

What does the average day in the NHS look like?

There is no 'average day' for the NHS. Each day varies depending on the day of the week, the environment (eg, the season), social and cultural events (eg, bank holidays) and disaster events (eg, global pandemics). But if there were an average day for the NHS in England in 2023 it might look like this.

On an average day in the NHS...¹

- nearly 1.3 million people would attend a GP appointment²
- more than 275,000 people would attend an outpatient appointment
- nearly 35,000 people would call 999
- more than 44,000 people would attend a major A&E department, and about 28% of these A&E patients would be admitted into hospital
- around 650 patients would go into critical care.

¹ All average day figures are based on 2023 or 2022/23 data.

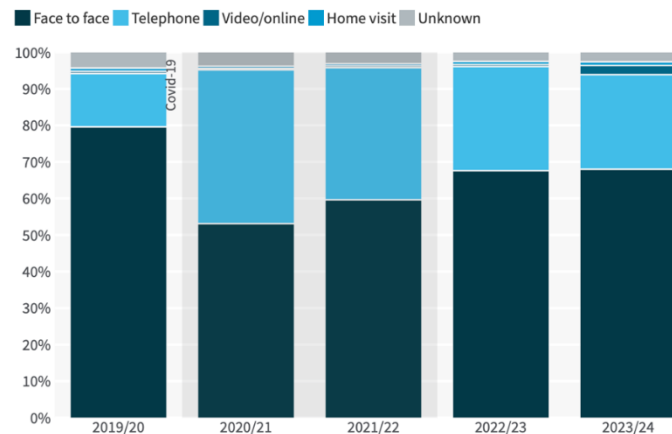
² GP appointments figure is based on the average number of appointments on working weekdays in 2023.

EXTRACTS from the Kings FundRe General practice Figures

Primary care

The largest volume of NHS activity is in primary care – people receiving services from their local GP practice. This could be in person, over the phone or online, and with a GP or another member of the practice staff, such as a nurse or physiotherapist. In 2023/24, there were an estimated 353 million appointments in primary care. In recent years, there has been an increase in the proportion of GP appointments conducted by telephone; however, in 2023/24 two-thirds of appointments were still face to face.

The majority of appointments with GP practices are still face to face



Source: NHS England

Not all GP practices report in every month, therefore appointment numbers are estimated. The data only presents information captured on the GP practice systems and does not represent all work happening within a primary care setting.