Great Bentley Surgery - Key Performance Indicators 2023/24

Patient Appointments

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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	116									469	117
Number of triage callbacks unanswered by patient	Number	80	125	113	117									435	109
Number of face to face clinical consultations	Number	3798	4377	4628	4171									16974	4244
Number of telephone clinical consultations	Number	1634	1902	1753	1942									7231	1808
Number of clinical home visits	Number	35	30	29	38									132	33
TOTAL CLINICAL CONTACTS	Number	5467	6309	6410	6151	0	0	0	0	0	0	0	0	24337	6084
Average GP Consultation Length	Minutes	15	15	16	15										15
Average time between appointment time and time called in	Minutes	8	10	9	10										9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30	26	27										28
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0	2.0	2.0										2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17	23	15	24										20
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16	12	14										14
Nurse Appointments (Booked time to appt time)	Days	12	12	11	13										12
HCA Appointments (Booked time to appt time)	Days	9	9	8	8										9
Blood Taking Appointments (Booked time to appt time)	Days	12	11	10	13										12
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	36206	43399	40493	38552									158650	39663
Total Paper Items issues	Number	946	1206	1049	1230									4431	1108
Total Electronic Items issued	Number	35260	42193	39444	37322									154219	38555
Acute Items Issued	Number	8101	11462	10249	8015									37827	9457
Repeat Items Issued	Number	18444			20141									79599	19900
Repeat Dispensing Items Issued	Number	9661	10911	10256	10396									41224	10306
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948	3219	3313									11940	2985
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303	3516	3678									13611	3403
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*	5619	4087	5557									15263	5088
Average time to answer a call (Following initial message)	Seconds	*	100	92	96										96
Number of outgoing calls	Number	*	4428	3214	4576									12218	4073
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110	102	104									406	102
Paper based Referrals	Number	502	502	448	547									547	500
Patient Tasks Actioned	Number	1021	1130	1016	1278									1278	1111
Total Number of items completed	Number	1613	1742	1566	1929	0	0	0	0	0	0	0	0	2231	1713