Great Bentley Surgery - Key Performance Indicators 2022/23

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	56	82	72										210	70
Number of triage callbacks unanswered by patient	Number	126	195	133										454	151
Number of face to face clinical consultations	Number	2834	3243	2854										8931	2977
Number of telephone clinical consultations	Number	2521	2873	2185										7579	2526
Number of clinical home visits	Number	58	46	33										137	46
TOTAL CLINICAL CONTACTS	Number	5413	6162	5072	0	0	0	0	0	0	0	0	0	16647	5549
Average GP Consultation Length	Minutes	17	19	16											17
Average time between appointment time and time called in	Minutes	6	5	7											6
GP Non-Urgent Appointment (Booked time to appt time)	Days	11	10	12											11
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.2	1.9											2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	15	13	14											14
Nurse Practitioner Appointments (Booked time to appt time)	Days	4	7	10											7
Nurse Appointments (Booked time to appt time)	Days	9	8	9											9
HCA Appointments (Booked time to appt time)	Days	6	7	11											8
Blood Taking Appointments (Booked time to appt time)	Days	11	13	14											13
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	37413	39967	36266										113646	37882
Total Paper Items issues	Number	1106	1043	1044										3193	1064
Total Electronic Items issued	Number	36307	38924	35222										110453	36818
Acute Items Issued	Number	9677	9635	8018										27330	9110
Repeat Items Issued	Number	18217	19819	18293										56329	18776
Repeat Dispensing Items Issued	Number	9519	10513	9955										29987	9996
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2290	2415	2539										7244	2415
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3528	3369	3236										10133	3378
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	5148	5797	3576										14521	4840
Number of calls abandoned	Number	1303	1342	1013										3658	1219
Average time to answer a call (Following initial message)	Seconds	84	79	116											93
Number of outgoing calls	Number	5355	6033	4815										16203	5401
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	178	219	176										573	191
Paper based Referrals	Number	546	507	482					1					0	512
Patient Tasks Actioned	Number	1015	997	873										0	962
Total Number of items completed	Number	1739	1723	1531	0	0	0	0	0	0	0	0	0	573	1664