Patient Appointments															
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCN
Appointments Not Attended (DNAs)	Number	10	15	19	21	36	43							144	24
Number of triage callbacks unanswered by patient	Number	62	80	77	94	102	104							519	87
Number of face to face clinical consultations	Number	659	1095	1818	2170	2451	2888							11081	1847
lumber of telephone clinical consultations	Number	1979	2292	2564	2481	2386	2706							14408	2401
lumber of clinical home visits	Number	206	138	74	40	55	39							552	92
OTAL CLINICAL CONTACTS	Number	2844	3525	4456	4691	4892	5633	0	0	0	0	0	0	26041	4340
Average GP Consultation Length	Minutes	18	14	18	15	15	17								16
verage time between appointment time and time called in	Minutes	-19	-7	-1	0	1	1								-4
P Non-Urgent Appointment (Booked time to appt time)	Days	16	7	6	14	12	12								11
riage - Time from callback to booked urgent appointment slot	Hours	2.5	2.5	2.8	3.0	2.5	2.6								2.6
linor Ailment Appointments (Booked time to appt time)	Hours	27	10	8	44	17	26								22
urse Practitioner Appointments (Booked time to appt time)	Days	6	6	7	10	5	7								7
urse Appointments (Booked time to appt time)	Days	9	7	6	6	8	7								7
CA Appointments (Booked time to appt time)	Days	6	4	6	5	5	8								6
lood Taking Appointments (Booked time to appt time)	Days	10	7	6	7	7	9								8
Prescription Issues														<b>Annual Total</b>	Avg. PC
otal Items Issued	Totals	30926	28646	31542	31998	29025	33739							185876	30979
otal Paper Items issues	Number	724	661	990	1189	1106	1118							5788	965
otal Electronic Items issued	Number	29572	27985	30552	30809	27919	32621							179458	2991
cute Items Issued	Number	6158	5860	6781	6651	5863	8624							39937	6656
epeat Items Issued	Number	15202	14401	15818	16112	14621	16305							92459	15410
epeat Dispensing Items Issued	Number	8936	8385	8943	9235	8541	8810							52850	8808
tems of Clinical Post/Emails/ePost														<b>Annual Total</b>	Avg. PC
ems of Clinical Post/Emails/ePost	Number	2642	1235	1249	1558	1442	1704							9830	1638
aboratory Reports Assessed														Annual Total	Avg. PC
umber of lab reports assessed and action taken	Number	502	1174	2322	2433	2624	3159							12214	2036
elephony														Annual Total	Avg. PC
umber of Incoming calls answered	Number	3071	3581	4251	4563	4832	6638							26936	4489
umber of calls abandoned	Number	750	713	754	805	887	1335							5244	874
verage time to answer a call (Following initial message)	Seconds	43	35	38	37	45	55								42
umber of outgoing calls	Number	3739	4228	5112	4823	4773	5372							28047	4675
.75														Annual Total	Avg. Po
umber of Dictations Typed	Number	60	85	164	159	184	175							827	138
aper based Referrals	Number	81	122	259	355	385	449							1189	275
Patient Tasks Actioned	Number	316	344	636	747	825	863							2435	622
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