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 W																							
							Mon							Wed		Fri	Mon	Tue	Wed	Thu	Fri		Tue	Wed		Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/05/17	2/05/17	3/05/17	4/05/17	5/05/17	8/05/17	9/05/17	10/05/17	11/05/17	12/05/17	15/05/17	16/05/17	17/05/17	18/05/17	19/05/17	22/05/17	23/05/17	24/05/17	25/05/17	26/05/17	29/05/17	30/05/17	31/05/17
1.1a		Total inbound calls	Number of calls placed / received			number		1519	1509	1,480	1474	1,655	1,610	1512	1,550	1508	1582	1527	1440	1,568	1514	1585	1613	1550	1,567	1525	1,615	1,584	1533
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	665	682	658	655	621	682	729	697	724	669	644	676	645	722	685	707	723	693	714	655	680	677	713
1.2		Total calls answered % calls unanswered	Number of calls answered Also known as "abandonment".	less	7.09/	number	1,626 2.0%	1,480 2.6%	1,500	1,451 2.0%	1,446 1.9%	1,632	1,583	1,488	1,529	1,490 1,2%	1,528 3.4%	1,499 1.8%	1,394 3.2%	1,534 2.2%	1,490	1,549 2.3%	1,599 0.9%	1,538 0.8%	1,542 1.6%	1,496 1,9%	1,580	1,567	1,511 1.4%
1.3a			1- (1.2 divided by 1.1a)	than	7.0%																								
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.9%	0.4%	0.0%	0.9%	0.3%	0.3%	0.4%	0.4%	1.0%	0.8%	0.6%	1.2%	0.8%	0.8%	0.4%	0.6%	0.6%	0.4%	0.4%	0.9%	0.6%	0.3%	0.3%
1.4	-	Results calls % results calls	Number of calls requesting test results 1.4 divided by 1.2			number	665 40.1%	682 44.9%	658 43.6%	655 44.3%	621 42.1%	682 41.2%	729 45.3%	697 46.1%	724 46.7%	669 44.4%	644 40.7%	676 44.3%	645 44.8%	722 46.1%	685 45.2%	707 44.6%	723 44.8%	693 44.7%	714 45.6%	655 43.0%	680 42.1%	677 42.7%	713 46.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	27	28	20	38	42	31	41	29	37	29	35	41	35	35	32	34	26	27	31	35	37	25	33
				triair																									
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	76	78	29	59	71	74	68	54	51	22	77	59	67	77	41	60	35	48	47	56	97	18	75
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.6%	5.1%	1.9%	4.0%	4.8%	4.5%	4.2%	3.6%	3.3%	1.5%	4.9%	3.9%	4.7%	4.9%	2.7%	3.8%	2.2%	3.1%	3.0%	3.7%	6.0%	1.1%	4.9%
		2. COLLECTION CENTRES																											
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection	less than	30	minutes	12	11	10	9	9	10	9	8	6	5	10	8	6	6	7	7	7	6	7	8	10	6	7
			centres between 7am and 11am (peak	triair																									
2.2	+	Wait time Auckland DHB	collection time)  Average waiting time in minutes for a sample	less	30	minutes	8	7	7	6	7	8	6	5	5	5	6	6	6	5	7	6	6	6	6	6	6	6	5
			of patients attending Auckland collection centres between 7am and 11am (peak	than																									
	<u> </u>	W-11 For a Walter of BUD	collection time)	1			40					40										_			_				_
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection	less than	30	minutes	10	8	9	8	11	13	8	7	7	8	7	6	7	6	8	7	6	6	7	7	9	7	7
			centres between 7am and 11am (peak collection time)																										
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres			number	2,848	2,793	2,584	2,517	2,636	2,811	2,801	2,631	2,412	2,387	2,721	2,554	2,393	2,440	2,611	2,565	2,439	2,495	2,394	2,579	2,789	2,575	2,514
0.5		Long waits	between 7am and 11am  Number of people waiting over 30 minutes			number	200	110	0.1		168	160	77	40	20			41	65	22	80	43	27	20	24	47	70	20	20
2.6		% wait over 30 mins	2.5 divided by 2.4	less	10%	percent	7.0%	3.9%	3.1%	2.3%	6.4%	5.7%	2.7%	1.8%	1.6%	2.3%	2.0%	1.6%	2.7%	0.9%	3.1%	1.7%	1.5%	1.0%	1.3%	1.8%	2.6%	0.9%	1.2%
2.7	+	Long waits	Maximum wait time (incl GTT's)	than	-	minutes	135	124	92	78	120	133	61	107	82	66	141	66	125	73	133	128	118	135	79	112	149	72	117
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less	4:00	hours:	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00
2.9	1	Time from collection to lab -	Maximum time from collection to lab	triair		hours:	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00
	1	max 3. HOME VISITS	(hrs:minutes)			minutes				ļ																			
						number.	400	440	491	493	455	482	441	545	440	433	449	394	498	399	454	489	431	489	404	441	472	431	491
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not	t		number	489	410	491	493	455	402	441	545	440	433	449	354	496	399	707	409	431	409	404	441	4/2		
			(exclude home visits where the patient was not home)	t																									494
3.2		Home visits attended	(exclude home visits where the patient was not home)  Number of home visits attended for the day			number	473	395	476	492	454	469	430	532	426	426	438	383	482	390	439	473	424	474	402	426	465	423	484
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																							484 98.6%
3.2	Yes	Home visits attended	(exclude home visits where the patient was not home) Number of home visits attended for the day Number of 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	greater then	90%	number	473	395	476	492	454	469	430	532	426	426	438	383	482	390	439	473	424	474	402	426	465	423	
3.2	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 (e.g. urgent home visits where the patient was not home)	greater then	90%	number percent number	473	395	476	492	454	469	430	532	426	426 98.4%	438	383	482	390	439	473	98.4% 32	474	402	426	465	423	
