Colour coding of cells

yellow cells have conditional formatting and a target green cells contain values that do meet target orange cells contain a value that does do not meet target blue cells indicate contracted KPIs

item	Contract	Indicator	Definition		Target	et Unit	Tue 1/11/22		Thu 3/11/22	Fri 4/11/22	Mon 7/11/22		Wed 9/11/22	Thu 10/11/22	Fri 11/11/22	Mon 14/11/22	Tue 15/11/22	Wed 16/11/22	Thu 17/11/22	Fri 18/11/22	Mon 21/11/22	Tue 22/11/22	Wed 23/11/22	Thu 24/11/22	Fri 25/11/22	Mon 28/11/22	Tue 29/11/22	Wed 30/11/22
4.4-		1. CALL CENTRE Total inbound calls	Number of calle pleased / received			number	4446	1163	4.004	4046	4240	4070	4404	4.000	1089	4400	1195	4400	4 005	4000	4455	1131	4050	4.000	4000	1101	4054	1.044
1.1a 1.1b			Number of calls placed / received Number of calls placed / received on results line			number	1146 265	284	1,064 301	1046 240	1218 266	1072	1121 285	1,069 238	295	1186 242	283	1122 269	1,035 290	1090 274	1155 292	249	1059 272	1,066 288	1082 297	1161 244	1051 250	234
1.2		Total calls answered	Number of calls answered			number	1,001	1,100	1,009	1,008			1,079	1,026	1,019	1,111	1,147	1,060	973	1,030	1,121	1,086	1009	1,021	1,025	1,111	1,004	993
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	% percent	5.4%	4.9%	5.2%	3.6%	5.9%	4.9%	3.8%	4.0%	6.4%	6.3%	4.0%	5.5%	5.9%	5.5%	2.9%	4.0%	4.7%	4.2%	5.3%	4.3%	4.5%	4.9%
1.3b		% calls unanswered for	Also known as "abandonment".	less	3.0%	% percent	2.3%	2.5%	2.7%	2.5%	2.6%	2.3%	2.5%	2.5%	2.7%	2.9%	2.5%	2.6%	2.8%	2.6%	2.4%	2.4%	2.9%	2.4%	4.0%	2.9%	2.8%	2.6%
1.4		results line Results calls	1 - (1.4 divided by 1.1b) Number of calls requesting test results	than		number	265	284	301	240	266	262	285	232	287	235	276	262	282	267	285	243	264	281	285	237	243	228
1.5		% results calls	1.4 divided by 1.2			percent	24.4%		29.8%	23.8%	23.2%		26.4%	22.6%	28.1%	21.5%	24.1%	24.7%	29.0%	25.9%	25.4%	22.4%	26.2%	27.5%	27.8%	21.3%		23.0%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	76	74	61	75	100	63	70	78	91	75	54	105	82	84	60	60	76	62	80	64	74	68
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	67	63	62	45	78	58	50	49	78	81	75	68	69	69	39	51	56	49	67	57	52	57
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	5.9%	5.4%	5.8%	4.3%	6.4%	5.4%	4.5%	4.6%	7.2%	6.8%	6.3%	6.1%	6.7%	6.3%	3.4%	4.5%	5.3%	4.6%	6.2%	4.9%	5.0%	5.5%
		2. COLLECTION CENTRES		ulan																								
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample	less	3/	minutes	7	6	E	7	10	l ol	6	E	6		6	6	6	7	0		5	-	6			-
2.1			of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	than		0 minutes		0	5	(10		0	5	0	Ů	0	0	0	/	9	°	5	5		٩	5	5
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time)	less than	30	() minutes	6	6	6	7	6	5	5	5	5	6	6	6	5	7	6	6	4	4	6	8	4	4
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30	0 minutes	7	4	5	6	6	6	5	4	4	7	6	6	4	6	6	6	5	5	5	7	5	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres			number	4,458	4,298	4,255	4,293	4,500	4,204	4,261	3,883	3,783	4,336	4,245	4,562	4,001	4,261	4,298	4,446	4,059	3,685	4,350	4,226	4,292	4,169
2.5		Long waits	between 7am and 11am Number of people waiting over 30 minutes			number	132	64	54	185	139	71	52	24	43	145	68	94	54	147	113	110	49	54	57	167	43	80
2.6		% wait over 30 mins	2.5 divided by 2.4	less	109	% percent	3.0%	1.5%	1.3%	4.3%	# 3.1%	1.7%	1.2%	0.6%	1.1% #	3.3%	1.6%	2.1%	1.3%	3.4% #	2.6%	2.5%	1.2%	1.5%	1.3% #	4.0%	1.0%	1.9%
