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																						
							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/11/18	2/11/18	5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18
1.1a		1. CALL CENTRE Total inbound calls	Number of calls placed / received			number	1,414	1299	1498	1470	1389	1.371	1395	1581	1459	1399	1.361	1371	1506	1509	1339	1.373	1364	1503	1470	1387	1.297	1434
1.1b		Total inbound calls - results	Number of calls placed / received on results			number	610	531	593	643	612	613	561	655	643	631	593	595	613	596	564	598	568	566	591	596	519	603
1.2	+	Total calls answered	Number of calls answered		+	number	1,392	1,286	1,439	1,418	1.334	1.339	1.343	1.554	1,422	1.357	1.328	1.327	1,448	1,469	1.316	1.358	1,343	1.455	1.447	1,350	1,272	1.392
1.3a		% calls unanswered	Also known as "abandonment".	less	7.0%	percent	1.6%	1.0%	3.9%	3.5%	4.0%	2.3%	3.7%	1.7%	2.5%	3.0%	2.4%	3.2%	3.9%	2.7%	1.7%	1.1%	1.5%	3.2%	1.6%	2.7%	1.9%	2.9%
1.3b	-	% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0%	percent	0.8%	0.4%	2.7%	2.8%	2.5%	1.1%	2.3%	1.2%	0.9%	2.1%	1.4%	1.9%	2.5%	1.3%	0.4%	0.3%	0.4%	1.8%	1.0%	1.7%	1.2%	1.5%
1.4		results line Results calls	1 - (1.4 divided by 1.1b) Number of calls requesting test results	than		number	610	531	593	643	612	613	561	655	643	631	593	595	613	596	564	598	568	566	591	596	519	603
1.5	+	% results calls	1.4 divided by 1.2		+	percent	43.1%		39.6%		44.1%	44.7%	40.2%	41.4%	44.1%	45.1%	43.6%	43.4%		39.5%	42.1%	43.6%	41.6%	37.7%	40.2%	43.0%	40.0%	42.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	22	23	62	60	67	46	63	39	49	49	46	47	51	45	40	14	28	17	23	35	31	50
			measured in seconds (Lab Results ligure)	triari																								
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	31	25	101	72	67	60	65	50	68	68	53	62	72	53	48	18	37	58	50	59	45	71
1.8		% of calls with wait time	1.7 divided by 1.1	less		percent	2.2%	1.9%	6.7%	4.9%	4.8%	4.4%	4.7%	3.2%	4.7%	4.9%	3.9%	4.5%	4.8%	3.5%	3.6%	1.3%	2.7%	3.9%	3.4%	4.3%	3.5%	5.0%
		>150 seconds 2. COLLECTION CENTRES		than																								
0.4		Wait time Manukau DHB	Average waiting time in minutes for a sample	less	0.0	minutes	7	0	7	44	0	C		40	40	C	C	7	7	C	7	C			0	C	c	-
2.1			of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	than	30	Jiminutes		9	,		٥	6	9	12	10	0	0	/	,	0	,	0	0	٥	9	ь	0	5
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time)	less than	30) minutes	5	6	8	8	5	4	5	7	6	5	5	5	5	6	7	5	6	7	6	6	7	7
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30	minutes	7	10	10	7	6	6	7	9	6	8	5	6	8	5	5	5	7	7	6	5	7	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	2,980	3,109	3,411	3,243	3,286	3,155	3,391	3,613	3,504	3,413	3,480	3,483	3,644	3,394	3,209	3,141	3,321	3,791	3,496	3,355	3,374	3,386
2.5		Long waits	Number of people waiting over 30 minutes			number	77	176	152		134	78	169	282	146	92	64	99	137	97	127	19	113	185	136	64	98	175
2.6		% wait over 30 mins	2.5 divided by 2.4	less	10%	percent	2.6%	5.7%	4.5%	6.4%	4.1%	2.5%	5.0%	7.8%	4.2%	2.7%	1.8%	2.8%	3.8%	2.9%	4.0%	0.6%	3.4%	4.9%	3.9%	1.9%	2.9%	5.2%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	58			59	58	49	52	59	56	58	57	47		59	56	43	50		59	56	59	59
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	4:00	hours: minutes	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		Time from collection to lab -	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	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
		2 HOME VISITS	(ind.ininded)			minutos																						
3.1		Home visits booked	Number of home visits booked for the day			number	453	475	451	451	503	447	494	458	406	513	461	470	502	451	471	442	460	501	450	456	465	470
			(exclude home visits where the patient was not home)				453			451																456		470
