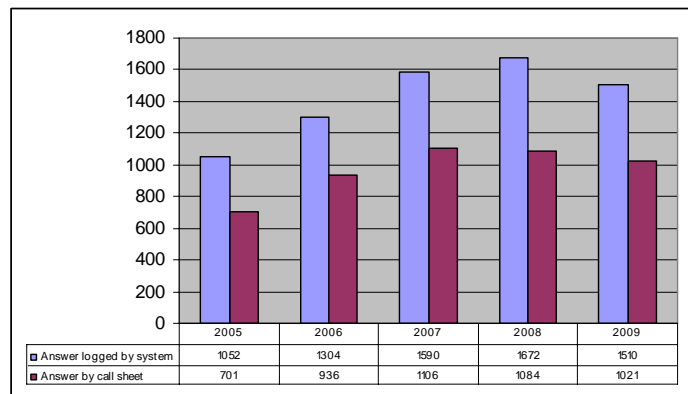
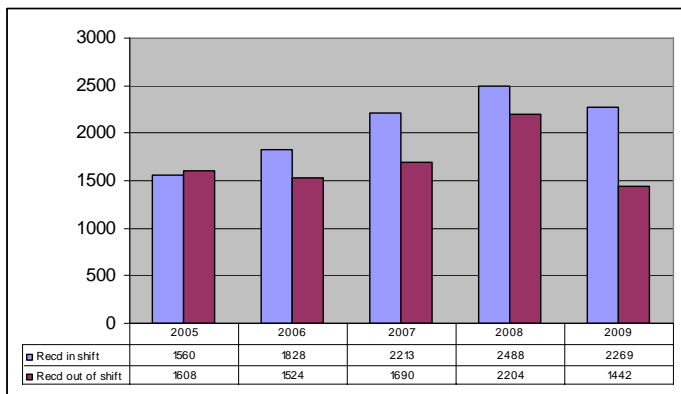
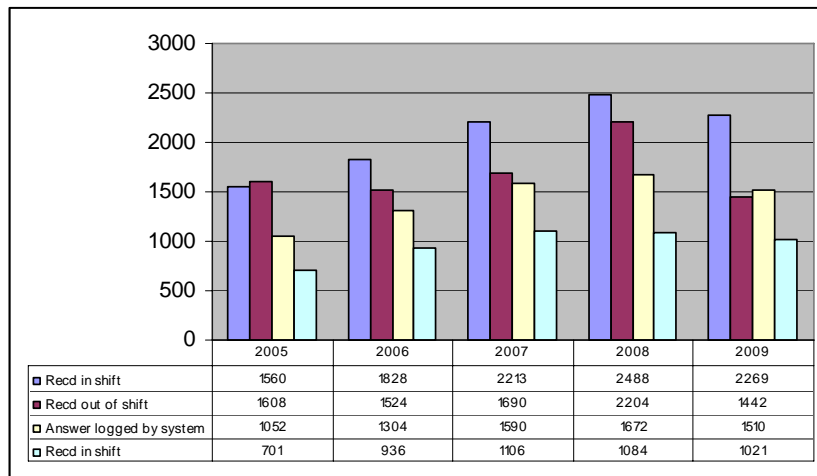
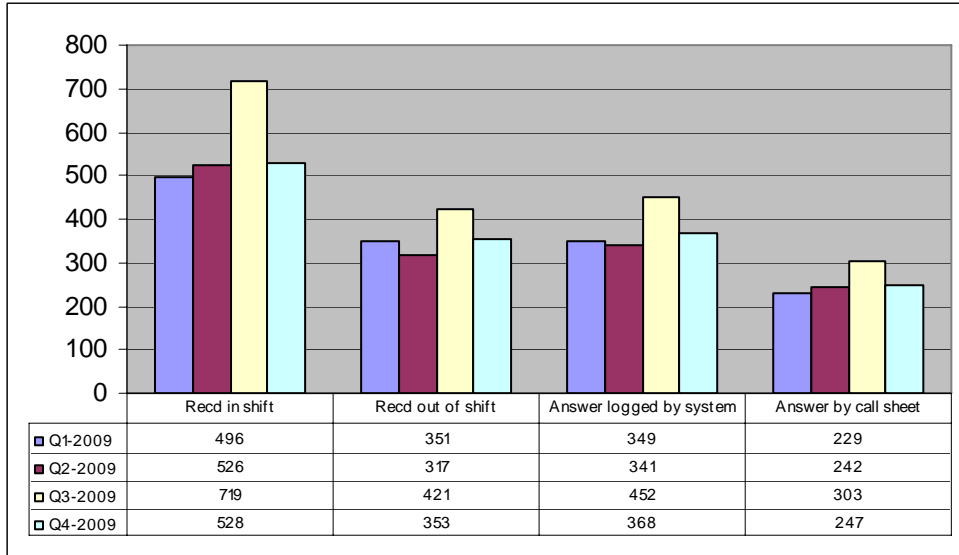
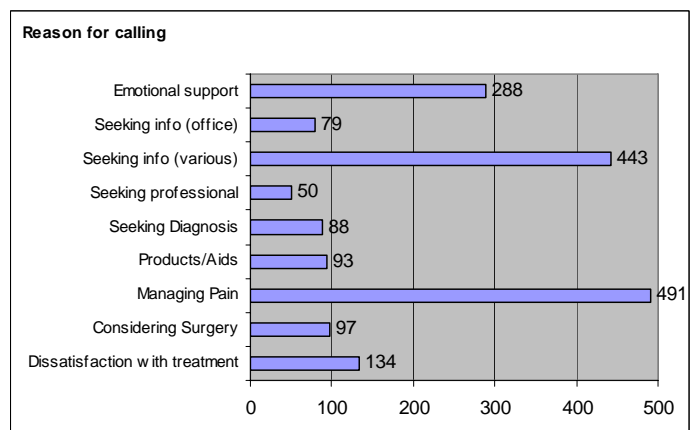
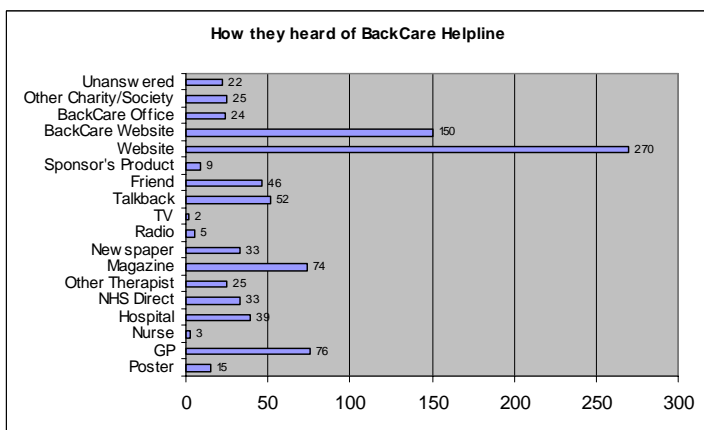
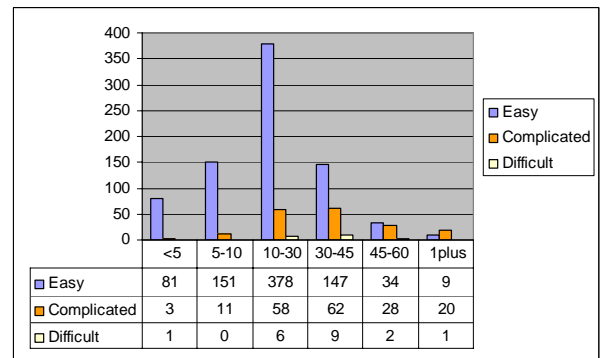
