

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	121											282	141
Number of triage callbacks unanswered by patient	Number	99	92											191	96
Number of face to face clinical consultations	Number	5551	5431											10982	5491
Number of telephone clinical consultations	Number	1686	1370											3056	1528
Number of clinical home visits	Number	43	75											118	59
TOTAL CLINICAL CONTACTS	Number	7280	6876	0	0	0	0	0	0	0	0	0	0	14156	7078
Average GP Consultation Length	Minutes	11	15												13
Average time between appointment time and time called in	Minutes	7	8												8
GP Non-Urgent Appointment (Booked time to appt time)	Days	29	27												28
Triage - Time from callback to booked urgent appointment slot	Hours	2.0	2.0												2.0
Minor Ailment Appointments (Booked time to appt time)	Hours	22	10												16
Nurse Practitioner Appointments (Booked time to appt time)	Days	20	22												21
Nurse Appointments (Booked time to appt time)	Days	14	14												14
HCA Appointments (Booked time to appt time)	Days	8	6												7
Blood Taking Appointments (Booked time to appt time)	Days	25	23												24

Prescription Issues

														Annual Total	Avg. PCM
Total Items Issued	Totals	45235	46616											91851	45926
Total Paper Items issues	Number	852	1130											1982	991
Total Electronic Items issued	Number	44383	45486											89869	44935
Acute Items Issued	Number	10748	11845											22593	11297
Repeat Items Issued	Number	22056	21562											43618	21809
Repeat Dispensing Items Issued	Number	12431	13209											25640	12820

Items of Clinical Post/Emails/ePost

														Annual Total	Avg. PCM
Items of Clinical Post/Emails/ePost	Number	3795	3960											7755	3878

Laboratory Reports Assessed

														Annual Total	Avg. PCM
Number of lab reports assessed and action taken	Number	4031	4285											8316	4158

Telephony

														Annual Total	Avg. PCM
Number of incoming calls answered	Number	5656	5581											11237	5619
Average time to answer a call (Following initial message)	Seconds	114	104												109
Number of outgoing calls	Number	4845	4470											9315	4658

Secretarial

														Annual Total	Avg. PCM
Number of Dictations Typed	Number	113	97											210	105
Paper based Referrals	Number	589	679											0	634
Patient Tasks Actioned	Number	1077	1348											0	1213
Total Number of items completed	Number	1779	2124	0	0	0	0	0	0	0	0	0	0	210	1952