

Freedom of Information Request: Our Reference CTHB_297_18

You asked:

From January 2017 to date (July 2018):

1. How many calls to GP out of hours have resulted in a wait for an answer of 15mins or more?
2. How many calls to GP out of hours have resulted in a wait for an answer of 30mins or more?
3. How many calls to GP out of hours have resulted in a wait for an answer of 45mins or more?
4. How many calls to GP out of hours have resulted in a wait for an answer of an hour or more?

Our response:

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