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	47	50										133	44
Number of triage callbacks unanswered by patient	Number	112	119	157										388	129
Number of face to face clinical consultations	Number	2350	2464	2909										7723	2574
Number of telephone clinical consultations	Number	2437	2372	2966										7775	2592
Number of clinical home visits	Number	46	21	35										102	34
TOTAL CLINICAL CONTACTS	Number	4833	4857	5910	0	0	0	0	0	0	0	0	0	15600	5200
Average GP Consultation Length	Minutes	15	18	16											16
Average time between appointment time and time called in	Minutes	-5	-1	1											-2
GP Non-Urgent Appointment (Booked time to appt time)	Days	8	10	9									İ		9
Triage - Time from callback to booked urgent appointment slot	Hours	2.6	2.1	2.0											2.2
Minor Ailment Appointments (Booked time to appt time)	Hours	19	35	12											22
Nurse Practitioner Appointments (Booked time to appt time)	Days	5	7	9											7
Nurse Appointments (Booked time to appt time)	Days	6	7	6											6
HCA Appointments (Booked time to appt time)	Days	4	6	7											6
Blood Taking Appointments (Booked time to appt time)	Days	7	8	8											8
<b>Prescription Issues</b>														<b>Annual Total</b>	Avg. PCM
Total Items Issued	Totals	39028	35706	35392										110126	36709
Total Paper Items issues	Number	1427	900	912										3239	1080
Total Electronic Items issued	Number	37601	34806	34480										106887	35629
Acute Items Issued	Number	13636	11724	8255										33615	11205
Repeat Items Issued	Number	16368	15762	18396										50526	16842
Repeat Dispensing Items Issued	Number	9024	8220	8741										25985	8662
														<b>Annual Total</b>	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591	1252	1793										4636	1545
<b>Laboratory Reports Assessed</b>														<b>Annual Total</b>	Avg. PCM
Number of lab reports assessed and action taken	Number	3663	3527	3972										11162	3721
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288	6055	6390										18733	6244
Number of calls abandoned	Number	1234	1286	1269										3789	1263
Average time to answer a call (Following initial message)	Seconds	55	61	66											61
Number of outgoing calls	Number	5934	5426	6307										17667	5889
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186	223	203										612	204
Paper based Referrals	Number	509	459	482										0	483
Patient Tasks Actioned	Number	852	814	928									t	0	865
Total Number of items completed	Number	1547	1496	1613	0	0	0	0	0	0	0	0	0	612	1552