



Item	Comment	Indicator	Definition	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/11/19	4/11/19	5/11/19	6/11/19	7/11/19	8/11/19	11/11/19	12/11/19	13/11/19	14/11/19	15/11/19	18/11/19	19/11/19	20/11/19	21/11/19	22/11/19	25/11/19	26/11/19	27/11/19	28/11/19	29/11/19	
4.14	Yes	Timely attendance frozen sections and booked cytology for FNAs	% of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than 95%	percent																						
<b>5. TURNAROUND TIME</b>																											
<b>NON-URGENT</b>																											
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	4:08	4:23	4:21	4:04	4:12	4:24	4:19	4:11	4:08	4:17	4:24	4:21	4:20	4:12	4:12	4:22	4:45	4:31	4:29	4:18	4:33	
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	0:42	0:53	0:46	0:35	0:39	0:45	0:56	1:50	0:39	0:43	0:49	0:53	0:49	0:42	0:43	0:48	0:53	0:47	0:37	0:45	0:39	
5.1c	yes	Complete blood count 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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	6:11	6:45	6:11	5:55	5:56	5:27	5:44	5:07	5:07	5:09	5:56	6:06	5:23	6:16	6:21	5:24	5:46	5:52	5:35	5:38	4:55	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:42	3:10	2:35	2:22	2:24	1:46	2:20	3:05	1:36	1:37	2:20	2:38	1:51	2:43	2:51	1:48	1:52	2:06	2:02	2:05	1:13	
5.2c	yes	Total TAT Electrolytes 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	11:00	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	7:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:54	7:21	5:28	6:04	6:21	6:24	6:30	5:58	5:43	5:43	6:30	6:24	5:38	7:09	6:55	6:15	6:45	6:20	5:58	5:37	5:03	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:45	4:03	2:01	3:04	2:50	2:57	3:17	2:50	2:27	2:25	3:15	3:06	2:17	3:42	3:37	2:50	3:19	3:06	2:29	2:28	1:52	
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	5:00	12:00	5:00	5:00	8:00	5:00	7:00	5:00	5:00	5:00	5:00	7:00	5:00	9:00	7:00	5:00	6:00	11:00	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	6:18	6:52	6:16	6:02	6:06	5:34	5:58	5:11	5:13	5:16	6:08	6:14	5:31	6:20	6:27	5:32	5:55	5:57	6:11	5:41	5:00	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:49	3:18	2:43	2:30	2:35	1:53	2:32	1:44	1:43	1:41	2:30	2:43	1:59	2:47	2:58	1:55	2:06	2:11	2:10	2:10	1:17	
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	11:00	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	8:00	
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	15:22		15:59	15:03	15:32	15:11		15:30	16:36	16:22	16:19		16:20	16:13	16:41	15:53		14:35	16:52	16:06	15:58	
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	12:06		11:40	12:23	12:30	11:16		11:13	12:48	12:31	11:50		11:48	12:58	12:47	12:34		10:16	12:55	13:09	12:00	
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	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	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	100.0%	92.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	
<b>URGENT</b>																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:44	3:49	3:51	3:56	3:58	3:53	3:48	4:02	4:05	3:31	3:46	4:12	3:44	3:45	3:44	3:45	3:57	3:51	3:44	3:38	3:53	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	0:36	0:31	0:37	0:38	0:33	0:39	0:31	0:35	0:40	0:30	0:29	0:33	0:26	0:24	0:24	0:30	0:18	0:25	0:25	0:28	0:35	
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	4:15	4:00	4:00	4:45	4:15	4:45	4:45	4:45	3:00	5:00	4:15	3:45	3:15	3:15	5:00	3:15	3:00	3:35	4:15	5:25		
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:45	3:50	4:05	3:34	3:35	3:47	3:36	3:50	3:44	3:38	3:40	3:21	3:31	3:37	3:35	3:45	3:49	3:48	3:44	3:49	3:51	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:06	1:00	1:16	0:54	0:54	0:55	0:54	1:12	0:58	0:53	0:56	0:58	0:57	0:56	0:59	0:55	0:58	1:00	1:03	1:03	1:18	
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	4:45	5:45	5:15	5:00	5:15	5:45	5:15	5:15	5:45	4:45	5:45	5:00	5:15	5:15	5:00	5:15	5:00	5:15	5:45	5:00	6:00	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than 95%	percent	97.5%	97.3%	98.4%	97.1%	96.6%	96.5%	96.7%	98.1%	98.1%	97.4%	97.8%	98.1%	98.5%	96.7%	96.6%	99.4%	97.2%	98.0%	98.2%	97.7%	96.0%	
<b>6. RECOLLECTS</b>																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,128	8,057	7,427	7,042	6,973	7,083	7,980	7,247	7,024	6,778	7,101	7,848	7,359	7,110	6,671	6,722	7,925	7,378	6,985	6,746	6,807	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	11	13	22	14	18	24	22	25	15	27	26	12	18	21	20	15	19	14	22	19	16	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.4%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%	
<b>7. QUALITY IMPROVEMENT</b>																											
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	8					8					10					10					10	

Item	Contract	Indicator	Definition	Target	Unit	2019					2020					2021										
						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
7.5		Complaints closed	Number of complaints closed year to date		number	8					8					8					10					10
7.6		New complaints	Number of new complaints received this week		number	-					-					2					-					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	-					-					2					-					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	8					8					8					10					10
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																					
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																					
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																					
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	100.0%					100.0%					80.0%					100.0%					100.0%