

## Monthly performance figures Green 3 to Green 4 – March 2017

### Green 3 (Face to face and telephone)

Telephone (20 minutes – target 75%), Face to face (50 minutes – target 75%)

Performance by CCG	April 2016		May 2016		June 2016		July 2016	
	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)
NHS Basildon and Brentwood	58.62%	81.97%	38.24%	76.47%	57.14%	82.50%	54.90%	56.00%
NHS Bedfordshire	60.53%	86.27%	56.45%	90.11%	64.00%	91.25%	50.00%	89.09%
NHS Cambridgeshire and Peterborough	46.53%	82.24%	50.00%	84.71%	43.24%	84.03%	48.52%	74.22%
NHS Castle Point and Rochford	57.89%	76.67%	43.48%	76.00%	41.67%	85.71%	54.55%	73.08%
NHS East and North Hertfordshire	60.71%	84.81%	61.22%	86.42%	50.00%	76.19%	56.32%	82.56%
NHS Great Yarmouth and Waveney	51.52%	95.56%	61.54%	96.61%	63.64%	93.48%	62.96%	84.31%
NHS Herts Valleys	50.00%	67.19%	54.84%	80.52%	53.42%	81.43%	50.00%	80.33%
NHS Ipswich and East Suffolk	33.33%	88.52%	57.14%	87.69%	50.91%	97.37%	51.28%	87.76%
NHS Luton	75.00%	92.42%	54.35%	82.09%	49.02%	86.00%	50.00%	71.67%
NHS Mid Essex	55.56%	79.41%	49.21%	72.46%	59.70%	73.21%	55.71%	74.00%
NHS North East Essex	52.63%	66.18%	54.69%	82.43%	64.56%	65.52%	49.15%	68.52%
NHS North Norfolk	47.83%	66.67%	52.63%	96.30%	62.96%	88.89%	44.83%	80.00%
NHS Norwich	70.37%	82.98%	47.06%	82.00%	50.00%	85.00%	48.57%	75.00%
NHS South Norfolk	52.00%	86.05%	41.18%	80.56%	46.34%	93.55%	64.86%	76.19%
NHS Southend	42.31%	85.00%	51.52%	80.00%	63.16%	75.00%	54.35%	67.57%
NHS Thurrock	40.91%	67.57%	35.71%	80.56%	27.78%	71.43%	51.85%	61.76%
NHS West Essex	51.11%	76.92%	52.08%	78.79%	62.30%	77.42%	46.38%	72.73%
NHS West Norfolk	41.67%	83.33%	35.14%	83.33%	62.16%	81.48%	44.12%	68.75%
NHS West Suffolk	51.72%	82.05%	59.38%	78.18%	47.06%	80.00%	61.11%	88.00%

