Colour coding of cells

yellow cells have conditional formatting and a target
green cells contain values that do meet target
orange cells contain a value that does do not meet target

						orange cells contain a value that does do not meet target blue cells indicate contracted KPis																				
							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri M	on Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon Tue
item	Contract	Indicator	Definition		Target	Unit	2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20 13/0	/20 16/03/	20 17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	30/03/20 31/03/20
1.1a		Total inbound calls	Number of calls placed / received			number	1464	1544	1410	1.346	1459	1439	1428	1430	1.383 1	313 15	7 1509	1390	1.389	1344	1.571	2168	1847	1.492	1246	1286 1228
1.1b		Total inbound calls - results	Number of calls placed / received on results			number	570	632	600	577	578	609	635	648		552 5	71 582	578	519	509	447	563	497	384	329	355 382
1.2	1	Total calls answered	Number of calls answered			number	1,402	1,469	1.347	1.311	1,386	1.405	1.385	1.373	1.357 1.	252 1	02 1.455	1.332	1.345	1,311	1.484	2.033	1,779	1.459	1,203	1,246 1,191
1.3a		% calls unanswered	Also known as "abandonment".	less	7.0%	percent	4.2%	4.9%	4.5%	2.6%	5.0%	2.4%	3.0%	4.0%		7% 6.7		4.2%	3.2%	2.5%	5.5%	6.2%	3.7%	2.2%	3.5%	3.1% 3.0%
1.3b	1	% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0%	percent	1.6%	2.7%	2.5%	1.6%	0.7%	1.6%	1.3%	1.5%	1.3% 2	4% 2.8	% 2.1%	1.6%	0.8%	0.8%	2.5%	0.9%	2.0%	0.3%	1.2%	1.1% 2.4%
1.4		results line Results calls	1 - (1.4 divided by 1.1b) Number of calls requesting test results	than		number	570	632	600	577	578	609	635	0.40	612	552 5	71 582	578	519	509	447	563	497	384	000	355 382
1.5	_	% results calls	1.4 divided by 1.2			percent	38.9%	40.9%	42.6%	42.9%	39.6%	42.3%	44.5%	648 45.3%		0% 37.6			37.4%	37.9%	28.5%	26.0%	26.9%	25.7%	329 26.4%	27.6% 31.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150) seconds	55	63	71	51	45	40	54	54	39	63	71 51	50	39	44	61	38	46	26	38	40 42
			measured in seconds (Lab Results lighte)	triair																						
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	103	108	102	79	80	82	96	88	52	71 1:	20 106	85	79	69	161	187	134	45	68	45 49
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	7.0%	7.0%	7.2%	5.9%	5.5%	5.7%	6.7%	6.2%	3.8% 5	4% 7.9	% 7.0%	6.1%	5.7%	5.1%	10.3%	8.6%	7.3%	3.0%	5.5%	3.5% 4.0%
		2. COLLECTION CENTRES		tnan																						
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample	less	30) minutes	12	11	10	8	Q	12	a	7	0	10	10 7	7	10	9	7	5	4	2	3	2 3
2.1		Wait time Wandkad Drib	of patients attending Manukau DHB collection	than	30	Jillillates	12	""	10	٥	5	12	9	′	9	10	,	′	10	9	,	3	-	2	3	2 3
			centres between 7am and 11am (peak collection time)																							
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample	less	30) minutes	8	8	6	5	6	8	6	6	7	6	9 5	5	5	8	6	5	3	1	1	1 2
			of patients attending Auckland collection centres between 7am and 11am (peak	than	1																					
2.3	-	Wait time Waitemata DHB	collection time) Average waiting time in minutes for a sample	less	30) minutes	10		6	6		0	6	8	6	7	8 6	7	6	7	6	6		2	2	5 4
2.3		VI GILL STREET AND STREET STREET	of patients attending Waitemata collection	than	30	, minutes	10	٥	0		٥	9	0	0	· ·	1	9	'	0	′	ь	ь	5	2	2	5 4
			centres between 7am and 11am (peak collection time)																							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres			number	3,865	3,785	3,589	3,307	3,584	3,662	3,624	3,380	3,267 3,	324 3,5	70 3,329	3,117	2,904	2,919	2,851	1,252	1,198	635	785	879 785
			between 7am and 11am																							
2.5	1	Long waits % wait over 30 mins	Number of people waiting over 30 minutes 2.5 divided by 2.4	less	10%	number	280 7.2%	206 5.4%	129 3.6%	117 3.5%	148 4.1%	359 9.8%	99 2.7%	93 2.8%		160 3 8% 8.5		70	122 4.2%	153 5.2%	108 3.8%	0.6%	0.1%	0.0%	0.1%	12 6 1.4% 0.8%
				than	10%	1																				
2.7		Long waits Time from collection to lab	Maximum wait time (incl GTT's) 80th percentile for time from collection to lab	less	4:00	minutes) hours:	59 4:00		59 4:00	59 4:00	57 4:00	59 4:00	58 4:00	53 4:00		:00 4:0	59 54 00 4:00		59 4:00	59 4:00	58 4:00	39 4:00	31 4:00	19 4:00	44 4:00	58 42 4:00 4:00
			(hrs:minutes)	than	4.00	minutes																				
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)			hours: minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	:00 32:	00 32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00 32:00
		3. HOME VISITS																								
2.1	1	Home visits booked	Number of home visits booked for the day			number	485	482	507	456	440	451	466	482	436	140	7 429	432	/110	441	420	380	420	335	321	410 347
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not	t		number	485	482	507	456	449	451	466	482	436	440 4	37 428	432	419	441	420	389	429	335	321	410 347
3.1		Home visits booked Home visits attended		t		number	485 465	482 463	507	456	449	451 434	466	482		440 4: 422 4:		432	419	441	420 407	389 385	429 423	335	321	410 347 397 340
3.2	V	Home visits attended	(exclude home visits where the patient was not home) Number of home visits attended for the day	t	000	number	465	463	486	442	435	434	441	464	413	422 4	80 413	417	411	435	407	385	423	326	313	397 340
3.2	Yes	Home visits attended % Home visit timeliness	(exclude home visits where the patient was not home) Number of home visits attended for the day % home visits completed for the day 3.2 divided by 3.1	greater then	90%	number percent			507 486 95.9%			434 96.2%		482 464 96.3%		422 4	80 413	417		435 98.6%		389 385 99.0%			313 97.5%	