3.2 3.3 3.4 3.5	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed	(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 when the day (exclude home visits where the patient when the day (exclude home visits where the patient when the day (exclude home visits where the patient when the day)	greater then		number percent number	473 96.7% 43	395 96.3% 24	476 96.9% 35	492 99.8% 27	454 99.8% 47	469 97.3% 36	430 97.5% 39	532 97.6% 30	426 96.8% 41	426 98.4% 22	438 97.6% 32	383 97.2% 26	482 96.8% 40	390 97.7% 30	439 96.7% 41	473 96.7% 39	98.4% 32	474 96.9% 42	402 99.5% 27	426 96.6% 32	465 98.5% 39	423 98.1% 28 28	98.6% 38
3.2	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  Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits where the patient was not home)  Number of urgent home visits completed for	greater then	90%	number percent number	473	395	476	492	454	469	430	532	426	426 98.4%	438	383	482	390	439	473	98.4% 32	474	402	426	465	423	
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	(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 when the day (exclude home visits where the patient when the day (exclude home visits where the patient when the day (exclude home visits where the patient when the day)	greater then		number percent number	473 96.7% 43	395 96.3% 24 24 100.0%	476 96.9% 35 35 100.0%	492 99.8% 27	454 99.8% 47 47 100.0%	97.3% 97.3% 36 36 100.0%	430 97.5% 39 39 100.0%	532 97.6% 30 30 100.0%	426 96.8% 41 41 100.0%	426 98.4% 22 22 100.0%	438 97.6% 32 32 100.0%	383 97.2% 26 26 100.0%	482 96.8% 40 40 100.0%	390 97.7% 30 30 100.0%	439 96.7% 41 41 100.0%	473 96.7% 39 39 100.0%	98.4% 32 32 100.0%	474 96.9% 42 42 100.0%	99.5% 27 27 100.0%	426 96.6% 32 32 100.0%	465 98.5% 39 39 100.0%	423 98.1% 28 28	98.6% 38 38 100.0%
3.2 3.3 3.4 3.5 3.6 4.1 4.2	Yes	Home visits attended % Home visit limeliness Urgent home visits booked Urgent home visits completed Urgent home visits timeliness 4_LAB Patient persone	(exclude home visits where the patient was not home)  Number of home visits attended for the day  because of home visits attended for the day  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 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	greater then		number number number number number number	473 96.7% 43 43 100.0%	395 96.3% 24 24 100.0% 10,738 45,042	476 96.9% 35 100.0% 10,250 42,166	492 99.8% 27 27 100.0% 10,338 41,340	454 99.8% 47 47 100.0% 10,452 43,255	97.3% 36 36 100.0%	430 97.5% 39 39 100.0% 11,255 45,599	532 97.6% 30 30 100.0% 10.856 43,333	426 96.8% 41 41 100.0% 10,263 40,558	426 98.4% 22 22 100.0% 9.573 38,865	32 32 100.0%	383 97.2% 26 26 100.0% 11,237 44,296	482 96.8% 40 40 100.0% 10,531 43,086	390 97.7% 30 30 100.0% 10,427 41,053	439 96.7% 41 41 100.0% 10.389 41,741	473 96.7% 39 39 100.0%	424 98.4% 32 32 100.0% 10,951 42,898	474 96.9% 42 42 100.0% 10.848 42,092	402 99.5% 27 27 100.0% 10,410 40,094	426 96.6% 32 32 100.0% 10,489 41,468	39 39 100.0%	423 98.1% 28 28 100.0%	98.6% 38 38 100.0% 10,794 42,545
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits tooked Urgent home visits tooked Urgent home visits volume visits vompleted Urgent home visit timeliness 4. LAS Patient applicate	(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 handl)  Number of urgent home visits completed for the day  18: urgent home visits completed for the day  19: urgent home visits completed for the day  10: divided by 3.4	greater then		number  percent number number number	473 96.7% 43 43 100.0%	395 96.3% 24 24 100.0%	476 96.9% 35 100.0%	492 99.8% 27 27 100.0%	454 99.8% 47 47 100.0%	97.3% 97.3% 36 100.0%	430 97.5% 39 39 100.0%	532 97.6% 30 30 100.0%	426 96.8% 41 41 100.0%	426 98.4% 22 22 100.0% 9,573	438 97.6% 32 32 100.0%	383 97.2% 26 26 100.0%	482 96.8% 40 40 100.0%	390 97.7% 30 30 100.0%	439 96.7% 41 41 100.0%	473 96.7% 39 39 100.0%	424 98.4% 32 32 100.0%	474 96.9% 42 42 100.0%	402 99.5% 27 27 100.0%	426 96.6% 32 32 100.0%	465 98.5% 39 39 100.0%	423 98.1% 28 28 100.0%	98.6% 38 38 100.0%
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 nome 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  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 borher the patient was not home)  Number of urgent home visits completed for the day (exclude home visits completed for the day (as the patient was not home)  Total number of urgent the day 3.5 divided by 3.4  Total number of patient episodes  Total number of patient tests performed  Total number of urgent tests performed	greater then  greater then  greater then	99%	number number number number number number number	473 96.7% 43 100.0% 11,211 46,551 379	395 96.3% 24 100.0% 10,738 45,042 409	476 96.9% 35 100.0% 10,250 42,166 331	492 99.8% 27 100.0% 10.338 41,340 387	454 99.8% 47 47 100.0% 10,452 43,255 398	469 97.3% 36 36 100.0% 11,637 46,349 434	430 97.5% 39 39 100.0% 11,255 45,599 388	532 97.6% 30 30 100.0% 10,856 43,333 392	426 96.8% 41 41 100.0% 10,263 40,558 361	426 98.4% 22 22 100.0% 9.573 38.865 397	438 97.6% 32 32 100.0% 11,485 45,084 389	383 97.2% 26 26 100.0% 11,237 44,296 383	482 96.8% 40 40 100.0% 10,531 43,086 352	390 97.7% 30 30 100.0% 10,427 41,053 407	439 96.7% 41 41 100.0% 10,389 41,741 346	473 96.7% 39 100.0% 11,386 44,135 375	424 98.4% 32 32 100.0% 10,951 42,898 397	474 96.9% 42 42 100.0% 10,848 42,092 406	402 99.5% 27 27 100.0% 10,410 40,094 411	426 96.6% 32 32 100.0% 10,489 41,468 372	39 39 100.0% 11,660 44,967 467	423 98.1% 28 28 100.0% 11,274 43,882 445	98.6% 38 38 100.0% 10,794 42,545 337
