



Available over the phone  
**24-hours a day,  
 365 days a year**  
 and in some areas, also online<sup>1</sup>

Handles over  
**15 million**  
 calls a year<sup>2</sup>

It's a great place to work and grow but don't just take our word for it...

Over  
**89%**

of calls are answered in 60 seconds<sup>3</sup>



"NHS 111... can be difficult and demanding at times but ultimately rewarding. The training you will receive is intensive but will equip you to do the role and more."

An integrated service –  
**NHS 111** and  
**out-of-hours**



Over **4,600** people<sup>4</sup> work across the service:  
**73%** non-clinicians and  
**27%** clinicians

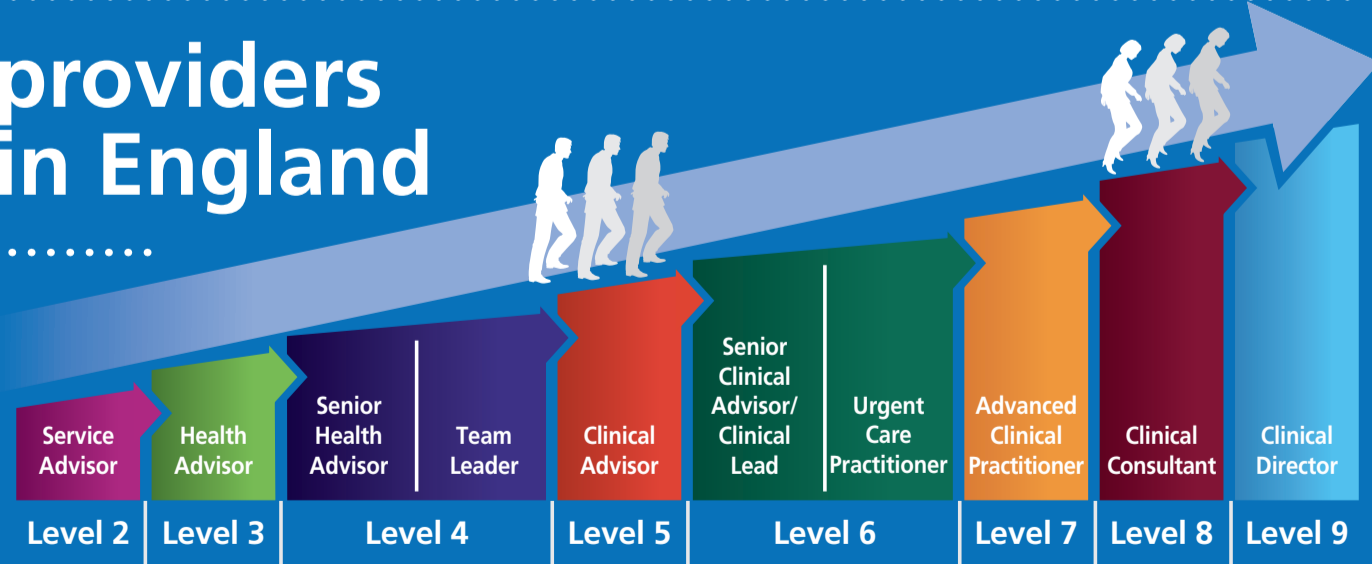
You'll need a minimum grade of C in G.C.S.E **Maths, English** and **IT** or equivalent for non-clinical roles. For clinical roles, you'll need to be a **registered healthcare professional** with extensive post-registration training and experience

Progression is **simple and easy** to do with apprenticeships, in-house training or higher education.  
**There are options to suit all**

**87%** ★★★★★ of patients were very or fairly satisfied with the service<sup>5</sup>

**15** providers in England

There are plenty of opportunities available from Skills for Health levels 2 to 9



<sup>1</sup> An online NHS 111 service is being tested in some areas, and will become increasingly available throughout 2018.

<sup>2</sup> NHS 111 currently handles over 15.3 million calls a year.

<sup>3</sup> Since NHS 111 started in 2010, 89.9% of all calls have been answered within 60 seconds.

<sup>4</sup> According to the figures taken from the NHS England Workforce Census, carried out in February 2016, there are 4,684 people working in NHS 111: 3435 health advisors and 1249 clinicians.

<sup>5</sup> The latest patient satisfaction surveys (year ending September 2017) show 87% were very or fairly satisfied with the way NHS 111 handled the whole process.

The information above is based on data published by NHS England for the month of December 2017, and was the most up to date information available at time of publication (February 2018).