3.1	Yes	Home visits booked 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	greater	90%	number		475 468 98.5%	451 442 98.0%		503 496 98.6%	447 437 97.8%	494 485 98.2%	458 445 97.2%	406 399 98.3%	513 504 98.2%	461 453 98.3%	470 454 96.6%	502 493 98.2%	451 442 98.0%	471 463 98.3%	442 433 98.0%	460 454 98.7%	501 485 96.8%	450 437 97.1%		465 456 98.1%	470 463 98.5%
3.2	Yes	Home visits attended	(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	greater then	90%	number	443	468	442	440	496	437	485	445	399	504	453	454	493	442	463	433	454	485	437	443	456	
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 16. 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	443	468	442	440	496	437	485 98.2%	445	399	504	453	454	493	442	463	433	454	485	437	443	456	
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 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 browner the patient was not home) Number of urgent home visits where the patient was not home)	greater then	90%	number	443	468	442	440	496	437	485 98.2%	445	399	504	453	454	493	442	463	433	454	485	437	443	456	
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 Number of home visits attended for the day Number of ungert home visits booked for the day (acclude home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits sompleted for the day	greater then		number b percent number number	443	468	442	440	496	437	485 98.2% 35	97.2% 31	399	504	453	454	493	442	463	433	454	485 96.8% 41	437	443	456	
3.2 3.3 3.4 3.5	Yes	Home visits attended % Home visit timeliness Utgent home visits booked Urgent home visits completed Utgent home visits completed 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 broked for the ady (exclude home visits broked for the ady) (exclude home visits broked for the patient was not home) Number of urgent home visits completed for the day, 3.5 divided by 3.4	greater then		number b percent number number	443 97.8% 40 40 100.0%	468 98.5% 43 43 100.0%	98.0% 31 31 100.0%	97.6% 44 44	496 98.6% 44 44 100.0%	437 97.8% 39 39 100.0%	485 98.2% 35 35 100.0%	445 97.2% 31 31 100.0%	399 98.3% 36	504 98.2% 36 36 100.0%	453 98.3% 34	454 96.6% 40 40 100.0%	493 98.2% 46 46 100.0%	98.0% 36	463 98.3% 32 32 100.0%	433 98.0% 35 35 100.0%	454 98.7% 43 43	485 96.8% 41	437 97.1% 36	443 97.1% 35 35 100.0%	456 98.1% 43 43	98.5%
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visits timeliness 4. LAB Patient episodes	(exclude home visits where the patient was not home) Number of home visits attended for the day 15. home visits completed for the day 3.2 effected by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient to the day (exclude home visits where the patient to see not harm). Number of urgent home visits completed for the day 15. urgent home visits completed for the day 3.5 divided by 3.4. Total number of patient episodes	greater then		number b percent number number number	443 97.8% 40 40 100.0%	468 98.5% 43 100.0%	98.0% 31 31 100.0%	440 97.6% 44 44 100.0%	496 98.6% 44 44 100.0%	437 97.8% 39 39 100.0%	485 98.2% 35 35 100.0%	97.2% 31 31 100.0%	399 98.3% 36 100.0%	504 98.2% 36 36 100.0%	453 98.3% 34 34 100.0%	454 96.6% 40 40 100.0%	493 98.2% 46 46 100.0%	98.0% 36 36 100.0%	463 98.3% 32 32 100.0%	433 98.0% 35 35 100.0%	454 98.7% 43 100.0%	485 96.8% 41 41 100.0%	437 97.1% 36 36 100.0%	35 35 100.0%	456 98.1% 43 43 100.0%	98.5% 44 44 100.0%
3.2 3.3 3.4 3.5 3.6	Yes	Home visits attended % Home visit timeliness Utgent home visits booked Urgent home visits completed Utgent home visits completed 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 broked for the ady (exclude home visits broked for the ady) (exclude home visits broked for the patient 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	443 97.8% 40 40 100.0%	468 98.5% 43 43 100.0%	98.0% 31 31 100.0% 12.356 47,974	440 97.6% 44 44 100.0%	496 98.6% 44 44 100.0%	437 97.8% 39 39 100.0%	485 98.2% 35 35 100.0%	445 97.2% 31 31 100.0%	399 98.3% 36 36 100.0%	504 98.2% 36 36 100.0%	453 98.3% 34 34 100.0%	454 96.6% 40 40 100.0%	493 98.2% 46 46 100.0%	98.0% 36 36 100.0%	463 98.3% 32 32 100.0%	433 98.0% 35 35 100.0%	454 98.7% 43 43	485 96.8% 41 41 100.0%	437 97.1% 36 36 100.0%	443 97.1% 35 35 100.0%	456 98.1% 43 43	98.5% 44 44 100.0%