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4	Yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits completed Urgent none visit timeliness 4 4 43 Patient episodes Patient episodes Urgent totals Urgent totals Virgent totals Virgent totals	(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.  5.5 divided by 3.4  Total number of patient episodes  Total number of patient episodes  Total number of urgent home visits performed  Total number of patient episodes  Total and or urgent tests performed  Total number of patient episodes  Total and or urgent tests  4.3 divided by 4.2  Percentage of to be reported once a month impressers in the provided provided to Health-Fac within agreed	greater then	99%	number percent number number number number number number	473 96.7% 43 100.0% 11,211 46,551 379 1%	395 96.3% 24 24 100.0% 10,738 45,042 409 1%	476 96.9% 35 100.0% 10,250 42,166 3311 1%	492 99.8% 27 27 100.0% 10.338 41,340 387 1%	454 99.8% 47 47 100.0% 10,452 43,255 398 1%	469 97.3% 36 36 100.0% 11,637 46,349 434 1%	430 97.5% 39 39 100.0% 11,255 45,599 388 1%	532 97.6% 30 30 100.0% 10,856 43,333 392 1%	426 96.8% 41 41 100.0% 10,263 40,558 361 1%	426 98.4% 22 22 100.0% 9.573 38.865 397 1%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%	383 97.2% 26 26 100.0% 11,237 44,296 383 1%	482 96.8% 40 40 100.0% 10,531 43,086 352 1%	390 97.7% 30 30 100.0% 10,427 41,053 407 196	439 96.7% 41 41 100.0% 10,389 41,741 346 1%	473 96.7% 39 39 100.0% 11,386 44,135 375 1%	98.4% 98.4% 32 100.0% 10,951 42,898 397 1%	474 96.9% 42 42 100.0% 10,848 42,092 406 1%	402 99.5% 27 27 100.0% 10,410 40,094 411 11%	426 96.6% 32 32 100.0% 10,489 41,468 372 1%	465 98.5% 39 39 100.0% 11,660 44,967 467 1%	423 98.1% 28 28 100.0% 11,274 43,882 445 1%	98.6% 38 38 100.0% 10,794 42,545 337 1%
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 home visit imeliness 4 LAS Patient episodes Patient tests Wurgent tests 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 3.2 divided by 3.1  Number of urgent home visits booked for the day (exclude home visits bore the patient was not home)  Number of urgent home visits completed for the day (exclude home visits completed for the day (exclude home visits completed for the day)  13,5 divided by 3.4  Total number of patient episodes  Total number of patient episodes  Total number of urgent tests performed  Total number of urgent performed  Total number of urgent tests performed	greater then	99%	number number number number number number number number number	473 96.7% 43 100.0% 11,211 46,551 379 100%	395 96.3% 24 100.0% 10,738 45,042 409 11%	476 96.9% 35 100.0% 10,250 42,166 3311 1%	492 99.8% 27 27 100.0% 10,338 41,340 100%	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100%	469 97.3% 36 36 100.0% 11,637, 46,349 434 15% 100%	430 97.5% 39 100.0% 11,255 45,599 388 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1%	426 96.8% 41 41 100.0% 10,263 40,558 361 1%	426 98.4% 22 22 100.0% 9.573 38.865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 39 100.0% 11,386 44,135 375 19%	424 98.4% 32 100.0% 10,951 42,888 397 100%	474 96.9% 42 100.0% 10,848 42,092 406 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 11%	426 96.6% 32 32 100.0% 10,489 41,468 372 1%	465 98.5% 39 39 100.0% 11,660 44,967 467 1%	423 98.1% 28 28 100.0% 11,274 43,882 445 1%	98.6% 38 38 100.0% 10,794 42,545 337 1%
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 completed Urgent none visit timeliness **LAC** Patient replacedes Patient replacedes Patient rests Urgent tests Data for HealthPac Critical 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  5. home visits completed for the day  5. home visits booked for the day  6. divided by 3.1  Number of urgent home visits booked for the day  6. divided by 3.4  Total number of patient visits completed for the day  7. divided by 9.4  Total number of patient tests performed  Total number of patient tests performed  Total number of patient tests performed  Total number of patient tests  Tota	greater then	99%	number	473 96.7% 43 43 100.0% 111,211 46,551 379 1% 100%	395 96.3% 24 100.0% 10,738 45,042 409 11% 100%	476 96.9% 35 35 100.0% 10,250 42,166 331 1% 100%	492 99.8% 27 27 100.0% 10.338 41,340 387 1%	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 1%	430 97.5% 39 100.0% 11,255 45,599 388 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	426 98.4% 22 100.0% 9.573 38.865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 1389 11%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1%	390 97.7% 30 30 100.0% 10,427 41,053 407 196	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 39 100.0% 11,386 44,135 375 1% 100%	424 98.4% 32 100.0% 10.951 42,898 397 100%	474 96.9% 42 42 100.0% 10,848 42,092 406 1% 100%	402 99.5% 27 27 100.0% 10.410 40.094 411 1% 100%	426 96.6% 32 32 100.0% 10.489 41.468 372 1%	465 98.5% 39 39 100.0% 11,660 44,967 467 196 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100%	98.6% 38 38 100.0% 10,794 42,545 337 1%