3.2	Yes	Home visits attended	(exclude home visits where the patient was not home) Number of home visits attended for the day 6 home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits bocked for the	greater then	90%	number	465	463	486	442	435	434	441	464	413	422 4	80 413	417	411	435	407	385	423	326	313	397 340
3.2 3.3 3.4	Yes	Home visits attended % Home visit timeliness Urgent home visits booked	(exclude home visits where the patient was not home) Number of home visits attended for the day home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home)	greater then	90%	number percent number	465 95.9% 35	463	486 95.9% 50	442	435 96.9%	434 96.2% 29	441	464	413	422 4: 9% 98.4 32	80 413	96.5%	411 98.1% 38	435 98.6% 45	407	385	423	326	313 97.5% 33	397 340 96.8% 98.0% 32 21
3.2	Yes	Home visits attended % Home visit timeliness	(exclude home visits where the patient was not home) Number of home visits attended for the day home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits where the patient was not home) Number of urgent home visits completed for the day	greater then	90%	number percent	465 95.9%	463	486 95.9%	442	435 96.9%	434 96.2%	441	464	413	422 4: 9% 98.4	80 413	417	411	435 98.6%	407	385	423	326	313 97.5%	397 340 96.8% 98.0%
3.2 3.3 3.4	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits	(exclude home visits where the patient was not home) Number of home visits attended for the day home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits where the patient was not home) Number of urgent home visits completed for the day	greater then	90%	number percent number	465 95.9% 35	463	486 95.9% 50	442	435 96.9%	434 96.2% 29	441	464 96.3% 26	413	422 4: 9% 98.4 32	96.5% 96.5% 47 20	96.5%	411 98.1% 38	435 98.6% 45	407	385	423	326	313 97.5% 33	397 340 96.8% 98.0% 32 21
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB	(exclude home visits where the patient was not home) Number of home visits attended for the day % home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits completed for the day was not home) Number of urgent home visits completed for the day, 3.5 divided by 3.4	greater then		number percent number number percent	465 95.9% 35 35 100.0%	463 96.1% 31 31 100.0%	486 95.9% 50 50 100.0%	96.9% 38 38 100.0%	435 96.9% 42 42 100.0%	434 96.2% 29 29 100.0%	94.6% 33 33 100.0%	464 96.3% 26 26 100.0%	413 94.7% 95 28 28 100.0% 100	422 4: 9% 98.4 32 32 32	90 413 % 96.5% 47 20 47 20 % 100.0%	96.5% 20 20 100.0%	411 98.1% 38 38 100.0%	435 98.6% 45 45	407 96.9% 32 32 100.0%	385 99.0% 28 28 100.0%	423 98.6% 30 30 100.0%	326 97.3% 28 28 100.0%	313 97.5% 33 33 100.0%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0%
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit smeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB Patient episodes	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits completed for the day %urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes	greater then		number percent number number number number	465 95.9% 35 35 100.0%	463 96.1% 31 31 100.0%	486 95.9% 50 50 100.0%	442 96.9% 38 100.0%	435 96.9% 42 42 100.0%	434 96.2% 29 29 100.0%	33 33 100.0%	464 96.3% 26 26 100.0%	413 94.7% 95 28 28 100.0% 100 11,341 11,	422 4: 9% 98.4 32 32 100.0 451 12.6:	90 413 % 96.5% 47 20 47 20 % 100.0%	96.5% 20 20 100.0%	411 98.1% 38 38 100.0%	435 98.6% 45 45 100.0%	407 96.9% 32 32 100.0%	385 99.0% 28 28 100.0%	423 98.6% 30 30 100.0%	326 97.3% 28 28 100.0%	313 97.5% 33 33 100.0%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB	(exclude home visits where the patient was not home) Number of home visits attended for the day % home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits completed for the day was not home) Number of urgent home visits completed for the day, 3.5 divided by 3.4	greater then		number percent number number percent	465 95.9% 35 35 100.0%	463 96.1% 31 31 100.0%	486 95.9% 50 50 100.0%	96.9% 38 38 100.0%	435 96.9% 42 42 100.0%	434 96.2% 29 29 100.0%	94.6% 33 33 100.0%	464 96.3% 26 26 100.0%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47,	422 4: 9% 98.4 32 32 32	96.5% 96.5% 17 20 17 20 100.0% 100.0%	96.5% 20 20 100.0% 11,537 43,046	411 98.1% 38 38 100.0%	435 98.6% 45 45	407 96.9% 32 32 100.0%	385 99.0% 28 28 100.0%	423 98.6% 30 30 100.0%	326 97.3% 28 28 100.0%	313 97.5% 33 33 100.0%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits timeliness **LLAD** Patient episodes Patient episodes Urgent toets Urgent toets Virgent toets Virgent toets	(exclude home visits where the patient was not home) Number of home visits attended for the day 3.2 % home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits broked he patient was not home) Number of urgent home visits broked for the day 3.5 divided by 3.4 Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed Total number of urgent tests 4.3 divided by 4.2 4.3 divided by 4.2	greater then	99%	number number number number number number number number number	465 95.9% 35 100.0% 13,101 53,365 452 1%	463 96.1% 31 31 100.0% 12,949 52,600 517 1%	486 95.9% 50 50 100.0% 12,165 50,337 358 1%	442 96.9% 38 38 100.0% 11,469 46,698 3800 11%	435 96.9% 42 42 100.0% 11,546 47,669 356 1%	434 96.2% 29 100.0% 12,706 50,869 423 1%	441 94.6% 33 100.0% 12,369 50,384 445 1%	464 96.3% 26 26 100.0% 11,558 47,544 344 1%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1%	422 4: 99% 98.4 32 32 32 0% 100.0 451 12,6: 990 48,5: 368 4: 19% 1	30 413 % 96.5% 17 20 187 20 198 100.0% 198 12,141 198 146,355 33 420 34 198 198	96.5% 20 20 100.0% 11,537 43,046 339 1%	98.1% 38 38 100.0% 10,865 40,706 314 1%	435 98.6% 45 45 100.0% 10,410 40,629 346 1%	407 96.9% 32 32 100.0% 8,592 32,690 398 1%	385 99.0% 28 28 100.0% 5,158 16,877 244 1%	423 98.6% 30 100.0% 4,466 14,185 226 2%	326 97.3% 28 28 100.0% 2,784 7,662 47,462 147 147 296	313 97.5% 33 33 100.0% 2,953 8,458 186 2%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 3% 