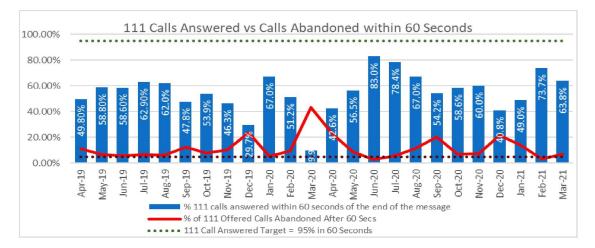


60.6% (target 95%) of 111 calls were answered within 60 seconds during 2020/21. 11% of calls to the 111 number were abandoned after 60 seconds (target 5%) in 2020/21 with some significant in year variation caused by the pandemic and subsequent calls volumes.



The number of 111 call taking staff in post has doubled since mid-Sep-20, from eight per weekday to 16. Further recruitment is ongoing. To support call intake during the pandemic, the Trust also promptly launched an online coronavirus symptom checker via the NHS 111 Wales website. Another key call answering metric for the Trust is 999 call performance. 999 call answering performance in 2020/21 was excellent with 95% of calls being answered within 3 seconds throughout the year.