Fig 1: Cause of delays in patients being seen
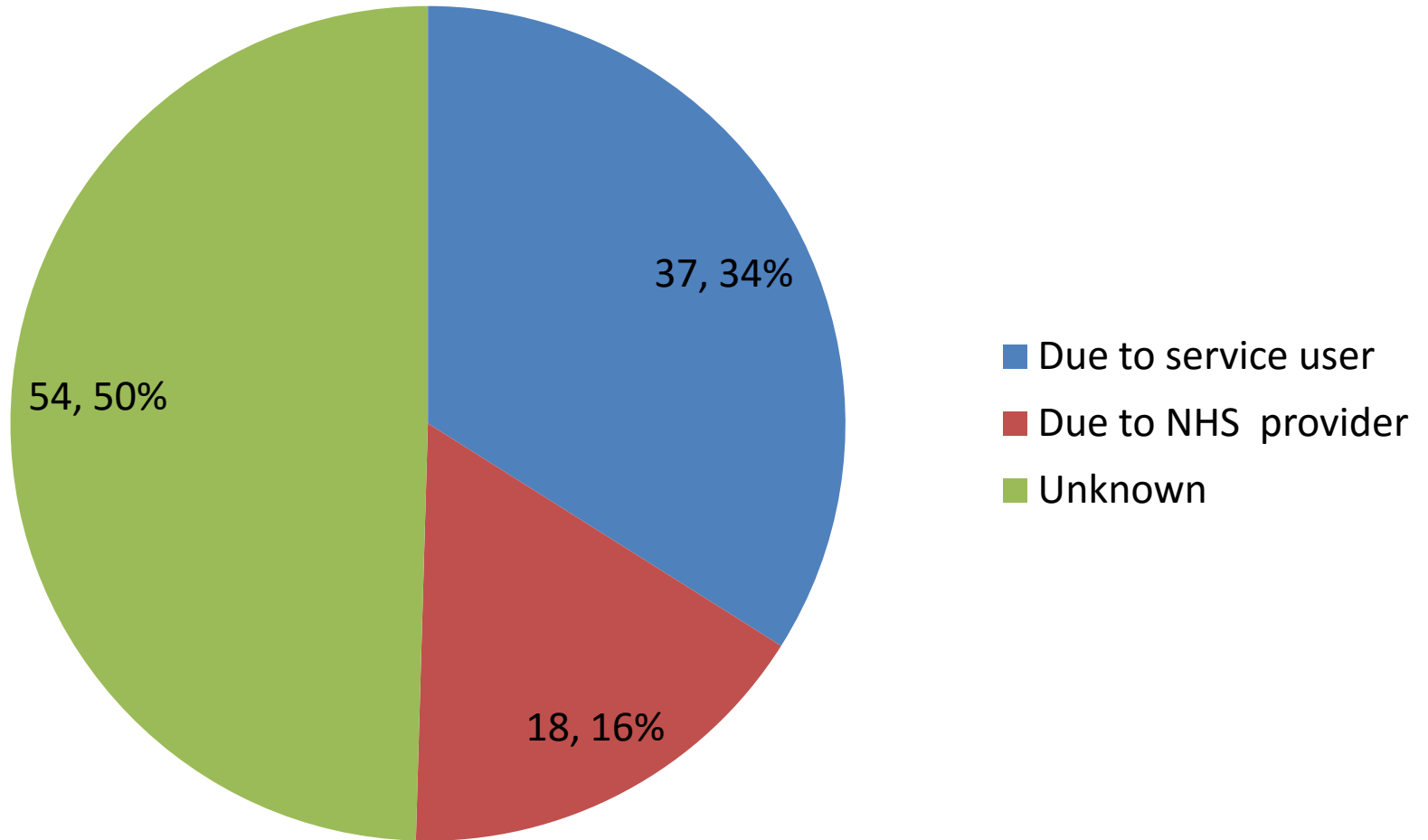

37, 34% — Due to service user

18, 16% — Due to NHS provider

54, 50% — Unknown

Fig 2: Percentage of cases reviewed within set standards

Chart legend:
- Jan 2011 - Dec 2011 (blue)
- Aug 2013 - July 2014 (red)
- Sept 2014 - Feb 2015 (green)

