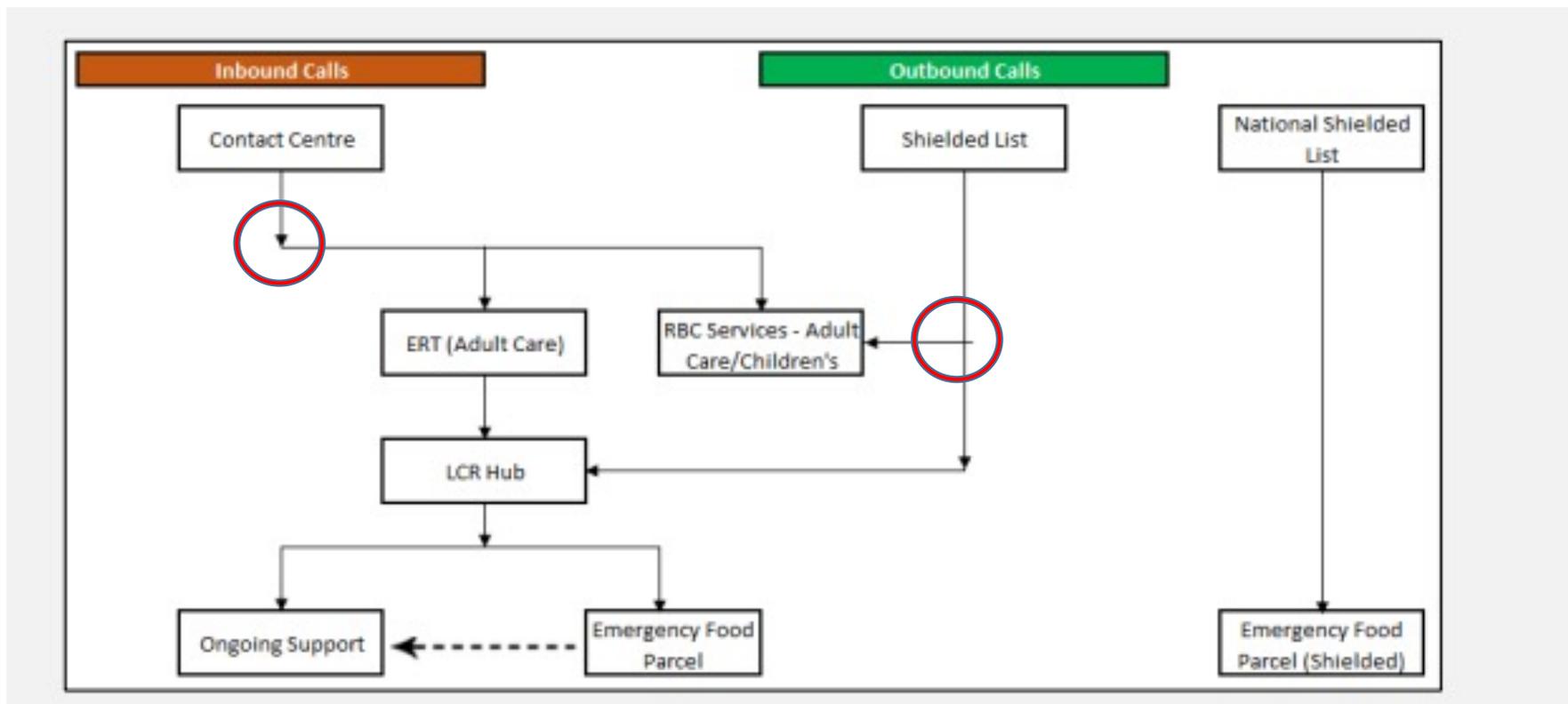


Covid-19 Data Capture – Incoming Calls



Covid-19 Data Capture – Incoming Calls

Caller Details

1. Call reference ID

Please refer to guidance regarding the call reference ID

Call Reference ID (Required)

2. Call handler name

Please state: (Required)

3. What is the caller's name?

If the caller is ringing on behalf of another person, take the persons name and NOT the caller who is ringing on their behalf

Forename: (Required)

Surname: (Required)

4. Additional Caller Detail (optional)

NHS Number:

5. What is the caller's address?

House number: (Required)

First line of address: (Required)

Postcode: (Required)

6. What is the caller's telephone number?

Home telephone:

Mobile telephone: (Required)

7. What is the caller's email address?

Email Address:

8. Have you been referred from national track and trace to help self-isolate?

Please select an answer:

-- Please Select -- ▾

If respondent answers NO go to Question 10

9. Is the resident aware of the test and trace payment (£500) to help self-isolate?

Please select an answer:

-- Please Select -- ▾

If resident answers NO direct to www.rochdale.gov.uk/testandtracepayment

10. How many people live in the property?

- 1
- 2
- 3
- 4
- 5+

11. How many children live in the property?

- 1
- 2
- 3
- 4
- 5+

12. What is your GP practice?

GP Practice:

13. What is your current Covid status?

(Required)

- Positive (confirmed)
- Awaiting test results
- Shielding (not received letter)
- Self Isolating
- Nothing

Contact Centre & ERT (Adult Care) Data

02/08/2020

Incoming Calls			
Contact Centre Data Capture			
Week Ending	CC	Referred to ERT	% to ERT
31/05/2020	77	66	86%
07/06/2020	87	74	85%
14/06/2020	74	63	85%
21/06/2020	55	45	82%
28/06/2020	40	35	88%
05/07/2020	36	29	81%
12/07/2020	37	29	78%
19/07/2020	21	19	90%
26/07/2020	20	16	80%
02/08/2020	18	17	94%
Total	2733	2130	78%

Outgoing Calls								
Shielded List								
Week Ending	Total Calls	Referred to LCR Hub	% referred to ERT	LCR Hub Referred to				
				Heywood	Rochdale North	Rochdale South	Middleton	Pennines
31/05/2020	22	1	5%	0	0	0	0	1
07/06/2020	214	1	0%	0	0	0	1	0
14/06/2020	495	21	4%	2	2	5	6	6
21/06/2020	493	9	2%	2	2	0	3	2
28/06/2020	578	8	1%	1	1	6	0	0
05/07/2020	349	4	1%	0	0	2	0	2
12/07/2020	203	6	3%	0	0	4	2	0
19/07/2020	107	3	3%	0	1	2	0	0
26/07/2020	107	1	1%	0	0	0	1	0
02/08/2020	43	1	2%	0	1	0	0	0
Total	5562	292	5%	44	48	68	56	76

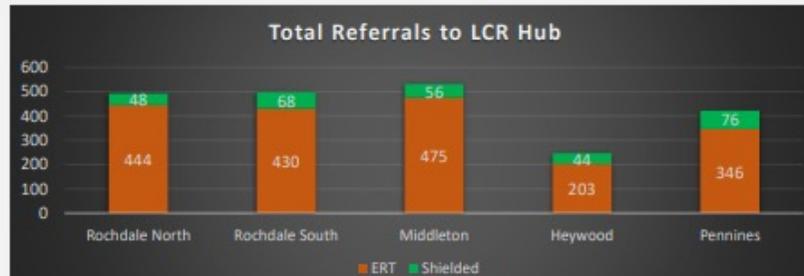
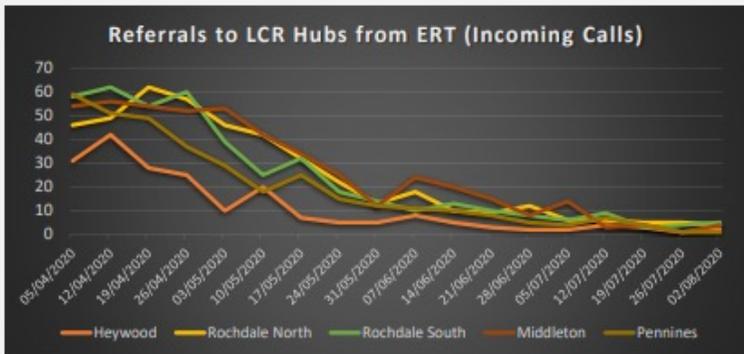
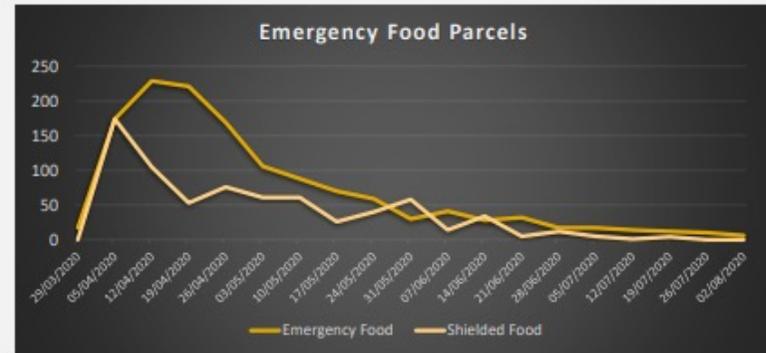
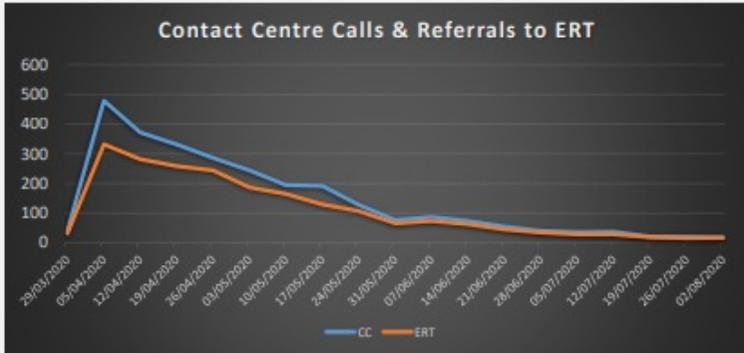
ERT Data Capture		LCR Hub Referred to					Resolved by			
Date	Total	Heywood	Rochdale North	Rochdale South	Middleton	Pennines	Adult Care	Signposted - RBC	Signposted - non RBC	Other
31/05/2020	60	5	13	14	12	12	0	1	1	2
07/06/2020	74	8	18	10	24	11	0	0	1	2
14/06/2020	62	5	10	13	20	10	1	1	1	1
21/06/2020	49	3	9	10	15	8	2	0	1	1
28/06/2020	37	2	12	8	8	5	0	0	0	2
05/07/2020	35	2	6	6	14	4	2	0	0	1
12/07/2020	31	4	6	9	3	7	0	0	0	2
19/07/2020	19	3	5	3	4	4	0	0	0	0
26/07/2020	13	1	5	4	1	1	0	1	0	0
02/08/2020	16	2	4	5	4	1	0	0	0	0
Total	2061	203	444	430	475	346	55	15	16	77

