

NHS Pathways coronavirus triages

This is a summary of the assessments completed using NHS Pathways in support of NHS 111 and 999 telephone services, and NHS 111 online, where potential coronavirus (COVID-19) symptoms were reported.



Beta version

This is a public beta version of this dashboard. It may change without notice.

What this data shows



This data shows the latest information relating to the triage of coronavirus symptoms triaged through NHS Pathways by callers to NHS 111 and 999, and through NHS 111 online. It reports the triages and completed online assessments which have received a potential coronavirus (COVID-19) final disposition, from 18 March 2020. This is a count of number of assessments, not the number of people.

This data is based on signs and symptoms reported by members of the public through these channels, and is not based on the outcomes of tests for coronavirus.

A full list of caveats is given after the dashboard.

Dashboard



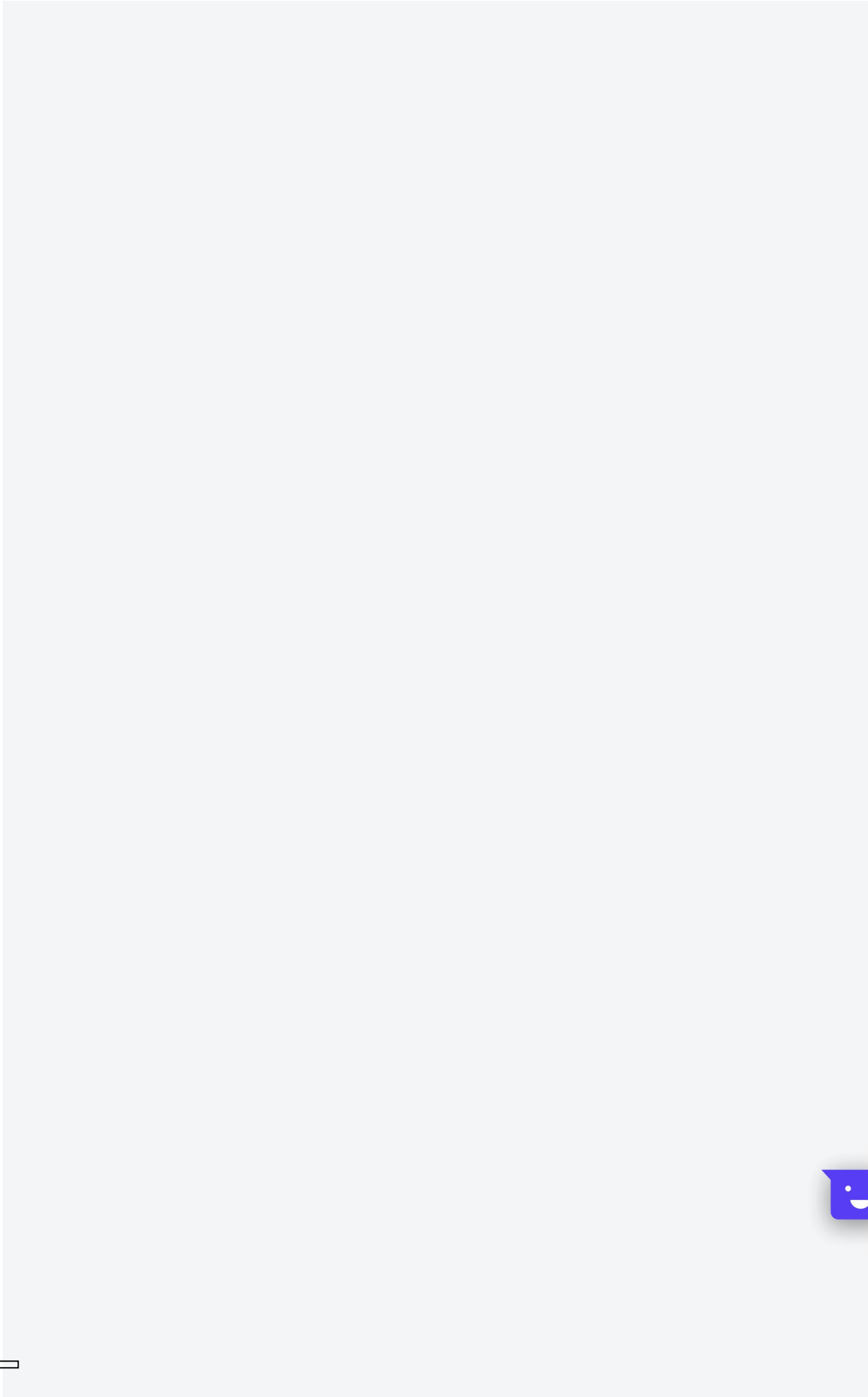
156 Pathways (15/03/2020)