2%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3	Yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit imeliness 4. LAB Patient episodes Patient tests Urgent tests	(exclude home visits where the patient was not home) Number of home visits attended for the day be home visits completed for the day home visits completed for the day home visits broked for the day located home visits broked for the day located home visits broked for the day was not home) Number of urgent home visits completed for the day located home visits where the patient was not home) Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of urgent tests A sidvided by 3.4 Percentage of completed test episodes	greater then	99%	number number number number number number number number number	465 95.9% 35 100.0% 13,101 53,365 452	463 96.1% 31 31 100.0% 12,949 52,600 517	486 95.9% 50 50 100.0% 12,165 50,337 358	442 96.9% 38 100.0% 11,469 46,698 380	435 96.9% 42 42 100.0% 11,546 47,669 356	434 96.2% 29 29 100.0% 12,706 50,869 423	441 94.6% 33 33 100.0% 12,369 50,384 445	464 96.3% 26 26 100.0%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1%	422 4: 9% 98.4 32 32 32 100.0 451 12,66 590 48,59 368 4:	30 413 % 96.5% 17 20 187 20 198 100.0% 198 12,141 198 146,355 33 420 34 198 198	96.5% 20 20 100.0% 11,537 43,046 339	98.1% 38 38 100.0% 10,865 40,706 314	435 98.6% 45 45 100.0% 10,410 40,629 346	407 96.9% 32 32 100.0% 8,592 32,690 398	385 99.0% 28 28 100.0% 5,158 16,877 244	423 98.6% 30 30 100.0% 4,466 14,185 226	326 97.3% 28 28 100.0% 2,784 7,662 147	313 97.5% 33 100.0% 2,953 8,458 186	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3.405 3.250 10.528 10.050 323 224
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits timeliness **LLAD** Patient episodes Patient episodes Urgent toets Urgent toets Virgent toets Virgent toets	(exclude home visits where the patient was not home) Number of home visits attended for the day 5, home visits completed for the day 3.2 Mumber of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) (exclude home visits where the patient was not home) Number of urgent home visits completed for the day, 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Healthing within agreed timeframes (bp) to be reported once a month only - first day of month for previous month	greater then	99%	number number number number number number number number number	465 95.9% 35 100.0% 13,101 53,365 452 1%	463 96.1% 31 31 100.0% 12,949 52,600 517 1%	486 95.9% 50 50 100.0% 12,165 50,337 358 1%	442 96.9% 38 38 100.0% 11,469 46,698 3800 11%	435 96.9% 42 42 100.0% 11,546 47,669 356 1%	434 96.2% 29 100.0% 12,706 50,869 423 1%	441 94.6% 33 100.0% 12,369 50,384 445 1%	464 96.3% 26 26 100.0% 11,558 47,544 344 1%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1%	422 4: 99% 98.4 32 32 32 0% 100.0 451 12,6: 990 48,5: 368 4: 19% 1	30 413 % 96.5% 17 20 187 20 198 100.0% 198 12,141 198 146,355 33 420 34 198 198	96.5% 20 20 100.0% 11,537 43,046 339 1%	98.1% 38 38 100.0% 10,865 40,706 314 1%	435 98.6% 45 45 100.0% 10,410 40,629 346 1%	407 96.9% 32 32 100.0% 8,592 32,690 398 1%	385 99.0% 28 28 100.0% 5,158 16,877 244 1%	423 98.6% 30 100.0% 4,466 14,185 226 2%	326 97.3% 28 28 100.0% 2,784 7,662 47,462 147 147 296	313 97.5% 33 100.0% 2,953 8,458 186 2%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 3% 2%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent more visit imeliness 4. LAS Patient episodes Patient tests Urgent tests Urgent tests Sv urgent tests Data for HealthPac	(exclude home visits where the patient was not home) Number of home visits attended for the day 5, home visits completed for the day 3, home visits completed for the day 3, 2 divided by 3, 1 Number of urgent home visits booked for the day (exclude home visits home had patient was not home) Number of urgent home visits completed for the day 3,5 divided by 3,4 Total number of patient episodes Total number of patient episodes Total number of urgent tests performed	greater then	99%	number number number number number number number number percent	465 95.9% 35 35 100.0% 13,101 53,365 452 1%,	463 96.1% 31 100.0% 12,949 52,600 517 19%	486 95.9% 50 50 100.0% 12,165 50,337 358 1%	442 96.9% 38 38 100.0% 11,469 46,698 3800 11%	435 96.9% 42 42 100.0% 11,546 47,669 356 1%	434 96.2% 29 100.0% 12,706 50,869 423 1% 100%	441 94.6% 33 100.0% 12,369 50,384 445 1%	464 96.3% 26 26 100.0% 11,558 47,544 344 1%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1%	451 12,66 451 12,66 100,00	30 413 % 96.5% 77 20 77 20 77 20 77 20 77 20 77 20 77 20 78 100.0% 78 100.0% 78 100.0% 78 100.0%	96.5% 20 20 100.0% 11,537 43,046 339 1%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100%	435 98.6% 45 100.0% 10,410 40,629 346 100%	407 96.9% 32 32 100.0% 8,592 32,690 398 1%	385 99.0% 28 28 100.0% 5,158 16,877 244 1%	423 98.6% 30 100.0% 4,466 14,185 226 2%	326 97.3% 28 28 100.0% 2,784 7,662 47,462 147 147 296	313 97.5% 33 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3.405 3.250 10.528 10.050 323 224 3% 2% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits timeliness **LLAD** Patient episodes Patient episodes Urgent toets Urgent toets Virgent toets Virgent toets	(exclude home visits where the patient was not home) Number of home visits attended for the day 5, home visits completed for the day 3.2 Mumber of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) (exclude home visits where the patient was not home) Number of urgent home visits completed for the day, 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Healthing within agreed timeframes (bp) to be reported once a month only - first day of month for previous month	greater then	99%	number number number number number number number number number	465 95.9% 35 100.0% 13,101 53,365 452 