Performance by CCG	August 2016		September 2016		October 2016		November 2016	
	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)
<b>NHS Basildon and Brentwood</b>	60.78%	62.50%	44.19%	67.44%	63.64%	70.83%	34.78%	76.74%
<b>NHS Bedfordshire</b>	57.14%	91.30%	54.72%	89.33%	59.70%	75.68%	45.83%	85.71%
<b>NHS Cambridgeshire and Peterborough</b>	55.46%	82.05%	60.61%	79.51%	44.53%	73.02%	38.17%	62.10%
<b>NHS Castle Point and Rochford</b>	51.61%	52.00%	55.56%	59.09%	59.26%	74.07%	51.52%	63.16%
<b>NHS East and North Hertfordshire</b>	61.11%	77.19%	60.00%	77.22%	46.91%	70.83%	40.00%	75.56%
<b>NHS Great Yarmouth and Waveney</b>	62.50%	83.08%	51.11%	67.39%	35.71%	73.91%	40.48%	66.67%
<b>NHS Herts Valleys</b>	43.28%	70.31%	58.93%	74.51%	43.28%	71.43%	50.00%	71.23%
<b>NHS Ipswich and East Suffolk</b>	69.23%	87.80%	56.14%	67.39%	46.51%	74.00%	42.19%	66.00%
<b>NHS Luton</b>	65.71%	86.54%	55.56%	88.68%	28.26%	80.00%	52.63%	90.91%
<b>NHS Mid Essex</b>	43.10%	76.19%	55.41%	84.62%	50.00%	68.00%	43.33%	73.42%
<b>NHS North East Essex</b>	61.54%	73.68%	54.32%	59.02%	52.86%	58.62%	42.31%	63.08%
<b>NHS North Norfolk</b>	46.67%	85.71%	53.57%	64.29%	46.88%	60.00%	42.86%	75.00%
<b>NHS Norwich</b>	60.42%	75.61%	45.45%	72.50%	68.42%	69.57%	58.62%	66.67%
<b>NHS South Norfolk</b>	48.39%	47.62%	58.62%	47.06%	33.33%	50.00%	39.58%	72.00%
<b>NHS Southend</b>	48.98%	67.44%	47.27%	73.17%	55.32%	53.13%	51.43%	82.35%
<b>NHS Thurrock</b>	40.74%	64.71%	59.26%	69.23%	47.06%	53.85%	41.67%	83.33%
<b>NHS West Essex</b>	45.24%	87.50%	65.22%	84.85%	40.38%	69.23%	27.27%	58.06%
<b>NHS West Norfolk</b>	72.73%	75.00%	61.29%	94.44%	41.46%	68.97%	41.18%	71.43%
<b>NHS West Suffolk</b>	46.15%	78.57%	42.22%	82.35%	47.37%	53.85%	35.71%	46.67%

Performance by CCG	December 2016		January 2017		February 2017		March 2017	
	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)	Green 3 (Telephone)	Green 3 (Face to Face)
NHS Basildon and Brentwood	27.50%	38.71%	36.67%	54.55%	60.00%	61.76%	55.88%	60.53%
NHS Bedfordshire	40.63%	62.86%	46.03%	70.19%	52.08%	75.68%	52.56%	78.79%
NHS Cambridgeshire and Peterborough	39.09%	57.14%	33.68%	66.40%	54.37%	56.82%	44.86%	71.83%
NHS Castle Point and Rochford	31.43%	59.38%	26.32%	54.55%	44.44%	69.23%	44.83%	74.07%
NHS East and North Hertfordshire	38.33%	66.67%	47.54%	67.62%	52.63%	68.29%	44.44%	72.41%
NHS Great Yarmouth and Waveney	37.84%	86.11%	46.15%	67.50%	30.30%	78.95%	47.73%	75.68%
NHS Herts Valleys	31.58%	67.74%	26.67%	62.07%	42.42%	72.22%	49.12%	79.35%
NHS Ipswich and East Suffolk	40.91%	61.64%	31.15%	75.00%	43.14%	66.10%	62.50%	67.31%
NHS Luton	33.33%	78.38%	30.30%	83.33%	43.75%	72.00%	55.56%	85.71%
NHS Mid Essex	35.94%	61.54%	45.10%	48.28%	31.71%	52.94%	51.79%	59.02%
NHS North East Essex	33.33%	52.78%	45.71%	63.04%	28.57%	69.81%	46.03%	67.24%
NHS North Norfolk	46.15%	75.00%	40.00%	52.94%	40.91%	36.36%	39.29%	46.43%
NHS Norwich	35.48%	66.67%	48.00%	80.95%	47.62%	70.83%	52.17%	71.43%
NHS South Norfolk	55.56%	51.85%	25.93%	69.23%	24.32%	75.00%	53.66%	73.91%
NHS Southend	32.26%	48.48%	30.43%	48.48%	42.31%	64.86%	50.00%	57.89%
NHS Thurrock	40.91%	85.71%	45.45%	66.67%	53.33%	62.50%	57.14%	50.00%
NHS West Essex	33.33%	68.57%	19.51%	45.71%	38.46%	75.76%	46.81%	68.52%
NHS West Norfolk	29.73%	85.00%	16.13%	71.43%	52.78%	77.42%	34.38%	81.82%
NHS West Suffolk	27.03%	62.16%	31.58%	68.18%	42.11%	71.43%	54.29%	72.97%

