Great Bentley Surgery	- Key	Pei	rfor	mai	nce	Ind	icat	ors	202	3/2	4				
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	115							690	115
Number of triage callbacks unanswered by patient	Number	80	125	113	117	98	123							656	109
Number of face to face clinical consultations	Number	3798	4377	4628	4171	5924	4617							27515	4586
Number of telephone clinical consultations	Number	1634	1902	1753	1942	1738	1699							10668	1778
Number of clinical home visits	Number	35	30	29	38	31	24							187	31
TOTAL CLINICAL CONTACTS	Number	5467	6309	6410	6151	7693	6340	0	0	0	0	0	0	38370	6395
Average GP Consultation Length	Minutes	15	15	16	15	15	14								15
Average time between appointment time and time called in	Minutes	8	10	9	10	9	10								9
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	30	26	27	33	28								29
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	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	18								19
Nurse Practitioner Appointments (Booked time to appt time)	Days	14	16	12	14	9	13								13
Nurse Appointments (Booked time to appt time)	Days	12	12	11	13	14	13								13
HCA Appointments (Booked time to appt time)	Days	9	9	8	8	13	9								9
Blood Taking Appointments (Booked time to appt time)	Days	12	11	10	13	15	15								13
Prescription Issues														Annual Total	Avg. PCM
Total Items Issued	Totals	36206	43399	40493	38552	42155	40047							240852	40142
Total Paper Items issues	Number	946	1206	1049	1230	1506	1035							6972	1162
Total Electronic Items issued	Number	35260	42193	39444	37322	40649	39012							233880	38980
Acute Items Issued	Number	8101	11462	10249	8015	9135	10366							57328	9555
Repeat Items Issued	Number	18444	21026	19988		21818								120795	20133
Repeat Dispensing Items Issued	Number	9661	10911	10256	10396	11202	10303							62729	10455
Items of Clinical Post/Emails/ePost														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	2460	2948	3219	3313	3071	3117							18128	3021
Laboratory Reports Assessed														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	3114	3303	3516	3678	3545	3336							20492	3415
Telephony														Annual Total	Avg. PCM
Number of Incoming calls answered	Number	*	5619	4087	5557	5890	5896							27049	5410
Average time to answer a call (Following initial message)	Seconds	*	100	92	96	82	93								93
Number of outgoing calls	Number	*	4428	3214	4576	4384	4276							20878	4176
Secretarial														Annual Total	Avg. PCM
Number of Dictations Typed	Number	90	110	102	104	90	94							590	98
Paper based Referrals	Number	502	502	448	547	492	516							1555	501
Patient Tasks Actioned	Number	1021	1130	1016	1278	1028	1077							3383	1092
Total Number of items completed	Number	1613	1742	1566	1929	1610	1687	0	0	0	0	0	0	5528	1691