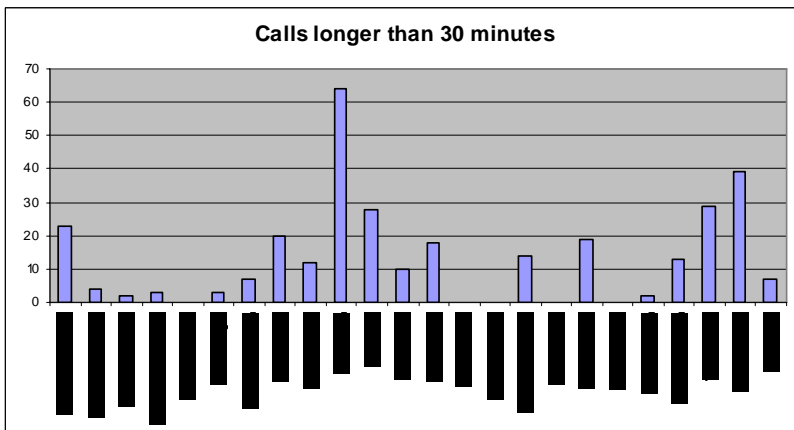
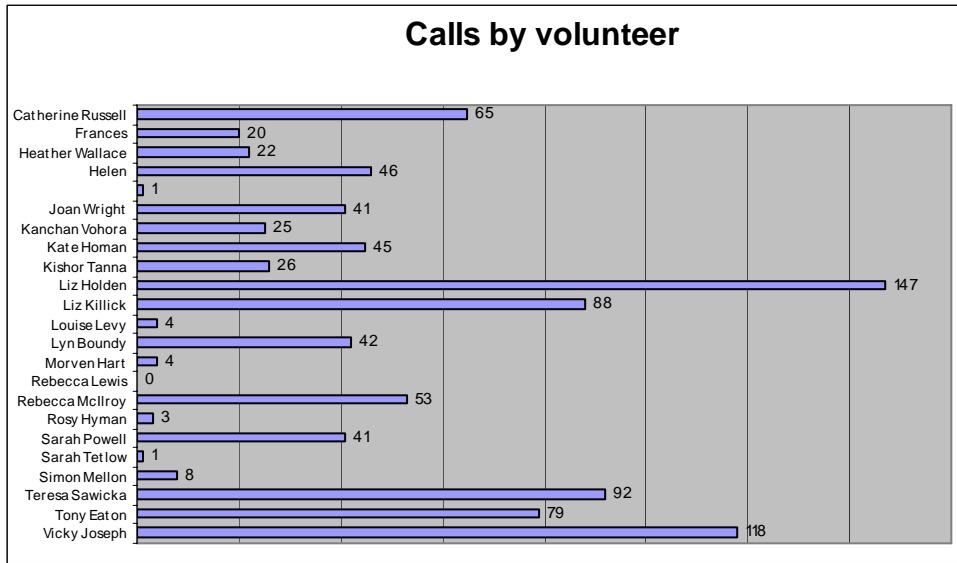
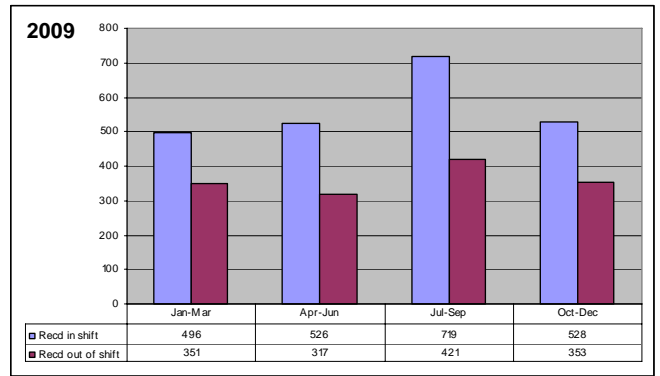
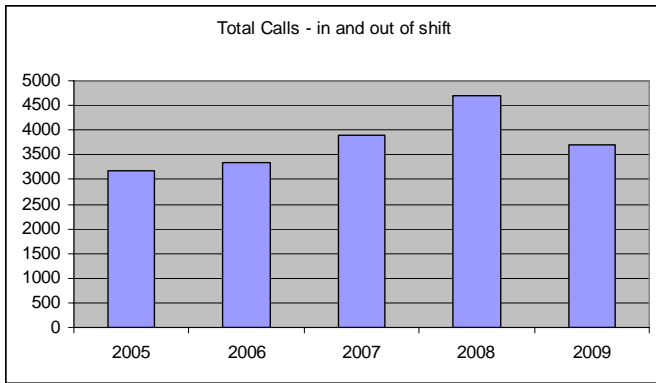


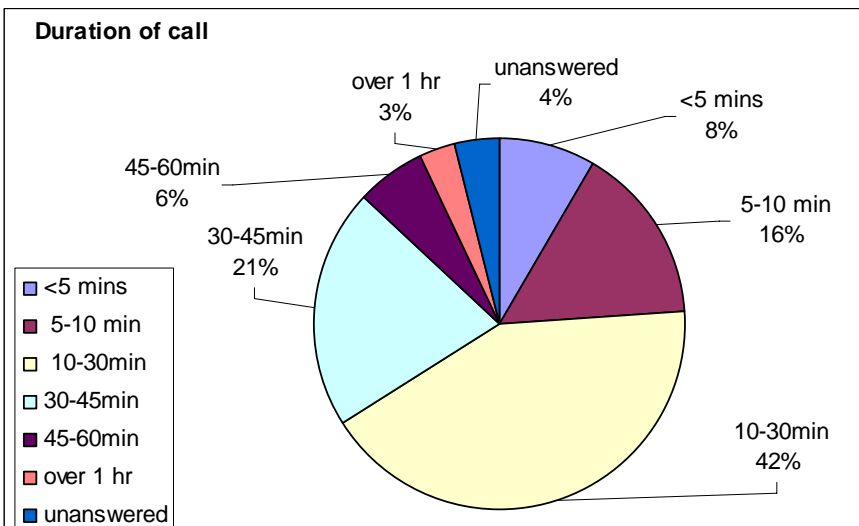
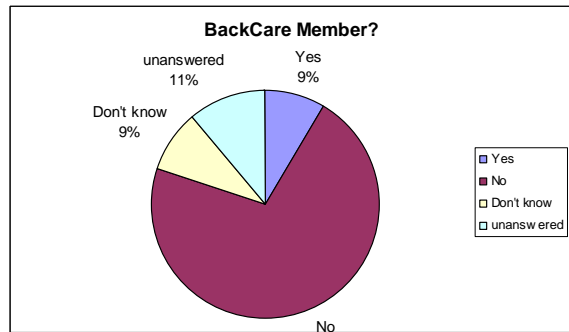
