Great Bentley Surgery - Key Performance Indicators 2021/22															
Patient Appointments															
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	36	iviay	June	<b>5</b> 01	71008	оср	000	1101	500	Jun	1 0.0	IVIGI	36	36
Number of triage callbacks unanswered by patient	Number	112												112	112
Number of face to face clinical consultations	Number	_												2350	2350
Number of telephone clinical consultations	Number													2437	2437
Number of clinical home visits	Number	46												46	46
TOTAL CLINICAL CONTACTS	Number	4833	0	0	0	0	0	0	0	0	0	0	0	4833	4833
Average GP Consultation Length	Minutes	15													15
Average time between appointment time and time called in	Minutes	-5													-5
GP Non-Urgent Appointment (Booked time to appt time)	Days	8													8
Triage - Time from callback to booked urgent appointment slot	Hours	2.6													2.6
Minor Ailment Appointments (Booked time to appt time)	Hours	19													19
Nurse Practitioner Appointments (Booked time to appt time)	Days	5													5
Nurse Appointments (Booked time to appt time)	Days	6													6
HCA Appointments (Booked time to appt time)	Days	4													4
Blood Taking Appointments (Booked time to appt time)	Days	7													7
<b>Prescription Issues</b>														<b>Annual Total</b>	Avg. PCM
Total Items Issued	Totals	39028												39028	39028
Total Paper Items issues	Number	1427												1427	1427
Total Electronic Items issued	Number	37601												37601	37601
Acute Items Issued	Number	13636												13636	13636
Repeat Items Issued	Number	16368												16368	16368
Repeat Dispensing Items Issued	Number	9024												9024	9024
Items of Clinical Post/Emails/ePost														<b>Annual Total</b>	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591												1591	1591
<b>Laboratory Reports Assessed</b>														<b>Annual Total</b>	Avg. PCM
Number of lab reports assessed and action taken	Number	3663												3663	3663
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288												6288	6288
Number of calls abandoned	Number													1234	1234
Average time to answer a call (Following initial message)	Seconds	55													55
Number of outgoing calls	Number	5934												5934	5934
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186												186	186
Paper based Referrals	Number	509												0	509
Patient Tasks Actioned	Number	852												0	852
Total Number of items completed	Number	1547	0	0	0	0	0	0	0	0	0	0	0	186	1547