

Key Performance Indicators & National Quality Requirements overview							
Time period: Tuesday 01/09/15 18:30 - Thursday 01/10/15 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%)	6422	6253	1	168	97.4%
2	NQR 8	<0.1 % engaged (Target >= 99.5%)	23788	0		23788	100.0%
3	NQR 8	<5% abandoned after 30 seconds (Target >95%)	23788	589		23199	97.5%
4	NQR 8	Answered <60 seconds (Target >= 95%)	8927	8534		393	95.6%
5	NQR 9	Cases passed to 999 <3 minutes (Target =100%)	86	85	1	0	100.0%
6	NQR 9	Cases not requiring DCA; triaged by other clinician	187				
7	NQR 9	Urgent cases DCA <20 minutes (Target >=95%)	1141	1038	56	47	95.9%
8	NQR 9	All other cases DCA <60 minutes (Target >=95%)	4763	3491	213	1059	77.8%
a	NQR 9	Total cases received (5)+(6)+(7)+(8)	6177				
b	NQR 9	Total cases requiring action following assessment	6091				
Following priority determined by Definitive Clinical Assessment (DCA)							
9	NQR 12	UCC Emergency <1 hour	0	0	0	0	0.0%
10	NQR 12	UCC Urgent <2 hours	397	381	9	7	98.2%
11	NQR 12	UCC Less urgent <6 hours	1635	1628	3	4	99.8%
c	Total	Urgent Care Centre cases	2032	2009	12	11	99.5%
12	NQR 12	Telephone Advice Emergency <1 hour	99	92	2	5	94.9%
13	NQR 12	Telephone Advice Urgent <2 hours	290	252	19	19	93.4%
14	NQR 12	Telephone Advice Less Urgent <6 hours	2785	2598	141	46	98.3%
d	Total	Telephone Advice cases	3174	2942	162	70	97.8%
15	NQR 12	Home visit Emergency <1 hour	3	3	0	0	100.0%
16	NQR 12	Home visit Urgent <2 hours	341	314	0	27	92.1%
17	NQR 12	Home visit Less urgent <6 hours	638	518	0	120	81.2%
e	Total	Home Visit cases	982	835	0	147	85.0%
f	NQR 12	Total follow up advice/consultations(=b+18)	6188	5786	174	228	
f	KPI	Repeat prescription requests <6 hours	145	120	9	16	89.0%
Information	No Definite Clinical Assessment (DCA)		Urgent Care Centres				
	Patient episode cont., service provided	92	Site	1 Hr Ass'd	Pat Choice	< 1 Hour	% achvd
	Patient episode ended, no service prov'd	3	Aintree	0	0	0	0.0%
	Repeat prescription requests (6 hour advice) ¹	140	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	1	Kirkby	0	0	0	0.0%
	Repeat prescription requests referred to Community Pharmacists ³	5	Old Swan	0	0	0	0.0%
			Runcorn	0	0	0	0.0%
	Total cases completed (=a+18+19)	6422	The Royal	0	0	0	0.0%
	Doctor Advice then closed	3174	Widnes	0	0	0	0.0%
	Nurse Triage then closed	0	Total	0	0	0	0.0%
	Total Telephone Advice cases	3174	Site	2 Hr Ass'd	Pat Choice	< 2 Hour	% achvd
	Total UCC attendances booked	2032	Aintree	25	1	24	100.0%
	Total UCC did not attends	0	Garston	51	2	48	98.0%
	Total UCC attendances	2032	Huyton	32	0	31	96.9%
	Total Home Visits booked	982	Kirkby	29	1	28	100.0%
	Total Home Visits - no access		Old Swan	168	3	162	98.2%
	Total Home Visits	982	Runcorn	72	1	69	97.2%
	Walk-in Centre referrals (to)	0	The Royal	8	1	7	100.0%
	A&E advised (Nurse)	0	Widnes	12	0	12	100.0%
Hospital ref'd (GP) (ref'd for admit / advised A&E)	621	Total	397	9	381	98.2%	
	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	145	1	144	100.0%	
	Non-compliant (89.9% and under) - except ref 2 & 5	Garston	221	0	220	99.5%	
Comments:		Huyton	169	1	168	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	73	0	73	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	609	0	606	99.5%	
³ requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting		Runcorn	292	0	292	100.0%	
		The Royal	67	1	66	100.0%	
		Widnes	59	0	59	100.0%	
		Total	1635	3	1628	99.8%	
Copyright: Liverpool CCG		Grand total	2032	12	2009		