

# 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	15	19	21	36	43	171	54	65	30			464	46
Number of triage callbacks unanswered by patient	Number	62	80	77	94	102	104	125	140	105	141			1030	103
Number of face to face clinical consultations	Number	659	1095	1818	2170	2451	2888	4058	3020	3040	1823			23022	2302
Number of telephone clinical consultations	Number	1979	2292	2564	2481	2386	2706	2580	2640	2169	2653			24450	2445
Number of clinical home visits	Number	206	138	74	40	55	39	159	50	43	54			858	86
<b>TOTAL CLINICAL CONTACTS</b>	<b>Number</b>	<b>2844</b>	<b>3525</b>	<b>4456</b>	<b>4691</b>	<b>4892</b>	<b>5633</b>	<b>6797</b>	<b>5710</b>	<b>5252</b>	<b>4530</b>	<b>0</b>	<b>0</b>	<b>48330</b>	<b>4833</b>
Average GP Consultation Length	Minutes	18	14	18	15	15	17	15	15	17	21				17
Average time between appointment time and time called in	Minutes	-19	-7	-1	0	1	1	-7	1	3	5				-2
GP Non-Urgent Appointment (Booked time to appt time)	Days	16	7	6	14	12	12	11	10	14	13				11
Triage - Time from callback to booked urgent appointment slot	Hours	2.5	2.5	2.8	3.0	2.5	2.6	2.5	2.5	2.5	2.0				2.5
Minor Ailment Appointments (Booked time to appt time)	Hours	27	10	8	44	17	26	58	18	4	3				22
Nurse Practitioner Appointments (Booked time to appt time)	Days	6	6	7	10	5	7	9	6	7	6				7
Nurse Appointments (Booked time to appt time)	Days	9	7	6	6	8	7	10	7	7	8				8
HCA Appointments (Booked time to appt time)	Days	6	4	6	5	5	8	6	8	9	6				6
Blood Taking Appointments (Booked time to appt time)	Days	10	7	6	7	7	9	8	9	12	9				8

## Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	Totals	30926	28646	31542	31998	29025	33739	39092	32694	34219	35325			327206	32721
Total Paper Items issues	Number	724	661	990	1189	1106	1118	1257	1234	930	1030			10239	1024
Total Electronic Items issued	Number	29572	27985	30552	30809	27919	32621	37835	31460	33289	34295			316337	31634
Acute Items Issued	Number	6158	5860	6781	6651	5863	8624	14185	8014	7599	11171			80906	8091
Repeat Items Issued	Number	15202	14401	15818	16112	14621	16305	16001	15906	17798	15804			157968	15797
Repeat Dispensing Items Issued	Number	8936	8385	8943	9235	8541	8810	8906	8774	8822	8350			87702	8770

## Items of Clinical Post/Emails/ePost

														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2642	1235	1249	1558	1442	1704	1923	2116	1697	1686			17252	1725

## Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	502	1174	2322	2433	2624	3159	2448	3419	3612	3603			25296	2530

## Telephony

														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	3071	3581	4251	4563	4832	6638	5891	5308	4970	5496			48601	4860
Number of calls abandoned	Number	750	713	754	805	887	1335	882	1190	1009	1189			9514	951
Average time to answer a call (Following initial message)	Seconds	43	35	38	37	45	55	42	45	38	47				43
Number of outgoing calls	Number	3739	4228	5112	4823	4773	5372	5567	4982	4468	5503			48567	4857

## 175

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	60	85	164	159	184	175	208	200	189	178			1602	160
Paper based Referrals	Number	81	122	259	355	385	449	400	443	373	265			2670	313
Patient Tasks Actioned	Number	316	344	636	747	825	863	811	851	817	601			5515	681
Total Number of items completed	Number	457	551	1059	1261	1394	1487	1419	1494	1379	1044	0	0	9787	1155