## **Great Bentley Surgery - Key Performance Indicators 2020/21**

## **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	10	15	19	21									65	16
Number of triage callbacks unanswered by patient	Number	62	80	77	94									313	78
Number of face to face clinical consultations	Number	659	1095	1818	2170									5742	1436
Number of telephone clinical consultations	Number	1979	2292	2564	2481									9316	2329
Number of clinical home visits	Number	206	138	74	40									458	115
TOTAL CLINICAL CONTACTS	Number	2844	3525	4456	4691	0	0	0	0	0	0	0	0	15516	3879
Average GP Consultation Length	Minutes	18	14	18	15										16
Average time between appointment time and time called in	Minutes	-19	-7	-1	0										-7
GP Non-Urgent Appointment (Booked time to appt time)	Days	16	7	6	14										11
Triage - Time from callback to booked urgent appointment slot	Hours	2.5	2.5	2.8	3.0										2.7
Minor Ailment Appointments (Booked time to appt time)	Hours	27	10	8	44										22
Nurse Practitioner Appointments (Booked time to appt time)	Days	6	6	7	10										7
Nurse Appointments (Booked time to appt time)	Days	9	7	6	6										7
HCA Appointments (Booked time to appt time)	Days	6	4	6	5										5
Blood Taking Appointments (Booked time to appt time)	Days	10	7	6	7										7
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	30926	28646	31542	31998									123112	30778
Total Paper Items issues	Number	724	661	990	1189									3564	891
Total Electronic Items issued	Number	29572	27985	30552	30809									118918	29730
Acute Items Issued	Number	6158	5860	6781	6651									25450	6363
Repeat Items Issued	Number	15202	14401	15818										61533	15383
Repeat Dispensing Items Issued	Number	8936	8385	8943	9235									35499	8875
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2642	1235	1249	1558									6684	1671
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	502	1174	2322	2433									6431	1608
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	3071	3581	4251	4563									15466	3867
Number of calls abandoned	Number	750	713	754	805									3022	756
Average time to answer a call (Following initial message)	Seconds	43	35	38	37										38
Number of outgoing calls	Number	3739	4228	5112	4823									17902	4476
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	60	85	164	159									468	117
Paper based Referrals	Number	81	122	259	355				1					355	204
Patient Tasks Actioned	Number	316	344	636	747									747	511
Total Number of items completed	Number	457	551	1059	1261	0	0	0	0	0	0	0	0	1570	832