No.	Tim	e period: 7	Key Performance Indicato							
2 NOR 8	_			on, knows	Total volume relating to KPI			Difference	% compliance	
3 NoR 8		NQR 2	Details sent by 8am (Target >= 95%)		6422	6253	1	168	97.4%	
NOR8	2	NQR 8			23788	-		23788	100.0%	
5 NoR 9 Classe passed to 999 - 3 minutes (Target ±100%) 86 65 1 0 100.0 6 NoR 9 Useas no trequing 100-2 httigged by other classes DCA 20 minutes (Target ±95%) 11141 1038 56 47 95.9 8 NOR 9 Allother cases DCA 4-20 minutes (Target ±95%) 41743 3491 213 1059 77.8 8 NOR 9 Total classes received (5)+(6)+(7)+(8) 61777 50 50 77.8 9 NOR 12 UCC Emergency <1 hour			<5% abandoned after 30 seconds (Target >95%)						97.5%	
No.R9 Cases not requiring DCA; Intaged by other clinician 197 197 198 19			,		8927	8534		393	95.6%	
7 No R9 Urgent cases DCA ≥ 20 minutes (Target ≥ 95%) 1141 1038 58 4 77 95.98 8 NOR 9 7 Intel cases received (5)+(9)+(7)+(8) 5177 391 213 1059 77.88 9 NOR 9 7 Total cases received (5)+(9)+(7)+(8) 5177 <t< td=""><td></td><td></td><td colspan="2">, , ,</td><td></td><td>85</td><td>1</td><td>0</td><td>100.0%</td></t<>			, , ,			85	1	0	100.0%	
8 NR 9						1000		47	05.00/	
MOR 9 Total cases received (3)+(6)+(7)+(8) 6977			, , ,							
NOR 9 Total cases requiring action following assessment 6091						3491	213	1059	77.8%	
NOR 12 UCC Emergency < 1 hour 0 0 0 0 0 0 0 0 0										
9 NRR 12 UCC Emergency <1 hour	b	NQR 9								
10 NRR 12 UCC Urgent C2 hours	_									
15 NoR 12 UCC Less urgent -6 hours 1635 1628 3 4 99.8									0.0%	
Total Urgent Care Centre cases 2032 2009 12 11 99.5	_								98.2%	
12 NGR 12 Telephone Advice Emergency < 1 hour 99 92 2 5 94.91			· ·						99.8%	
13 NOR 12 Telephone Advice Urgent 2 hours 290 252 19 19 93.4ft NOR 12 Telephone Advice Less Urgent 4 hours 2765 2598 141 46 983.4ft 70 77 70 70 70 70 70 7										
14 NOR 12 Telephone Advice Less Urgent -6 hours 2785 2598 141 46 98.3			· · · · · · · · · · · · · · · · · · ·							
			· · · · · · · · · · · · · · · · · · ·							
15 NOR 12 Home visit Emergency < 1 hour 16 NOR 12 Home visit Urgent < 2 hours 14 Nome visit Urgent < 2 hours 14 Nome visit Urgent < 2 hours 14 Nome visit Urgent < 2 hours 15 NOR 12 Norm visit Urgent < 2 hours 15 NOR 12 Norm visit Urgent < 2 hours 15 NOR 12 Norm visit Less urgent < 6 hours 16 NOR 12 17 Norm visit cases 18 Norm visit cases			<u> </u>						98.3%	
			•						100.0%	
NOR 12			<u> </u>		-	_	-	_	92.1%	
Fordal Home Visit cases 982 835 0 147 85.0°									81.2%	
NQR 12 Total follow up advice/consultations(=b+18) 6488 5786 174 228 16 850										
No Definite Clinical Assessment (DCA) Urgent Care Centres	£						_		83.0%	
No Definite Clinical Assessment (DCA) Site	_								00.00/	
Patient episode cont., service provided 92 Site 1 Hr Ass'd Pat Choice <1 Hour % a Patient episode ended, no service prov'd 3 Aintree 0 0 0 0 0 0 0 0 0	<u> </u>	KPI		145				89.0%		
Patient episode ended, no service prov'd 3 Aintree 0 0 0 0 0 0 0 0 0	40		· · ·		0::			ī	0/ 1	
Repeat prescription requests (6 hour advice) 1		-	· · · · · · · · · · · · · · · · · · ·						% achvo	
Repeat prescription requests sent to UCC 2 4 Huyton 0 0 0 0 0 0 0 0 0	19				Aintree	0	0	0	0.0%	
Repeat prescription requests sent for visit 2 1 Kirkby	20]		140	Garston	0	0	0	0.0%	
Repeat prescription requests referred to Community Fharmacists Pharmacists Fully compliant (95-9100%) - except ref 2 & 5 Fully compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-9100%) - except ref 2 & 5 Partially compliant (95-94	21		Repeat prescription requests sent to UCC ²	4	Huyton	0	0	0	0.0%	
Pharmacists Pharmacists Pharmacists Pharmacists Pharmacist	22		Repeat prescription requests sent for visit ²	1	Kirkby	0	0	0	0.0%	
Pharmacists Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subject to time measures or compliance reporting Pharmacist for resolution - not subje	23		Repeat prescription requests referred to Community	_	Old Swan	0	0	0	0.0%	
Total cases completed (=a+18+19) 6422 The Royal 0 0 0 0 0 0 0 0 0	24	1	Pharmacists ³	5	Runcorn	0	0	0	0.0%	
Doctor Advice then closed 3174 Widnes 0 0 0 0 0.09	25	1 _	Total cases completed (=a+18+19)	6422	The Royal	0	0	0	0.0%	
Total UCC attendances booked 2032 Aintree 25		i			=	0	0	0	0.0%	
Total UCC attendances booked 2032 Aintree 25		n ai				0				
Total UCC attendances booked 2032 Aintree 25		ē		-		Ţ			% achv	
Total UCC did not attends		<u> </u>					1 at Choice			
Total UCC attendances 2032		-			-1		1			
Total Home Visits booked 982 Kirkby 29					Garston		2		98.0%	
Total Home Visits - no access Size Garston Size Garston Size Garston Size Size Garston Size		 	Total UCC attendances	2032	Huyton		0	31	96.9%	
Total Home Visits 982 Runcorn 72 1 69 97.26	32		Total Home Visits booked	982	Kirkby	29	1	28	100.0%	
Walk-in Centre referrals (to) A&E advised (Nurse) Hospital ref'd (GP) (ref'd for admit / advised A&E) Fully compliant (95-100%) - except ref 2 & 5 Partially compliant (90-94.9%) - except ref 2 & 5 Comments: Requests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) Pequests 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 where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting The Royal Widnes 12 O 17 Total 397 Pat Choice 46 Hour 48 Aintree 4145 Aint	33]	Total Home Visits - no access		Old Swan	168	3	162	98.2%	
