Great Bentley Surgery - Key Performance Indicators 2023/24															
Patient Appointments															
Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number		,	J Carrie	0	710.8	000							88	88
Number of triage callbacks unanswered by patient	Number													80	80
Number of face to face clinical consultations	Number													3798	3798
Number of telephone clinical consultations	Number													1634	1634
Number of clinical home visits	Number													35	35
TOTAL CLINICAL CONTACTS	Number		0	0	0	0	0	0	0	0	0	0	0	5467	5467
Average GP Consultation Length	Minutes	15													15
Average time between appointment time and time called in	Minutes	8													8
GP Non-Urgent Appointment (Booked time to appt time)	Days	29				İ						İ			29
Triage - Time from callback to booked urgent appointment slot	Hours	2.0													2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17													17
Nurse Practitioner Appointments (Booked time to appt time)	Days	14													14
Nurse Appointments (Booked time to appt time)	Days	12													12
HCA Appointments (Booked time to appt time)	Days	9													9
Blood Taking Appointments (Booked time to appt time)	Days	12													12
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	36206												36206	36206
Total Paper Items issues	Number	946												946	946
Total Electronic Items issued	Number	35260												35260	35260
Acute Items Issued	Number	8101												8101	8101
Repeat Items Issued	Number	18444												18444	18444
Repeat Dispensing Items Issued	Number	9661												9661	9661
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460												2460	2460
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114												3114	3114
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*												0	#DIV/0!
Number of calls abandoned	Number													0	#DIV/0!
Average time to answer a call (Following initial message)	Seconds	*													#DIV/0!
Number of outgoing calls	Number	*												0	#DIV/0!
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90												90	90
Paper based Referrals	Number													0	502
Patient Tasks Actioned	Number													0	1021
Total Number of items completed	Number		0	0	0	0	0	0	0	0	0	0	0	90	1613