



Lincolnshire
Integrated Care Board

Lincolnshire Integrated Care Board

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FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 72609

I refer to your email of 26 February 2024 requesting information in relation to NHS 111 calls.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. Please see further details below:

Please can you share with me information on the number of patients calling NHS 111 for the following conditions-

- **Back Pain**
- **Chronic obstructive pulmonary disease (COPD)**
- **Falls (due to frailty or age)**

I would like to see data going back for the last 5 years please.

Please see the table below and note the following symptom descriptions in the 111 data when reading the data:

Back Pain

Abdominal Flank Groin or Back Pain or Swelling
Chest and Upper Back Pain
Lower Back Pain
Lower Back Pain Pregnant Over 20 weeks

Falls

Falls or Faints Without Injury
Falls Without Injury

COPD

Breathing Problems Breathlessness or Wheeze
Breathing Problems Breathlessness or Wheeze Pregnant

You will see there is a step change in the Breathing Problem data in 2019/2020 which includes COVID patients for this time period.

Condition	2019 - 2020	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024*
Back Pain	18,471	21,413	21,177	17,944	19,247
Falls	1,376	1,608	1,538	1,672	1,658
COPD	9,720	1,396	3,654	3,387	3,300

***2023 -2024 data is up to 03/03/2024 i.e. not a full year position**

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit
FOI TEAM/Corporate Communications Team
1st Floor, St John's House
East Street
Leicester
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113, email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

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Yours faithfully

Lindsay Parker
Senior Freedom of Information Officer

**On behalf of
NHS Lincolnshire ICB**