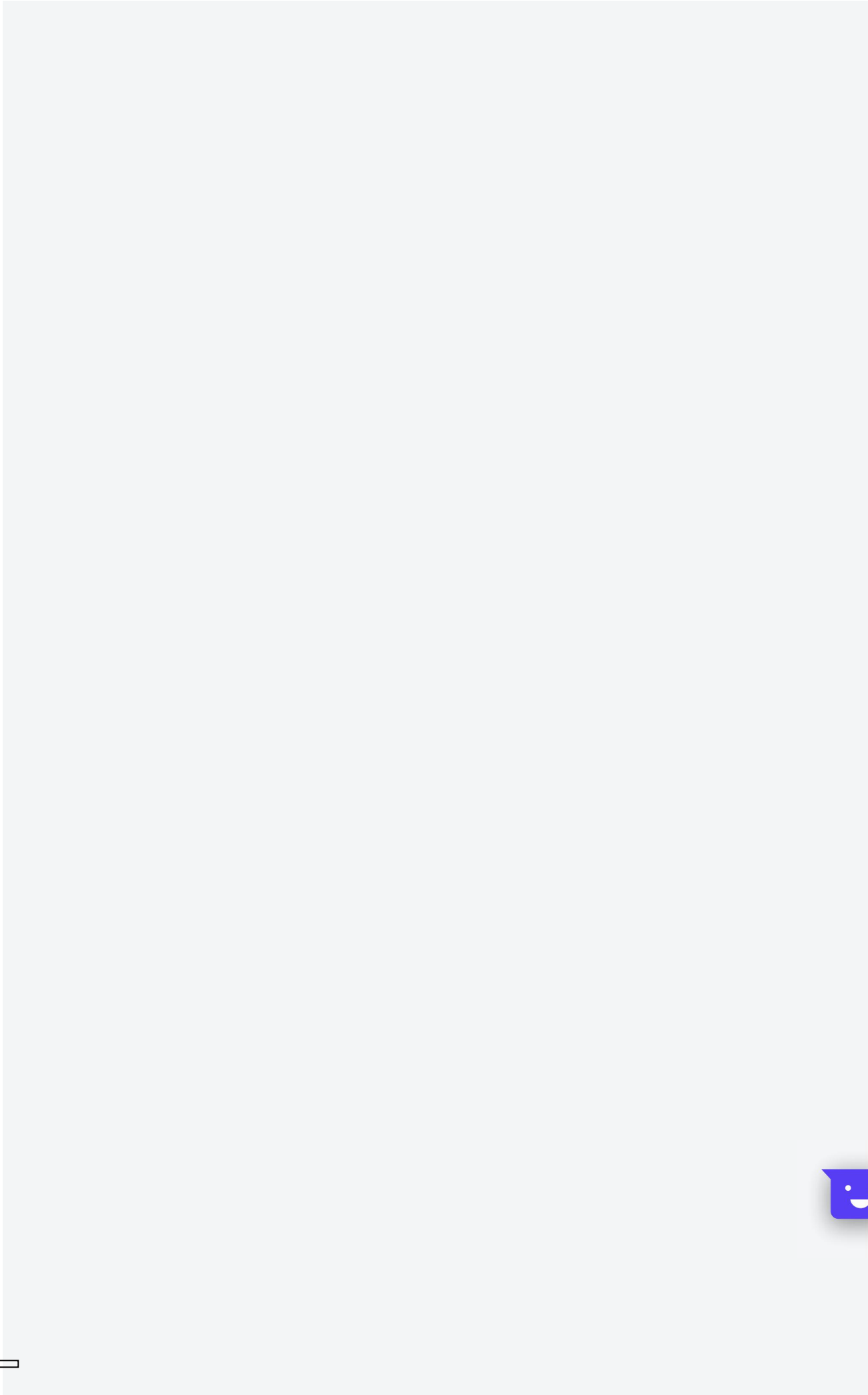
Please note that the above chart's colour gradient will change dynamically, dependent on applied filters and selection criteria.

