ONWL ▼

NHS 111 Standards Performance: Timeseries of data

		6/04/2013	7/04/2013	13/04/2013	14/04/2013	20/04/2013	21/04/2013	27/04/2014	28/04/2013	5/05/2013	6/05/2013	11/05/2013	12/05/2013	13/05/2013	14/05/2013	Average across the period Weekends 7 days Summary
		Sat	Sun	Sat	Sun	Sat	Sun	Sat	Sun	Sat	Sun	Sat	Sun	Mon	Tues	
111 Calls Offered (Received)	% Abandoned > 30 secs	12.68%	11.44%	4.79%	3.62%	0.27%	0.73%	2.38%	0.00%	2.56%	3.01%	2.49%	1.06%	0.00%	0.00%	2%
	Total Calls Offered (Received)	418	367	355	304	375	274	421	276	352	365	362	283	211	169	344
	Call Volumes % Difference from Previous Weekend			-18%	-21%	5%	-11%	11%	1%	-20%	24%	3%	-29%			-1%
111 Calls Answered	% Calls answered < 60 sec	74.2%	66.8%	81.1%	88.7%	94.1%	99.3%	93.4%	96.7%	93.0%	89.5%	78.8%	93.6%	98.1%	98.2%	94%
	Total Calls Answered	365	325	338	293	374	274	411	276	343	354	353	280	211	169	332
Calls to 111 Clinician	% Warm Transferred to Clinician	20%	22%	19%	21%	20%	23%	17%	25%	21%	18%	22%	21%	23%	20%	
	Total Warm Transferred to Clinician	73	70	65	61	76	64	69	69	73	65	79	60	48	33	
111 CallBacks	% of Call Backs	39%	47%	31%	44%	40%	47%	39%	44%	44%	47%	44%	47%	47%	38%	43%
	Number of Call Backs	46	61	29	48	50	56	44	55	57	57	62	53	43	20	54
111 Callbacks Under 10 Minutes	% < Calls Under 10 Minutes	37.0%	24.6%	51.7%	58.3%	32.0%	64.3%	61.4%	38.2%	61.4%	35.1%	56.5%	50.9%	41.9%	70.0%	50%
	Total Calls < 10 Minutes	17	15	15	28	16	36	27	21	35	20	35	27	18	14	26

Note; Warm transfer is when a patient calls 111 and the call handler triages the need and transfers the patient directly to the service e.g. out of hours doctor, without having to call the patient back

KPI			
% of calls answered within 60 Seconds	>95%	94% - 80%	<80%
% of abandoned after 30 seconds	<5%	4% - 9%	>10%
% of callbacks under 10 minutes	>90%	89% - 71%	<70%