

NHS 111 Luton SITREP

Execution Date: Tue 03/06/2014
Frequency: Monthly

South Central Ambulance Service **NHS**
NHS Foundation Trust

Telephony Reporting		SITREP Month	
		May-2014	
KPI	KPI Description	#	%
Calls Offered	Total Calls Offered	5901	
Calls Answered	Total Calls Answered	5722	96.97%
	Calls Answered In 60 Seconds	5112	89.34%
	Calls Answered In 70 Seconds	5176	90.46%
	Calls Answered In 90 Seconds	5252	91.79%
	Calls Answered In Hours	1747	30.53%
	Calls Answered Out Of Hours	3975	69.47%
Calls Abandoned	Calls Abandoned After 30 Seconds	112	1.90%
Call Answer Delay	Maximum Call Answer Delay	00:07:41	

→ 89.34% (Red)

→ 1.90% (Green)

Incident Reporting		SITREP Month	
		May-2014	
KPI1.5	KPI Description	#	%
Calls Triaged	Total Calls Triaged	2793	58.96%
	Calls Triaged In Hours	815	29.18%
	Calls Triaged Out Of Hours	1978	70.82%
Calls Not Triaged	Total Calls Not Requiring 111	218	4.60%
Calls To A Clinical Advisor	Total Calls To Clinicians	428	15.32%
	Clinician Warm Transfers	93	21.73%
	Clinician Callbacks	335	78.27%
	Maximum Callback Delay	01:45:01	
	Callbacks In 10 Minutes	321	95.82%
Episode Lengths	Avg Episode Length	00:42:37	
	Avg Health Advisor Episode Length	00:09:14	
	Avg Clinician Episode Length	01:16:43	
111 to 999 Incidents	Total Incidents To 999	414	8.74%
	Incidents Conveyed	0	#####
	Incidents Not Conveyed	0	#####

TOP 10

