

Key Performance Indicators & National Quality Requirements overview							
Time period: Saturday 01/08/15 08:00 - Tuesday 01/09/15 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%)	7650	6480		1170	84.7%
2	NQR 8	<0.1 % engaged (Target >= 99.5%)	25171	0		25171	100.0%
3	NQR 8	<5% abandoned after 30 seconds (Target >95%)	25171	511		24660	98.0%
4	NQR 8	Answered <60 seconds (Target >= 95%)	10242	10027		215	97.9%
5	NQR 9	Cases passed to 999 <3 minutes (Target =100%)	90	88	1	1	98.9%
6	NQR 9	Cases not requiring DCA; triaged by other clinician	227				
7	NQR 9	Urgent cases DCA <20 minutes (Target >=95%)	1202	1095	63	44	96.3%
8	NQR 9	All other cases DCA <60 minutes (Target >=95%)	5799	4678	262	859	85.2%
a	NQR 9	Total cases received (5)+(6)+(7)+(8)	7318				
b	NQR 9	Total cases requiring action following assessment	7228				
Following priority determined by Definitive Clinical Assessment (DCA)							
9	NQR 12	UCC Emergency <1 hour	3	3	0	0	100.0%
10	NQR 12	UCC Urgent <2 hours	467	443	12	12	97.4%
11	NQR 12	UCC Less urgent <6 hours	1912	1900	5	7	99.6%
c	Total	Urgent Care Centre cases	2382	2346	17	19	99.2%
12	NQR 12	Telephone Advice Emergency <1 hour	106	96	3	7	93.4%
13	NQR 12	Telephone Advice Urgent <2 hours	353	318	15	20	94.3%
14	NQR 12	Telephone Advice Less Urgent <6 hours	3278	3182	73	23	99.3%
d	Total	Telephone Advice cases	3737	3596	91	50	98.7%
15	NQR 12	Home visit Emergency <1 hour	6	6	0	0	100.0%
16	NQR 12	Home visit Urgent <2 hours	384	358	0	26	93.2%
17	NQR 12	Home visit Less urgent <6 hours	812	690	0	122	85.0%
e	Total	Home Visit cases	1202	1054	0	148	87.7%
f	NQR 12	Total follow up advice/consultations(=b+18)	7321	6996	108	217	
f	KPI	Repeat prescription requests <6 hours	215	189	10	16	92.6%
Information	No Definite Clinical Assessment (DCA)		Urgent Care Centres				
	Patient episode cont., service provided	89	Site	1 Hr Ass'd	Pat Choice	< 1 Hour	% achvd
	Patient episode ended, no service prov'd	1	Aintree	1	0	1	100.0%
	Repeat prescription requests (6 hour advice) ¹	211	Garston	0	0	0	0.0%
	Repeat prescription requests sent to UCC ²	4	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	27	Old Swan	0	0	0	0.0%
			Runcorn	2	0	2	100.0%
	Total cases completed (=a+18+19)	7650	The Royal	0	0	0	0.0%
	Doctor Advice then closed	3737	Widnes	0	0	0	0.0%
	Nurse Triage then closed	0	Total	3	0	3	100.0%
	Total Telephone Advice cases	3737	Site	2 Hr Ass'd	Pat Choice	< 2 Hour	% achvd
	Total UCC attendances booked	2382	Aintree	29	0	29	100.0%
	Total UCC did not attends	0	Garston	54	0	53	98.1%
	Total UCC attendances	2382	Huyton	51	1	50	100.0%
	Total Home Visits booked	1202	Kirkby	26	0	26	100.0%
	Total Home Visits - no access		Old Swan	193	6	183	97.9%
	Total Home Visits	1202	Runcorn	82	2	75	93.8%
	Walk-in Centre referrals (to)	0	The Royal	9	1	8	100.0%
	A&E advised (Nurse)	0	Widnes	23	2	19	90.5%
Hospital ref'd (GP) (ref'd for admit / advised A&E)	641	Total	467	12	443	97.4%	
	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	181	0	178	98.3%	
	Non-compliant (89.9% and under) - except ref 2 & 5	Garston	181	0	181	100.0%	
Comments:		Huyton	236	0	236	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	93	1	92	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	720	4	712	99.4%	
³ requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting		Runcorn	301	0	301	100.0%	
		The Royal	89	0	89	100.0%	
		Widnes	111	0	111	100.0%	
		Total	1912	5	1900	99.6%	
Copyright: Liverpool CCG		Grand total	2382	17	2346		