



| Item  | Contract | Indicator  | Definition   | Target       | Unit   | 2021          |         |         |         |         |         |         | 2022    |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
|---|----------|--|--|--------------|--------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
|   |          |  |  |              |        | Tue           | Wed     | Thu     | Fri     | Mon     | Tue     | Wed     | Thu     | Fri     | Mon      | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
|   |          |  |  |              |        | 1/06/21       | 2/06/21 | 3/06/21 | 4/06/21 | 5/06/21 | 6/06/21 | 7/06/21 | 8/06/21 | 9/06/21 | 10/06/21 | 11/06/21 | 12/06/21 | 13/06/21 | 14/06/21 | 15/06/21 | 16/06/21 | 17/06/21 | 18/06/21 | 19/06/21 | 20/06/21 | 21/06/21 | 22/06/21 | 23/06/21 | 24/06/21 | 25/06/21 | 26/06/21 | 27/06/21 | 28/06/21 | 29/06/21 | 30/06/21 |  |
| <b>NON-URGENT</b>   |          |  |  |              |        |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 5.1a  |          | Total TAT Complete blood count                               | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours:minutes | 4:46    | 5:11    | 5:02    | 4:58    |         | 5:09    | 4:51    | 4:55    | 5:09     | 5:10     | 4:33     | 4:47     | 4:44     | 4:28     | 5:06     | 5:37     | 4:50     | 5:31     | 4:45     | 5:10     | 5:21     | 4:47     |          |          |          |          |          |          |          |  |
| 5.1b  |          | Lab TAT Complete blood count                                 | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours:minutes | 1:10    | 1:26    | 1:25    | 1:20    |         | 1:35    | 1:15    | 1:15    | 1:34     | 1:25     | 1:06     | 1:12     | 1:11     | 0:54     | 1:34     | 1:58     | 1:16     | 1:51     | 1:01     | 1:21     | 1:33     | 1:10     |          |          |          |          |          |          |          |  |
| 5.1c  | yes      | Complete blood count 95th percentile - in zone               | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE  | less than    | 12:00  | hours:minutes | 7:00    | 7:00    | 8:00    | 8:00    |         | 8:00    | 7:00    | 8:00    | 7:00     | 8:00     | 7:00     | 7:00     | 7:00     | 7:00     | 9:00     | 10:00    | 8:00     | 10:00    | 8:00     | 10:00    | 9:00     | 7:00     |          |          |          |          |          |          |          |  |
| 5.2a  |          | Total TAT Electrolytes                                       | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours:minutes | 8:21    | 8:04    | 5:09    | 5:48    |         | 5:02    | 5:10    | 5:45    | 5:06     | 5:43     | 5:32     | 5:01     | 5:12     | 5:59     | 4:56     | 5:12     | 5:20     | 6:12     | 5:09     | 5:22     | 6:28     | 5:59     |          |          |          |          |          |          |          |  |
| 5.2b  |          | Lab TAT Electrolytes   | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours:minutes | 4:55    | 4:24    | 1:33    | 2:12    |         | 1:31    | 1:37    | 2:07    | 1:35     | 2:04     | 2:00     | 1:29     | 1:42     | 1:27     | 1:27     | 1:34     | 1:48     | 2:34     | 1:26     | 1:35     | 2:35     | 2:22     |          |          |          |          |          |          |          |  |
| 5.2c  | yes      | Total TAT Electrolytes 95th percentile in zone               | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE  | less than    | 12:00  | hours:minutes | 11:00   | 22:00   | 7:00    | 10:00   |         | 7:00    | 8:00    | 11:00   | 7:00     | 11:00    | 9:00     | 7:00     | 7:00     | 7:00     | 7:00     | 7:00     | 7:00     | 11:00    | 7:00     | 8:00     | 11:00    | 10:00    |          |          |          |          |          |          |          |  |
| 5.3a  |          | Total TAT HCG Quantification                                 | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours:minutes | 8:19    | 5:29    | 6:25    | 6:02    |         | 6:27    | 5:28    | 7:12    | 6:35     | 6:23     | 5:58     | 5:09     | 5:39     | 5:55     | 5:55     | 6:01     | 6:00     | 8:00     | 5:42     | 5:27     | 7:14     | 6:00     |          |          |          |          |          |          |          |  |
