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	67									200	50
Number of triage callbacks unanswered by patient	Number	112	119	157	148									536	134
Number of face to face clinical consultations	Number	2350	2464	2909	2624									10347	2587
Number of telephone clinical consultations	Number	2437	2372	2966	2783									10558	2640
Number of clinical home visits	Number	46	21	35	55									157	39
TOTAL CLINICAL CONTACTS	Number	4833	4857	5910	5462	0	0	0	0	0	0	0	0	21062	5266
Average GP Consultation Length	Minutes	15	18	16	14										16
Average time between appointment time and time called in	Minutes	-5	-1	1	4										0
GP Non-Urgent Appointment (Booked time to appt time)	Days	8	10	9	9										9
Triage - Time from callback to booked urgent appointment slot	Hours	2.6	2.1	2.0	2.0										2.2
Minor Ailment Appointments (Booked time to appt time)	Hours	19	35	12	27										23
Nurse Practitioner Appointments (Booked time to appt time)	Days	5	7	9	6										7
Nurse Appointments (Booked time to appt time)	Days	6	7	6	7										7
HCA Appointments (Booked time to appt time)	Days	4	6	7	10										7
Blood Taking Appointments (Booked time to appt time)	Days	7	8	8	9										8
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	39028	35706	35392	33058									143184	35796
Total Paper Items issues	Number	1427	900	912	866									4105	1026
Total Electronic Items issued	Number	37601	34806	34480	32192									139079	34770
Acute Items Issued	Number	13636	11724	8255	7213									40828	10207
Repeat Items Issued	Number	16368	15762	18396	17054									67580	16895
Repeat Dispensing Items Issued	Number	9024	8220	8741	8791									34776	8694
														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591	1252	1793	1720									6356	1589
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3663	3527	3972	4632									15794	3949
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288	6055	6390	5653									24386	6097
Number of calls abandoned	Number	1234	1286	1269	1087									4876	1219
Average time to answer a call (Following initial message)	Seconds	55	61	66	61										61
Number of outgoing calls	Number	5934	5426	6307	5630									23297	5824
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186	223	203	242									854	214
Paper based Referrals	Number	509	459	482	495									495	486
Patient Tasks Actioned	Number	852	814	928	973									973	892
Total Number of items completed	Number	1547	1496	1613	1710	0	0	0	0	0	0	0	0	2322	1592