

## 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	116	106								575	115
Number of triage callbacks unanswered by patient	Number	80	125	113	117	98								533	107
Number of face to face clinical consultations	Number	3798	4377	4628	4171	5924								22898	4580
Number of telephone clinical consultations	Number	1634	1902	1753	1942	1738								8969	1794
Number of clinical home visits	Number	35	30	29	38	31								163	33
TOTAL CLINICAL CONTACTS	Number	5467	6309	6410	6151	7693	0	0	0	0	0	0	0	32030	6406
Average GP Consultation Length	Minutes	15	15	16	15	15									15
Average time between appointment time and time called in	Minutes	8	10	9	10	9									9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30	26	27	33									29
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0	2.0	2.0	2.0									2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	17	23	15	24	18									19
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16	12	14	9									13
Nurse Appointments (Booked time to appt time)	Days	12	12	11	13	14									12
HCA Appointments (Booked time to appt time)	Days	9	9	8	8	13									9
Blood Taking Appointments (Booked time to appt time)	Days	12	11	10	13	15									12

## Prescription Issues

<b>Total Items Issued</b>	<b>Totals</b>	<b>36206</b>	<b>43399</b>	<b>40493</b>	<b>38552</b>	<b>42155</b>								<b>200805</b>	<b>40161</b>
<b>Total Paper Items issues</b>	Number	946	1206	1049	1230	1506								<b>5937</b>	<b>1187</b>
<b>Total Electronic Items issued</b>	Number	35260	42193	39444	37322	40649								<b>194868</b>	<b>38974</b>
<b>Acute Items Issued</b>	Number	8101	11462	10249	8015	9135								<b>46962</b>	<b>9392</b>
<b>Repeat Items Issued</b>	Number	18444	21026	19988	20141	21818								<b>101417</b>	<b>20283</b>
<b>Repeat Dispensing Items Issued</b>	Number	9661	10911	10256	10396	11202								<b>52426</b>	<b>10485</b>

### Items of Clinical Post/Emails/ePost

[illegible]

## Laboratory Reports Assessed

<b>Number of lab reports assessed and action taken</b>	<b>Number</b>	<b>3114</b>	<b>3303</b>	<b>3516</b>	<b>3678</b>	<b>3545</b>							<b>17156</b>	<b>3431</b>
--	---------------	-------------	-------------	-------------	-------------	-------------	--	--	--	--	--	--	--------------	-------------

## Telephony

[illegible]

**Secretarial**

[illegible]