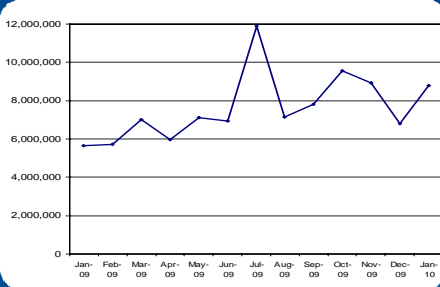


PERFORMANCE REPORT JANUARY 2010

SERVICE USAGE

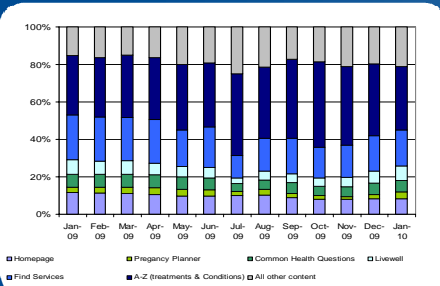
Visits



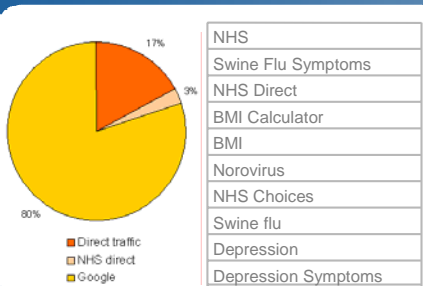
Site usage

	January	December
Total visits	8,803,152	6,810,517
Total visitors	6,626,353	5,257,741
Average pages per visit	4.30	3.95
Average visit duration	6 mins 54 secs	6 mins 48 secs

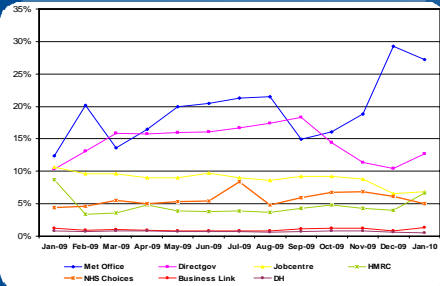
Visits by area



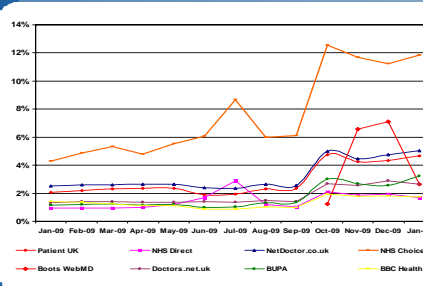
Top referrers



Hitwise market shares – Government

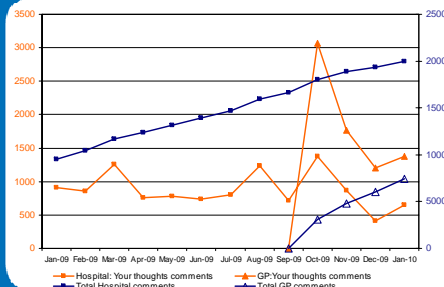


Hitwise market shares – Health sector

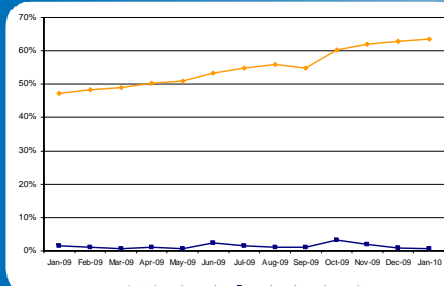


ENGAGEMENT WITH THE SITE

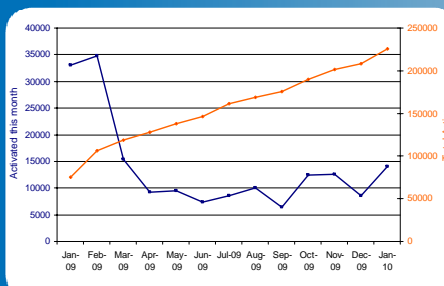
GP & Hospital comments *



GP practices managing data

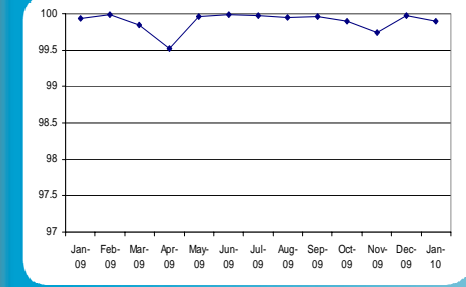


Active and new site user accounts

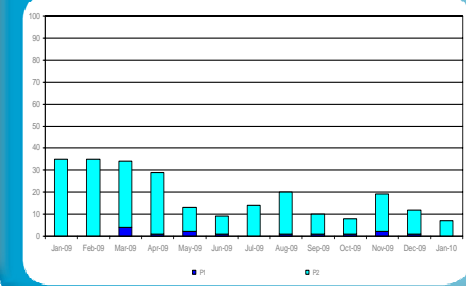


LIVE OPERATIONS

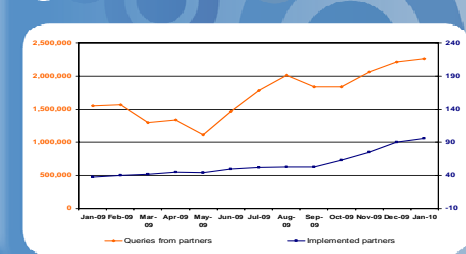
Site availability



P1 & P2 helpdesk artifacts raised



DISTRIBUTION



* Both orange lines are monthly figures which need to be read using the scale on the left (with orange text), and both blue lines are cumulative totals which need to be read using the scale on the right (with blue text)