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	88	123	142										353	118
Number of triage callbacks unanswered by patient	Number	80	125	113										318	106
Number of face to face clinical consultations	Number	3798	4377	4628										12803	4268
Number of telephone clinical consultations	Number	1634	1902	1753										5289	1763
Number of clinical home visits	Number	35	30	29										94	31
TOTAL CLINICAL CONTACTS	Number	5467	6309	6410	0	0	0	0	0	0	0	0	0	18186	6062
Average GP Consultation Length	Minutes	15	15	16											15
Average time between appointment time and time called in	Minutes	8	10	9											9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30	26											28
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0	2.0											2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17	23	15											18
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16	12											14
Nurse Appointments (Booked time to appt time)	Days	12	12	11											12
HCA Appointments (Booked time to appt time)	Days	9	9	8											9
Blood Taking Appointments (Booked time to appt time)	Days	12	11	10											11
Prescription Issues														<b>Annual Total</b>	Avg. PCM
Total Items Issued	Totals	36206	43399	40493										120098	40033
Total Paper Items issues	Number	946	1206	1049										3201	1067
Total Electronic Items issued	Number	35260	42193	39444										116897	38966
Acute Items Issued	Number	8101	11462	10249										29812	9937
Repeat Items Issued	Number	18444	21026	19988										59458	19819
Repeat Dispensing Items Issued	Number	9661	10911	10256										30828	10276
Items of Clinical Post/Emails/ePost														<b>Annual Total</b>	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948	3219										8627	2876
Laboratory Reports Assessed														<b>Annual Total</b>	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303	3516										9933	3311
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*	5619	4087										9706	4853
Average time to answer a call (Following initial message)	Seconds	*	100	92											96
Number of outgoing calls	Number	*	4428	3214										7642	3821
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110	102										302	101
Paper based Referrals	Number	502	502	448										0	484
Patient Tasks Actioned	Number	1021	1130	1016										0	1056
Total Number of items completed	Number	1613	1742	1566	0	0	0	0	0	0	0	0	0	302	1640