

**DEVON**  
**NHS 111 Total Weekday 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	4,192	2,997	3,164	4,262	2,982	3,050	3,050	3,050	3,050	3,050	3,050	3,279	3,279	3,279	3,279	3,279
Calls Answered Within 60 Seconds - Trajectory	4,003	2,713	3,023	3,759	2,871	2,931	2,937	2,946	2,951	2,951	2,951	3,151	3,151	3,151	3,151	3,151
Calls Answered - Actual	4,192	2,997	3,164	4,262	2,982	2,926	3,144	3,079	3,080	3,085						
Calls Answered Within 60 Seconds - Actual	4,003	2,713	3,023	3,759	2,871	2,874	3,042	2,969	3,049	3,062						
Call Answering Performance Trajectory	95.49%	90.52%	95.54%	88.20%	96.28%	96.10%	96.30%	96.59%	96.76%	96.76%	96.76%	96.11%	96.11%	96.11%	96.11%	96.11%
Call Answering Performance Actual	95.49%	90.52%	95.54%	88.20%	96.28%	98.22%	96.76%	96.43%	98.99%	99.25%						

