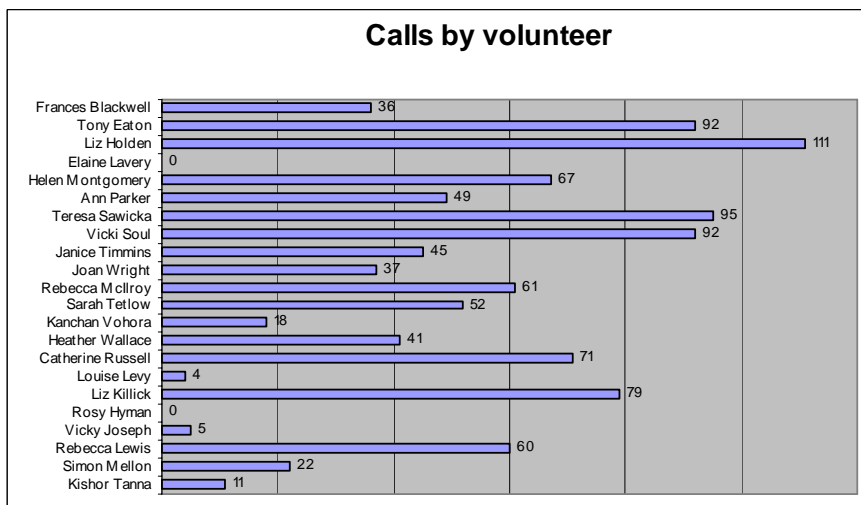
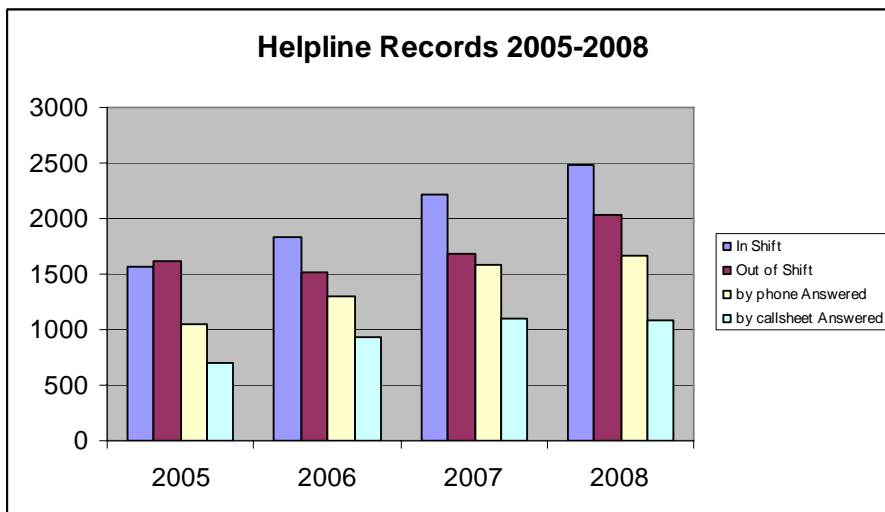
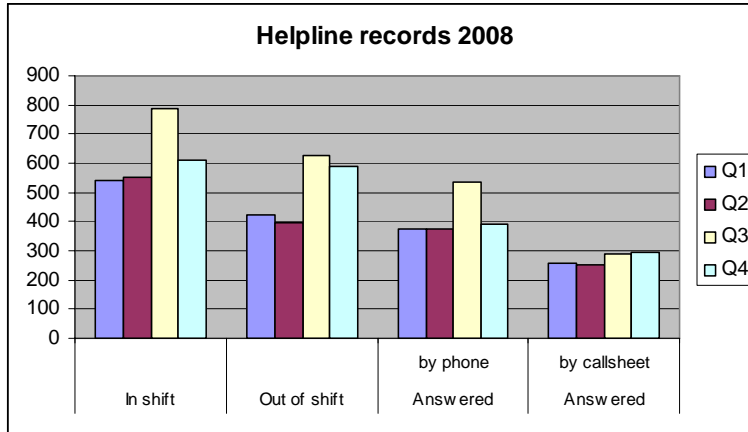
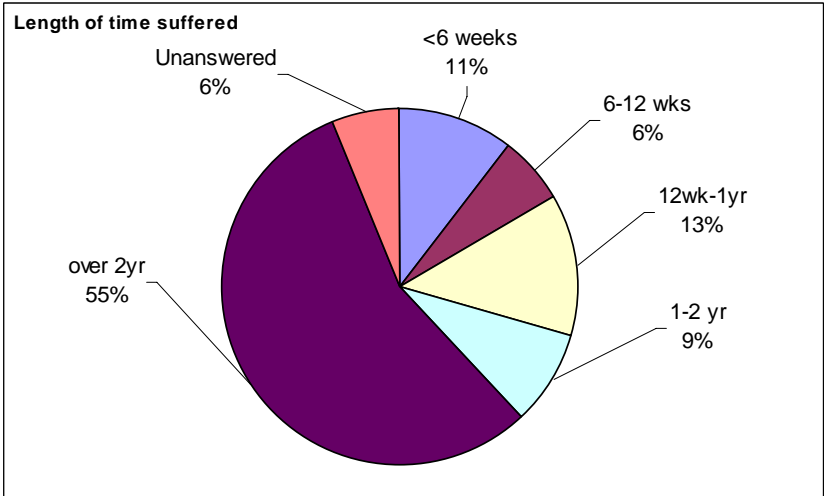
