Monthly Performance Dashboard



March 2021

Data for 1-28 February 2021

C1 calls

Total number of calls received that were categorised as a C1.

5,232

C2 calls

Total number of calls received that were categorised as a C2.

38,445





Call handler Hear and Treat

Total number of calls triaged by call handlers as not requiring an ambulance response.

1,471

999 calls received

Total number of 999 calls received across all three AOC's.

87,957



ECAT Hear and Treat

Total number of calls triaged by ECAT clinicians where an ambulance response was not required.

4,494



999 calls attended

Total number of 999 calls that received a response from a clinician either by phone or face to face.

70,565

