

| Item | Contract | Indicator | Definition | Target | Unit | 2019 | | | | | 2020 | | | | | 2021 | | | | | 2022 | | | | | | | |
|---|----------|--|---|--------------|--------|---------------|-------|--------|--------|-------|--------|-------|-------|--------|--------|-------|-------|--------|-------|-------|---------|---------|--------|--------|---------|--------|-------|-------|
| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:58 | 6:46 | 5:26 | 5:40 | 5:52 | 5:40 | 5:38 | 5:24 | 5:27 | 6:43 | 6:15 | 5:54 | 5:35 | 4:48 | | | 5:02 | 5:27 | | 5:13 | 5:48 | 5:36 |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:46 | 3:29 | 2:06 | 2:32 | 2:27 | 2:22 | 2:11 | 1:59 | 1:54 | 3:00 | 3:10 | 2:59 | 2:38 | 1:31 | | | 1:49 | 2:17 | | 2:08 | 2:30 | 2:12 |
| 5.3c | yes | Total TAT HCG 95th percentile - in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE | less than | 12:00 | hours:minutes | 4:00 | 7:00 | 5:00 | 5:00 | 5:00 | 5:00 | 5:00 | 5:00 | 6:00 | 5:00 | 5:00 | 5:00 | 5:00 | 5:00 | | | 5:00 | 5:00 | | 5:00 | 5:00 | 5:00 |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 6:03 | 5:55 | 5:16 | 5:34 | 5:35 | 5:42 | 5:46 | 5:29 | 5:00 | 6:10 | 5:54 | 5:28 | 5:04 | 5:08 | | | 5:14 | 5:29 | | 5:29 | 5:41 | 5:48 |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:28 | 2:22 | 1:44 | 1:59 | 1:58 | 2:04 | 2:04 | 1:50 | 1:20 | 2:14 | 2:28 | 1:59 | 1:32 | 1:33 | | | 1:40 | 1:59 | | 1:52 | 1:58 | 2:09 |
| 5.5c | yes | Total TAT Liver 95th percentile in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone | less than | 12:00 | hours:minutes | 10:00 | 10:00 | 8:00 | 9:00 | 9:00 | 10:00 | 10:00 | 8:00 | 7:00 | 11:00 | 11:00 | 9:00 | 7:00 | 7:00 | | | 8:00 | 9:00 | | 9:00 | 11:00 | 10:00 |
| 5.6a | Yes | Total TAT Histology - Biopsies | Turnaround time for 80th centile from collection to report, expressed in working days | less than | 3.0 | working days | | | | | | | | | | | | | | | | | | | | | | |
| 5.6b | yes | Total TAT Histology - major resections | Turnaround time for 80th centile from collection to report, expressed in working days | less than | 5.0 | working days | | | | | | | | | | | | | | | | | | | | | | |
| 5.6c | yes | Total TAT Histology 98th percentile | Turnaround time for 98th centile from collection to report, expressed in working days | less than | 10.0 | working days | | | | | | | | | | | | | | | | | | | | | | |
| 5.7a | | Total TAT - Urine Micro & Culture - non-urgent | Average turnaround time from collection to report, expressed in hour:minutes | less than | 48:00 | hours:minutes | | 15:53 | 15:44 | 15:25 | 15:24 | | 15:03 | 15:23 | 15:35 | 16:16 | | 13:46 | 14:38 | 17:03 | | | | 12:21 | | | 15:05 | |
| 5.7b | | Total TAT - Urine Micro & Culture - non-urgent | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 48:00 | hours:minutes | | 11:21 | 12:15 | 12:37 | 12:02 | | 11:00 | 11:47 | 12:44 | 11:47 | | 11:22 | 11:51 | 13:11 | | | | 8:43 | | | 11:28 | |
| 5.7c | yes | Total TAT Urine Micro & Culture - non-urgent 90th percentile | Turnaround time for 90th centile from collection to report, expressed in working days | less than | 2.0 | working days | | 1.3 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | | 0.8 | 1.3 | 1.3 | | | | 0.8 | | | 1.3 | |
| 5.8 | | Lab TAT - Routine Biochem and Haem | Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours | greater than | 90% | percent | 99.8% | 100.0% | 100.0% | 99.9% | 99.9% | 99.8% | 99.9% | 100.0% | 100.0% | 99.9% | 99.9% | 100.0% | 99.9% | 99.9% | | | 100.0% | 100.0% | | 99.9% | 99.9% | 99.9% |
| URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 3:56 | 3:52 | 3:38 | 3:44 | 3:48 | 3:49 | 3:48 | 3:57 | 3:52 | 4:11 | 3:50 | 3:44 | 3:46 | 3:57 | | | 3:47 | 4:03 | | 3:49 | 3:52 | 3:49 |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 0:38 | 0:38 | 0:33 | 0:27 | 0:32 | 0:34 | 0:29 | 0:25 | 0:31 | 0:30 | 0:36 | 0:33 | 0:29 | 0:36 | | | 0:26 | 0:37 | | 0:25 | 0:22 | 0:31 |
