

Key Performance Indicators & National Quality Requirements Overview								
Time Period: 01/10/11 08:00 - 01/11/11 07:59								
Ref	NQR	Key Performance Indicator (KPI)	Total Volume Relating to KPI (Denominator)	KPI	Patient Choice*	Diff	%	
1	NQR 2	Details sent by 8am (Target >= 95%)	5129	5117		12	99.8%	
2	NQR 8	<0.1 % engaged (Target >= 99.5%)	7567	0		7567	100.0%	
3	NQR 8	<5% abandoned (Target >95%)	7567	122		7445	98.4%	
4	NQR 8	Answered <60 seconds (Target >= 95%)	7445	7309		136	98.2%	
5	NQR 9	Call passed to 999 <3 minutes (Target =95%)	88	88	0	0	100.0%	
6	NQR 9	Caller unobtainable at ring back for DCA re Initial Priority Time	195					
7	NQR 9	Calls not requiring DCA; triaged by other clinician	227					
8	NQR 9	Urgent calls DCA <20 minutes (Target >=95%)	1352	1316		36	97.3%	
9	NQR 9	All other calls DCA <60 minutes (Target >=95%)	3200	3115		85	97.3%	
a	NQR 9	Total Calls Received (5)+(6)+(7)+(8)+(9)	5062					
b	NQR 9	Total Calls Requiring Action following Assessment	4974					
c Priority as Determined by Other Health Professional during Face to Face Clinical Assessment e.g. Walk-in Centre Referrals								
10	NQR 10	UCC Emergency <1 hour	0	0	0	0	0.0%	
11	NQR 10	UCC Urgent <2 hours	113	112	1	0	100.0%	
12	NQR 10	UCC Less urgent <6 hours	103	103	0	0	100.0%	
d	Total	Urgent Care Centre Calls	216	215	1	0	100.0%	
13	NQR 10	Telephone Advice Emergency <1 hour	0	0	0	0	0.0%	
14	NQR 10	Telephone Advice Urgent <2 hours	1	1	0	0	100.0%	
15	NQR 10	Telephone Advice Less Urgent <6 hours	10	10	0	0	100.0%	
e	Total	Telephone Advice Calls	11	11	0	0	100.0%	
16	NQR 10	Home visit Emergency <1 hour	0	0	0	0	0.0%	
17	NQR 10	Home visit Urgent <2 hours	0	0	0	0	0.0%	
18	NQR 10	Home visit Less urgent <6 hours	0	0	0	0	0.0%	
f	Total	Home Visit Calls	0	0	0	0	0.0%	
g	NQR 10	Total Follow up advice/consultations(=8)	227	226	1	0		
Following Priority Determined by Definitive Clinical Assessment (DCA)								
19	NQR 12	UCC Emergency <1 hour	14	13	1	0	100.0%	
20	NQR 12	UCC Urgent <2 hours	369	361	5	3	99.2%	
21	NQR 12	UCC Less urgent <6 hours	1307	1306	1	0	100.0%	
h	Total	Urgent Care Centre Calls	1690	1680	7	3	99.8%	
22	NQR 12	Telephone Advice Emergency <1 hour	55	52	3	0	100.0%	
23	NQR 12	Telephone Advice Urgent <2 hours	280	267	7	6	97.9%	
24	NQR 12	Telephone Advice Less Urgent <6 hours	1851	1847	4	0	100.0%	
i	Total	Telephone Advice Calls	2186	2166	14	6	99.7%	
25	NQR 12	Home visit Emergency <1 hour	9	9	0	0	100.0%	
26	NQR 12	Home visit Urgent <2 hours	334	319	0	15	95.5%	
27	NQR 12	Home visit Less urgent <6 hours	595	579	0	16	97.3%	
j	Total	Home Visit Calls	938	907	0	31	96.7%	
k	NQR 12	Total Follow up advice/consultations(=b)	4814	4753	21	40		
l	Total	Grand Total F'up advice/consultations (=8+b)	5041	4979	22	0		
28	Information	No Definite Clinical Episode (DCA)		Urgent Care Centres				
29		Patient Episode Cont., Service Provided	67	Site	1 Hr Ass'd	Pat Choice	< 1 Hour	% Achvd
30		Patient Episode Ended, No Further Svs Prov	0	Everton Road	4	1	3	100.0%
31		Total calls finished on Adastra	5129	Old Swan	7	0	7	100.0%
32		Total calls finished on TAS/Adastra	0	Garston	2	0	2	100.0%
33		Total Calls Completed (=b)	5129	Aintree	1	0	1	100.0%
34		Doctor Advice then Closed	2197	Litherland	0	0	0	0.0%
35		Nurse Triage then Closed	0	Huyton	0	0	0	0.0%
36		Total Telephone Advice Calls	2197	Total	14	1	13	100.0%
37		Total UCC Attendances Booked	1906	Site	2 Hr Ass'd	Pat Choice	< 2 Hour	% Achvd
38		Total UCC Did Not Attends	0	Everton Road	47	0	47	100.0%
39		Total UCC Attendances	1906	Old Swan	191	3	186	98.9%
40		Total Home Visits Booked	938	Garston	104	2	102	100.0%
41		Total Home Visits - No Access		Aintree	69	0	68	98.6%
42		Total Home Visits	938	Litherland	0	0	0	0.0%
43		Walk-in Centre Referrals (To)	0	Huyton	72	1	71	100.0%
44		A&E Advised (Nurse)	0	Total	483	6	474	99.4%
45		Hospital referred (GP)	532	Site	6 Hr Ass'd	Pat Choice	< 6 Hour	% Achvd
46		Fully compliant (95-100%) - except ref 5 & 2		Everton Road	186	0	186	100.0%
47		Partially compliant (90-94.9%) - except ref 5 & 2		Old Swan	524	0	524	100.0%
48	Non-compliant (89.9% and under) - except ref 5 & 2		Garston	266	0	266	100.0%	
Comments:			Aintree	257	0	257	100.0%	
			Litherland	0	0	0	0.0%	
			Huyton	176	1	175	100.0%	
			Total	1409	1	1408	100.0%	
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