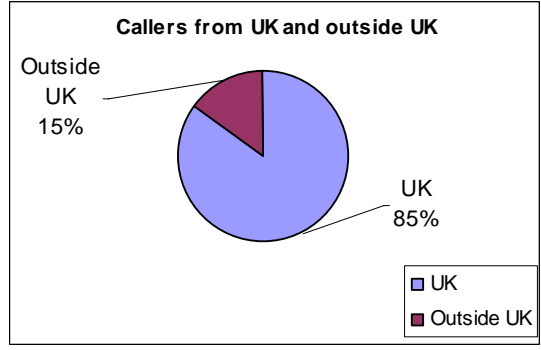
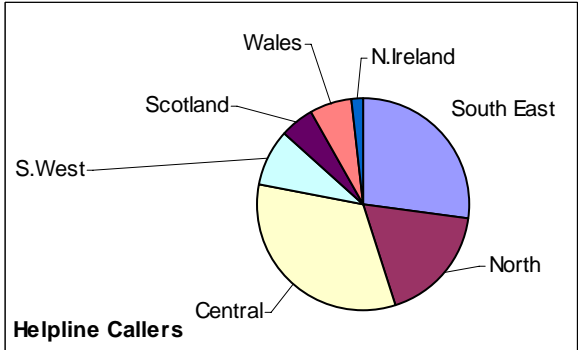
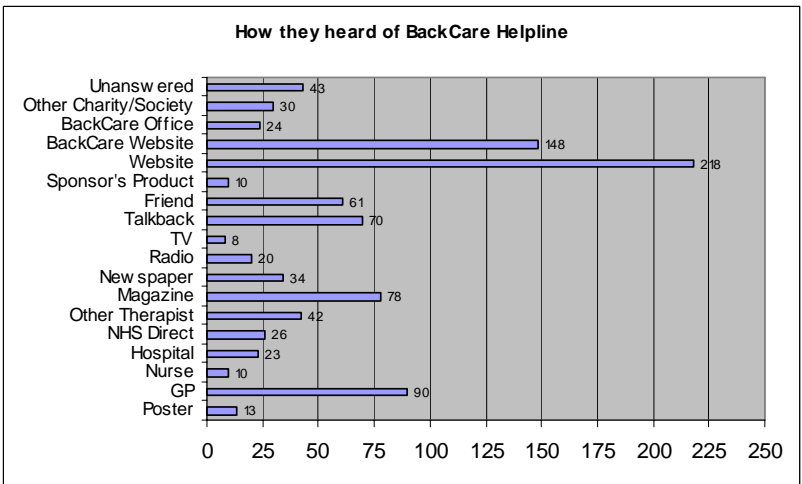
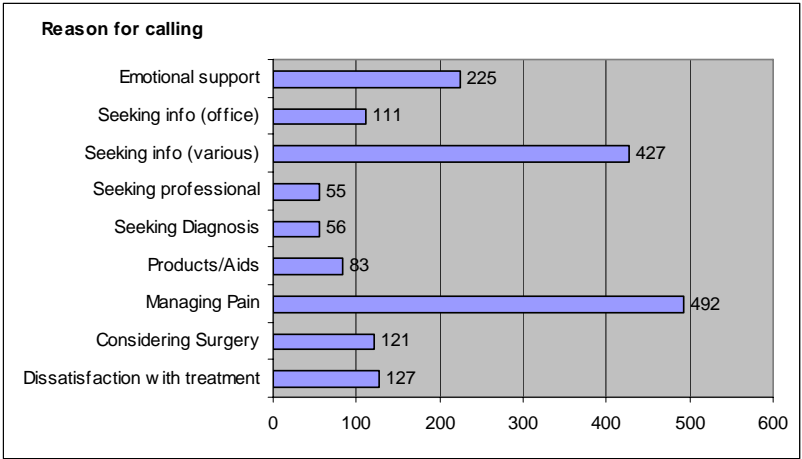


