

## Freedom of Information Request: Our Reference CTHB\_296\_18

**You asked:**

**From January 2017 to date (July 2018):**

- 1. As a percentage of calls to the service, what is the 'call abandonment' rate for those trying to access GP out of hours?**

% of calls which were abandoned during the month	
Jan-17	4.24%
Feb-17	5.53%
Mar-17	4.27%
Apr-17	3.90%
May-17	4.60%
Jun-17	4.70%
Jul-17	3.80%
Aug-17	3.80%
Sep-17	3.90%
Oct-17	3.10%
Nov-17	2.60%
Dec-17	6.30%
Jan-18	4.50%
Feb-18	5.50%
Mar-18	4.70%
Apr-18	3.12%
May-18	4.43%
Jun-18	4.16%

- 2. What is the longest wait time for a call to GP out of hours before it is answered?**

We do not centrally record this information therefore, we are unable to provide this information. However, we can confirm that we received 100,991 calls of which, 15% waited over 2 minutes for their call to be answered.