1%	463 96.1% 31 31 100.0% 12,949 52,600 517 1%	486 95.9% 50 50 100.0% 12,165 50,337 358 1%	442 96.9% 38 38 100.0% 11,469 46,698 3800 11%	435 96.9% 42 42 100.0% 11,546 47,669 356 1%	434 96.2% 29 100.0% 12,706 50,869 423 1%	441 94.6% 33 100.0% 12,369 50,384 445 1%	464 96.3% 26 26 100.0% 11,558 47,544 344 1%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1%	422 4: 49% 98.4 98.4 32 32 32 32 32 32 32 32 32 32 32 32 345.1 12.6:0.3 45.51	30 413 % 96.5% 17 20 187 20 198 100.0% 198 12,141 198 146,355 33 420 34 198 198	96.5% 20 20 100.0% 11,537 43,046 339 1%	98.1% 38 38 100.0% 10,865 40,706 314 1%	435 98.6% 45 45 100.0% 10,410 40,629 346 1%	407 96.9% 32 32 100.0% 8,592 32,690 398 1%	385 99.0% 28 28 100.0% 5,158 16,877 244 1%	423 98.6% 30 100.0% 4,466 14,185 226 2%	326 97.3% 28 28 100.0% 2,784 7,662 47,462 147 147 296	313 97.5% 33 100.0% 2,953 8,458 186 2%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 3% 2%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness **LAS** Patient episodes Patient episodes Urgent notests Urgent notests Data for HealthPac Critical results	(exclude home visits where the patient was not home) Number of home visits attended for the day **b. home visits completed for the day **divided by 3.1 Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits borne the patient was not home) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed interfames (kpi to be reported once a month only). First day of month for previous month performance) Number of critical test results phoned through to appropriate contact person within 1 hour Number of critical test results phoned through to appropriate contact person within 1 hour	greater then	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 100%	463 96.1% 31 31 100.0% 12.949 52,600 517 1% 100%	486 95.9% 50 50 100.0% 12.165 50.337 358 1% 100%	442 96.9% 38 100.0% 11,469 46,698 380 1%	435 96.9% 42 42 100.0% 11.546 47,689 356 1% 100%	434 96.2% 29 29 100.0% 12,706 50,869 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 1% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 1% 100% 10	422 4.9% 98.4 98.4 32 32 32 32 32 32 32 32 32 32 32 32 3451 12,63 4.5 12,63 4.5 12,63 4.6 179.6 100 48.5 179.6 100	300 413 % 96.5% 77 20 37 20 37 20 38 100.0% 6 100.0% 53 12.141 14 46.355 18 19 10 100% 6 100%	96.5% 20 20 100.0% 11,537 43,046 339 1%	411 98.1% 38 38 100.0% 10.865 40,706 314 1% 100%	435 98.6% 45 100.0% 10.410 40.629 346 1% 100%	407 96.9% 32 100.0% 8.592 32,690 398 11% 100%	385 99.0% 28 28 100.0% 5.158 16.877 244 1% 100%	423 98.6% 30 100.0% 4,466 14,185 226 200 100%	326 97.3% 28 28 100.0% 2.784 7.662 147 2% 100%	313 97.5% 33 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visits Urgent home visit timeliness **LAB** Patient episodes Patient episodes Urgent notes Urgent notes Urgent resis Urgent resis **CHAB** Urgent resis Urgent resis Critical results Critical results phoned	(exclude home visits where the patient was not home) Number of home visits attended for the day 5, home visits completed for the day 5, home visits completed for the day 6, home visits booked for the day 6, divided by 3.1 Number of urgent home visits booked for the day 6, (exclude home visits bore the patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of critical test results Number of critical test results phoned through to appropriate contact person within 1 hour (a Referer; b. patient; c. police)	greater then	99%	number	465 95.9% 35 35 100.0% 13,101 100% 100% 100% 100% 100% 100% 100%	463 96.1% 31 31 100.0% 12,949 52,600 517 196 100%	486 95.9% 50 100.0% 12,165 50,337 3588 1% 100%	442 96.9% 38 38 100.0% 111,469 46,698 380 11% 100%	435 96.9% 42 42 100.0% 11,546 47,669 13,566 13,566 14,00%	12,706 50,869 100% 100% 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19, 100% 10	322 4.49% 98.49% 98.4451 12.66% 100% 1000%	90 413 96.5% 96.5% 17 20 17 20 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	90.5% 90.5% 20 20 100.0% 11,537 43,046 339 1% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 48 48	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100%	407 96.9% 32 100.0% 8,592 32,690 3988 196 100%	385 99.0% 28 28 100.0% 5.158 16,877 244 1% 100%	423 98.6% 30 30 100.0% 4,466 14,185 226 2% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2% 100%	313 97.5% 33 33 100.0% 2,953 8,458 138 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 37 29 37
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Yes yes yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness **LAS** Patient episodes Patient episodes Urgent notests Urgent notests Data for HealthPac Critical results	(exclude home visits where the patient was not home) Number of home visits attended for the day **b. home visits completed for the day **divided by 3.1 Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits borne the patient was not home) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed interfames (kpi to be reported once a month only). First day of month for previous month performance) Number of critical test results phoned through to appropriate contact person within 1 hour Number of critical test results phoned through to appropriate contact person within 1 hour	greater then	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 100%	463 96.1% 31 31 100.0% 12.949 52,600 517 1% 100%	486 95.9% 50 50 100.0% 12.165 50.337 358 1% 100%	442 96.9% 38 100.0% 11,469 46,698 380 1%	435 96.9% 42 42 100.0% 11.546 47,689 356 1% 100%	434 96.2% 29 29 100.0% 12,706 50,869 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 1% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19, 100% 10	422 4.9% 98.4 98.4 32 32 32 32 32 32 32 32 32 32 32 32 3451 12,63 4.551 12,65 4.55 10% 100 48,55 56 4.55 10% 100 48,55 56 4.55 100 48,55 56 4.55 100 