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 4 LAS Patient replicates Patient replicates Urgent totals Urgent totals Visit replicates	(exclude home visits where the patient was not home) Number of home visits attended for the day 3.2 divided by 3.1. Number of urgent home visits booked for the day 0.2 divided by 3.1. Number of urgent home visits booked for the day (exclude home visits brothe patient was not home) Number of urgent home visits completed for the day 0.3.5 divided by 3.4. Total number of patient tests performed Total number of patient tests performed Total number of urgent tests.	then	99%	number by percent number number number number number number number	443 97.8% 40 40 100.0% 10,819 42,104 379 19%	468 98.5% 43 43 100.0% 10,868 43,432 397 1%	442 98.0% 31 100.0% 12,356 47,974 415 1%	440 97.6% 44 100.0% 11,602 45,872 396 1%	496 98.6% 44 100.0% 11,061 43,431 367 1%	437 97.8% 39 39 100.0% 10.897 41,790 347 1%	485 98.2% 35 35 100.0% 10,824 43,489 373 1%	445 97.2% 31 31 100.0% 11,825 47,974 505 1%	399 98.3% 36 100.0% 11,806 45,476 4022 19%	504 98.2% 36 36 100.0% 11,409 45,590 407 1%	453 98.3% 34 100.0% 11,323 43,662 4588 1%	454 96.6% 40 40 100.0% 10,717 41,895 354 1%	493 98.2% 46 46 100.0% 12,335 47,474 505 1%	98.0% 36 100.0% 11.862 44,167 492 19%	463 98.3% 32 32 100.0% 11,106 43,177 403 1%	433 98.0% 35 35 100.0% 11,115 40,923 379 1%	454 98.7% 43 100.0% 10,661 41,553 417 1%	485 96.8% 41 41 100.0% 12,125 47,350 517 1%	437 97.1% 36 36 100.0% 11,804 45,815 474 1%	443 97.1% 35 35 100.0% 11,072 43,931 435 1%	456 98.1% 43 100.0% 10,967 43,138 441 1%	98.5% 44 44 100.0% 10,587 41,729 428 1%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness 4, LAS Patient episodes Patient fetts Urgent tests	(exclude home visits where the patient was not home) Number of home visits attended for the day 16 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 1.5 divided by 3.1 Total number of patient episodes Total number of patient episodes Total number of patient episodes	greater then greater then greater then	99%	number by percent number number number number number number number	443 97.8% 40 40 100.0% 10,819 42,104 379	468 98.5% 43 100.0% 10,868 43,432 397	442 98.0% 31 31 100.0% 12,356 47,974 415	440 97.6% 44 44 100.0%	496 98.6% 44 100.0% 11,061 43,431 367	437 97.8% 39 39 100.0% 10,897 41,790 347	485 98.2% 35 35 100.0% 10,824 43,489 373	445 97.2% 31 31 100.0% 11,825 47,974 505	399 98.3% 36 36 100.0% 11,806 45,476	504 98.2% 36 36 100.0% 11,409 45,590 407	453 98.3% 34 34 100.0% 11,323 43,662 458	454 96.6% 40 40 100.0% 10,717 41,895 354	493 98.2% 46 46 100.0% 12,335 47,474 505	98.0% 36 36 100.0% 11,862 44,167 492	463 98.3% 32 32 100.0% 11,106 43,177 403	433 98.0% 35 35 100.0% 11,115 40,923 379	454 98.7% 43 43 100.0% 10,661 41,553 417	485 96.8% 41 41 100.0% 12,125 47,350 517	437 97.1% 36 36 100.0% 11,804 45,815 474	443 97.1% 35 35 100.0% 11,072 43,931 435	456 98.1% 43 43 100.0% 10,967 43,138 441	98.5% 44 44 100.0% 10,587 41,729 428
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 **LAB** Patient replaces Patient replaces Urgent home visit timeliness **LAB** Urgent tests but a for HealthPac Critical results	(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 booked for the day (sclude home visits brocked for the day (sclude home visits brocked for the day (sclude home visits brome 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 2. Percentage of completed test episodes provided to HealthPac within agendation via 1. Since the provided test episodes provided to HealthPac within agendation via 1. Since the provided month for previous month performance) Number of critical test results	then	99%	number number number number number number number number number percent number	443 97.8% 40 40 100.0% 10,819 