

DEVON
NHS 111 Total Weekend 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	3,108	3,144	3,863	3,166	3,212	3,190	3,190	3,190	3,190	3,190	3,190	3,509	3,509	3,509	3,509	3,509
Calls Answered Within 60 Seconds - Trajectory	2,083	2,413	2,031	2,151	2,229	2,393	2,419	2,430	2,880	2,979	2,979	3,312	3,312	3,337	3,337	3,337
Calls Answered - Actual	3,108	3,144	3,863	3,166	3,212	3,373	3,350	3,341	3,466	3,387						
Calls Answered Within 60 Seconds - Actual	2,083	2,413	2,031	2,151	2,229	3,139	3,077	3,017	3,310	2,862						
Call Answering Performance Trajectory	67.02%	76.75%	52.58%	67.94%	69.40%	75.03%	75.82%	76.17%	90.29%	93.39%	93.39%	94.39%	94.39%	95.11%	95.11%	95.11%
Call Answering Performance Actual	67.02%	76.75%	52.58%	67.94%	69.40%	93.06%	91.85%	90.30%	95.50%	84.50%						