48,55 56 4.55 100 48,55 56 4.55 100 48,55 56 56 56 56 56 56 56 56 56 56 56 56 5	90 413 96.5% 96.5% 17 20 17 20 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	90.5% 90.5% 20 20 100.0% 11,537 43,046 339 1% 100%	411 98.1% 38 38 100.0% 10.865 40,706 314 1% 100%	435 98.6% 45 100.0% 10.410 40.629 346 1% 100%	407 96.9% 32 100.0% 8.592 32,690 398 11% 100%	385 99.0% 28 28 100.0% 5.158 16.877 244 1% 100%	423 98.6% 30 100.0% 4,466 14,185 226 200 100%	326 97.3% 28 28 100.0% 2.784 7.662 147 2% 100%	313 97.5% 33 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit imeliness 4. LAB Patient apisodes Patient rests Wurgent tests Data for HealthPac Critical results Critical results phoned % of critical results phoned	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits because the day (exclude home visits because the day (exclude home visits because the day (exclude home visits completed for the day). Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Health-Fac within agreed interfarmes (epi to be reported once a month only - first day of month for previous month performance). Number of critical test results honed through to appropriate contact person within 1 hour (a, Referer, b, patient; c, police) Percentage of critical test results phoned	greater then greater then greater then equal to	99%	number	465 95.9% 35 35 100.0% 13,101 100% 100% 100% 100% 100% 100% 100%	463 96.1% 31 31 100.0% 12,949 52,600 517 196 100%	486 95.9% 50 100.0% 12,165 50,337 3588 1% 100%	442 96.9% 38 38 100.0% 111,469 46,698 380 11% 100%	435 96.9% 42 42 100.0% 11,546 47,669 13,566 13,566 14,00%	12,706 50,869 100% 100% 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19, 100% 10	322 4.49% 98.49% 98.4451 12.66% 100% 1000%	90 413 96.5% 96.5% 17 20 17 20 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	90.5% 90.5% 20 20 100.0% 11,537 43,046 339 1% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 48 48	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100%	407 96.9% 32 100.0% 8,592 32,690 3988 196 100%	385 99.0% 28 28 100.0% 5.158 16,877 244 1% 100%	423 98.6% 30 30 100.0% 4,466 14,185 226 2% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2% 100%	313 97.5% 33 33 100.0% 2,953 8,458 138 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 37 29 37
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit imeliness 4. LAB Patient apisodes Patient rests Wurgent tests Data for HealthPac Critical results Critical results phoned % of critical results phoned	(exclude home visits where the patient was not home) Number of home visits attended for the day 5, home visits completed for the day 3.2 5, where the patient was not home visits booked for the day (acclude home visits brown the patient was not home) Number of ungent home visits completed for the day 4, so where the patient was not home) Number of ungent home visits completed for the day 5, 5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police)	greater then greater then greater then greater then	99%	number	465 95.9% 35 35 100.0% 13,101 100% 100% 100% 100% 100% 100% 100%	463 96.1% 31 31 100.0% 12,949 52,600 517 196 100%	486 95.9% 50 100.0% 12,165 50,337 3588 1% 100%	442 96.9% 38 38 100.0% 111,469 46,698 380 11% 100%	435 96.9% 42 42 100.0% 11,546 47,669 13,566 13,566 14,00%	12,706 50,869 100% 100% 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19, 100% 10	322 4.49% 98.49% 98.4451 12.66% 100% 1000%	90 413 96.5% 96.5% 17 20 17 20 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	90.5% 90.5% 20 20 100.0% 11,537 43,046 339 1% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 48 48	435 98.6% 45 45 100.0% 10,410 40,629 40,629 100%	407 96.9% 32 100.0% 8,592 32,690 3988 196 100%	385 99.0% 28 28 100.0% 5.158 16,877 244 1% 100%	423 98.6% 30 30 100.0% 4,466 14,185 226 2% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2% 100%	313 97.5% 33 33 100.0% 2,953 8,458 138 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 37 29 37
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits 4.LAB Patient episodes Patient episodes Patient episodes Data for Health/Pac Critical results Critical results phoned within 1 hour Amended Results	(exclude home visits where the patient was not home) Number of home visits attended for the day %, home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (acclude home visits brown the patient was not home) Number of urgent home visits completed for the day 4.3 for which was not home visits completed for the day 5.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer	greater then greater the greater then greater then greater then greater the greater then greater then greater the greater	99%	number percent number number percent number number number number number percent percent number number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit imeliness 4.LAB Patient episodee Patient rests Urgent tore visit timeliness A.LAB Urgent tore visit timeliness A.LAB Completed Urgent tore visit timeliness A.LAB Completed Complet	(exclude home visits where the patient was not home) Number of home visits attended for the day 5s. home visits completed for the day 3.2 divided by 3.1. Number of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) Number of urgent home visits completed for the day. 3.5 divided by 3.4. Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of bright tests performed Total number of bright tests performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Health-Fac within agreed interfarmes (epi to be reported once a month only - first day of month for previous month performance). Number of critical test results honed through to appropriate contact person within 1 hour (a Referers, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referers, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referers, b. patient; c. police)	greater then greater then greater then greater then	99%	number percent number	465 95.9% 35 35 100.0% 13,101 100% 100%	463 96.1% 31 31 100.0% 12,949 52,600 517 196 100%	486 95.9% 50 100.0% 12,165 50,337 3588 1% 100%	442 96.9% 38 38 100.0% 111,469 46,698 380 11% 100%	435 96.9% 42 42 100.0% 11,546 47,669 13,566 13,566 14,00%	12,706 50,869 100% 100% 100%	441 94.6% 33 33 100.0% 12,369 50,384 445 1% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.49% 98.49% 98.4451 12.66% 100% 1000%	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	90.5% 90.5% 20 20 100.0% 11,537 43,046 339 1% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 48 48	435 98.6% 45 45 100.0% 10,410 40,629 40,629 100%	407 96.9% 32 100.0% 8,592 32,690 3988 196 100%	385 99.0% 28 28 100.0% 5.158 16,877 244 1% 100%	423 98.6% 30 30 100.0% 4,466 14,185 226 2% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2% 100%	313 97.5% 33 33 100.0% 2,953 8,458 138 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 37 29 37
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.8 4.11 4.12	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits 4.LAB Patient episodes Patient episodes Patient episodes Data for Health/Pac Critical results Critical results phoned within 1 hour Amended Results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5s. home visits completed for the day 3.2 divided by 3.1. Number of urgent home visits booked for the day (exclude home visits broked for the day) (exclude home visits broked for the day) (exclude home visits broked for the day). Number of urgent home visits completed for the day. 3.5 divided by 3.4. Total number of patient episodes Total number of patient episodes Total number of patient tests performed. Total number of urgent tests 4.3 divided by 4.2. Percentage of completed test episodes provided to Health-Pac within agreed interfames (episodes provided to Health-Pac within agreed interfames (episodes provided to Health-Pac within agreed the performance). Number of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c. police). Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referers, b. patient; c. police). Number of retical test results phoned through to appropriate contact person within 1 hour (a Referers, b. patient; c. police). Number of retical test results destread after original result was reported to referrer.	greater then greater the greater then greater then greater the greater then greater the greater then greater the greater t	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit imeliness 4. LAS Patient pibodes Patient tests Urgent tests Data for HealthPac Critical results Critical results phoned within 1 hour Amended Results % Amended Results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits booked for the day) (exclude home visits booked for the day) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of urgent home Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Health-Fac within agreed interfames (episodes) Total number of urgent tests Number of rotical test results phoned through to appropriate contact person within 1 hour (a Referrer, begient; c., police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer Percentage of credits changed after original result was reported to referrer 4.11 divided by 4.2	greater then greater the greater then greater then greater the greater then greater the greater then greater the greater t	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit strelliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visits Completed Urgent home visit simeliness **LAC** Patient sets Patient sets Urgent notes Urgent notes Urgent notes Urgent rotes Critical results Data for HealthPac Critical results Critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen	(exclude home visits where the patient was not home) Number of home visits attended for the day 3.2 (whice by 3.2 home visits completed for the day 3.2 (whice by 3.2 home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day (exclude home visits broked for the day). All the patient was not home) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient tests performed Total number of patient tests does Total number of patient tests performed test number of the day o	greater then greater then equal to greater then less than less than greater greater then	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.7 4.8 4.11 4.12	yes	Home visits attended % Home visit streeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit streeliness 4. LAB Patient episodes Patient episodes Patient resis Urgent treets Data for HealthPac Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways	(exclude home visits where the patient was not home) Number of home visits attended for the day %, home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits brown the patient was not home) Number of urgent home visits brown the patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests 1.3 divided by 4.2 Percentage of completed test episodes provided to Health Pac within agreed timeframes (lipi to be reported once a month performance) Number of critical test results Number of critical test results Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer Percentage of results changed after original result was reported to referrer 4.11 divided by 4.2 Soth centile for collection to receipt by LatiPlus measured in hours:minutes (Excludes frozen samples)	greater then greater then greater then greater then less than less less	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% \$ 100.0% \$ 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7 4.8	yes	Home visits attended % Home visit streeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit streeliness 4. LAB Patient episodes Patient episodes Surgent tests Urgent tests Surgent tests Urgent tests Cartical results Cartical results Critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked ortoloope	(exclude home visits where the patient was not home) Number of home visits attended for the day %, home visits completed for the day 3.2 where home visits completed for the day 3.2 Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits brown the patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of urgent total 4.3 divided by 4.2 Percentage of completed test episodes provided to Healthin-a within agreed timeframes (kpi to be reported once a month you find stoy of month for previous month performance) Number of critical test results Number of critical test results Number of critical test results Number of critical test results phoned through to appropriate contact person within 1 hour (a. Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a. Referrer; b. patient; c. police) Number of results changed after original result was reported to referrer Percentage of critical test results phoned through to appropriate contact person within 1 hour (a. Referrer; b. patient; c. police) Oth centile for crollection to resigned the original result was reported to referrer Percentage of results changed after original result was reported to referrer (a. 11 divided by 4.2 Oth centile for crollection to resignet by LabFlus measured in hours-minutes (Excludes frozen samples) % of innelly attendance for booked frozen saccinos and booked orlyooft for Fixels for headers	greater then greater then equal to greater then less than less than greater greater then	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% \$ 100.0% \$ 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7 4.8	yes	Home visits attended % Home visit streeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit streeliness 4. LAB Patient episodes Patient episodes Surgent tests Urgent tests Surgent tests Urgent tests Cartical results Cartical results Critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked ortoloope	(exclude home visits where the patient was not home) Number of home visits attended for the day %, home visits completed for the day %, home visits completed for the day %, home visits completed for the day All the patient was not home visits booked for the day (exclude home visits brooked for the day (exclude home visits brooked for the day) All the day All the day All the day Total number of patient episodes Total number of patient tests performed Total number of completed test episodes provided to Health-Tax within approximate own month performance) Number of critical test results Number of critical test results Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of results changed after original result was reported to referre. 4.11 divided by 4.2 Goth central for collection to receipt by Latificus measured in hours inhurses (Excludes results excludes the patient and the second collection of the patient and th	greater then greater then equal to greater then less than less than greater greater then	99%	number	465 95.9% 35 35 100.0% 13,101 53,365 452 1% 100%	100% 463 463 463 463 463 463 463 463 463 463	486 95.9% 50 100.0% 12,165 50,337 358 100% 100%	442 96.9% 38 100.0% 11,469 46,698 380 100% 100%	435 96.9% 42 42 100.0% 111,546 47,669 356 11% 100% 98%	12,706 50,869 100% 100% 100%	441 94.6% 33 100.0% 112,369 50,384 445 100% 100%	464 96.3% 26 26 100.0% 11,558 47,544 344 100% 100% 100%	413 94.7% 95 28 28 100.0% 100 11,341 11, 45,310 47, 400 19% 100% 10 35 35 35 100% 10	322 4.9% 98.4 322 32 322 322 3232 324 325 326 327 328 329 320 32	90 413 % 96.5% 77 20 77 20 77 20 78 100.0% \$ 100.0% \$ 100.0% 100.0%	100% 100% 100% 100% 100% 100% 100% 100%	411 98.1% 38 38 100.0% 10,865 40,706 314 1% 100% 100%	435 98.6% 45 45 100.0% 10,410 40,629 346 1% 100% 100% 100%	407 96.9% 32 100.0% 8,592 32,690 398 11% 100% 500 25	385 99.0% 28 28 100.0% 5,158 16,877 244 1% 100% 100%	423 98.6% 30 100.0% 4,466 14,185 226 226 100% 100%	326 97.3% 28 28 100.0% 2,784 7,662 147 2%, 100%	313 97.5% 33 100.0% 2.953 8.458 186 2% 100%	397 340 96.8% 98.0% 32 21 32 21 100.0% 100.0% 3,405 3,250 10,528 10,050 323 224 100% 100% 100% 100%

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
item	Contract	Indicator	Definition		Target	Unit	2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20	13/03/20	16/03/20	17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	30/03/20	31/03/20
5.1a		NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:42	4:47	4:25	4:28	4:32	4:34	4:32	4:29	4:22	4:37	4:32	4:18	4:24	4:23	4:27	4:31	3:52	3:49	3:42	3:54	4:03	4:17
5.1b		Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to report, expressed in hour:minutes	than less than	4:00	hours:	0:53	1:04	0:40	0:41	0:46	1:02	0:58	0:58	0:44	0:53	0:49	0:40	0:36	0:32	0:30	0:40	0:31	0:35	0:33	0:34	0:39	0:54
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -	less than	12:00	hours: minutes	8:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00
5.2a		Total TAT Electrolytes	IN ZONE Average turnaround time from collection to	less	8:00	hours:	6:10	6:01	5:53	5:16	5:32	5:24	5:38	5:13	4:52	5:30	5:14	5:00	4:55	4:55	5:28	5:04	4:12	4:12	3:59	4:24	4:20	4:48
5.2b		Lab TAT Electrolytes	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes hours:	2:19	2:16	2:07	1:30	1:44	1:51	2:04	1:44	1:12	1:46	1:30	1:20	1:09	1:06	1:30	1:09	0:48	0:55	0:46	0:53	0:48	0:54
5.2c	ves	Total TAT Electrolytes 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than less	12:00	minutes hours:	11:00	11:00	11:00	8:00	10:00	9:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00