42,104 379 19%	468 98.5% 43 100.0% 10.868 43,432 397 1% 100%	442 98.0% 31 31 100.0% 12,356 47,974 415 1% 100%	440 97.6% 44 100.0% 11,602 45,872 396 1% 100%	496 98.6% 44 100.0% 11,061 43,431 367 1%	437 97.8% 39 39 100.0% 10.897 41,790 347 1%	485 98.2% 35 35 100.0% 10,824 43,489 373 1%	445 97.2% 31 31 100.0% 11.825 47.974 505 1% 100%	399 98.3% 36 100.0% 11,806 45,476 4022 19%	504 98.2% 36 36 100.0% 11,409 45,590 100%	453 98.3% 34 100.0% 11,323 43,662 4588 1%	454 96.6% 40 100.0% 10,717 41,895 354 1% 100%	493 98.2% 46 46 100.0% 12.335 47,474 505 196 100%	98.0% 36 100.0% 11.862 44,167 492 19%	463 98.3% 32 32 100.0% 11,106 43,177 403 1%	433 98.0% 35 35 100.0% 11,115 40,923 379 1%	454 98.7% 43 100.0% 10,661 41,553 417 1% 100%	485 96.8% 41 41 100.0% 12.125 47.350 517 10% 58	437 97.1% 36 36 100.0% 11,804 45,815 474 1%	443 97.1% 35 35 100.0% 11,072 43,931 435 1%	456 98.1% 43 100.0% 10,967 43,138 441 1%	98.5% 44 44 100.0% 10,587 41,729 428 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 timeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit imeliness 4. LAB Patient placede Patient placede Patient tests Urgent thesis Data for HealthPac Critical results Critical results phoned	(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 booked for the day (whice the patient was not home visits broad to the patient was not home) Number of ungent home visits broad the patient was not home) Number of ungent 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 ungent tests Percentage of completed test episodes provided to NeathPac within agreed timeframes (bp to be reported once a month operformance) Number of critical test results Number of patient; c. police)	then	99%	number percent	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100%	468 98.5% 43 43 100.0% 10,868 43,432 397 196 100%	442 98.0% 31 100.0% 12.356 47,974 415 100%	440 97.6% 44 100.0% 11,602 45,872 396 100 100%	496 98.6% 44 44 100.0% 11,061 43,431 367 1% 100% 48 48	437 97.8% 39 39 100.0% 10,897 41,790 347 1% 100%	485 98.2% 35 100.0% 10,824 43,489 100% 100%	445 97.2% 31 31 100.0% 11,826 47,974 505 196 100%	399 98.3% 36 100.0% 11,806 45,476 402 11% 100%	504 98.2% 36 100.0% 11,409 45,590 407 196 100%	453 98.3% 34 100.0% 11,323 43,662 458 196 100%	454 96.6% 40 40 100.0% 110,717 41,895 354 1% 100%	493 98.2% 46 46 100.0% 12,335 47,474 5055 1% 100%	442 98.0% 36 36 100.0% 11,862 44,167 492 15% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1% 100%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100% 48 48	454 98.7% 43 100.0% 10,661 41,553 447 1% 100%	485 96.8% 41 41 100.0% 12,125 47,350 117,7 100% 517,7 100%	437 97.1% 36 100.0% 11,804 45,815 474 196 100%	443 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 43 100.0% 10,967 43,138 441 1% 100% 43 43	98.5% 44 100.0% 10,587 41,729 428 1% 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 completed Urgent home visits completed Urgent home visit timeliness **LAB** Patient replaces Patient replaces Urgent home visit timeliness **LAB** Urgent tests but a for HealthPac Critical results	(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 booked for the day (soclude home visits booked for the day (soclude home visits broad 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 sequiscular security. Inst. day of month for previous month performance) Number of critical test results phoned through appropriate contact person within 1 hour	then equal to	99%	number number number number number number number number number percent number number number	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100%	468 98.5% 43 100.0% 10.868 43,432 397 1% 100%	442 98.0% 31 31 100.0% 12,356 47,974 415 1% 100%	440 97.6% 44 100.0% 11,602 45,872 396 1% 100%	496 98.6% 44 100.0% 11,061 43,431 367 196 100%	437 97.8% 39 39 100.0% 10,897 41,790 347 1% 100%	485 98.2% 35 35 100.0% 10,824 43,489 373 1% 100%	445 97.2% 31 31 100.0% 11.825 47.974 505 1% 100%	399 