2.7	+	Long waits	Maximum wait time (incl GTT's)	than		minutes	56	59	50	58	58	59	49	39	60	48	44	59	57	60	58	48	48	51	53	56	57	41
2.8		Time from collection to lab	80th percentile for time from collection to lab	less	4:00		4:00		4:00	4:00	4:00	00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	01	
	_	Time from collection to lab -	(hrs:minutes) Maximum time from collection to lab	than		minutes hours:																						
2.9		max 3. HOME VISITS	(hrs:minutes)			minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)	t		number	486	527	514	467	453	459	503	425	436	504	450	522	454	449	482	454	531	486	430	451	429	494
3.1		Home visits booked Home visits attended	(exclude home visits where the patient was not	t		number	486	527 516	514 496	467 452	453		503 492	425	436	504	439	522	454	449	482 476	432	531	486	430	451		494
3.2	Yes	Home visits attended % Home visit timeliness	(exclude home visits where the patient was not home) Number of home visits attended for the day % home visits completed for the day 3.2 divided by 3.1	greater then	90%	number	480	516				96.9%		411 96.7%			439	509 97.5%		440 98.0%							415	
3.2	Yes	Home visits attended % Home visit timeliness	(exclude home visits where the patient was not home) Number of home visits attended for the day % home visits completed for the day 3.2	greater then	90%	number	480	516	496	452	433	445	492	411	423	487	439	509	445	440	476	432	517	477	412	426	415	480
3.2	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed	(exclude home visits where the patient was not home) Number of home visits attended for the day home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits where the patient was not home) Number of urgent home visits completed for the day	greater then		number % percent number	480	516 97.9% 67	496 96.5%	452 96.8%	433	96.9% 52	492 97.8%	411 96.7%	423 97.0%	487 96.6%	439	509 97.5%	445 98.0%	440 98.0%	476 98.8%	432 95.2%	517 97.4%	477 98.1%	412 95.8%	426	415 96.7%	480
3.2	Yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits	(exclude home visits where the patient was not home) Number of home visits attended for the day 5s home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits completed for	greater then		number	480 98.8% 53	516 97.9% 67	496 96.5% 56	452 96.8% 70	433 95.6% 60	96.9% 52	492 97.8% 37	411 96.7% 54	423 97.0% 71	487 96.6% 65	439 97.6% 58	509 97.5% 66	98.0% 81	98.0% 50	476 98.8% 61	432 95.2% 58	517 97.4% 81	477 98.1% 82	95.8% 73	426	96.7% 60	480 97.2% 62
3.2 3.3 3.4 3.5 3.6		Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness 4-LAS Pallent episodes	(exclude home visits where the patient was not home) Number of home visits attended for the day 5: home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not harms) Number of urgent home visits completed for the day 75. urgent home visits completed for the day 75. urgent home visits completed for the day 75. divided by 3.4	greater then		number % percent number number number	98.8% 53 53 100.0%	516 97.9% 67 67 100.0%	496 96.5% 56 56 100.0%	452 96.8% 70 70 100.0%	433 95.6% 60 60 100.0%	96.9% 96.9% 52 52 100.0%	492 97.8% 37 37 100.0%	411 96.7% 54 54 100.0%	423 97.0% 71 71 100.0%	487 96.6% 65 65 100.0%	439 97.6% 58 58 100.0%	509 97.5% 66 66 100.0%	98.0% 81 81 100.0%	440 98.0% 50 50 100.0%	476 98.8% 61 61 100.0%	432 95.2% 58 58 100.0%	517 97.4% 81 81 100.0%	477 98.1% 82 82 100.0%	412 95.8% 73 73 100.0%	426 94.5% 70 70 100.0%	415 96.7% 60 60 100.0%	480 97.2% 62 62 100.0%