| 5.9c | yes | Total TAT INR 95th percentile in zone | Turnaround time from 95th centile collection to report, expressed in hour:minutes, in zone | less than | 6:00 | hours:minutes | 6:00 | 5:00 | 4:15 | 5:00 | 3:15 | 5:00 | 3:45 | 5:00 | 4:45 | 3:15 | 5:00 | 3:15 | 3:15 | 5:15 | | | 5:00 | 5:15 | | 4:15 | 5:00 | 4:00 |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 3:43 | 3:45 | 3:50 | 4:00 | 3:49 | 3:35 | 3:50 | 3:45 | 3:44 | 3:37 | 3:36 | 3:40 | 3:49 | 3:58 | | | 3:41 | 3:40 | | 3:44 | 3:36 | 3:34 |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 1:02 | 1:01 | 0:51 | 1:04 | 0:53 | 0:54 | 0:56 | 0:52 | 0:54 | 0:55 | 0:52 | 0:56 | 0:57 | 1:02 | | | 1:02 | 0:56 | | 0:59 | 0:53 | 0:50 |
| 5.10c | yes | Total TAT Troponin 98th percentile in zone | Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone | less than | 6:00 | hours:minutes | 5:00 | 5:45 | 5:15 | 6:00 | 6:15 | 5:00 | 5:45 | 5:00 | 5:15 | 6:00 | 5:00 | 5:45 | 6:00 | 5:45 | | | 5:15 | 5:15 | | 6:00 | 6:00 | 5:15 |
| 5.11 | | Lab TAT - Urgent Biochem and Haem | Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours | greater than | 95% | percent | 99.1% | 98.7% | 100.0% | 98.4% | 100.0% | 98.8% | 98.2% | 98.8% | 98.6% | 98.6% | 97.8% | 99.3% | 98.7% | 97.7% | | | 97.9% | 98.9% | | 99.5% | 98.3% | 99.0% |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | | number | 7,382 | 7,457 | 6,780 | 6,944 | 6,948 | | 7,736 | 7,308 | 6,820 | 6,602 | 6,656 | 7,482 | 7,079 | 6,790 | 6,729 | | | 7,729 | 7,596 | | 7,637 | 8,055 | 7,761 |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel states error code summary) (excluding self collects) | | number | 23 | 29 | 19 | 16 | 16 | | 23 | 17 | 15 | 14 | 14 | 18 | 17 | 25 | 22 | | | 35 | 19 | | 26 | 26 | 22 |
| 6.5 | yes | 6.5 % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.3% | 0.4% | 0.3% | 0.2% | 0.2% | 0.3% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.4% | 0.3% | #DIV/0! | #DIV/0! | 0.5% | 0.3% | #DIV/0! | 0.3% | 0.3% | 0.3% |
| 7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday" | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.1 | | Total issues / events | Number of issues / events / corrective actions year to date, entered into Riskman | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.2 | | Events / issues closed | Number of issues / events closed year to date | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.3 | | Timely closure | Number of events closed by due date (within six months) | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.4 | | Total Complaints | Number of complaints received year to date | | number | | | | | 4 | | | | | | | | | | | | | | | | 4 | | |
| 7.5 | | Complaints closed | Number of complaints closed year to date | | number | | | | | 4 | | | | | | | | | | | | | | | | 4 | | |
| 7.6 | | New complaints | Number of new complaints received this week | | number | | | | | - | | | | | | | | | | | | | | | | - | | |
| 7.7 | | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | - | | | | | | | | | | | | | | | | - | | |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | number | | | | | 4 | | | | | | | | | | | | | | | | 4 | | |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | greater than | 75% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.10 | | % timely closure | 7.3 divided by 7.1 | greater than | 95% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.11 | | % complaints closed | 7.5 divided by 7.4 | greater than | 75% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.12 | | % complaints acknowledgement | 7.7 divided by 7.6 | greater than | 80% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.13 | | % complaints response | 7.8 divided by 7.4 | greater than | 80% | percent | | | | | 100.0% | | | | | | | | | | | | | | | 100.0% | | |