98.3% 36 100.0% 11,806 45,476 402 1% 100%	504 98.2% 36 36 100.0% 11,409 45,590 100%	453 98.3% 34 100.0% 11,323 43,662 458 196 100%	454 96.6% 40 100.0% 10,717 41,895 354 1% 100%	493 98.2% 46 46 100.0% 12.335 47,474 505 196 100%	442 98.0% 36 100.0% 11,862 44,167 492 19% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100%	454 98.7% 43 100.0% 10,661 41,553 417 1% 100%	485 96.8% 41 41 100.0% 12.125 47.350 517 10% 58	437 97.1% 36 36 100.0% 11,804 45,815 474 1% 100%	443 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 100.0% 10,967 43,138 441 196 100%	98.5% 44 44 100.0% 10,587 41,729 428 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		Home visits attended % Home visit timeliness Utgent home visits booked Urgent home visits booked Urgent home visits completed Utgent home visit imeliness 4. LAB Patient apisodes Patient apisodes Patient tests Utgent there visit timeliness Utgent the visit timeliness Cutter apisodes Data for HealthPac Critical results phoned % of 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 % home visits completed for the day % home visits completed for the day All patients 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 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 referer	then equal to	99%	number number number number number number number number number percent number number number	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100% 100%	468 98.5% 43 100.0% 10,668 43,432 397 1% 100%	442 98.0% 31 31 100.0% 12,356 47,974 415 100% 100%	440 97.6% 44 100.0% 11,602 45,872 336 1% 100% 52 52 100%	496 98.6% 44 100.0% 11,061 43,431 367 100% 48 48	437 97.8% 39 100.0% 10.897 41,790 347 1% 100% 55 55	485 98.2% 35 100.0% 10,824 43,489 100% 100%	445 97.2% 31 31 100.0% 11,825 47,974 505 100% 100%	399 98.3% 36 100.0% 11,806 45,476 45,476 100% 100%	504 98.2% 36 100.0% 11,409 45,590 407 196 100%	453 98.3% 34 100.0% 11,323 43,662 458 100% 50 100%	454 96.6% 40 100.0% 10,717 41,895 354 1% 100% 50 50 100%	493 98.2% 46 46 100.0% 12,335 47,474 505 13% 100% 100%	442 98.0% 36 100.0% 11,862 44,167 492 19% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1% 100%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100% 1100%	454 98.7% 43 100.0% 10,661 41,553 417 1% 100% 100%	485 96.8% 41 41 100.0% 12,125 47,350 517 100% 100%	437 97.1% 36 36 100.0% 11,804 45,815 474 11% 100% 100%	443 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 43 100.0% 10,967 43,138 441 100% 100%	98.5% 44 44 100.0% 10,587 41,729 428 100% 100% 100%
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 episodes 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 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 broked for the day (exclude home visits broked for the day (exclude home visits broked for the day). A completed for the day (exclude 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 tests Total number of patient tests results Total number of patient tests tests Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient, c. patient) Number of critical test results phoned through to appropriate contact person within 1 Nour (a Referrer, b. patient, c. patient) Percentage of critical test results phoned through to appropriate contact person within 1 Nour (a Referrer, b. patient, c. patient) Percentage of critical test results phoned through to appropriate contact person within 1 Nour (a Referrer, b. patient, c. patient) Percentage of critical test results phoned through to appropriate contact person within 1 Nour (a Referrer, b. patient, c. patient)	then equal to	99%	number	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100%	468 98.5% 43 100.0% 10,868 43,432 196 100%	442 98.0% 31 100.0% 12.356 47.974 415 100% 100%	440 97.6% 44 100.0% 11,602 45,872 396 100 100%	496 98.6% 44 44 100.0% 11,061 43,431 367 1% 100% 48 48	97.8% 39 39 100.0% 10,897 41,790 347 1% 100%	485 98.2% 35 100.0% 10,824 43,489 100% 100%	445 97.2% 31 100.0% 