| 5.3b  |          | Total TAT HCG Quantification                                 | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours:minutes | 4:59    | 2:07    | 2:58    | 2:58    |         | 3:09    | 2:13    | 3:46    | 3:17     | 2:59     | 2:31     | 1:54     | 2:12     | 2:45     | 2:48     | 2:17     | 2:46     | 3:53     | 2:16     | 2:16     | 3:42     | 2:30     |          |          |          |          |          |          |          |  |
| 5.3c  | yes      | Total TAT HCG 95th percentile - in zone                      | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE  | less than    | 12:00  | hours:minutes | 6:00    | 23:00   | 6:00    | 7:00    |         | 5:00    | 5:00    | 7:00    | 5:00     | 5:00     | 11:00    | 5:00     | 5:00     | 5:00     | 6:00     | 7:00     | 7:00     | 5:00     | 9:00     | 5:00     | 12:00    | 23:00    |          |          |          |          |          |          |          |  |
| 5.5a  |          | Total TAT Liver functions                                    | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours:minutes | 8:30    | 7:54    | 5:26    | 6:01    |         | 5:18    | 5:16    | 5:52    | 5:16     | 5:53     | 5:39     | 5:14     | 5:21     | 5:07     | 5:05     | 5:22     | 5:29     | 6:27     | 5:19     | 5:39     | 6:39     | 6:05     |          |          |          |          |          |          |          |  |
| 5.5b  |          | Total TAT Liver functions                                    | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours:minutes | 5:04    | 4:24    | 1:50    | 2:24    |         | 1:46    | 1:43    | 2:13    | 1:43     | 2:12     | 2:13     | 1:43     | 1:49     | 1:35     | 1:35     | 1:45     | 2:01     | 2:46     | 1:34     | 1:49     | 2:48     | 2:27     |          |          |          |          |          |          |          |  |
| 5.5c  | yes      | Total TAT Liver 95th percentile in zone                      | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone  | less than    | 12:00  | hours:minutes | 11:00   | 22:00   | 8:00    | 10:00   |         | 7:00    | 8:00    | 11:00   | 7:00     | 11:00    | 10:00    | 7:00     | 8:00     | 7:00     | 7:00     | 7:00     | 9:00     | 11:00    | 8:00     | 9:00     | 11:00    | 10:00    |          |          |          |          |          |          |          |  |
| 5.6a  | Yes      | Total TAT Histology - Biopsies                               | Turnaround time for 80th centile from collection to report, expressed in working days  | less than    | 3.0    | working days  |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 5.6b  | yes      | Total TAT Histology - major resections                       | Turnaround time for 80th centile from collection to report, expressed in working days  | less than    | 5.0    | working days  |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 5.6c  | yes      | Total TAT Histology 98th percentile                          | Turnaround time for 98th centile from collection to report, expressed in working days  | less than    | 10.0   | working days  |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 5.7a  |          | Total TAT - Urine Micro & Culture - non-urgent               | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 48:00  | hours:minutes | 14:30   | 15:37   | 17:04   | 15:57   |         |         |         | 15:18   | 16:33    | 15:55    |          | 16:19    | 16:51    | 17:28    | 17:38    |          | 15:54    | 17:13    | 16:20    | 17:00    |          | 15:58    | 16:09    |          |          |          |          |          |          |  |
| 5.7b  |          | Total TAT - Urine Micro & Culture - non-urgent               | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 48:00  | hours:minutes | 11:19   | 12:31   | 14:07   | 12:30   |         |         |         | 11:35   | 12:56    | 14:01    |          | 12:44    | 14:30    | 15:08    | 14:25    |          | 11:47    | 14:51    | 13:27    | 15:24    |          | 12:39    | 13:35    |          |          |          |          |          |          |  |
| 5.7c  | yes      | Total TAT Urine Micro & Culture - non-urgent 90th percentile | Turnaround time for 90th centile from collection to report, expressed in working days  | less than    | 2.0    | working days  | 0.8     | 1.3     | 1.3     | 1.3     |         |         |         | 1.3     | 1.3      | 1.3      |          | 1.3      | 1.3      | 1.3      | 1.3      |          | 1.0      | 1.3      | 1.3      | 1.3      |          | 1.0      | 1.3      |          |          |          |          |          |          |  |
