## **Great Bentley Surgery - Key Performance Indicators 2021/22**

## **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	36	47											83	42
Number of triage callbacks unanswered by patient	Number	112	119											231	116
Number of face to face clinical consultations	Number	2350	2464											4814	2407
Number of telephone clinical consultations	Number	2437	2372											4809	2405
Number of clinical home visits	Number	46	21											67	34
TOTAL CLINICAL CONTACTS	Number	4833	4857	0	0	0	0	0	0	0	0	0	0	9690	4845
Average GP Consultation Length	Minutes	15	18												17
Average time between appointment time and time called in	Minutes	-5	-1												-3
GP Non-Urgent Appointment (Booked time to appt time)	Days	8	10												9
Triage - Time from callback to booked urgent appointment slot	Hours	2.6	2.1												2.4
Minor Ailment Appointments (Booked time to appt time)	Hours	19	35												27
Nurse Practitioner Appointments (Booked time to appt time)	Days	5	7												6
Nurse Appointments (Booked time to appt time)	Days	6	7												7
HCA Appointments (Booked time to appt time)	Days	4	6												5
Blood Taking Appointments (Booked time to appt time)	Days	7	8												8
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	39028	35706											74734	37367
Total Paper Items issues	Number	1427	900											2327	1164
Total Electronic Items issued	Number	37601	34806											72407	36204
Acute Items Issued	Number	13636	11724											25360	12680
Repeat Items Issued	Number	16368	15762											32130	16065
Repeat Dispensing Items Issued	Number	9024	8220											17244	8622
														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591	1252											2843	1422
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3663	3527											7190	3595
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288	6055											12343	6172
Number of calls abandoned	Number	1234	1286											2520	1260
Average time to answer a call (Following initial message)	Seconds	55	61												58
Number of outgoing calls	Number	5934	5426											11360	5680
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186	223											409	205
Paper based Referrals	Number	509	459											0	484
Patient Tasks Actioned	Number	852	814						1					0	833
Total Number of items completed	Number	1547	1496	0	0	0	0	0	0	0	0	0	0	409	1522