Great Bentley Surgery	- Key	Pei	rfor	mai	nce	Ind	icat	ors	202	2/2	3				
Patient Appointments															
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCN
Appointments Not Attended (DNAs)	Number	56	82											138	69
Number of triage callbacks unanswered by patient	Number	126	195											321	161
Number of face to face clinical consultations	Number	2834	3243											6077	3039
Number of telephone clinical consultations	Number	2521	2873											5394	2697
Number of clinical home visits	Number	58	46											104	52
TOTAL CLINICAL CONTACTS	Number	5413	6162	0	0	0	0	0	0	0	0	0	0	11575	5788
Average GP Consultation Length	Minutes	17	19												18
Average time between appointment time and time called in	Minutes	6	5												6
GP Non-Urgent Appointment (Booked time to appt time)	Days	11	10												11
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.2												2.1
Minor Ailment Appointments (Booked time to appt time)	Hours	15	13												14
Nurse Practitioner Appointments (Booked time to appt time)	Days	4	7												6
Nurse Appointments (Booked time to appt time)	Days	9	8												9
HCA Appointments (Booked time to appt time)	Days	6	7												7
Blood Taking Appointments (Booked time to appt time)	Days	11	13												12
Prescription Issues														Annual Total	Avg. PCI
Total Items Issued	Totals	37413	39967											77380	38690
Fotal Paper Items issues	Number	1106	1043											2149	1075
Fotal Electronic Items issued	Number	36307	38924											75231	37616
Acute Items Issued	Number	9677	9635											19312	9656
Repeat Items Issued	Number		19819											38036	19018
Repeat Dispensing Items Issued	Number	9519	10513											20032	10016
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCI
Items of Clinical Post/Emails/ePost	Number	2290	2415											4705	2353
Laboratory Reports Assessed														Annual Total	Avg. PCI
Number of lab reports assessed and action taken	Number	3528	3369											6897	3449
Telephony														Annual Total	Avg. PCI
Number of Incoming calls answered	Number	5148	5797											10945	5473
Number of calls abandoned	Number	1303	1342											2645	1323
Average time to answer a call (Following initial message)	Seconds	84	79											=3.5	82
Number of outgoing calls	Number	5355	6033											11388	5694
Secretarial														Annual Total	Avg. PCI
Number of Dictations Typed	Number	178	219											397	199
Paper based Referrals	Number	546	507			<u> </u>				<u> </u>			<u> </u>	0	527
Patient Tasks Actioned	Number	1015	997			<u> </u>				<u> </u>			<u> </u>	0	1006
Fotal Number of items completed	Number	1739		0	0	0	0	0	0	0	0	0	0	397	1731