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	50	67	58								258	52
Number of triage callbacks unanswered by patient	Number	112	119	157	148	118								654	131
Number of face to face clinical consultations	Number	2350	2464	2909	2624	2556								12903	2581
Number of telephone clinical consultations	Number	2437	2372	2966	2783	2391								12949	2590
Number of clinical home visits	Number	46	21	35	55	43								200	40
TOTAL CLINICAL CONTACTS	Number	4833	4857	5910	5462	4990	0	0	0	0	0	0	0	26052	5210
Average GP Consultation Length	Minutes	15	18	16	14	16									16
Average time between appointment time and time called in	Minutes	-5	-1	1	4	8									1
GP Non-Urgent Appointment (Booked time to appt time)	Days	8	10	9	9	9									9
Triage - Time from callback to booked urgent appointment slot	Hours	2.6	2.1	2.0	2.0	2.0									2.2
Minor Ailment Appointments (Booked time to appt time)	Hours	19	35	12	27	28									24
Nurse Practitioner Appointments (Booked time to appt time)	Days	5	7	9	6	10									7
Nurse Appointments (Booked time to appt time)	Days	6	7	6	7	8									7
HCA Appointments (Booked time to appt time)	Days	4	6	7	10	14									8
Blood Taking Appointments (Booked time to appt time)	Days	7	8	8	9	10									8
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	39028	35706	35392	33058	32630								175814	35163
Total Paper Items issues	Number	1427	900	912	866	1095								5200	1040
Total Electronic Items issued	Number	37601	34806	34480	32192	31535								170614	34123
Acute Items Issued	Number	13636	11724	8255	7213	6703								47531	9506
Repeat Items Issued	Number	16368	15762	18396	17054	17248								84828	16966
Repeat Dispensing Items Issued	Number	9024	8220	8741	8791	8679								43455	8691
														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591	1252	1793	1720	1718								8074	1615
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3663	3527	3972	4632	3693								19487	3897
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288	6055	6390	5653	5227								29613	5923
Number of calls abandoned	Number	1234	1286	1269	1087	1074								5950	1190
Average time to answer a call (Following initial message)	Seconds	55	61	66	61	53									59
Number of outgoing calls	Number	5934	5426	6307	5630	5340								28637	5727
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186	223	203	242	194								1048	210
Paper based Referrals	Number	509	459	482	495	466			1					961	482
Patient Tasks Actioned	Number	852	814	928	973	952			1					1925	904
Total Number of items completed	Number	1547	1496	1613	1710	1612	0	0	0	0	0	0	0	3934	1596