

# Great Bentley Surgery - Key Performance Indicators 2023/24

## Patient Appointments

Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	88	123	142	116	106	115	110	117	142	163	121	170	1513	126
Number of triage callbacks unanswered by patient	Number	80	125	113	117	98	123	114	102	114	113	88	86	1273	106
Number of face to face clinical consultations	Number	3798	4377	4628	4171	5924	4617	6695	4950	3733	5158	4867	5020	57938	4828
Number of telephone clinical consultations	Number	1634	1902	1753	1942	1738	1699	1691	1957	1666	1904	1698	1670	21254	1771
Number of clinical home visits	Number	35	30	29	38	31	24	203	60	52	65	73	61	701	58
<b>TOTAL CLINICAL CONTACTS</b>	<b>Number</b>	<b>5467</b>	<b>6309</b>	<b>6410</b>	<b>6151</b>	<b>7693</b>	<b>6340</b>	<b>8589</b>	<b>6967</b>	<b>5451</b>	<b>7127</b>	<b>6638</b>	<b>6751</b>	<b>79893</b>	<b>6658</b>
Average GP Consultation Length	Minutes	15	15	16	15	15	14	14	13	14	13	14	16		15
Average time between appointment time and time called in	Minutes	8	10	9	10	9	10	9	10	9	10	7	7		9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30	26	27	33	28	22	19	18	18	22	26		25
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0	2.0	2.0	2.0	2.0	2	2.0	2.0	2.0	2.0	2.0		2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17	23	15	24	18	18	25	29	35	15	10	17		21
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16	12	14	9	13	9	20	17	6	16	17		14
Nurse Appointments (Booked time to appt time)	Days	12	12	11	13	14	13	14	10	12	11	11	11		12
HCA Appointments (Booked time to appt time)	Days	9	9	8	8	13	9	8	10	11	8	8	9		9
Blood Taking Appointments (Booked time to appt time)	Days	12	11	10	13	15	15	20	18	22	18	23	24		17

## Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	Totals	36206	43399	40493	38552	42155	40047	52319	42510	38387	43690	38744	39752	496254	41355
Total Paper Items issues	Number	946	1206	1049	1230	1506	1035	1357	1045	1112	940	1066	829	13321	1110
Total Electronic Items issued	Number	35260	42193	39444	37322	40649	39012	50962	41465	37275	42750	37678	38923	482933	40244
Acute Items Issued	Number	8101	11462	10249	8015	9135	10366	20018	11140	8317	9586	8252	7982	122623	10219
Repeat Items Issued	Number	18444	21026	19988	20141	21818	19378	21172	20380	19460	22181	19520	20327	243835	20320
Repeat Dispensing Items Issued	Number	9661	10911	10256	10396	11202	10303	11129	10990	10610	11923	10972	11443	129796	10816

## Items of Clinical Post/Emails/ePost

														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948	3219	3313	3071	3117	3828	3873	3210	3651	3925	3586	40201	3350

## Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303	3516	3678	3545	3336	3464	3599	3016	4164	3887	3964	42586	3549

## Telephony

														Annual Total	Avg. PCM
Number of incoming calls answered	Number	*	5619	4087	5557	5890	5896	6349	5831	4970	6235	5615	5451	61500	5591
Average time to answer a call (Following initial message)	Seconds	*	100	92	96	82	93	87	99	98	102	106	107		97
Number of outgoing calls	Number	*	4428	3214	4576	4384	4276	4781	4756	4073	5092	4708	4574	48862	4442

## Secretarial

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110	102	104	90	94	109	112	63	81	90	96	1141	95
Paper based Referrals	Number	502	502	448	547	492	516	534	622	550	631	696	638	5226	557
Patient Tasks Actioned	Number	1021	1130	1016	1278	1028	1077	1208	1273	1194	1379	1165	1214	10816	1165
Total Number of items completed	Number	1613	1742	1566	1929	1610	1687	1851	2007	1807	2091	1951	1948	17183	1817