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 home visit imeliness 4 LAS Patient episodes Patient tests Wurgent tests 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  3,2 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 critical test sequils phone a month performance)  Number of critical test results phoned through to appropriate contact person within 1 hour	greater then	99%	number number number number number number number number number	473 96.7% 43 100.0% 11,211 46,551 379 100%	395 96.3% 24 100.0% 10,738 45,042 409 11%	476 96.9% 35 100.0% 10,250 42,166 3311 1%	492 99.8% 27 27 100.0% 10,338 41,340 100%	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100%	469 97.3% 36 36 100.0% 11,637, 46,349 434 15% 100%	430 97.5% 39 100.0% 11,255 45,599 388 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1%	426 96.8% 41 41 100.0% 10,263 40,558 361 1%	426 98.4% 22 22 100.0% 9.573 38.865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 39 100.0% 11,386 44,135 375 19%	424 98.4% 32 100.0% 10,951 42,888 397 100%	474 96.9% 42 100.0% 10,848 42,092 406 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 11%	426 96.6% 32 32 100.0% 10,489 41,468 372 1%	465 98.5% 39 39 100.0% 11,660 44,967 467 1%	423 98.1% 28 28 100.0% 11,274 43,882 445 1%	98.6% 38 38 100.0% 10,794 42,545 337 1%
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 limeliness Urgent home visits booked Urgent home visits completed Urgent none visits timeliness 4 LAB Patient pisodes Patient fests Urgent tests Data for HealthPac 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 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 (pip 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 (a Referer; b. patient; c. police)	greater then	99%	number	473 96.7% 43 100.0% 11,211 46,551 339 1% 100%	395 96.3% 24 100.0% 10,738 45,042 4099 1% 100%	476 96.9% 35 35 100.0% 10,250 42,166 3311 1% 100%	492 99.8% 27 27 100.0% 10.338 41.340 387 100% 43 43	454 99.8% 47 100.0% 10,452 43,255 3988 1% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 1% 100%	430 97.5% 39 100.0% 11,255 45,599 3888 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	98.4% 22 22 100.0% 9,573 38,865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%,6 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 3522 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1% 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 100.0% 11,386 44,135 196 100%	424 98.4% 32 32 100.0% 10,951 42,898 397 1% 100%	474 96.9% 42 100.0% 10,848 42,092 406 196 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 1% 100%	426 96.6% 32 100.0% 10,489 41,468 3722 1% 100%	465 98.5% 39 100.0% 11,660 44,967 15% 100%	423 98.1% 28 28 100.0% 11,274 43.882 445 100% 444 44	98.6% 38 38 100.0% 10,794 42,545 337 100% 42,42
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 completed Urgent none visit timeliness **LAC** Patient replacedes Patient replacedes Patient rests Urgent tests Data for HealthPac Critical 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  5. home visits completed for the day  5. home visits completed for the day  6. home visits where the patient was not home)  Number of ungent home visits booked for the day  6. day (exclude home visits booked for the day  7. day for the day  8. day for the day  9. day  8. da	greater then	99%	number	473 96.7% 43 43 100.0% 111,211 46,551 379 1% 100%	395 96.3% 24 100.0% 10,738 45,042 409 11% 100%	476 96.9% 35 35 100.0% 10,250 42,166 331 1% 100%	492 99.8% 27 27 100.0% 10,338 41,340 100%	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100%	469 97.3% 36 36 100.0% 11,637, 46,349 434 15% 100%	430 97.5% 39 100.0% 11,255 45,599 388 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	426 98.4% 22 100.0% 9.573 38.865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 1389 11%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 39 100.0% 11,386 44,135 375 1% 100%	424 98.4% 32 100.0% 10.951 42,898 397 100%	474 96.9% 42 42 100.0% 10,848 42,092 406 1% 100%	402 99.5% 27 27 100.0% 10.410 40.094 411 1% 100%	426 96.6% 32 32 100.0% 10.489 41.468 372 1%	465 98.5% 39 39 100.0% 11,660 44,967 467 196 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100%	98.6% 38 38 100.0% 10,794 42,545 337 1%