Emergency Food Parcels		
Week Ending	Emergency Food	Shielded Food
31/05/2020	30	58
07/06/2020	41	14
14/06/2020	28	34
21/06/2020	32	5
28/06/2020	17	12
05/07/2020	17	5
12/07/2020	14	1
19/07/2020	12	4
26/07/2020	10	0
02/08/2020	6	0
Total	1340	729

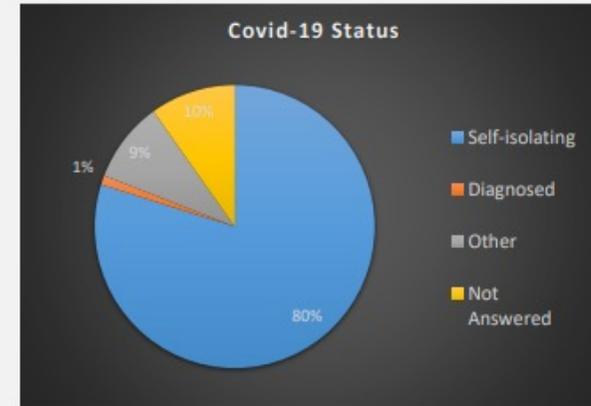
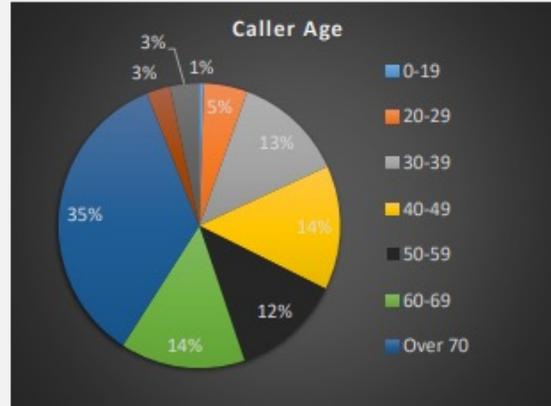
*doesn't include the last weekend deliveries

	Incoming Calls	Outgoing Calls
	ERT	Shielded
Total Referred to LCR Hubs	1898	292

Total Referred to LCR Hubs	Incoming Calls ERT	Outgoing Calls Shielded	Total
Rochdale North	444	48	492
Rochdale South	430	68	498
Middleton	475	56	531
Heywood	203	44	247
Pennines	346	76	422
Total	1898	292	2190



Caller Age	
Age	Total
0-19	10
20-29	95
30-39	240
40-49	268
50-59	237
60-69	272
Over 70	661
Prefer not to say	51
Not Answered	64
Total	1898



Covid-19 Status	
Status	Total
Self-isolating	1515
Diagnosed	20
Other	176
Not Answered	187
Total	1898

What was the initial query regarding?	
Query	Total
Food (emergency)	1157
Food (non-emergency)	152
Mental well-being	48
Family	10
Signposting (eg benefits / bills)	85
Regular Support (eg. weekly)	810
Other	309

