Great Bentley Surgery	- Kov	Dai	rfor	mar	200	Ind	icat	ors	202	2/2	3				
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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	72	102									312	78
Number of triage callbacks unanswered by patient	Number	126	195	133	174									628	157
Number of face to face clinical consultations	Number	2834	3243	2854	3219									12150	3038
Number of telephone clinical consultations	Number	2521	2873	2185	2249									9828	2457
Number of clinical home visits	Number	58	46	33	43									180	45
TOTAL CLINICAL CONTACTS	Number	5413	6162	5072	5511	0	0	0	0	0	0	0	0	22158	5540
Average GP Consultation Length	Minutes	17	19	16	15										17
Average time between appointment time and time called in	Minutes	6	5	7	7										6
GP Non-Urgent Appointment (Booked time to appt time)	Days	11	10	12	15										12
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.2	1.9	1.9										2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	15	13	14	12										14
Nurse Practitioner Appointments (Booked time to appt time)	Days	4	7	10	3										6
Nurse Appointments (Booked time to appt time)	Days	9	8	9	9										9
HCA Appointments (Booked time to appt time)	Days	6	7	11	11										9
Blood Taking Appointments (Booked time to appt time)	Days	11	13	14	14										13
Prescription Issues														Annual Total	Avg. PCN
Total Items Issued	Totals	37413	39967	36266	35909									149555	37389
Total Paper Items issues	Number	1106	1043	1044	1181									4374	1094
Total Electronic Items issued	Number	36307	38924	35222	34728									145181	36295
Acute Items Issued	Number	9677	9635	8018	7753									35083	8771
Repeat Items Issued	Number	18217	19819	18293	18210									74539	18635
Repeat Dispensing Items Issued	Number	9519	10513	9955	9946									39933	9983
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCN
Items of Clinical Post/Emails/ePost	Number	2290	2415	2539	2511									9755	2439
Laboratory Reports Assessed														Annual Total	Avg. PC
Number of lab reports assessed and action taken	Number	3528	3369	3236	3084									13217	3304
Telephony														Annual Total	Avg. PCN
Number of Incoming calls answered	Number	5148	5797	3576	5002									19523	4881
Number of calls abandoned	Number	1303	1342	1013	476									4134	1034
Average time to answer a call (Following initial message)	Seconds	84	79	116	70										87
Number of outgoing calls	Number	5355	6033	4815	4870									21073	5268
Secretarial														Annual Total	Avg. PCI
Number of Dictations Typed	Number	178	219	176	182									755	189
Paper based Referrals	Number	546	507	482	509				1					509	511
Patient Tasks Actioned	Number	1015	997	873	989				1			1		989	969
Total Number of items completed	Number	1739	1723	1531	1680	0	0	0	0	0	0	0	0	2253	1668