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 home visit imeliness 4. LAS Patient episodes Fatient tests Urgent tests Data for HealthPac 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 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 patient tests performed Total number of patient tests performed Total number of better tests performed Total number of better tests performed Total number of better tests performed Total number 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	99%	number	473 96.7% 43 100.0% 11,211 46,551 339 1% 100%	395 96.3% 24 100.0% 10,738 45,042 4099 1% 100%	476 96.9% 35 35 100.0% 10,250 42,166 3311 1% 100%	492 99.8% 27 27 100.0% 10.338 41.340 387 100% 43 43	454 99.8% 47 100.0% 10,452 43,255 3988 1% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 1% 100%	430 97.5% 39 100.0% 11,255 45,599 3888 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	98.4% 22 22 100.0% 9,573 38,865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%,6 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 3522 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1% 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 100.0% 11,386 44,135 196 100%	424 98.4% 32 32 100.0% 10,951 42,898 397 1% 100%	474 96.9% 42 100.0% 10,848 42,092 406 196 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 1% 100%	426 96.6% 32 100.0% 10,489 41,468 3722 1% 100%	465 98.5% 39 100.0% 11,660 44,967 15% 100%	423 98.1% 28 28 100.0% 11,274 43.882 445 100% 444 44	98.6% 38 38 100.0% 10,794 42,545 337 100% 42,42
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 home visit imeliness 4. LAS Patient episodes Fatient tests Urgent tests Data for HealthPac Critical results phoned % of critical results phoned	(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 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 peisodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed Total number of batterial 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 (pil) 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 through to appropriate contact person within 1 hour (a Referers; b. patient; c. police)  Number of results changed after original result	greater then	99%	number	473 96.7% 43 100.0% 11,211 46,551 339 1% 100%	395 96.3% 24 100.0% 10,738 45,042 4099 1% 100%	476 96.9% 35 35 100.0% 10,250 42,166 3311 1% 100%	492 99.8% 27 27 100.0% 10.338 41.340 387 100% 43 43	454 99.8% 47 100.0% 10,452 43,255 3988 1% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 1% 100%	430 97.5% 39 100.0% 11,255 45,599 3888 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	98.4% 22 22 100.0% 9,573 38,865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%,6 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 3522 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1% 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 100.0% 11,386 44,135 196 100%	424 98.4% 32 32 100.0% 10,951 42,898 397 1% 100%	474 96.9% 42 100.0% 10,848 42,092 406 196 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 1% 100%	426 96.6% 32 100.0% 10,489 41,468 3722 1% 100%	465 98.5% 39 100.0% 11,660 44,967 15% 100%	423 98.1% 28 28 100.0% 11,274 43.882 445 100% 444 44	98.6% 38 38 100.0% 10,794 42,545 337 100% 42,42
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.7	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4-LAB Patient pelsodes Patient pelsodes Patient tests Urgent thore visit timeliness Circulat pelsodes Data for HealthPac Circular results Circular results phoned within 1 hour	(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 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 geisodes Total number of urgent tests  4.3 divided by 4.2  Percentage of completed test episodes provided to Health-Fac within agreed interfames (epi to be reported one 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 (a Referer, begient; c, police)  Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, be patient; c, police)  Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c, police)  Number of results changed after original result was reported to referer	greater then	99%	number percent number	473 96.7% 43 100.0% 11,211 46,551 339 1% 100%	395 96.3% 24 100.0% 10,738 45,042 4099 1% 100%	476 96.9% 35 35 100.0% 10,250 42,166 3311 1% 100%	492 99.8% 27 27 100.0% 10.338 41.340 387 100% 43 43	454 99.8% 47 100.0% 10,452 43,255 3988 1% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 1% 100%	430 97.5% 39 100.0% 11,255 45,599 3888 1% 100%	532 97.6% 30 30 100.0% 10,856 43,333 392 1% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100%	98.4% 22 22 100.0% 9,573 38,865 397 1% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1%,6 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100%	482 96.8% 40 40 100.0% 10,531 43,086 3522 1% 100%	390 97.7% 30 30 100.0% 10,427 41,053 407 1% 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1% 100%	473 96.7% 39 100.0% 11,386 44,135 196 100%	424 98.4% 32 100.0% 10,951 42,898 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 196 100%	402 99.5% 27 27 100.0% 10,410 40,094 411 1% 100%	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 15% 100%	423 98.1% 28 28 100.0% 11,274 43.882 445 100% 444 44	98.6% 38 38 100.0% 10,794 42,545 337 100% 42,42
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 visit timeliness 4-LAB Patient pisodes Patient pisodes Patient pisodes Data for HealthPac 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  5, home visits completed for the day  5, home visits completed for the day  5, home visits completed for the day  1, humber of urgent home visits booked for the day  2, 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 critical test results phoned through to appropriate contact person within thour  (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)	greater then	99%	number percent number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 17% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 1% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%
