

Great Bentley Surgery - Key Performance Indicators 2019/20

Patient Appointments

Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	67	76	70	81	65	71	73	85	73	69	86	65	881	73
Number of triage callbacks unanswered by patient	Number	61	58	46	61	49	58	58	43	43	61	56	93	687	57
Number of face to face clinical consultations	Number	3435	4033	3799	3906	3343	4583	4956	4243	3295	4206	3723	2539	46061	3838
Number of telephone clinical consultations	Number	1270	1091	1054	1159	1171	1135	1238	1134	1167	1343	1197	1996	14955	1246
Number of clinical home visits	Number	77	60	76	91	70	47	126	94	62	107	75	84	969	81
TOTAL CLINICAL CONTACTS	Number	4782	5184	4929	5156	4584	5765	6320	5471	4524	5656	4995	4619	61985	5165
Average GP Consultation Length	Minutes	12	13	11	12	13	13	13	12	13	13	14	13		13
Average time between appointment time and time called in	Minutes	5	6	7	5	7	5	7	9	5	7	7	5		6
GP Non-Urgent Appointment (Booked time to appt time)	Days	20	18	17	17	20	21	18	18	17	19	18	18		18
Triage - Time from callback to booked urgent appointment slot	Hours	2.2	2.2	2.2	2.5	2.2	2.3	2.3	2.3	2.4	2.4	2.1	1.9		2.3
Minor Ailment Appointments (Booked time to appt time)	Hours	4.9	4.5	3.9	3.4	13.9	4.3	8.7	3.5	7.8	2.1	4.0	2.4		5
Nurse Practitioner Appointments (Booked time to appt time)	Days	10	7	5	6	3	4	6	6	9	4	5	5		6
Nurse Appointments (Booked time to appt time)	Days	9	9	10	11	11	11	11	13	14	10	10	8		11
HCA Appointments (Booked time to appt time)	Days	9	9	9	7	9	8	8	9	9	8	7	8		8
Blood Taking Appointments (Booked time to appt time)	Days	7	7	7	6	8	8	8	7	8	7	8	7		7

Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	Totals	30853	31739	27917	31914	29035	34444	36541	30968	31093	34276	28272	37350	384402	32034
Total Paper Items issues	Number	4421	4470	4299	3847	3601	3824	3960	4174	3548	3717	3230	2535	45626	3802
Total Electronic Items issued	Number	26432	27269	23618	28067	25434	30620	32581	26794	27545	30559	25042	34815	338776	28231
Acute Items Issued	Number	6831	7062	6161	7149	6060	10939	11976	7722	6954	7868	6275	8606	93603	7800
Repeat Items Issued	Number	16150	16396	14330	16517	15316	15526	16261	15379	15902	16990	14022	19220	192009	16001
Repeat Dispensing Items Issued	Number	7872	8281	7426	8248	7659	7979	8304	7867	8237	8921	7975	9524	98293	8191

Items of Clinical Post/Emails/ePost

														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2228	2173	2004	2355	2190	2103	2361	2199	2001	2063	2125	2677	26479	2207

Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	2581	2684	2675	2691	1925	2481	3158	2359	2024	2651	2159	1828	29216	2435

Telephony

														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	4550	4488	4049	4809	4456	5093	5050	4488	4025	4977	4297	5497	55779	4648
Number of calls abandoned	Number	1427	1841	1030	1619	1297	1598	1545	1864	1670	1689	1710	1307	18597	1550
Average time to answer a call (Following initial message)	Seconds	69	46	30	33	43	38	36	42	40	63	36	48		44
Number of outgoing calls	Number	3631	3514	3221	3615	3554	3422	3504	3409	3259	3827	3423	5504	43883	3657

Secretarial

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	208	200	231	279	180	208	225	220	214	222	220	152	2559	213
Paper based Referrals	Number	231	367	351	362	250	330	345	285	295	262	314	231	2674	302
Patient Tasks Actioned	Number	624	770	708	828	657	759	700	649	649	658	628	547	6075	681
Total Number of items completed	Number	1063	1337	1290	1469	1087	1297	1270	1154	1158	1142	1162	930	11308	1197