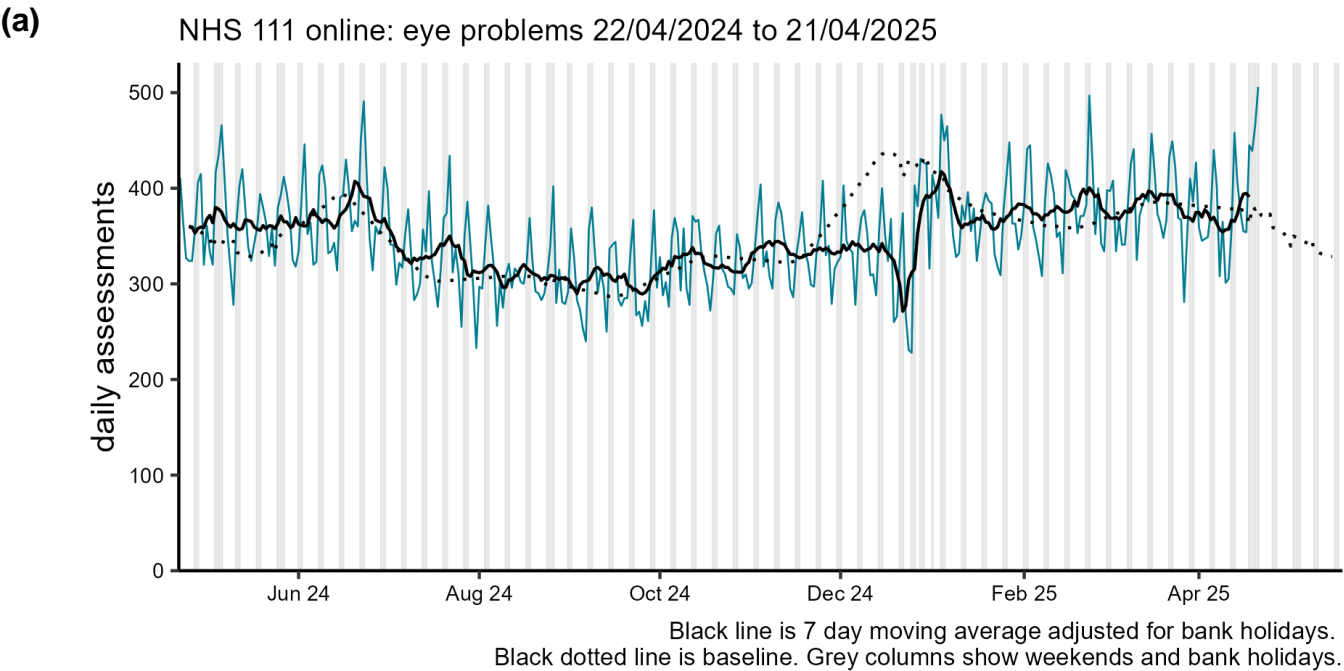
Eye problems NHS 111 triaged calls

Figure 9: Daily number of NHS 111 triaged calls (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 triaged calls: eye problems 22/04/2024 to 21/04/2025

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 triaged calls: eye problems by age (years) 22/04/2024 to 21/04/2025

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

(c)

NHS 111 triaged calls: eye problems by UKHSA region 22/04/2024 to 21/04/2025

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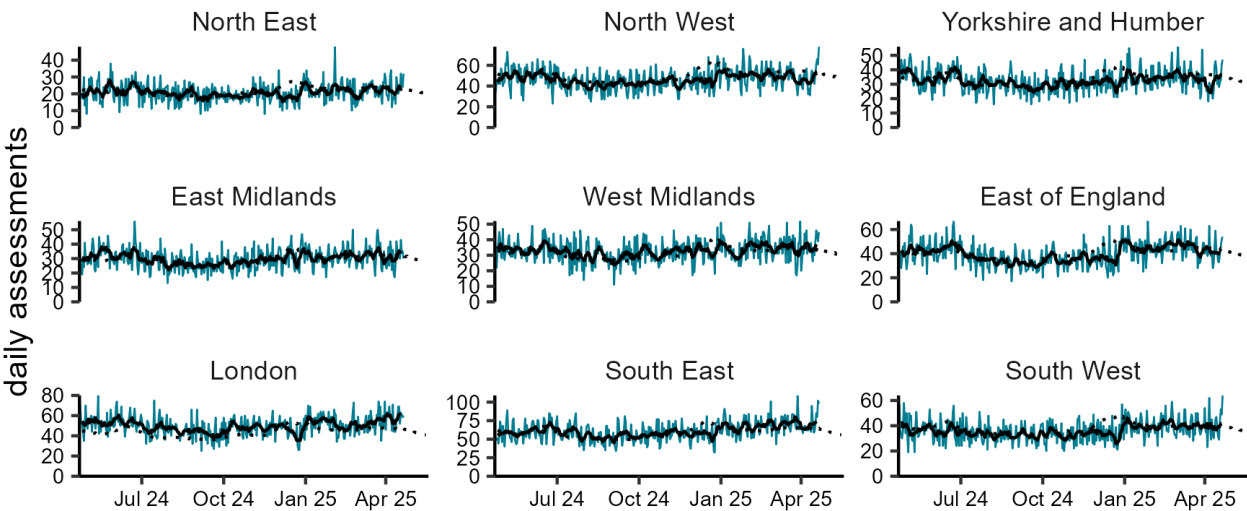
Eye problems NHS 111 online

Figure 10: 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 22/04/2024 to 21/04/2025

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) 22/04/2024 to 21/04/2025

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 22/04/2024 to 21/04/2025

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Black line is 7 day moving average adjusted for bank holidays.
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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 triaged calls and online assessments presented in respiratory indicators in this bulletin
    - Due to challenges interpreting the NHS 111 respiratory triaged 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 triaged calls used by NHS England, UKHSA and service commissioners. The volume of triaged 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 triaged 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
    - 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

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.

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

Corporate member of
Plain English Campaign
Committed to clearer
communication
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UKHSA supports the UN
Sustainable Development Goals

SUSTAINABLE
DEVELOPMENT GOALS