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 visit timeliness 4-LAB Patient pisodes Patient pisodes Patient pisodes Data for HealthPac 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 (exclude 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 geisodes Total number of urgent tests  4.3 divided by 4.2  Percentage of completed test episodes provided to Health-Fac within agreed interfames (epi to be reported one 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 (a Referer, begient; c, police)  Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, be patient; c, police)  Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c, police)  Number of results changed after original result was reported to referer	greater then	99%	number number number number number number number percent number number number number number number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 17% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 1% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%
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 timeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB Patient episodes Patient episodes Patient episodes Urgent thome visit timeliness  4. LAB Patient episodes Patient tests Urgent tests Data for HealthPac  Critical results Data for HealthPac  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  5, home visits completed for the day 3, 2, and 4, and 5, and 5, and 5, and 6, a	greater then  equal to  greater then	99%	number percent number number number number percent number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43 44 40	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41,053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 1% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 11% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%
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 booked Urgent home visits completed Urgent home visit timeliness 4. LAB Patient peliodes Patient peliodes Surgent tests Urgent tests Urgent tests Urgent tests Urgent tests Cartical results Cartical results Critical results Timeliness of Send aways Timely attendance frozen sections and booked violoon	(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 completed for the day.  3.5 divided by 3.4  Total number of patient tests completed for the day.  3.5 divided by 3.4  Total number of patient tests performed  Total number of patient tests and the second test performed  Total number of patient tests performed  Total number of patient tests and the second test performed  Total number of rougent tests  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 Referer, b. patient, c. police)  Rumber 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 Referer, b. patient, c. police)  Aumber of results changed after original result was reported to referrer  Fercentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient, c. police)  Aumber of results changed after original result was reported to referrer. 4.11 divided by 4.2  4.01  Aumber of results changed after original result was reported to referrer. 4.11 divided by 4.2  4.02  **Total contact person within 1 hour samples of the patient person within 2 hours minutes (Excludes forzen samples)  **Sof Innelly attendence for booked forzen sactions and hotelocit onton for Ferox Ross for the sactions and hotelocit onton for Ferox Ross for the sactions an	greater then  equal to  greater then	99%	number percent number number number number percent number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43 44 40	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41,053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 1% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 11% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%
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 imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit timeliness **LLAD** Patient resis Patient resis Urgent tests Urgent tests Urgent tests Data for HealthPac 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  % 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 booked 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 originate tests performed timeframes (kpl to be reported once a month performance)  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)  Percentage 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)  9 Office critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient, c. police)  9 Office critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient, c. police)  9 Office critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient, c. police)  9 Office critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient, c. police)  9	greater then  greater then  greater then  less than less than greater then	99%	number percent number number number number percent number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43 44 40	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41,053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 1% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 11% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%