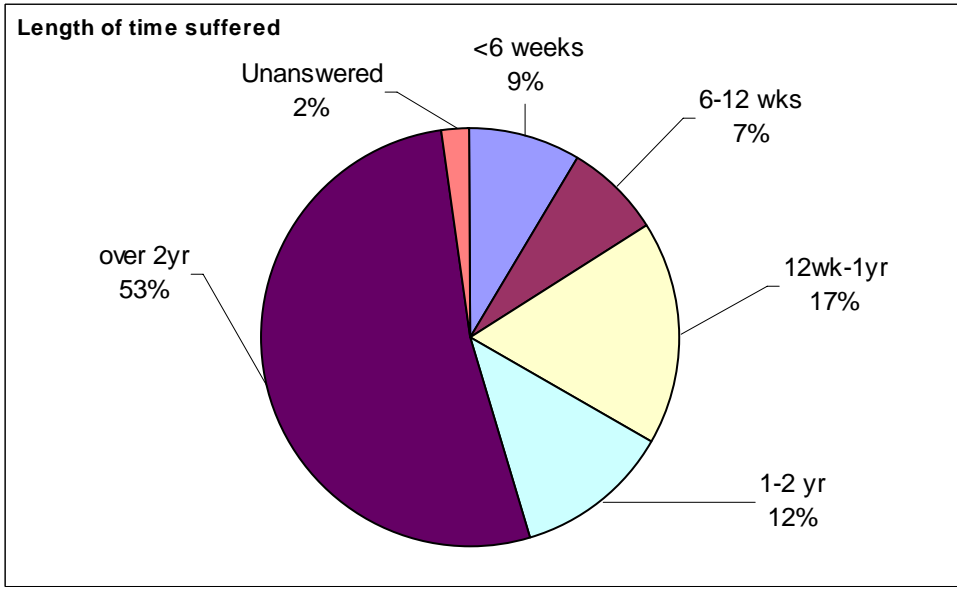
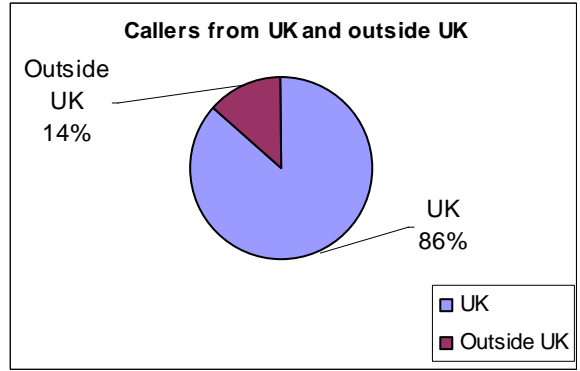
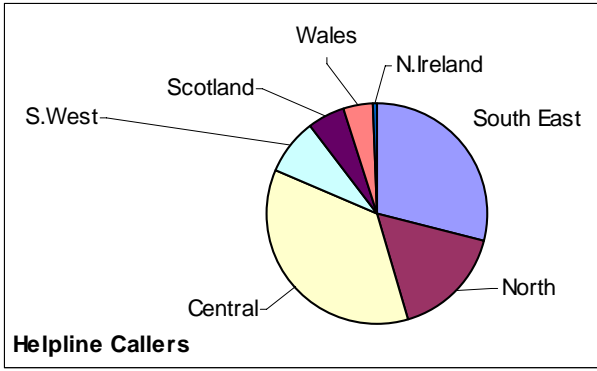
The Helpline in 2009

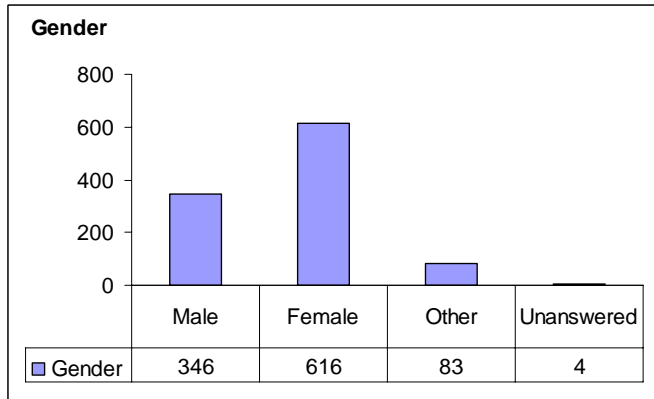
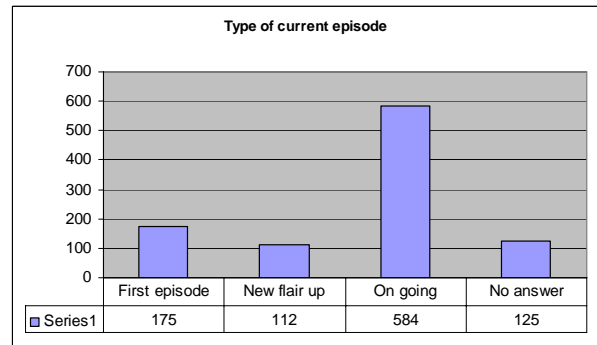
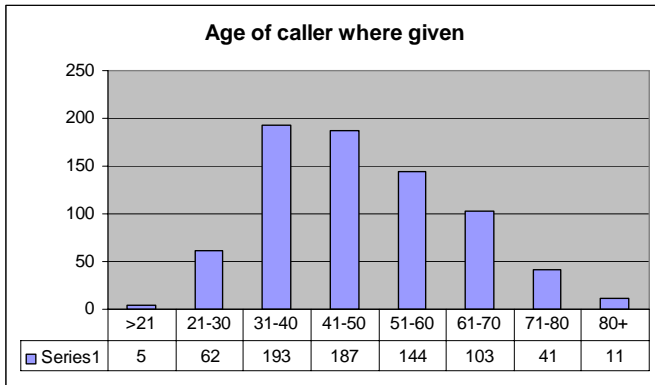
In 2009 the Helpline received 3,711 calls, 2,269 in shift (61%) and 1442 out of shift. Of those in shift 1,510 were answered (66 %) and of those 1021, 67% had call sheets entered on them.

The average shift receives 4.7 calls answers 3.1 of them and 1.5 go unanswered.









Gender

Female 58%, male 32% and 7.9 % calling for others

Dispatch

Years average 2.1 days mode average 5 days

The year's figures mirror the individual quarters, our caller profile remains constant- the average caller is female, aged 31 –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