Routine Referrals: 76.8%, 65.2%, 85.1%
Urgent Referrals: 65.5%, 11.1%, 36.0%
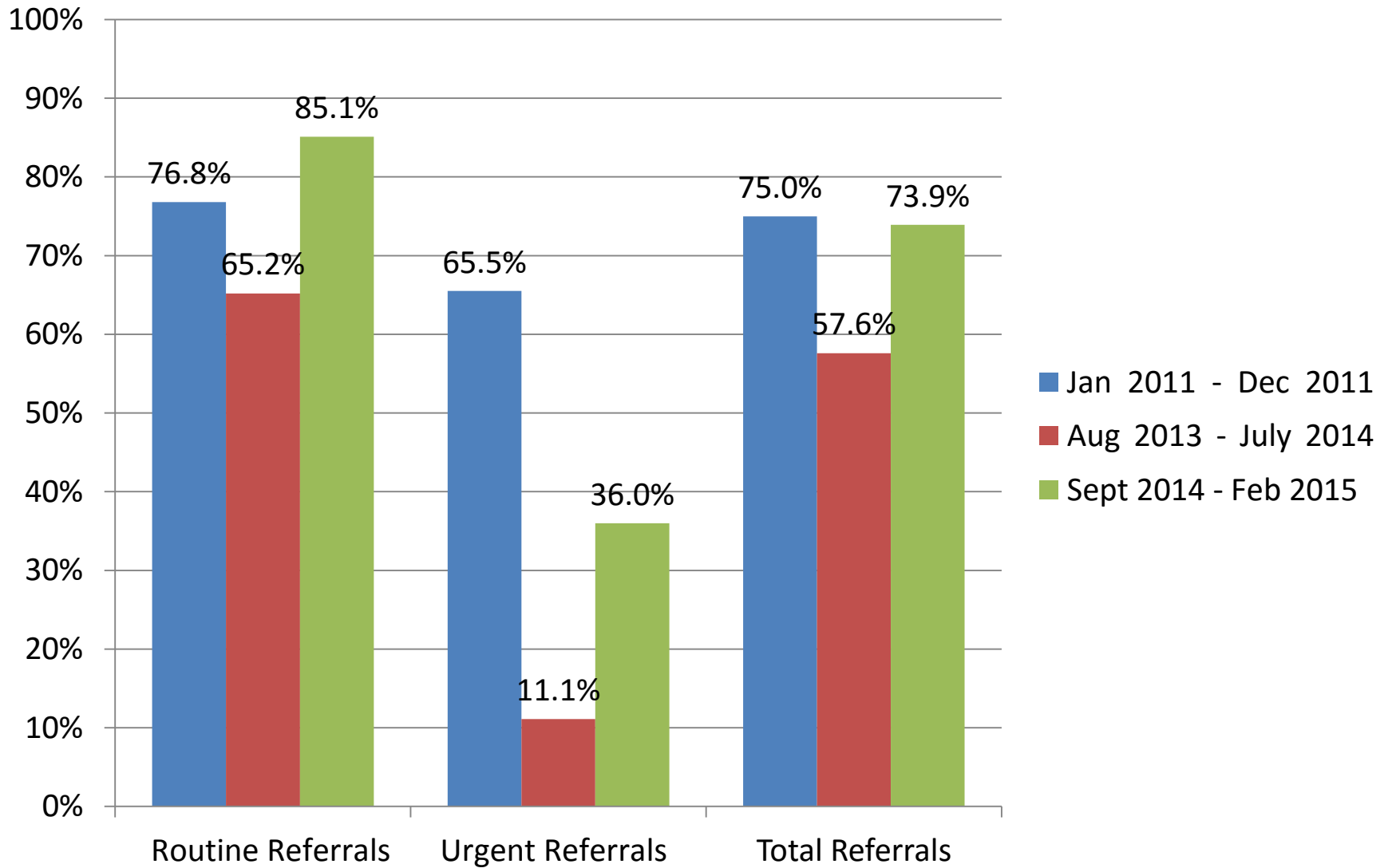Total Referrals: 75.0%, 57.6%, 73.9%

Fig 3: Average waiting time from receipt of referral to assessment