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	58	50	70	86	92	56			**612**	**61**
Number of triage callbacks unanswered by patient	Number	112	119	157	148	118	162	168	167	126	127			**1404**	**140**
Number of face to face clinical consultations	Number	2350	2464	2909	2624	2556	3157	3692	4076	3017	2639			**29484**	**2948**
Number of telephone clinical consultations	Number	2437	2372	2966	2783	2391	2544	2660	3062	2725	3107			**27047**	**2705**
Number of clinical home visits	Number	46	21	35	55	43	42	85	69	48	36			**480**	**48**
TOTAL CLINICAL CONTACTS	**Number**	**4833**	**4857**	**5910**	**5462**	**4990**	**5743**	**6437**	**7207**	**5790**	**5782**	**0**	**0**	**57011**	**5701**
Average GP Consultation Length	Minutes	15	18	16	14	16	17	17	15	18	18				**16**
Average time between appointment time and time called in	Minutes	-5	-1	1	4	8	8	3	7	4	5				**3**
GP Non-Urgent Appointment (Booked time to appt time)	Days	8	10	9	9	9	9	9	9	10	7				**9**
Triage - Time from callback to booked urgent appointment slot	Hours	2.6	2.1	2.0	2.0	2.0	2.1	2.28	2.2	2.2	2.1				**2.2**
Minor Ailment Appointments (Booked time to appt time)	Hours	19	35	12	27	28	21	23	9	30	13				**22**
Nurse Practitioner Appointments (Booked time to appt time)	Days	5	7	9	6	10	4	10	5	9	4				**7**
Nurse Appointments (Booked time to appt time)	Days	6	7	6	7	8	8	7	8	10	7				**7**
HCA Appointments (Booked time to appt time)	Days	4	6	7	10	14	13	13	13	13	18				**11**
Blood Taking Appointments (Booked time to appt time)	Days	7	8	8	9	10	7	11	8	8	7				**8**

Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	**Totals**	**39028**	**35706**	**35392**	**33058**	**32630**	**35082**	**37911**	**42994**	**39595**	**34890**			**366286**	**36629**
Total Paper Items issues	Number	1427	900	912	866	1095	933	879	1169	747	778			**9706**	**971**
Total Electronic Items issued	Number	37601	34806	34480	32192	31535	34149	37032	41825	38848	34112			**356580**	**35658**
Acute Items Issued	Number	13636	11724	8255	7213	6703	8763	12962	15242	11412	7921			**103831**	**10383**
Repeat Items Issued	Number	16368	15762	18396	17054	17248	17532	16488	18603	18953	17931			**174335**	**17434**
Repeat Dispensing Items Issued	Number	9024	8220	8741	8791	8679	8787	8461	9149	9230	9038			**88120**	**8812**
														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	1591	1252	1793	1720	1718	2111	1835	2760	2426	2422			**19628**	**1963**

Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3663	3527	3972	4632	3693	3429	4665	4983	4770	4391			**41725**	**4173**

Telephony

														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	6288	6055	6390	5653	5227	6730	7513	7256	5456	5295			**61863**	**6186**
Number of calls abandoned	Number	1234	1286	1269	1087	1074	1530	1752	1830	1507	1548			**14117**	**1412**
Average time to answer a call *(Following initial message)*	Seconds	55	61	66	61	53	75	105	116	91	112				**80**
Number of outgoing calls	Number	5934	5426	6307	5630	5340	5536	5233	5947	5064	4932			**55349**	**5535**

Secretarial

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	186	223	203	242	194	195	168	215	124	232			**1982**	**198**
Paper based Referrals	Number	509	459	482	495	466	405	401	486	378	544			**3175**	**463**
Patient Tasks Actioned	Number	852	814	928	973	952	1065	818	936	769	1032			**6545**	**914**
Total Number of items completed	**Number**	**1547**	**1496**	**1613**	**1710**	**1612**	**1665**	**1387**	**1637**	**1271**	**1808**	**0**	**0**	**11702**	**1575**