11,825 47,974 505 1% 100%	399 98.3% 36 100.0% 11,806 45,476 402 11% 100%	504 98.2% 36 100.0% 11,409 45,590 407 196 100%	453 98.3% 34 100.0% 11,323 43,662 4583 1% 100%	454 96.6% 40 40 100.0% 110,717 41,895 354 1% 100%	493 98.2% 46 46 100.0% 12,335 47,474 5055 1% 100%	442 98.0% 36 36 100.0% 11,862 44,167 492 15% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1% 100%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100% 48 48	454 98.7% 43 100.0% 10,661 41,553 447 1% 100%	485 96.8% 41 41 100.0% 12,125 47,350 517 10% 100%	437 97.1% 36 100.0% 11,804 45,815 474 10% 46	97.1% 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 100.0% 10,967 43,138 441 100% 100%	98.5% 44 100.0% 10.587 41,729 428 100%
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 4.13		Home visits attended % Home visit timeliness Utgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit simeliness 4. LAB Patient episodes Patient episodes Patient episodes Data for HealthPac Critical results 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 % home visits completed for the day % home visits completed for the day % home visits booked for the day (exclude home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day 3.5 divided by 3.4 Total number of patient personal properties of the day 3.5 divided by 3.4 Total number of patient tests performed Total number of patient tests 3.3 divided by 4.2 Percentage of completed test episodes provided to health the within agreed timeframes (kpi to be reported once a month performance) Number of critical test results Number of critical test results Number of critical test results Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer; b. patient; c. police) Percentage of results changed after original result was reported to referer a.4.11 divided by 4.2 Oth certal test results changed after original result was reported to referer a.4.11 divided by 4.2 Oth certal test results changed after original result was reported to referer a.4.11 divided by 4.2 Oth certal test results changed after original result measured in hours-minutes (Excludes frozen samples)	equal to	99%	number	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100% 100%	468 98.5% 43 100.0% 10,668 43,432 397 1% 100%	442 98.0% 31 31 100.0% 12,356 47,974 415 100% 100%	440 97.6% 44 100.0% 11,602 45,872 336 1% 100% 52 52 100%	496 98.6% 44 100.0% 11,061 43,431 367 100% 48 48	437 97.8% 39 100.0% 10.897 41,790 347 1% 100% 55 55	485 98.2% 35 100.0% 10,824 43,489 100% 100%	445 97.2% 31 31 100.0% 11,825 47,974 505 100% 100%	399 98.3% 36 100.0% 11,806 45,476 45,476 100% 100%	504 98.2% 36 100.0% 11,409 45,590 407 196 100%	453 98.3% 34 100.0% 11,323 43,662 458 100% 50 100%	454 96.6% 40 100.0% 10,717 41,895 354 1% 100% 50 50 100%	493 98.2% 46 46 100.0% 12,335 47,474 505 13% 100% 100%	442 98.0% 36 100.0% 11,862 44,167 492 19% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1% 100%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100% 1100%	454 98.7% 43 100.0% 10,661 41,553 417 1% 100% 100%	485 96.8% 41 41 100.0% 12,125 47,350 517 100% 100%	437 97.1% 36 36 100.0% 11,804 45,815 474 11% 100% 100%	443 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 43 100.0% 10,967 43,138 441 100% 100%	98.5% 44 44 100.0% 10,587 41,729 428 100% 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 timeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAB Patient episodes 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 3.2 divided by 3.1 Number of urgent home visits booked for the day (seclude home visits booked for the day (seclude home visits broked for the day (seclude home visits broked for the day (seclude home visits broked for the day (seclude home visits brome by a fine 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 completed for the day. 3.5 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 performed total number of patient tests performed. Part of the patient tests