

# Great Bentley Surgery - Key Performance Indicators 2020/21

## Patient Appointments

Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	10												10	10
Number of triage callbacks unanswered by patient	Number	62												62	62
Number of face to face clinical consultations	Number	206												206	206
Number of telephone clinical consultations	Number	1979												1979	1979
Number of clinical home visits	Number	659												659	659
<b>TOTAL CLINICAL CONTACTS</b>	<b>Number</b>	<b>2844</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2844</b>	<b>2844</b>
Average GP Consultation Length	Minutes	18													18
Average time between appointment time and time called in	Minutes	-19													-19
GP Non-Urgent Appointment (Booked time to appt time)	Days	16													16
Triage - Time from callback to booked urgent appointment slot	Hours	2.5													2.5
Minor Ailment Appointments (Booked time to appt time)	Hours	27.0													27
Nurse Practitioner Appointments (Booked time to appt time)	Days	6													6
Nurse Appointments (Booked time to appt time)	Days	9													9
HCA Appointments (Booked time to appt time)	Days	6													6
Blood Taking Appointments (Booked time to appt time)	Days	10													10

## Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	Totals	30926												30926	30926
Total Paper Items issues	Number	724												724	724
Total Electronic Items issued	Number	29572												29572	29572
Acute Items Issued	Number	6158												6158	6158
Repeat Items Issued	Number	15202												15202	15202
Repeat Dispensing Items Issued	Number	8936												8936	8936

## Items of Clinical Post/Emails/ePost

														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2642												2642	2642

## Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	502												502	502

## Telephony

														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	3071												3071	3071
Number of calls abandoned	Number	750												750	750
Average time to answer a call (Following initial message)	Seconds	43													43
Number of outgoing calls	Number	3739												3739	3739

## Secretarial

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	60												60	60
Paper based Referrals	Number	81												0	81
Patient Tasks Actioned	Number	316												0	316
Total Number of items completed	Number	457	0	0	0	0	0	0	0	0	0	0	0	60	457