

Key Performance Indicators & National Quality Requirements overview							
Time period: Wednesday 01/07/15 18:30 - Saturday 01/08/15 07:59 - Halton, Knowsley and Liverpool CCGs							
Ref	NQR	Key Performance Indicator (KPI)	Total volume relating to KPI (denominator)	KPI	Patient choice	Difference	% compliance
1	NQR 2	Details sent by 8am (Target >= 95%)	6615	6588		27	99.6%
2	NQR 8	<0.1 % engaged (Target >= 99.5%)	24132	0		24132	100.0%
3	NQR 8	<5% abandoned after 30 seconds (Target >95%)	24132	613		23519	97.5%
4	NQR 8	Answered <60 seconds (Target >= 95%)	9124	8674		450	95.1%
5	NQR 9	Cases passed to 999 <3 minutes (Target =100%)	56	55	0	1	98.2%
6	NQR 9	Cases not requiring DCA; triaged by other clinician	223				
7	NQR 9	Urgent cases DCA <20 minutes (Target >=95%)	997	918	52	27	97.3%
8	NQR 9	All other cases DCA <60 minutes (Target >=95%)	5070	4161	271	638	87.4%
a	NQR 9	Total cases received (5)+(6)+(7)+(8)	6346				
b	NQR 9	Total cases requiring action following assessment	6290				
Following priority determined by Definitive Clinical Assessment (DCA)							
9	NQR 12	UCC Emergency <1 hour	3	2	1	0	100.0%
10	NQR 12	UCC Urgent <2 hours	411	392	8	11	97.3%
11	NQR 12	UCC Less urgent <6 hours	1674	1670	2	2	99.9%
c	Total	Urgent Care Centre cases	2088	2064	11	13	99.4%
12	NQR 12	Telephone Advice Emergency <1 hour	84	81	3	0	100.0%
13	NQR 12	Telephone Advice Urgent <2 hours	263	247	13	3	98.9%
14	NQR 12	Telephone Advice Less Urgent <6 hours	3048	2933	84	31	99.0%
d	Total	Telephone Advice cases	3395	3261	100	34	99.0%
15	NQR 12	Home visit Emergency <1 hour	4	4	0	0	100.0%
16	NQR 12	Home visit Urgent <2 hours	313	285	0	28	91.1%
17	NQR 12	Home visit Less urgent <6 hours	576	469	0	107	81.4%
e	Total	Home Visit cases	893	758	0	135	84.9%
f	NQR 12	Total follow up advice/consultations(=b+18)	6376	6083	111	182	
f	KPI	Repeat prescription requests <6 hours	166	148	2	16	90.4%
Information	No Definite Clinical Assessment (DCA)		Urgent Care Centres				
	Patient episode cont., service provided	81	Site	1 Hr Ass'd	Pat Choice	< 1 Hour	% achvd
	Patient episode ended, no service prov'd	1	Aintree	0	0	0	0.0%
	Repeat prescription requests (6 hour advice) ¹	161	Garston	1	0	1	100.0%
	Repeat prescription requests sent to UCC ²	5	Huyton	0	0	0	0.0%
	Repeat prescription requests sent for visit ²	0	Kirkby	0	0	0	0.0%
	Repeat prescription requests referred to Community Pharmacists ³	21	Old Swan	0	0	0	0.0%
			Runcorn	1	0	1	100.0%
	Total cases completed (=a+18+19)	6615	The Royal	0	0	0	0.0%
	Doctor Advice then closed	3395	Widnes	1	1	0	0.0%
	Nurse Triage then closed	0	Total	3	1	2	100.0%
	Total Telephone Advice cases	3395	Site	2 Hr Ass'd	Pat Choice	< 2 Hour	% achvd
	Total UCC attendances booked	2088	Aintree	26	0	25	96.2%
	Total UCC did not attends	0	Garston	34	0	34	100.0%
	Total UCC attendances	2088	Huyton	41	0	41	100.0%
	Total Home Visits booked	893	Kirkby	21	0	20	95.2%
	Total Home Visits - no access		Old Swan	190	6	175	95.1%
	Total Home Visits	893	Runcorn	68	1	67	100.0%
	Walk-in Centre referrals (to)	0	The Royal	14	1	13	100.0%
	A&E advised (Nurse)	0	Widnes	17	0	17	100.0%
Hospital ref'd (GP) (ref'd for admit / advised A&E)	614	Total	411	8	392	97.3%	
	Fully compliant (95-100%) - except ref 2 & 5	Site	6 Hr Ass'd	Pat Choice	< 6 Hour	% achvd	
	Partially compliant (90-94.9%) - except ref 2 & 5	Aintree	135	0	135	100.0%	
	Non-compliant (89.9% and under) - except ref 2 & 5	Garston	171	0	171	100.0%	
Comments:		Huyton	152	0	152	100.0%	
¹ requests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation)		Kirkby	68	0	68	100.0%	
² requests for repeat prescription where case was forwarded for a face-to-face consultation (either for UCC appointment or visit to patient's home address) in which instances NQR 12 applies from end of repeat prescription consultation		Old Swan	684	2	681	99.9%	
³ requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting		Runcorn	305	0	305	100.0%	
		The Royal	69	0	69	100.0%	
		Widnes	90	0	89	98.9%	
		Total	1674	2	1670	99.9%	
		Grand total	2088	11	2064		
Copyright: Liverpool CCG							