

#### Herefordshire

KPI Area	<u>Indicator</u>	<u>Apr-08</u>	May-08	7nn-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	<u>Mar-09</u>	YTD
Category A	Respond to 75% of Category A calls within 8 minutes.	72.6%	72.7%											
Category B	Respond to 95% of Category B Calls within 19 minutes	93.5%	90.2%											
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	99.3%	97.3%											

### Hereford, Shropshire and Worcester Division

Category A	Respond to 75% of Category A calls within 8 minutes.	77.0%	76.4%						
Category B	Respond to 95% of Category B Calls within 19 minutes	96.1%	95.2%						
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	99.1%	98.0%						

#### <u>Trust</u>

Category A	Respond to 75% of Category A calls within 8 minutes.	78.9%	78.9%						
Category B	Respond to 95% of Category B Calls within 19 minutes	96.9%	96.9%						
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	97.9%	97.3%						



## April 2008

	Cat A 8Min			С	at A 19Mi	in	С	at B 19 M	in	Cat C Combined			
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%	
HR2	53	41	77.4%	53	52	98.1%	105	99	94.3%	68	68	100.0%	
WR13	10	4	40.0%	10	10	100.0%	11	11	100.0%	11	11	100.0%	
HR8	22	15	68.2%	22	21	95.5%	44	40	90.9%	43	42	97.7%	
HR6	40	30	75.0%	40	38	95.0%	53	50	94.3%	44	44	100.0%	
HR4	33	24	72.7%	33	33	100.0%	86	84	97.7%	65	65	100.0%	
HR1	56	50	89.3%	56	55	98.2%	81	81	100.0%	71	71	100.0%	
HR9	27	15	55.6%	27	26	96.3%	60	55	91.7%	53	52	98.1%	
HR7	12	8	66.7%	12	11	91.7%	11	11	100.0%	22	22	100.0%	
HR5	6	4	66.7%	6	6	100.0%	9	3	33.3%	22	22	100.0%	
HR3	4	0	0.0%	4	3	75.0%	4	1	25.0%	5	5	100.0%	
SY8	2	2	100.0%	2	2	100.0%	1	1	100.0%	1	0	0.0%	
SY7	1	0	0.0%	1	1	100.0%	1	0	0.0%	1	1	100.0%	
WR6							7	7	100.0%	1	1	100.0%	
WR14							1	0	0.0%				
GL17	_						1	1	100.0%				
NP25										1	1	100.0%	
TOTAL	266	193	72.6%	266	258	97.0%	475	444	93.5%	408	405	99.3%	

# May 2008

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	Cat A 8Min			C	at A 19M	in	C	at B 19 M	in	Cat C Combined				
,	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%		
HR1	62	52	83.9%	62	62	100.0%	126	125	99.2%	73	73	100.0%		
HR6	36	26	72.2%	36	35	97.2%	57	51	89.5%	37	35	94.6%		
HR9	29	17	58.6%	29	26	89.7%	56	54	96.4%	58	55	94.8%		
HR4	46	39	84.8%	46	45	97.8%	82	79	96.3%	64	64	100.0%		
HR8	22	11	50.0%	22	21	95.5%	38	30	78.9%	31	31	100.0%		
HR2	52	43	82.7%	52	51	98.1%	115	108	93.9%	95	94	98.9%		
HR7	8	7	87.5%	8	8	100.0%	18	16	88.9%	16	15	93.8%		
WR13	7	0	0.0%	7	7	100.0%	9	6	66.7%	11	10	90.9%		
WR6	5	2	40.0%	5	5	100.0%	4	4	100.0%	3	3	100.0%		
WR15	1	0	0.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%		
SY8	1	0	0.0%	1	1	100.0%	1	0	0.0%	2	2	100.0%		
HR3	3	0	0.0%	3	1	33.3%	2	1	50.0%	3	3	100.0%		
HR5	6	5	83.3%	6	6	100.0%	14	1	7.1%	10	9	90.0%		
LD8							2	0	0.0%	2	1	50.0%		
NP25			·				3	2	66.7%					
WR14							1	1	100.0%					
SY7		·					2	0	0.0%	5	4	80.0%		
TOTAL	278	202	72.7%	278	269	96.8%	530	478	90.2%	410	399	97.3%		