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 | 102 | 78 | | | | | | | | 390 | 78 |
| Number of triage callbacks unanswered by patient | Number | 126 | 195 | 133 | 174 | 139 | | | | | | | | 767 | 153 |
| Number of face to face clinical consultations | Number | 2834 | 3243 | 2854 | 3219 | 3742 | | | | | | | | 15892 | 3178 |
| Number of telephone clinical consultations | Number | 2521 | 2873 | 2185 | 2249 | 2226 | | | | | | | | 12054 | 2411 |
| Number of clinical home visits | Number | 58 | 46 | 33 | 43 | 42 | | | | | | | | 222 | 44 |
| TOTAL CLINICAL CONTACTS | Number | 5413 | 6162 | 5072 | 5511 | 6010 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 28168 | 5634 |
| Average GP Consultation Length | Minutes | 17 | 19 | 16 | 15 | 16 | | | | | | | | | 17 |
| Average time between appointment time and time called in | Minutes | 6 | 5 | 7 | 7 | 8 | | | | | | | | | 7 |
| GP Non-Urgent Appointment (Booked time to appt time) | Days | 11 | 10 | 12 | 15 | 15 | | | | | | | | | 13 |
| Triage - Time from callback to booked urgent appointment slot | Hours | 2.0 | 2.2 | 1.9 | 1.9 | 1.8 | | | | | | | | | 1.9 |
| Minor Ailment Appointments (Booked time to appt time) | Hours | 15 | 13 | 14 | 12 | 14 | | | | | | | | | 14 |
| Nurse Practitioner Appointments (Booked time to appt time) | Days | 4 | 7 | 10 | 3 | 5 | | | | | | | | | 6 |
| Nurse Appointments (Booked time to appt time) | Days | 9 | 8 | 9 | 9 | 10 | | | | | | | | | 9 |
| HCA Appointments (Booked time to appt time) | Days | 6 | 7 | 11 | 11 | 10 | | | | | | | | | 9 |
| Blood Taking Appointments (Booked time to appt time) | Days | 11 | 13 | 14 | 14 | 15 | | | | | | | | | 13 |
| Prescription Issues | | | | | | | | | | | | | | Annual Total | Avg. PCM |
| Total Items Issued | Totals | 37413 | 39967 | 36266 | 35909 | 39372 | | | | | | | | 188927 | 37785 |
| Total Paper Items issues | Number | 1106 | 1043 | 1044 | 1181 | 1470 | | | | | | | | 5844 | 1169 |
| Total Electronic Items issued | Number | 36307 | 38924 | 35222 | 34728 | 37902 | | | | | | | | 183083 | 36617 |
| Acute Items Issued | Number | 9677 | 9635 | 8018 | 7753 | 8045 | | | | | | | | 43128 | 8626 |
| Repeat Items Issued | Number | 18217 | | | 18210 | | | | | | | | | 94952 | 18990 |
| Repeat Dispensing Items Issued | Number | 9519 | 10513 | 9955 | 9946 | 10914 | | | | | | | | 50847 | 10169 |
| Items of Clinical Post/Emails/ePost | | | | | | | | | | | | | | Annual Total | Avg. PCM |
| Items of Clinical Post/Emails/ePost | Number | 2290 | 2415 | 2539 | 2511 | 2382 | | | | | | | | 12137 | 2427 |
| Laboratory Reports Assessed | | | | | | | | | | | | | | Annual Total | Avg. PCM |
| Number of lab reports assessed and action taken | Number | 3528 | 3369 | 3236 | 3084 | 4000 | | | | | | | | 17217 | 3443 |
| Telephony | | | | | | | | | | | | | | Annual Total | Avg. PCM |
| Number of Incoming calls answered | Number | 5148 | 5797 | 3576 | 5002 | 5287 | | | | | | | | 24810 | 4962 |
| Number of calls abandoned | Number | 1303 | 1342 | 1013 | 476 | 588 | | | | | | | | 4722 | 944 |
| Average time to answer a call (Following initial message) | Seconds | 84 | 79 | 116 | 70 | 75 | | | | | | | | | 85 |
| Number of outgoing calls | Number | 5355 | 6033 | 4815 | 4870 | 4923 | | | | | | | | 25996 | 5199 |
| Secretarial | | | | | | | | | | | | | | Annual Total | Avg. PCM |
| Number of Dictations Typed | Number | 178 | 219 | 176 | 182 | 225 | | | | | | | | 980 | 196 |
| Paper based Referrals | Number | 546 | 507 | 482 | 509 | 624 | | | | | | | | 1133 | 534 |
| Patient Tasks Actioned | Number | 1015 | 997 | 873 | 989 | 1140 | - | 1 | 1 | | | 1 | | 2129 | 1003 |
| Total Number of items completed | Number | 1739 | 1723 | 1531 | 1680 | 1989 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4242 | 1732 |