

APPENDIX 2

Table showing Summary of Performance for August 2013

Week Commencing	29/07/13	05/08/13	12/08/13	19/08/13	26/08/13	02/09/13
Total Calls Offered	8767	8398	8451	9091	10205	8059
Total Calls Answered	8748	8342	8416	8982	10089	7972
% Calls Answered	99.78%	99.33%	99.59%	98.80%	98.86%	98.92%
% Calls Answered within 60 seconds	99.46%	98.54%	98.94%	95.89%	97.09%	96.70%
% Calls Abandoned after 30 seconds	0.08%	0.23%	0.14%	0.66%	0.38%	0.50%
% Calls Triageed	83.00%	83.45%	84.28%	86.17%	84.13%	86.75%
% Warm Transferred	72.94%	74.73%	78.90%	79.07%	73.79%	79.39%
% Warm Transferred or called back within 10 minutes	86.84%	89.46%	89.69%	92.77%	86.28%	90.72%
Longest Wait for Answer	00:07:06	00:04:33	00:05:38	00:07:09	00:03:49	00:04:48
Longest Wait for First Attempted Call Back	00:15:39	00:11:07	00:12:24	00:06:42	00:08:05	00:06:25
Mean Wait for First Attempted Call Back	00:00:57	00:00:52	00:00:58	00:00:56	00:00:51	00:00:52
Ambulance Dispatch as a Percentage of Total	10.18%	10.06%	11.50%	9.60%	8.92%	9.05%
% Callers Referred to A&E	7.85%	8.03%	7.23%	7.02%	7.10%	7.97%