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 timeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB Patient peliodes Patient peliodes Surgent tests Urgent tests Urgent tests Urgent tests Urgent tests Cartical results Cartical results Critical results Timeliness of Send aways Timely attendance frozen sections and booked violoon	(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  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 booked for the day.  3.5 divided by 3.4  Total number of patient episcle for the day.  3.5 divided by 9.4  Total number of patient tests performed  Total number of patient tests  Number of critical test results  Number of critical test results phoned  through to appropriate contact person within 1 hour  (a.Referent, b. patient, c. police)  Percentage of critical test results phoned  through to appropriate contact person within 1  hour (a.Referent, b. patient, c. police)  Onth centure tests schenged after criginal  result was reported to referer 4.11 divided by  4.2  Ooth centure tests changed after original  result was reported to referer 4.11 divided by  4.2  Ooth centure tests changed after original  results and total number of patient tests thrown  sections and booked optology for FNAs for the  rivitate references m	greater then  greater then  greater then  less than less than greater then	99%	number percent number number number number percent number	473 96.7% 43 100.0% 11,211 46,551 379 1% 100%	395 96.3% 24 24 100.0% 10,738 45,042 409 11% 100% 388 38	476 96.9% 35 100.0% 10,250 42,166 331 1% 100%	100% 492 99.8% 27 27 100.0% 10,338 41,340 100% 43 43 43 43 44 40	454 99.8% 47 47 100.0% 10,452 43,255 398 1% 100% 100%	469 97.3% 36 36 100.0% 11,637 46,349 434 11% 10% 49 49	430 97.5% 39 100.0% 11,255 45,599 388 1% 100% 100%	532 97.6% 30 100.0% 110.856 43,333 43,333 100% 100%	426 96.8% 41 41 100.0% 10,263 40,558 361 1% 100% 100%	426 98.4% 22 22 100.0% 9,573 38,865 397 1% 100% 100%	438 97.6% 32 32 100.0% 11,485 45,084 389 1% 100%	383 97.2% 26 26 100.0% 11,237 44,296 383 1% 100% 100%	482 96.8% 40 40 100.0% 10,531 43,086 352 1% 100% 100%	390 97.7% 30 30 100.0% 10,427 41,053 41,053 100%	439 96.7% 41 41 100.0% 10,389 41,741 346 1%, 100% 100%	473 96.7% 39 100.0% 11,386 44,135 375 100% 50 100%	424 98.4% 32 100.0% 10,951 42,898 397 100% 100%	474 96.9% 42 100.0% 10,848 42,092 406 17% 100% 130 43 43	402 99.5% 27 100.0% 10,410 40,094 411 11% 100% 39 39	426 96.6% 32 100.0% 10,489 41,468 372 1% 100%	465 98.5% 39 100.0% 11,660 44,967 467 15% 100%	423 98.1% 28 28 100.0% 11,274 43,882 445 100% 100%	98.6% 38 100.0% 10,794 42,545 337 1009% 42 42 1009%

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/05/17	2/05/17	3/05/17	4/05/17	5/05/17	8/05/17	9/05/17	10/05/17	11/05/17	12/05/17	15/05/17	16/05/17	17/05/17	18/05/17	19/05/17	22/05/17	23/05/17	24/05/17	25/05/17	26/05/17	29/05/17	30/05/17	31/05/17
5.1a		Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	5:52	5:53	5:23	5:12	5:36	5:49	5:31	5:18	5:01	4:45	5:22	5:18	5:34	5:16	5:06	5:41	5:03	5:21	4:47	5:08	5:30	4:55	5:17
5.1b		Lab TAT Complete blood count	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:	1:23	1:29	1:03	1:18	1:00	1:06	0:53	1:02	0:58	0:48	1:04	1:16	1:07	0:50	0:54	1:22	1:09	0:55	0:47	0:49	0:59	0:52	0:42
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:	10:00	9:00	8:00	8:00	9:00	10:00	9:00	8:00	8:00	7:00	8:00	8:00	9:00	8:00	7:00	11:00	8:00	9:00	7:00	8:00	9:00	8:00	7:00
5.2a		Total TAT Electrolytes	IN ZONE  Average turnaround time from collection to	less	8:00	hours:	5:54	5:55	6:02	5:22	6:18	6:17	5:50	5:52	5:16	5:14	5:43	6:22	6:00	5:39	5:47	5:56	5:07	5:31	5:20	5:26	5:48	5:35	5:45
5.2b		Lab TAT Electrolytes	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	1:25	1:30	1:39	1:26	1:39	1:29	1:12	1:34	1:15	1:18	1:23	2:22	1:34	1:12	1:35	1:38	1:09	1:05	1:23	1:10	1:16	1:31	1:11
5.2c	yes	Total TAT Electrolytes 95%	report, expressed in hour minutes  Turnaround time for 95th centile from	than	12:00	minutes hours:	10:00	9:00	9:00	7:00	10:00	10:00	9:00	8:00	8:00	7:00	9:00	10:00	10:00	8:00	9:00	11:00	8:00	8:00	8:00	8:00	9:00	8:00	8:00
		percentile in zone	collection to report, expressed in hour:minutes IN ZONE	- than		minutes																							
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:28	6:17	7:22	5:37	6:06	5:58	6:13	6:22	5:41	5:20	5:44	6:17	6:24	6:15	6:08	6:07	5:31	6:16	5:56	5:47	6:03	5:45	6:30
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:14	2:11	3:16	1:59	1:54	1:37	1:52	2:16	1:54	1:40	1:38	2:31	2:20	2:03	2:17	1:59	1:41	2:02	2:01	1:36	1:45	1:45	2:13
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	- than	12:00	hours: minutes	6:00	8:00	8:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	6:00	6:00	7:00	10:00	6:00	6:00	6:00	6:00	5:30	6:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour minutes	less than	8:00	hours:	5:59	5:59	6:04	5:25	6:18	6:22	5:53	5:56	5:22	5:16	5:47	6:26	6:03	5:43	5:50	6:04	5:10	5:42	5:26	5:27	5:55	5:43	5:48