## Green 4 (Face to face and telephone)

Telephone (60 minutes – target 75%), Face to face (90 minutes – target 75%)

Performance by CCG	April 2016		May 2016		June 2016		July 2016	
	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)
NHS Basildon and Brentwood	67.27%	79.34%	72.22%	84.47%	69.77%	84.83%	48.15%	79.82%
NHS Bedfordshire	71.90%	92.41%	74.07%	90.85%	76.28%	91.88%	61.81%	90.10%
NHS Cambridgeshire and Peterborough	67.77%	86.66%	72.88%	87.38%	68.01%	85.60%	51.83%	77.19%
NHS Castle Point and Rochford	76.06%	69.18%	64.56%	82.86%	60.64%	78.38%	46.03%	79.26%
NHS East and North Hertfordshire	72.31%	90.35%	75.45%	95.20%	63.98%	90.82%	54.40%	88.13%
NHS Great Yarmouth and Waveney	63.79%	91.09%	75.81%	91.56%	65.45%	88.18%	52.14%	85.22%
NHS Herts Valleys	73.22%	90.41%	67.96%	88.66%	64.74%	88.32%	52.31%	90.21%
NHS Ipswich and East Suffolk	66.67%	91.70%	70.20%	90.80%	77.78%	87.32%	58.02%	82.01%
NHS Luton	81.32%	89.51%	75.45%	88.24%	65.56%	91.49%	51.82%	91.81%
NHS Mid Essex	74.34%	80.62%	73.37%	85.28%	69.19%	87.04%	46.86%	77.56%
NHS North East Essex	62.22%	78.34%	67.66%	81.99%	65.88%	82.48%	53.21%	77.99%
NHS North Norfolk	80.77%	81.08%	77.61%	84.30%	71.43%	85.21%	48.28%	68.31%
NHS Norwich	77.03%	94.55%	65.06%	78.38%	68.47%	87.83%	50.57%	74.58%
NHS South Norfolk	67.14%	86.79%	75.24%	82.35%	65.35%	83.94%	50.57%	75.47%
NHS Southend	72.04%	78.13%	69.42%	83.11%	63.53%	80.60%	46.07%	71.19%
NHS Thurrock	63.51%	82.14%	70.37%	83.52%	62.50%	87.00%	43.55%	76.92%
NHS West Essex	66.94%	79.13%	69.47%	86.64%	67.57%	87.37%	50.83%	81.62%
NHS West Norfolk	78.41%	93.92%	71.91%	83.57%	65.93%	81.51%	49.47%	81.69%
NHS West Suffolk	66.00%	93.17%	75.00%	90.59%	53.95%	84.00%	55.56%	77.53%

