Great Bentley Surgery - Key Performance Indicators 2023/24

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	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														Annual Total	Avg. PCM
Total Items Issued	Totals	36206	43399	40493	38552	42155								200805	40161
Total Paper Items issues	Number	946	1206	1049	1230	1506								5937	1187
Total Electronic Items issued	Number	35260	42193	39444	37322	40649								194868	38974
Acute Items Issued	Number	8101	11462	10249	8015	9135								46962	9392
Repeat Items Issued	Number	18444												101417	20283
Repeat Dispensing Items Issued	Number	9661	10911	10256	10396	11202								52426	10485
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948	3219	3313	3071								15011	3002
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303	3516	3678	3545								17156	3431
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*	5619	4087	5557	5890								21153	5288
Average time to answer a call (Following initial message)	Seconds	*	100	92	96	82									93
Number of outgoing calls	Number	*	4428	3214	4576	4384								16602	4151
Secretarial			·	·	·			·						Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110	102	104	90								496	99
Paper based Referrals	Number	502	502	448	547	492								1039	498
Patient Tasks Actioned	Number	1021	1130	1016	1278	1028								2306	1095
Total Number of items completed	Number	1613	1742	1566	1929	1610	0	0	0	0	0	0	0	3841	1692