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	1:32	1:35	1:42	1:31	1:42	1:40	1:16	1:38	1:18	1:20	1:30	2:25	1:36	1:16	1:37	1:48	1:13	1:08	1:28	1:14	1:22	1:37	1:10
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	10:00	9:00	9:00	7:00	10:00	10:00	9:00	8:00	8:00	7:00	9:00	10:00	10:00	8:00	9:00	11:00	8:00	9:00	8:00	8:00	9:00	8:00	8:00
5.6a	Yes	Total TAT Histology -	IN Zone Turnaround time for 80th centile from	less	3.0																								
5.6b		Total TAT Histology - major	collection to report, expressed in working days  Turnaround time for 80th centile from	than	5.0	days																							
	yes	resections	collection to report, expressed in working days	than	5.0	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:		14:01	15:39	15:30	14:51		14:28	14:04	16:06	15:14		14:38	15:04	14:34	14:43		15:15	14:39	16:11	16:04		14:55	15:48
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	48:00	hours:		10:45	11:46	12:07	11:29		10:23	11:10	11:59	12:13		10:41	11:55	11:15	11:22		12:06	11:44	12:22	12:17		10:54	12:05
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90%	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	) working days		1.0	1.3	1.3	1.0		1.0	1.3	1.3	1.3		1.0	1.3	1.0	1.3		1.3	1.3	1.3	1.3		1.3	1.3
5.8		percentile Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%
0.0		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then	0070																								
		URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour minutes	less than	6:00	hours: minutes	4:04	3:54	3:50	3:45	4:01	3:57	3:46	3:47	3:56	3:49	3:52	3:42	3:57	3:53	3:57	4:11	3:45	3:50	4:00	3:53	3:56	3:52	3:57
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:46	0:37	0:40	0:37	0:40	0:42	0:36	0:39	0:36	0:45	0:36	0:39	0:36	0:35	0:39	0:49	0:35	0:41	0:40	0:41	0:37	0:36	0:39
5.9c	yes	Total TAT INR 95% 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	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:	3:58	3:39	4:01	4:06	4:13	3:59	3:47	3:49	4:04	3:45	3:49	3:55	4:00	4:01	3:54	3:56	4:01	3:49	3:49	3:46	3:45	3:50	4:14
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour minutes	less	3:00	hours:	1:05	0:56	1:01	0:56	0:59	0:58	0:58	0:58	0:57	1:01	0:55	0:51	0:57	0:56	0:57	0:59	0:57	0:53	0:53	0:57	0:58	0:57	1:00
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	5:00	6:00	4:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	4:00	4:00	6:00	6:00	6:00	4:00	5:00	6:00	4:00	4:00
5.11		Lab TAT - Urgent Biochem	Percentage of biochem & haem (as nominated	greater	95%	percent	96.3%	98.0%	96.9%	97.0%	98.1%	99.1%	99.0%	99.0%	99.3%	99.1%	99.4%	97.7%	97.9%	99.7%	98.5%	95.8%	95.1%	99.4%	97.8%	99.3%	96.5%	97.4%	99.3%
		and Haem	clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of	then																									
		A BEAGLI FATA	results) less than 3 hours	<u> </u>																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding			number	7,215	6,809	6,367	6,155	6,501	7,129	6,689	6,373	6,019	5,779	6,969	6,488	6,183	6,030	6,099	6,679	6,218	6,299	5,937	6,195	6,919	6,196	6,172
6.2		6.2. Recollects	self collects)  Total number of specimens recollected (total from reconsent state error code summan)			number	27	18	22	11	28	19	25	23	16	23	17	24	10	15	16	17	20	16	17	16	11	21	17
6.5	voc	6.5 % recollects	from rec panel stats error code summary) (excluding self collects) 6.2 divided by 6.1	less	1.0%	percent	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%
0.5	yes	7. QUALITY IMPROVEMENT		than	1.0%	percent	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.2%	0.4%	0.2%	0.2%	0.5%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%
		A CONTROL MILITARY	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	1		number																							
7.3		Timely closure	Number of events closed by due date (within six months)	1		number																							
7.4		Total Complaints	Number of complaints received year to date	1		number					6					6					6					6			
7.5		Complaints closed New complaints	Number of complaints closed year to date  Number of new complaints received this week			number					6					6					6					6			
7.6	<u> </u>	New complaints  Complaints	Number of new complaints received this week  Number of new complaints that have received	<u> </u>		number																							
1.1		acknowledgement	acknowledgement (letter or phone call within 48 hours) this week			iibel																							
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35			number					6					6					6					6			
7.9		% events/issues closed	working days 7.2 divided by 7.1	greater	75%	percent																							
		l	1	then																									

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/05/17	2/05/17	3/05/17	4/05/17	5/05/17	8/05/17	9/05/17	10/05/17	11/05/17	12/05/17	15/05/17	16/05/17	17/05/17	18/05/17	19/05/17	22/05/17	23/05/17	24/05/17	25/05/17	26/05/17	29/05/17	30/05/17	31/05/17
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					100.0%			_		100.0%					100.0%					100.0%			