Great Bentley Surgery - Key Performance Indicators 2022/23

Patient Appointments

Patient Appointments				_											
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	56												56	56
Number of triage callbacks unanswered by patient	Number	126												126	126
Number of face to face clinical consultations	Number	2834												2834	2834
Number of telephone clinical consultations	Number	2521												2521	2521
Number of clinical home visits	Number	58												58	58
Total Clinical Contacts	Number	5413	0	0	0	0	0	0	0	0	0	0	0	5413	5413
Average GP Consultation Length	Minutes	17													17
Average time between appointment time and time called in	Minutes	6													6
GP Non-Urgent Appointment (Booked time to appt time)	Days	11													11
Triage - Time from callback to booked urgent appointment slot	Hours	2.0													2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	15													15
Nurse Practitioner Appointments (Booked time to appt time)	Days	4													4
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	11													11
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	37413												37413	37413
Total Paper Items issues	Number	1106												1106	1106
Total Electronic Items issued	Number	36307												36307	36307
Acute Items Issued	Number	9677												9677	9677
Repeat Items Issued	Number	18217												18217	18217
Repeat Dispensing Items Issued	Number	9519												9519	9519
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2290												2290	2290
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3528												3528	3528
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	5148												5148	5148
Number of calls abandoned	Number	1303												1303	1303
Average time to answer a call (Following initial message)	Seconds	84													84
Number of outgoing calls	Number	5355												5355	5355
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	178												178	178
Paper based Referrals	Number	546						1	1			1		0	546
Patient Tasks Actioned	Number	1015												0	1015
Total Number of items completed	Number	1739	0	0	0	0	0	0	0	0	0	0	0	178	1739