

Derby City Primary Care Trust  
Cardinal Square  
3<sup>rd</sup> Floor, North Point  
10 Nottingham Road  
Derby  
DE1 3QT

✉ [Mark.Clutton@derbycitypct.nhs.uk](mailto:Mark.Clutton@derbycitypct.nhs.uk)  
Tel: 01332 868864  
Fax: 01332 224005

MC/LB/FOI Log: 1190

Date: 20 June 2011

Mrs McMallan  
WhatDoTheyKnow  
[request-75835-16de57eb@whatdotheyknow.com](mailto:request-75835-16de57eb@whatdotheyknow.com)

Dear Mrs McMallan,

I am writing in response to your recent FOI request.

**In your request you asked:**

Please provide me with statistical data from your Local Service Desk from 01/04/2010 to 31/03/2011 for calls pertaining to TPP's SystmOne application.

- Total Number of SystmOne support calls received during period stated above.

**Our response:**

- Total 599 calls for Derby City PCT in 2010/11 financial year

- Average calls received during period above, broken down by hour in a 24 hours time scale. i.e. between 14.00-14:59 = average 25 calls.

**Our response:**

- This information is not recorded on helpdesk system (not a required statistic by the business) therefore we do not hold this information.

- Average calls received during period above, broken down by month i.e. May 2010 = 203 calls.

**Our response**

- Apr 32, May 31, June 63, July 54, Aug 49, Sept 64, Oct 52, Nov 51, Dec 30, Jan 50, Feb 55, March 68 ; Total 599

- Number of calls received from each Service speciality i.e. GP Practice = 1021, District Nursing Service = 2032, Health Visiting Service = 210 etc.

**Our response:**

- GP Practice : 55% = 329
- Children's Service : 23% = 138
- Other Community Services: 22% = 132
- **Total = 599**

- Average call duration over the period stated above.

**Our response:**

- Cannot be measured and linked to individual call types.

- Reason for the telephone call.

**Our response:**

- Service Requests 60%
- Queries / How do I? 4.20%
- Incidents 35.80%

- Whether the call was resolved locally or escalated through to SystmOne TPP support.

**Our response:**

- Locally solved : 444
- Triaged for resolution to TPP : 155

- Average time from call logged to resolution over the period above.

**Our response:**

- 6 hours and 56 minutes.

I hope this information meets your needs. If you have any queries about this response or are dissatisfied with it, please do not hesitate to contact me.

Yours sincerely,

**Mark Clutton**

Head of Risk Management and Information Governance