

NQR Balanced Scorecard

		Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
NQR 1	Providers must report regularly to PCTs on compliance with Quality Requirements	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 2	Providers must send details of all OOH consultations to the practice where the patient is registered by 8.00am the next working day	99.80%	99.80%	99.90%	99.80%	99.70%	99.80%	99.80%	99.70%	99.70%	99.70%	99.70%	99.80%
NQR 3	Providers must have systems in place to support and encourage the regular exchange of up-to-date and comprehensive information (including, where appropriate, an anticipatory care plan) between all those who may be providing care to patients with predefined needs (including, for example, patients with terminal illness).	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 4	Providers must regularly audit a random sample of patient contacts and appropriate action will be taken on the results of those audits - Clinicians	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 4	Providers must regularly audit a random sample of patient contacts and appropriate action will be taken on the results of those audits - Receptionists	Compliant	Compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant	Non compliant
NQR 4	Providers must regularly audit a random sample of patient contacts and appropriate action will be taken on the results of those audits - Call Handlers	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 5	Providers must regularly audit a random sample of patients' experiences of the service and appropriate action must be taken on the results of those audits. Regular reports of these audits must be made available to the contracting PCT.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 6	Providers must operate a complaints procedure that is consistent with the principles of the NHS complaints procedure. They will report anonymised details of each complaint, and the manner in which it has been dealt with, to the contracting PCT.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 7	Providers must demonstrate their ability to match their capacity to meet predictable fluctuations in demand for their contracted service, especially at periods of peak demand. They must also have robust contingency policies for those circumstances in which they may be unable to meet unexpected demand.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 8	Initial Telephone Call * No more than 0.1% of calls engaged	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NQR 8	*No more than 5% calls abandoned.	2.40%	5.10%	2.40%	1.70%	2.50%	2.40%	2.20%	2.50%	2.50%	2.40%	2.50%	1.60%
NQR 8	*All Calls must be answered within 60 seconds of the end of the introductory message which should normally be no more than 30 seconds long	96.90%	87.10%	97.10%	98.60%	97.70%	97.40%	97.50%	98.00%	98.10%	97.40%	98.40%	98.20%
NQR 9	Telephone Clinical Assessment *Life Threatening Conditions identified and passed to ambulance service within 3 Minutes	98.60%	100.00%	98.30%	98.60%	98.80%	100.00%	100.00%	100.00%	100.00%	98.40%	100.00%	100.00%
NQR 9	*Start definitive clinical assessment for urgent calls within 20 minutes of the call being answered by a person	97.20%	87.40%	94.10%	95.20%	93.80%	94.60%	96.80%	94.40%	94.80%	95.20%	96.00%	97.30%
NQR 9	*Start definitive clinical assessment for all other calls within 60 minutes of the call being answered by a person	97.30%	61.90%	79.90%	95.40%	94.60%	94.00%	98.70%	98.60%	95.10%	97.40%	96.50%	97.30%
NQR 10	Face-to-Face (Home Visits) Consultations must be started within the following timescales from when the Call Handler receives the call: *Emergency-within 1 hour	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 10	*Urgent (Home Visit)-within 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 10	*Less urgent (Home Visit)-within 6 hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 10	Face-to-Face (Base Visit) Consultations must be started within the following timescales from when the Call Handler receives the call: *Emergency-within 1 hour	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 10	*Urgent (Base Visit)-within 2 hours	100.00%	97.60%	97.80%	100.00%	99.00%	98.30%	100.00%	99.10%	98.40%	100.00%	99.00%	100.00%
NQR 10	*Less urgent (Base Visit)-within 6 hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 11	Providers must ensure that patients are treated by the clinician best equipped to meet their needs, in the most appropriate location. Where it is clinically appropriate, patients must be able to have a face-to-face consultation with a GP, including where necessary, at the patient's place of residence	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
NQR 12	Face-to-Face (Home Visits) Consultations must be started within the following timescales after the definitive clinical assessment has been completed: *Emergency-within 1 hour	83.30%	82.40%	90.90%	88.90%	94.40%	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	100.00%
NQR 12	*Urgent (Home Visit)-within 2 hours	95.20%	93.20%	95.20%	96.40%	96.10%	95.70%	96.10%	96.40%	98.00%	98.30%	96.60%	95.50%
NQR 12	*Less urgent (Home Visit)-within 6 hours	95.80%	89.20%	93.80%	97.90%	96.40%	96.80%	96.20%	97.80%	92.80%	95.20%	97.40%	97.30%
NQR 12	Face-to-Face (Base Visit) Consultations must be started within the following timescales after the definitive clinical assessment has been completed: *Emergency-within 1 hour	90.90%	100.00%	90.00%	100.00%	100.00%	100.00%	92.30%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 12	*Urgent (Base Visit)-within 2 hours	99.10%	95.30%	96.30%	98.10%	98.60%	98.20%	97.80%	97.70%	99.70%	98.80%	96.90%	99.20%
NQR 12	*Less urgent (Base Visit)-within 6 hours	100.00%	99.80%	99.70%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NQR 13	Patients unable to communicate effectively in English will be provided with an interpretation service within 15 minutes of initial contact. Providers must also make appropriate provision for patients with impaired hearing or impaired sight.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant

Key Performance Indicator

	Compliant - 95.0% and above
	Partially Compliant - 90.0% to 94.9%
	Non Compliant - 89.9% and below