Performance by CCG	August 2016		September 2016		October 2016		November 2016	
	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)
NHS Basildon and Brentwood	57.38%	83.49%	53.98%	83.67%	46.79%	84.23%	47.56%	96.95%
NHS Bedfordshire	65.61%	91.74%	71.78%	91.97%	58.90%	92.10%	65.12%	93.80%
NHS Cambridgeshire and Peterborough	69.62%	83.36%	65.48%	82.59%	51.66%	83.63%	48.73%	90.60%
NHS Castle Point and Rochford	60.47%	69.77%	50.00%	74.52%	53.25%	74.63%	43.75%	88.14%
NHS East and North Hertfordshire	64.68%	91.82%	62.36%	91.14%	54.75%	89.51%	54.23%	91.94%
NHS Great Yarmouth and Waveney	70.49%	82.13%	63.72%	75.91%	49.00%	81.03%	53.33%	90.91%
NHS Herts Valleys	71.20%	86.44%	59.35%	87.68%	51.19%	87.27%	55.29%	91.11%
NHS Ipswich and East Suffolk	73.88%	83.33%	63.43%	78.47%	57.14%	82.61%	52.33%	89.38%
NHS Luton	67.37%	89.94%	58.41%	90.58%	62.65%	90.28%	56.52%	94.74%
NHS Mid Essex	63.87%	80.00%	55.69%	88.41%	55.13%	83.39%	52.10%	92.11%
NHS North East Essex	61.90%	79.06%	56.17%	83.38%	47.95%	76.77%	44.04%	85.35%
NHS North Norfolk	70.42%	72.57%	57.14%	78.47%	53.33%	75.96%	45.45%	84.93%
NHS Norwich	64.65%	79.23%	56.47%	84.11%	61.63%	72.13%	69.39%	90.16%
NHS South Norfolk	62.35%	77.78%	64.44%	81.72%	48.78%	70.37%	60.29%	79.57%
NHS Southend	64.00%	77.27%	52.44%	79.78%	54.90%	73.27%	55.56%	87.65%
NHS Thurrock	61.19%	80.19%	59.68%	86.41%	51.02%	84.15%	48.78%	92.73%
NHS West Essex	70.59%	85.21%	67.16%	86.08%	51.05%	86.85%	56.25%	85.63%
NHS West Norfolk	62.79%	86.00%	60.27%	85.82%	55.42%	79.07%	48.00%	92.75%
NHS West Suffolk	72.73%	83.82%	59.30%	81.03%	57.14%	79.78%	41.67%	90.53%

Performance by CCG	December 2016		January 2017		February 2017		March 2017	
	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)	Green 4 (Telephone)	Green 4 (Face to Face)
NHS Basildon and Brentwood	43.75%	89.92%	63.33%	89.78%	57.69%	88.78%	60.34%	92.37%
NHS Bedfordshire	47.54%	91.61%	60.66%	91.73%	65.48%	89.72%	69.23%	93.48%
NHS Cambridgeshire and Peterborough	55.35%	86.64%	64.67%	86.52%	55.15%	89.53%	69.80%	93.75%
NHS Castle Point and Rochford	42.59%	82.14%	55.56%	90.00%	59.62%	82.69%	57.89%	83.02%
NHS East and North Hertfordshire	52.59%	76.00%	52.34%	83.51%	54.78%	81.68%	61.86%	91.80%
NHS Great Yarmouth and Waveney	53.25%	93.41%	50.00%	80.95%	70.00%	87.95%	68.83%	91.40%
NHS Herts Valleys	48.53%	91.76%	57.89%	86.07%	62.75%	89.85%	66.93%	94.77%
NHS Ipswich and East Suffolk	53.49%	91.45%	53.16%	90.74%	68.06%	83.70%	62.04%	90.00%
NHS Luton	51.67%	92.11%	66.67%	92.75%	53.03%	85.88%	67.74%	92.86%
NHS Mid Essex	43.14%	83.56%	48.91%	83.44%	62.67%	88.81%	54.63%	90.00%
NHS North East Essex	39.18%	79.49%	45.12%	82.22%	62.20%	84.44%	63.54%	87.20%
NHS North Norfolk	46.00%	77.46%	56.41%	82.28%	69.57%	87.50%	65.71%	85.00%
NHS Norwich	52.17%	86.96%	54.76%	85.71%	51.35%	88.24%	61.22%	93.85%
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NHS Thurrock	45.65%	90.48%	42.42%	79.55%	45.16%	82.93%	54.76%	92.31%
NHS West Essex	42.35%	82.31%	47.78%	84.35%	42.86%	86.15%	69.44%	90.59%
NHS West Norfolk	50.00%	97.10%	52.27%	93.42%	52.50%	93.55%	78.43%	95.00%
NHS West Suffolk	43.55%	81.93%	42.86%	88.10%	62.50%	81.69%	65.52%	89.87%