Great Bentley Surgery - Key Performance Indicators 2024/25

Patient Appointments

Measure:		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg PCM.
Appointments Not Attended (DNAs)	Number	161												161	161
Number of triage callbacks unanswered by patient	Number	99												99	99
Number of face to face clinical consultations	Number	5551												5551	5551
Number of telephone clinical consultations	Number	1686												1686	1686
Number of clinical home visits	Number	43												43	43
TOTAL CLINICAL CONTACTS	Number	7280	0	0	0	0	0	0	0	0	0	0	0	7280	7280
Average GP Consultation Length	Minutes	11													11
Average time between appointment time and time called in	Minutes	7													7
GP Non-Urgent Appointment (Booked time to appt time)	Days	29													29
Triage - Time from callback to booked urgent appointment slot	Hours	2.0													2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	22													22
Nurse Practitioner Appointments (Booked time to appt time)	Days	20													20
Nurse Appointments (Booked time to appt time)	Days	14													14
HCA Appointments (Booked time to appt time)	Days	8													8
Blood Taking Appointments (Booked time to appt time)	Days	25													25

Prescription Issues

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg. PCM
Total Items Issued	Totals	45235												45235	45235
Total Paper Items issues	Number	852												852	852
Total Electronic Items issued	Number	44383												44383	44383
Acute Items Issued	Number	10748												10748	10748
Repeat Items Issued	Number	22056												22056	22056
Repeat Dispensing Items Issued	Number	12431												12431	12431

Items of Clinical Post/Emails/ePost

		Apr												Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	3795												3795	3795

Laboratory Reports Assessed

		Apr												Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	4031												4031	4031

Telephony

		Apr												Annual Total	Avg. PCM
Number of Incoming calls answered	Number	5656												5656	5656
Average time to answer a call (Following initial message)	Seconds	114													114
Number of outgoing calls	Number	4845												4845	4845

Secretarial

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Total	Avg. PCM
Number of Dictations Typed	Number	113												113	113
Paper based Referrals	Number	589												0	589
Patient Tasks Actioned	Number	1077												0	1077
Total Number of items completed	Number	1779	0	0	0	0	0	0	0	0	0	0	0	113	1779