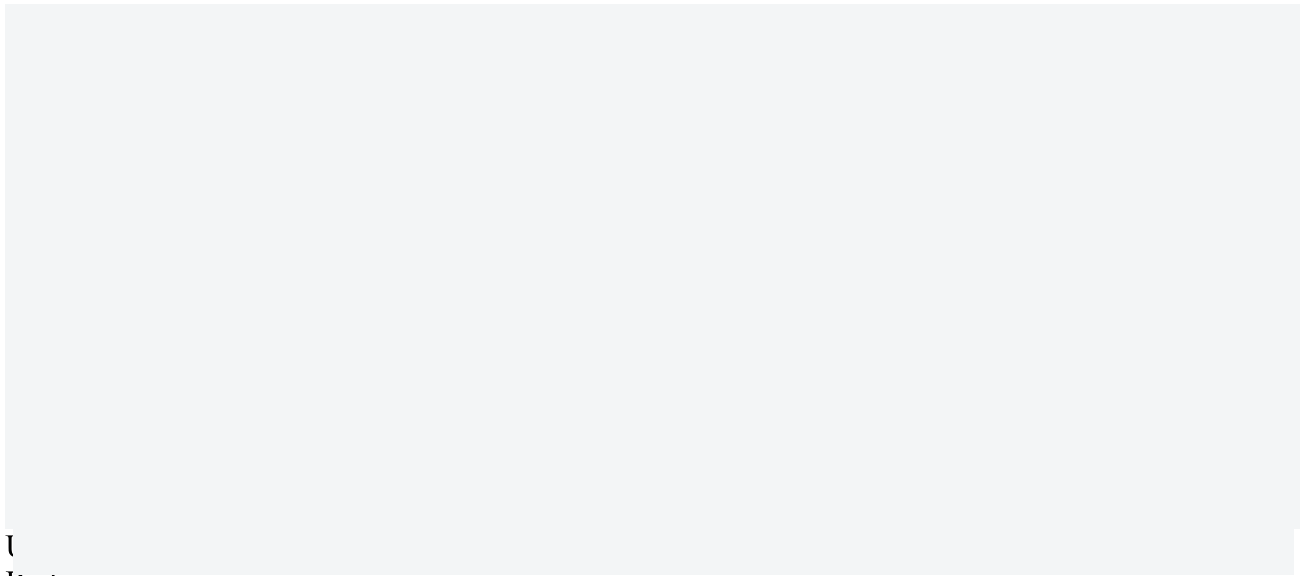
March 18, 2020 ▼

✓Play Reverse ✓Stop ✓Play Forward









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I can't see the dashboard

How recent this data is

This data is updated every weekday, with data covering from 18 March 2020 up to the previous calendar day.

The date and time of the latest update is shown on the dashboard.

If you have problems or questions


If you need help with this dashboard, or if it isn't working properly, then contact the NHS Digital customer service centre.

We are open 9am to 5pm, Monday to Friday, except on public holidays.

enquiries@nhsdigital.nhs.uk

0300 303 5678

Caveats

This data is based on potential COVID-19 symptoms reported by members of the public through NHS Pathways through NHS 111 or 999 and 111 online, and is not based on the outcomes of tests for coronavirus. 

This is not a count of people. In 111 online, any user that starts and launches the COVID-19 assessment services is indicating they may have symptoms of coronavirus.

Members of the public may have accessed the service multiple times with different symptoms.

The North East, West Midlands, South East Coast, South Central, and Isle of Wight Ambulance Services use NHS Pathways to triage calls to 999. The North West, Yorkshire, East Midlands, East of England, London, and South Western Ambulance Services use another system to triage calls to 999. Therefore, for CCGs in those areas, data here will not include most 999 calls related to COVID-19.

NHS Pathways data is sourced from a live system that is updated every 15 minutes. The data is extracted for the dashboard and open data files with as little delay as possible but there can be a time delay between the extraction processes meaning that the dashboard and open data files may have different totals.

Users of 111 online can change answers and reach multiple dispositions so the data indicates those users that have started an assessment and completed a final disposition.

Users enter their current location which may differ from their home postcode.

111 online updated the service on 9 April so that under 16s are directed to use the normal 111 online triage. Due to small numbers data for 17 and 18 year olds has been suppressed and therefore does not appear in the data. This means that data for the 0-18 age band is no longer available in the 111 online data and is not included within the overall totals for 111 online.

111 online updated the service on 23 April so that there is now a separate covid assessment for 5 - 15 year olds. This means that from data for 23rd April 2020 onwards the 0-18 age band will be reinstated into the 111 online data and will cover ages from 5 to 18 years old.

Following the changes to the assessment of COVID-19 in NHS Pathways release release 19.3.8 (on 18 May) those receiving a specific COVID-19 disposition will be reduced for the following reason:

- At the start of the pandemic, work was undertaken at pace to create a COVID-specific pathway. This was intended to capture all patients with symptoms of fever or cough (as defined by Public Health England at that time) and reflected the high prevalence of coronavirus in the community. Through the pandemic, as further clinical evidence has emerged and the prevalence of coronavirus has decreased, it has become possible to more fully integrate this COVID-specific approach with the main NHS Pathways system to ensure that the potential diagnosis of COVID-19 is more accurate.
- The initial approach may have overestimated the number of potential coronavirus patients because the symptoms of coronavirus overlap with those of other infections not caused by coronavirus, such as colds and flu.
- release 19.3.8 of NHS Pathways integrated Covid-19 more fully into the main Pathways system. This release also included a change to the management of self-care dispositions. These changes coincided with a national decrease in call volumes related to Covid-19 NHS 111.
- Following detailed data analysis we have noted that these changes had an impact on the reporting of Covid-19 self-care dispositions. As a result an average of 500 Covid-19 self-care dispositions a day may have been omitted from our nationally reported daily data. An amendment has been made to better capture this data and was deployed to sites on the



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26th June. We therefore anticipate that the number of Covid-19 self-care dispositions captured in this report will increase as this change is deployed.

Full report and datasets

To see the full data which powers this dashboard, including accessible versions of the data, see our publication.

These links are to the latest data, or to the entire published series.

ARTICLE

Latest publication - Potential COVID-19 symptoms reported through NHS Pathways and NHS 111 online

This is the latest available version of the publication

ARTICLE

Potential COVID-19 symptoms reported through NHS Pathways and NHS 111 online

This is the series containing all previous versions of the publication

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