

10.8. NHS 24's approach to raising awareness of these resources was to engage with key stakeholders and partners including, Third Sector Organisations, Community groups, NHS Boards and Local Authorities.

11. DATA ON 111 CALLS MADE TO NHS 24 IN MARCH 2020

11.1. This section describes the call demand for NHS 24 111 services and the impact this had call wait times.

11.2. The call data below outlines the demand and average time to answer for week beginning 24/02/20 (**Table 1**) and for the full month of March 2020 (**Table 2**). Table 1 highlights the increasing average time to answer due to the impact of significant increase in unforeseen demand combined with internal capacity/workforce challenges like many organisations were facing, specifically the profile aligned to 90% of call demand within the out of hours period up to the onset of the pandemic and the subsequent increase in in hours demand and therefore workforce recruitment as a result For example, in March 2020 NHS 24 demand was 41.2% above normal business as usual forecasted levels.

Table 1: Daily Call Demand and Average Time to Answer week beginning 24/02/20.

Date	Calls Offered	Calls Answered	Average Time to Answer (hh:mm:ss)
24/02/2020	2,852	2,713	00:01:00
25/02/2020	3,156	2,630	00:04:48
26/02/2020	2,917	2,667	00:01:58
27/02/2020	2,817	2,573	00:02:54
28/02/2020	3,090	2,733	00:03:48
29/02/2020	8,193	6,242	00:10:07
01/03/2020	8,157	6,249	00:10:38
Totals	31,182	25,807	00:06:31

Table 2: Daily Call Demand and Average Time to Answer March2020.

Date	Calls Offered	Calls Answered	Average Time to Answer (hh:mm:ss)
01/03/2020	8,157	6,249	00:10:38
02/03/2020	3,633	3,175	00:02:50
03/03/2020	3,344	2,837	00:04:30
04/03/2020	3,485	2,988	00:03:34
05/03/2020	3,599	2,810	00:06:54
06/03/2020	3,858	2,989	00:06:52
07/03/2020	9,786	6,664	00:15:54
08/03/2020	9,630	6,692	00:13:51
09/03/2020	4,980	3,483	00:09:14
10/03/2020	5,178	3,308	00:13:14
11/03/2020	6,045	3,364	00:19:23
12/03/2020	8,145	3,389	00:36:48
13/03/2020	8,053	3,179	00:42:00
14/03/2020	14,229	5,653	00:48:39
15/03/2020	14,203	5,489	00:50:12
16/03/2020	8,841	3,053	00:44:48
17/03/2020	7,189	2,998	00:34:42
18/03/2020	5,728	2,659	00:25:08
19/03/2020	4,907	2,378	00:25:41
20/03/2020	4,923	2,856	00:18:32
21/03/2020	11,879	4,754	00:52:26
22/03/2020	11,075	4,983	00:40:27
23/03/2020	12,210	3,324	01:11:34
24/03/2020	8,773	3,535	00:48:22
25/03/2020	8,713	3,036	01:04:18
26/03/2020	7,975	3,371	00:49:01
27/03/2020	7,587	3,024	00:58:44
28/03/2020	9,214	4,875	01:11:50
29/03/2020	7,689	5,431	00:26:19
30/03/2020	7,176	3,138	00:45:45
31/03/2020	5,456	3,517	00:28:20
Totals	235,660	119,201	00:32:14