	,	percentile in zone	collection to report, expressed in hour:minutes - IN ZONE	than		minutes																						
5.3a		Total TAT HCG Quantification Total TAT HCG	Average turnaround time from collection to report, expressed in hour minutes Turnaround time from 90th centile receipt to	less than less	8:00	hours: minutes hours:	6:57	6:00 2:23	6:14 2:50	5:35	5:44	6:36	6:43	5:31	5:15 1:53	4:42 2:22	6:16 2:56	5:51	5:16 2:10	4:53 1:25	6:03	5:19	5:16 2:17	4:36 1:41	4:25 2:08	5:15	4:13	4:27
5.3b		Quantification	report, expressed in hour:minutes	than	4:00	minutes					2:16																	
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	5:00	10:00	5:00	5:00	5:00	6:00	7:00	5:00	4:00	5:00	4:00	6:00	5:00	5:00	5:00	5:00	5:00	3:00	6:00	5:00	3:00	4:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour minutes	less than	8:00	hours: minutes	6:13	6:09	5:54	5:21	5:45	5:41	5:42	5:25	4:59	5:38	5:32	5:02	5:07	5:08	5:35	5:09	4:11	4:08	4:29	4:55	4:26	4:50
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to	less	4:00	hours:	2:22	2:22	2:08	1:34	1:59	2:04	2:07	1:52	1:21	1:53	1:47	1:22	1:16	1:14	1:35	1:11	0:57	0:52	1:16	1:12	0:54	0:59
5.5c	yes	Total TAT Liver 95% percentile in zone	report, expressed in hour:minutes Turnaround time for 95th centile from collection to report, expressed in hour:minutes	than less than	12:00	hours:	11:00	11:00	11:00	8:00	10:00	10:00	10:00	8:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00
5.6a	Yes	Total TAT Histology -	IN Zone Turnaround time for 80th centile from	less	3.0	working																						
5.6b	Ves	Biopsies Total TAT Histology - major	collection to report, expressed in working days Turnaround time for 80th centile from	than	5.0	days																						
	,	resections	collection to report, expressed in working days	less than		days																						
5.6c	yes	Total TAT Histology 98% 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		16:09	16:13	17:17	16:53		18:34	15:54	17:18	16:09		15:19	17:23	18:09	15:41		16:41	20:39	22:57	28:56		23:35
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:		12:45	12:34	14:07	13:57		15:06	12:36	14:17	12:27		11:15	13:11	13:28	11:11		15:01	18:02	17:26	23:44		18:44
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90%	Turnaround time for 90th centile from	less than	2.0	working days		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	2.3	2.8	2.3		1.3
		percentile	collection to report, expressed in working days																									
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 then	90%	percent	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	100.0%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.8%	99.9%	100.0%
5.9a		URGENT Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:58	3:56	3:57	4:02	3:47	3:56	3:44	4:02	3:42	3:57	3:49	3:55	3:43	3:53	3:57	4:09	3:50	3:54	3:29	3:39	3:51	4:03
5.9b		Lab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	3:00	minutes hours:	0:29	0:33	0:28	0:31	0:28	0:34	0:29	0:41	0:26	0:38	0:28	0:33	0:26	0:23	0:28	0:27	0:31	0:40	0:42	0:41	0:41	0:44
5.9c	yes	Total TAT INR 95%	report, expressed in hour minutes Turnaround time from 95th centile collection to	than less than	6:00	minutes hours:	4:15	4:15	3:15	4:15	4:00	3:45	4:15	4:00	5:00	4:15	5:00	3:45	4:45	4:45	3:45	5:45	5:00	6:15	4:15	4:15	3:45	2:45
5.10a		Percentile in zone Total TAT - Troponin	report, expressed in hour:minutes in zone Average turnaround time from collection to	less	6:00	minutes hours:	4:11	3:43	3:54	4:03	3:44	3:42	3:40	3:23	3:42	3:44	3:32	3:45	3:37	3:35	4:04	4:06	3:22	4:09	3:38	3:40	3:42	4:22
5.10b		Lab TAT - Troponin	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	1:15	0:57	0:56	0:54	0:50	0:58	1:00	0:58	0:57	0:57	0:55	0:56	0:57	1:00	0:59	0:51	0:55	0:48	0:53	0:51	0:52	1:18
		Total TAT Troponin, 98%	report, expressed in hour:minutes Turnaround time from 98th centile collection to	than		minutes hours:	5:45		5:45	5:45		5:15	5:15	4:45	4:45		5:00		5:45	5:45		5:00	4:00	4:15	4:45		5:15	
5.10c	yes	centile in zone	report, expressed in hour:minutes in zone	than	6:00	minutes	5:45	5:15	5:45	5:45	5:15	5:15	5:15	4:45	4:45	6:15	5:00	5:00	5:45	5:45	6:45	5:00	4:00	4:15	4:45	5:00	5:15	5:15
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 then	95%	percent	96.7%	97.4%	98.6%	99.0%	98.6%	99.1%	99.1%	97.9%	98.4%	98.7%	98.5%	99.1%	97.1%	98.0%	97.5%	99.4%	99.0%	98.8%	100.0%	100.0%	98.1%	97.9%
		6. RECOLLECTS																			أوسوا							
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	8,129	7,821	7,308	6,858	7,046	7,831	7,477	7,086	6,737	6,921	7,544	6,927	6,365	6,020	6,109	5,536	2,670	2,445	1,275	1,528	1,918	1753
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	25	28	22	21	23	19	29	17	13	15	25	25	21	16	21	16	14	8	9	5	9	5
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.5%	0.3%	0.7%	0.3%	0.5%	0.3%
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Eriday"																									
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			number					-					-												
7.4		Total Complaints	six months) Number of complaints received year to date			number					-					2					2					2		
7.5	-	Complaints closed	Number of complaints closed year to date			number															2					2		
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					-					1		
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35			number					-					-					2					2		
7.9		% events/issues closed	working days 7.2 divided by 7.1	greater	75%	percent																						
			1	then	.576																							

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
item	Contract	Indicator	Definition		Target	Unit	2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20	13/03/20	16/03/20	17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	30/03/20	31/03/20
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent					-					0.0%					100.0%					100.0%		