

DEVON
NHS 111 Total Week Call Answering Performance Improvement Trajectory

	05/05/2014	12/05/2014	19/05/2014	26/05/2014	02/06/2014	09/06/2014	16/06/2014	23/06/2014	30/06/2014	07/07/2014	14/07/2014	21/07/2014	28/07/2014	04/08/2014	11/08/2014	18/08/2014
Calls Answered - Trajectory	7,300	6,141	7,027	7,428	6,194	6,240	6,240	6,240	6,240	6,240	6,240	6,788	6,788	6,788	6,788	6,788
Calls Answered Within 60 Seconds - Trajectory	6,086	5,126	5,054	5,910	5,100	5,324	5,356	5,376	5,831	5,930	5,930	6,463	6,463	6,488	6,488	6,488
Calls Answered - Actual	7,300	6,141	7,027	7,428	6,194	6,299	6,494	6,420	6,546	6,472						
Calls Answered Within 60 Seconds - Actual	6,086	5,126	5,054	5,910	5,100	6,013	6,119	5,986	6,359	5,924						
Call Answering Performance Trajectory	83.37%	83.47%	71.92%	79.56%	82.34%	85.33%	85.83%	86.15%	93.45%	95.04%	95.04%	95.22%	95.22%	95.59%	95.59%	95.59%
Call Answering Performance Actual	83.37%	83.47%	71.92%	79.56%	82.34%	95.46%	94.23%	93.24%	97.14%	91.53%						