| 5.8   |          | Lab TAT - Routine Biochem and Haem                           | Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours   | greater than | 90%    | percent       | 99.9%   | 100.0%  | 99.9%   | 99.8%   |         | 99.8%   | 100.0%  | 100.0%  | 99.9%    | 99.9%    | 96.7%    | 99.9%    | 99.9%    | 99.9%    | 99.8%    | 100.0%   | 99.9%    | 99.9%    | 99.9%    | 99.8%    | 99.9%    | 99.9%    | 99.8%    | 99.9%    | 99.9%    | 99.9%    | 99.8%    | 99.9%    | 99.9%    |  |
| <b>URGENT</b>   |          |  |  |              |        |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 5.9a  |          | Total TAT INR  | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours:minutes | 4:34    | 4:39    | 4:34    | 4:25    |         | 4:32    | 4:33    | 4:21    | 4:28     |          | 4:47     | 4:24     | 4:42     | 4:25     | 4:28     |          | 4:24     | 5:14     | 4:36     | 4:41     | 4:13     | 4:39     | 4:41     | 4:31     |          |          |          |          |          |  |
| 5.9b  |          | Lab TAT INR  | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours:minutes | 1:08    | 1:12    | 1:11    | 1:06    |         | 1:07    | 1:05    | 1:01    | 1:10     |          | 1:13     | 1:05     | 1:11     | 1:07     | 1:12     |          | 1:04     | 1:17     | 1:12     | 1:11     | 1:02     | 1:03     | 1:05     | 1:03     |          |          |          |          |          |  |
| 5.9c  | yes      | Total TAT INR 95th percentile in zone                        | Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone  | less than    | 6:00   | hours:minutes | 4:45    | 6:00    | 5:15    | 5:30    |         | 5:00    | 5:45    | 5:00    | 5:00     | 6:00     | 5:00     | 5:30     | 5:15     | 6:00     | 6:00     | 5:15     | 6:00     | 6:00     | 5:45     | 5:45     | 5:30     | 6:00     |          |          |          |          |          |          |          |  |
| 5.10a   |          | Total TAT - Troponin   | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours:minutes | 4:22    | 3:56    | 4:01    | 4:44    |         | 4:05    | 4:13    | 3:54    | 4:07     | 4:41     | 4:10     | 3:50     | 3:37     | 3:56     | 4:10     | 3:56     | 3:55     | 4:23     | 3:56     | 3:56     | 4:29     | 3:43     |          |          |          |          |          |          |          |  |
| 5.10b   |          | Lab TAT - Troponin   | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours:minutes | 1:22    | 1:13    | 1:05    | 1:21    |         | 0:56    | 1:14    | 1:09    | 1:08     | 1:52     | 1:19     | 1:00     | 1:13     | 0:57     | 1:30     | 1:14     | 1:03     | 1:25     | 0:54     | 0:59     | 1:37     | 1:00     |          |          |          |          |          |          |          |  |
| 5.10c   | yes      | Total TAT Troponin 98th percentile in zone                   | Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone  | less than    | 6:00   | hours:minutes | 6:00    | 6:00    | 5:45    |         | 5:30    | 5:45    | 5:30    | 6:00    | 7:15     | 7:00     | 5:30     | 5:30     | 6:00     | 7:30     | 5:45     | 5:30     | 6:45     | 5:30     | 6:00     | 6:45     | 6:00     | 6:45     | 6:00     |          |          |          |          |          |          |  |
| 5.11  |          | Lab TAT - Urgent Biochem and Haem                            | Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours | greater than | 95%    | percent       | 98.3%   | 97.4%   | 97.0%   | 97.4%   |         | 95.5%   | 97.1%   | 95.3%   | 98.5%    | 90.8%    | 99.9%    | 97.7%    | 96.3%    | 98.1%    | 95.4%    | 97.4%    | 93.6%    | 95.2%    | 98.9%    | 97.4%    | 96.9%    | 98.2%    |          |          |          |          |          |          |          |  |
| <b>6. RECOLLECTS</b>  |          |  |  |              |        |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 6.1   |          | 6.1. Total specimens   | Total number of patient episodes (excluding self collects)   |              | number | 8,105         | 7,529   | 7,564   | 7,644   |         | 8,663   | 8,120   | 7,952   | 7,825   | 8,311    | 8,061    | 7,833    | 7,649    | 7,812    | 8,575    | 8,137    | 7,517    | 7,283    | 7,445    | 8,123    | 7,544    | 7,388    |          |          |          |          |          |          |          |          |  |