performed total number of patient tests performed total number of patient tests performed to the patient tests performed to the patient performance (pt) to be reported once a month optimized test periods to the test periods to the test periods the	equal to equal to greater then	99%	number number	443 97.8% 40 40 100.0% 10,819 42,104 379 1% 100% 100%	468 98.5% 43 100.0% 10,668 43,432 397 1% 100%	442 98.0% 31 31 100.0% 12,356 47,974 415 100% 100%	440 97.6% 44 100.0% 11,602 45,872 336 1% 100% 52 52 100%	496 98.6% 44 100.0% 11,061 43,431 367 100% 48 48	437 97.8% 39 100.0% 10.897 41,790 347 1% 100% 55 55	485 98.2% 35 100.0% 10,824 43,489 100% 100%	445 97.2% 31 31 100.0% 11,825 47,974 505 100% 100%	399 98.3% 36 100.0% 11,806 45,476 45,476 100% 100%	504 98.2% 36 100.0% 11,409 45,590 407 196 100%	453 98.3% 34 100.0% 11,323 43,662 458 100% 50 100%	454 96.6% 40 100.0% 10,717 41,895 354 1% 100% 50 50 100%	493 98.2% 46 46 100.0% 12,335 47,474 505 13% 100% 100%	442 98.0% 36 100.0% 11,862 44,167 492 19% 100%	463 98.3% 32 32 100.0% 11,106 43,177 403 1% 100%	433 98.0% 35 35 100.0% 11,115 40,923 379 1% 100% 1100%	454 98.7% 43 100.0% 10,661 41,553 417 1% 100% 100%	485 96.8% 41 41 100.0% 12,125 47,350 517 100% 100%	437 97.1% 36 36 100.0% 11,804 45,815 474 11% 100% 100%	443 97.1% 35 35 100.0% 11,072 43,931 435 1% 100%	456 98.1% 43 43 100.0% 10,967 43,138 441 100% 100%	98.5% 44 44 100.0% 10,587 41,729 428 175 100% 39

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/11/18	2/11/18	5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:26	4:33	4:48	4:21	4:11	4:21	4:17	4:42	4:11	4:19	4:23	4:08	4:35	4:12	4:10	4:21	4:07	4:30	5:04	4:19	4:19	4:44
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours: minutes	0:56	0:50	0:57	0:41	0:45	0:42	0:31	0:57	0:37	0:44	0:40	0:35	1:05	0:39	0:43	0:47	0:31	0:53	0:57	0:47	0:44	0:58
5.1c	yes	Complete blood count 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	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour minutes	less than	8:00	hours: minutes	4:50	5:00	5:26	4:59	5:17	4:51	5:21	5:59	4:55	4:59	5:01	4:50	5:35	5:03	5:37	4:56	4:48	5:40	5:26	5:23	5:39	5:16
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	1:19	1:15	1:33	1:18	1:47	1:11	1:32	2:05	1:22	1:25	1:18	1:16	2:01	1:28	2:09	1:22	1:12	2:01	1:56	1:49	2:01	1:30
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -	less - than	12:00	hours: minutes	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	10:00	10:00	8:00	10:00	9:00
5.3a		Total TAT HCG Quantification	IN ZONE Average turnaround time from collection to report, expressed in hour minutes	less than	8:00	hours: minutes	5:51	5:02	5:26	5:35	6:04	5:11	5:45	5:27	5:52	5:30	5:46	5:28	5:32	5:09	5:46	5:21	5:15	6:18	5:35	5:33	5:45	5:08
5.3b		Total TAT HCG	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	2:26	1:42	2:02	2:14	2:52	1:47	2:16	2:23	2:33	2:11	2:28	2:15	2:16	1:50	3:07	2:04	2:04	2:39	2:21	2:15	2:27	1:55
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -	less - than	12:00	hours: minutes	6:00	5:00	5:00	5:00	5:00	3:00	5:00	5:00	10:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	5:00	5:00	6:00	4:00	5:00	5:00
5.5a		Total TAT Liver functions	IN ZONE Average turnaround time from collection to	less	8:00	hours:	4:52	5:06	5:34	5:07	5:17	5:03	5:22	6:09	5:03	5:09	5:10	4:51	5:40	5:08	5:44	5:04	4:59	5:44	5:38	5:31	5:45	5:23
5.5b		Total TAT Liver functions	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	1:21	1:25	1:41	1:24	1:49	1:20	1:36	2:15	1:29	1:30	1:24	1:17	2:08	1:31	2:16	1:29	1:20	2:05	2:06	1:57	2:09	1:34
5.5c	yes	Total TAT Liver 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	10:00	10:00	9:00	10:00	9:00
5.6a	Yes	percentile in zone Total TAT Histology -	collection to report, expressed in hour:minutes IN Zone Turnaround time for 80th centile from	than	3.0	minutes																						
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																						