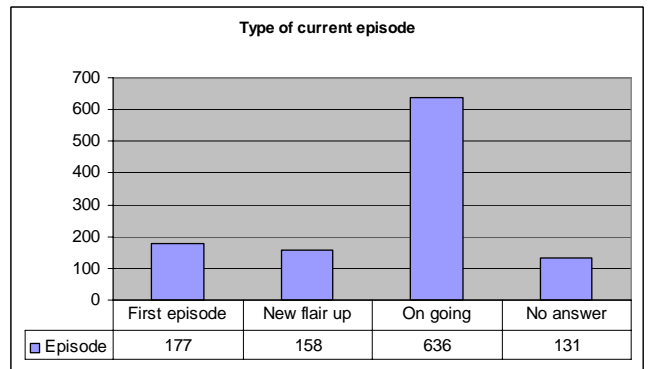
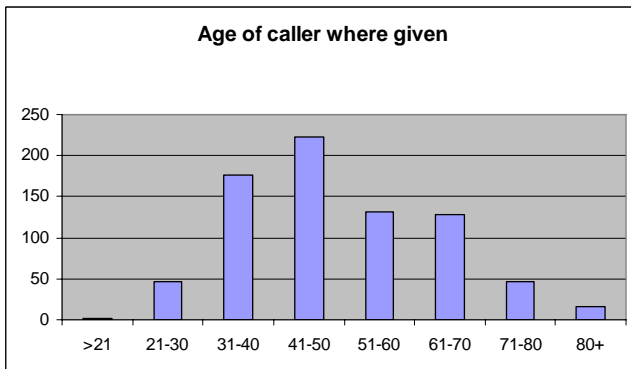
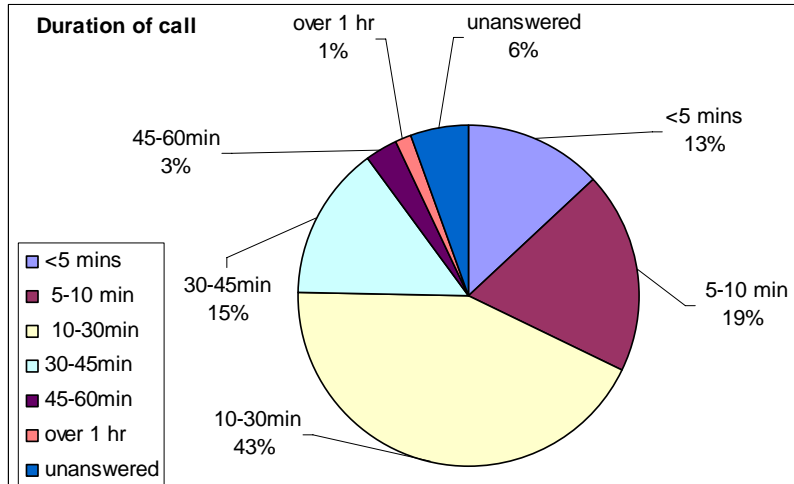
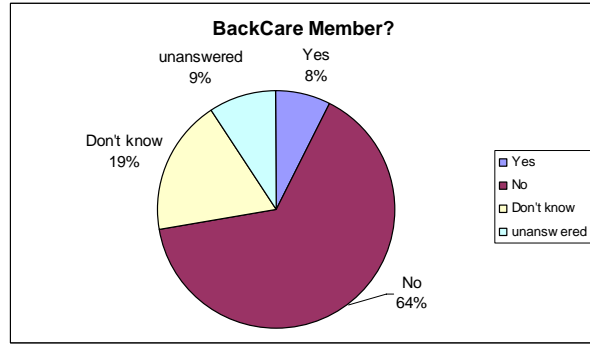
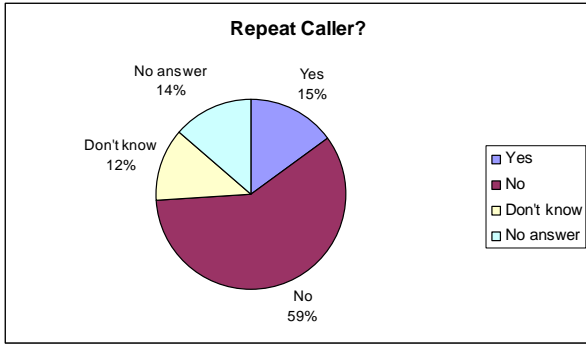
The Helpline in 2008

In 2008 the Helpline received 4,512 calls, 2,488 in shift (55%) and 2,204 out of shift. Of those in shift 1,672 were answered (67%) and of those 1084, 64% had call sheets entered on them.

The average shift receives 5.4 calls answers 3.6 of them and 1.7 go unanswered.







Gender

Female 59%, male 30% and 8.4 % calling for others

Dispatch

Years average 2.8 days mode average 5.6 days

The year's figures mirror the individual quarters, our caller profile remains constant- the average caller is female, aged 41 –50 years, lives in Central or Southern England, seeks information in general and on managing back pain in particular, and heard of us from a website or possibly a magazine or her GP. She is most likely to call a day time shift and speak for about 30 minutes, wants information on exercise and relaxation, and probably a cluster of fact sheets that make up pain management alternatives and has suffered with back pain, possibly sciatica, for over 2 years