| 6.2   |          | 6.2. Recollects  | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)  |              | number | 16            | 17      | 17      | 15      |         | 24      | 19      | 23      | 19      | 17       | 14       | 22       | 20       | 22       | 29       | 23       | 20       | 20       | 9        | 19       | 17       | 16       |          |          |          |          |          |          |          |          |  |
| 6.5   | yes      | 6.5 % recollects   | 6.2 divided by 6.1   | less than    | 1.0%   | percent       | 0.2%    | 0.2%    | 0.2%    | 0.2%    |         | #DIV/0! | 0.3%    | 0.2%    | 0.3%     | 0.2%     | 0.2%     | 0.3%     | 0.3%     | 0.3%     | 0.3%     | 0.3%     | 0.3%     | 0.3%     | 0.1%     | 0.2%     | 0.2%     | 0.2%     |          |          |          |          |          |          |          |  |
| <b>7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b> |          |  |  |              |        |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.1   |          | Total issues / events  | Number of issues / events / corrective actions year to date, entered into Riskman  |              | number |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.2   |          | Events / issues closed                                       | Number of issues / events closed year to date  |              | number |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.3   |          | Timely closure   | Number of events closed by due date (within six months)  |              | number |               |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.4   |          | Total Complaints   | Number of complaints received year to date   |              | number |               |         |         | 4       |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.5   |          | Complaints closed  | Number of complaints closed year to date   |              | number |               |         |         | 4       |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.6   |          | New complaints   | Number of new complaints received this week  |              | number |               |         |         | -       |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.7   |          | Complaints acknowledgement                                   | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week   |              | number |               |         |         | -       |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.8   |          | Complaints response  | Number of complaints (year to date) that have received a final response (letter) within 35 working days  |              | number |               |         |         | 4       |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |
| 7.9   |          | % events/issues closed                                       | 7.2 divided by 7.1   | greater than | 75%    | percent       |         |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |  |

| Item | Contract | Indicator                    | Definition         | Target       | Unit | Tue     | Wed     | Thu     | Fri     | Mon     | Tue     | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed |  |
|------|----------|------------------------------|--------------------|--------------|------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|--|
|      |          |                              |                    |              |      | 1/06/21 | 2/06/21 | 3/06/21 | 4/06/21 | 8/06/21 | 9/06/21 | 10/06/21 | 11/06/21 | 14/06/21 | 15/06/21 | 16/06/21 | 17/06/21 | 18/06/21 | 21/06/21 | 22/06/21 | 23/06/21 | 24/06/21 | 25/06/21 | 28/06/21 | 29/06/21 | 30/06/21 |     |  |
| 7.10 |          | % timely closure             | 7.3 divided by 7.1 | greater than | 95%  | percent |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |
| 7.11 |          | % complaints closed          | 7.5 divided by 7.4 | greater than | 75%  | percent |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |
| 7.12 |          | % complaints acknowledgement | 7.7 divided by 7.6 | greater than | 80%  | percent |         |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |
| 7.13 |          | % complaints response        | 7.8 divided by 7.4 | greater than | 80%  | percent |         |         | 100.0%  |         |         |          | 100.0%   |          |          |          |          |          | 100.0%   |          |          |          |          | 100.0%   |          |          |     |  |