A&E advised (Nurse) Hospital ref'd (GP) (ref'd for admit / advised A&E) Fully compliant (95-100%) - except ref 2 & 5 Non-compliant (90-94.9%) - except ref 2 & 5 Comments: Requests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) 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 Pharmacist for resolution - not subject to time measures or compliance reporting Widnes 12 0 12 10 12 10 12 10 12 10 12 10 12 10 10	34		Total Home Visits	982	Runcorn	72	1	69	97.2%	
Hospital ref'd (GP) (ref'd for admit / advised A&E) 621 Total 397 9 381 98.29 Fully compliant (95-100%) - except ref 2 & 5 Site 6 Hr Ass'd Pat Choice < 6 Hour % a fixed by the standard section of t	35	1	Walk-in Centre referrals (to)	0	The Royal	8	1	7	100.0%	
Fully compliant (95-100%) - except ref 2 & 5 Partially compliant (90-94.9%) - except ref 2 & 5 Non-compliant (89.9% and under) - except ref 2 & 5 Comments: Huyton Requests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) Prequests 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 Prequests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Prequests for resolution - not subject to time measures or compliance reporting Figure 144 Aintree 145 Aintree 145 Aintree 145 Aintree 145 CHASS'd Pat Choice < 6 Hour % and Pat Choice (Aintree Choice And Pat Choice (Aintree Choic	36	1	A&E advised (Nurse)	0	Widnes	12	0	12	100.0%	
Fully compliant (95-100%) - except ref 2 & 5 Partially compliant (90-94.9%) - except ref 2 & 5 Non-compliant (89.9% and under) - except ref 2 & 5 Comments: Huyton Requests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) Prequests 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 Prequests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Prequests for resolution - not subject to time measures or compliance reporting Figure 144 Aintree 145 Aintree 145 Aintree 145 Aintree 145 CHASS'd Pat Choice < 6 Hour % and Pat Choice (Aintree Choice And Pat Choice (Aintree Choic		1	Hospital ref'd (GP) (ref'd for admit / advised A&E)	621	Total	397	9	381	98.2%	
Partially compliant (90-94.9%) - except ref 2 & 5 Non-compliant (89.9% and under) - except ref 2 & 5 Comments: Huyton Huyton Frequests for repeat prescription where case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) Prequests 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 Prequests for resolution - not subject to time measures or compliance reporting Aintree 145 1 144 100.0 Carston 221 0 220 99.56 Rirkby 73 0 73 100.0 73 100.0 74 75 76 77 78 79 70 71 71 71 72 74 75 75 76 76 77 77 78 79 79 70 70 70 70 70 70 70 70				I			Pat Choice		% achv	
Non-compliant (89.9% and under) - except ref 2 & 5 Comments: Huyton Huyton Rirkby Huyton Hours (from receipt of case was dealt with over the telephone, within 6 hours (from receipt of case to end of final consultation) Huyton Huyton Huyton Hours (from receipt of case to end of final consultation) Old Swan Huyton Hours (from receipt of case to end of final consultation) Huyton Huyton Hours (from receipt of case to end of final consultation) Old Swan Huyton Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Huyton Huyton Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Huyton Huyton Huyton Huyton Hours (from receipt of case to end of final consultation) Old Swan Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hours (from receipt of case to end of final consultation) Hou							1			
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within 6 hours (from receipt of case to end of final consultation) 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 requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Old Swan 609 0 606 99.50 Runcorn 292 0 292 100.0 Widnes 59 0 59 100.0 Total 1635 3 1628 99.80 Pharmacist for resolution - not subject to time measures or compliance reporting Grand total 2032 12 2009			on out proportintion where cope was dealt with asset to take			1				
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in which instances NQR 12 applies from end of repeat prescription consultation requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Grand total Widnes 59 0 59 100.0 99.89 1020 102		<u> </u>				292	0	292	100.0%	
requests for repeat prescription where case was referred to Community Pharmacist for resolution - not subject to time measures or compliance reporting Grand total 1635 3 1628 99.89 Grand total 2032 12 2009	, , , , , , , , , , , , , , , , , , , ,				The Royal		1		100.0%	
Pharmacist for resolution - not subject to time measures or compliance reporting Grand total 2032 12 2009			· · · · · · · · · · · · · · · · · · ·	ultation	Widnes	59	0	59	100.0%	
, , , , , , , , , , , , , , , , , , , ,	re	quests for r	epeat prescription where case was referred to Community		Total	1635	3	1628	99.8%	
Copyright: Liverpool CCG	Ph	armacist fo	r resolution - not subject to time measures or compliance r	reporting	Grand total	2032	12	2009		
	Cop	oyright: Liv	rerpool CCG							
										