

Vida Healthcare Telephone Call Statistics 2023

In 2023 we have been analysing our telephone calls to improve the service we offer you. We thought it might be interesting for you if we highlighted some of the key observations we've discovered.

Total number of calls handled by Vida in 2023: **over 600,000**

Average time in the queue: **just under 5 minutes**

Calls answered without queueing: **70%**

Average call duration: **just over 2 minutes**

Calls that lasted under 5 mins: **89%**