	yes	resections	collection to report, expressed in working days	than		days																						
5.6c	yes	percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	days																						
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes	15:06	14:57		15:10	15:39	16:42	15:23		14:43	15:16	16:02	15:14		13:33	14:29	14:31	14:55		15:27	14:23	15:45	15:39
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours: minutes	12:23	12:37		11:02	13:08	13:28	12:10		11:27	12:26	12:02	11:35		10:24	11:09	12:36	11:07		11:27	12:12	11:37	11:49
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours	greater then	90%	percent	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	100.0%	99.9%
		URGENT																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	minutes	3:46	3:42	4:10	3:57	3:41	3:54	3:52	3:50	3:41	3:54	3:43	4:00	3:44	3:51	3:51	3:52	3:45	4:00	3:43	3:47	3:46	3:49
5.9b 5.9c	Vec	Lab TAT INR Total TAT INR 95%	Turnaround time from 95th centile receipt to report, expressed in hour minutes Turnaround time from 95th centile collection to	less than	3:00 6:00	hours: minutes	0:32	0:31	0:45 5:00	0:37	0:33	0:32	0:23 5:45	0:32	0:24	0:40	0:21 4:00	0:36 5:00	0:39	0:32	0:37 5:45	0:34	0:32	0:38	0:30 5:45	0:30	0:37	0:42 4:15
	yes	percentile in zone	report, expressed in hour:minutes in zone	than		minutes																						
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	minutes	3:30	3:49	3:47	3:52	3:52	3:45	3:52	3:49	3:42	3:55	3:43	3:42	3:44	3:41	3:34	3:45	3:28	3:45	3:37	3:38	3:26	4:00
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:03	1:01	1:03	1:07	1:03	1:06	1:06	1:04	1:05	1:04	1:01	0:59	0:58	1:02	1:01	0:58	0:58	1:04	1:04	0:58	0:59	1:02
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	5:15	5:45	5:40	6:00	5:45	5:15	5:45	5:15	5:45	6:00	5:45	5:15	5:45	5:45	5:00	6:00	5:00	5:15	5:00	5:00	4:45	5:45
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	98.0%	98.7%	99.1%	98.4%	98.3%	99.7%	99.3%	97.5%	97.5%	99.1%	99.4%	100.0%	99.8%	99.2%	99.4%	98.4%	99.1%	98.8%	98.9%	98.0%	99.7%	96.5%
6.1		6. RECOLLECTS 6.1. Total specimens	Total number of patient episodes (excluding			number	6,539	6,727	7,607	6,999	6,594	6,441	6,692	7,743	7,131	6,876	6,718	6,641	7,727	6,792	6,678	6,474	6,445	7,627	7,230	6,824	6,746	6,660
6.2		6.2. Recollects	self collects) Total number of specimens recollected (total	<u> </u>	-	number	12	17	7,007	0,999	7	14	14	14	13	13	13	22	22	23	32	11	14	19	12	10	22	9,000
			from rec panel stats error code summary) (excluding self collects)				"														-					.0		
6.5	yes	6.5 % recollects 7. QUALITY IMPROVEMENT	6.2 divided by 6.1 note - only needs to be reported weekly	less than	1.0%	percent	0.2%	0.3%	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.5%	0.2%	0.2%	0.2%	0.2%	0.1%	0.3%	0.1%
			note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																									
7.1		Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman			number																						
7.2		Events / issues closed	Number of issues / events closed year to date			number																	I					
7.3		Timely closure	Number of events closed by due date (within six months)			number																						
7.4		Total Complaints	Number of complaints received year to date			number		21					25					25					27					28
7.5 7.6		Complaints closed New complaints	Number of complaints closed year to date Number of new complaints received this week			number		21					25 4					25					25 2					25 1
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number							4					-					2					1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35			number		21					25					25					25					25
7.9		% events/issues closed	working days 7.2 divided by 7.1	greater	75%	percent																						
				then																								

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/11/18	2/11/18	5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18
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%					92.6%					89.3%