3.2 3.3 3.4 3.5 3.6 4.1 4.2		Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits Completed Particular visits Particula	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 Number of urgent home visits booked for the day (exclude home visits booked for the day (exclude home visits benefit he patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed	greater then		number number number number number number	98.8% 53 53 100.0%	516 97.9% 67 67 100.0%	496 96.5% 56 56 100.0% 12,431 52,667	452 96.8% 70 70 100.0%	433 95.6% 60 60 100.0% 13,004 54,963	96.9% 52 52 100.0% 12,685 52,891	492 97.8% 37 100.0%	411 96.7% 54 54 100.0%	423 97.0% 71 71 100.0%	487 96.6% 65 65 100.0%	439 97.6% 58 58 100.0%	509 97.5% 66 66 100.0%	98.0% 81 81 100.0%	98.0% 50 50 100.0%	476 98.8% 61 61 100.0%	432 95.2% 58 58 100.0%	517 97.4% 81 81 100.0%	477 98.1% 82 82 100.0% 11,346 47,511	412 95.8% 73 73 100.0% 11.818 49.357	94.5% 70 70 100.0%	415 96.7% 60 60 100.0% 12,232 51,614	480 97.2% 62 62 100.0% 11,695 49,597
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3		Home visits attended % Home visit imeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4.4.8 Patient episodes Patient tests Urgent tests	(exclude home visits where the patient was not home) Number of home visits attended for the day 5: home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not harms) Number of urgent home visits completed for the day 75. urgent home visits completed for the day 75. urgent home visits completed for the day 75. divided by 3.4	greater then		number % percent number number number	480 98.8% 53 100.0% 13,167 56,530 745	516 97.9% 67 67 100.0% 12,600 54,238 748	496 96.5% 56 56 100.0%	452 96.8% 70 70 100.0%	433 95.6% 60 60 100.0%	96.9% 96.9% 52 52 100.0% 12,685 52,891 772	492 97.8% 37 37 100.0%	411 96.7% 54 54 100.0%	423 97.0% 71 71 100.0% 11,556 49,308 538	487 96.6% 65 65 100.0%	439 97.6% 58 58 100.0%	509 97.5% 66 66 100.0%	98.0% 81 81 100.0%	440 98.0% 50 50 100.0%	476 98.8% 61 61 100.0%	432 95.2% 58 58 100.0%	517 97.4% 81 81 100.0%	477 98.1% 82 82 100.0%	412 95.8% 73 73 100.0%	426 94.5% 70 70 100.0%	415 96.7% 60 100.0% 12,232 51,614 637	480 97.2% 62 62 100.0%
3.2 3.3 3.4 3.5 3.6 4.1 4.2		Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits Completed Particular visits Particula	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits where the patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of patient episodes Total number of patient tests performed	greater then	99%	number % percent number number number number number number	480 98.8% 53 100.0% 13,167 56,530 745	516 97.9% 67 67 100.0% 12,600 54,238 748	496 96.5% 56 56 100.0% 12,431 52,667 629	452 96.8% 70 70 100.0% 12,217 52,113 687	433 95.6% 60 60 100.0% 13,004 54,963 605	96.9% 96.9% 52 100.0% 12,685 52,891 772 1%	492 97.8% 37 37 100.0% 12,427 52,334 548	411 96.7% 54 54 100.0% 11,541 48,473 616	423 97.0% 71 71 100.0%	487 96.6% 65 65 100.0% 12,925 54,694 605	439 97.6% 58 100.0% 12,391 53,200 725	509 97.5% 66 66 100.0% 12,631 53,594 638	98.0% 81 81 100.0% 11,424 49,569 652	440 98.0% 50 50 100.0% 11,512 49,235 632	476 98.8% 61 61 100.0% 12,470 54,578 749	432 95.2% 58 58 100.0% 12,825 54,217 733	517 97.4% 81 81 100.0% 12,292 51,221 660	477 98.1% 82 82 100.0% 11,346 47,511 698	412 95.8% 73 73 100.0% 11,818 49,357 677	426 94.5% 70 70 100.0% 12,510 52,235 657	415 96.7% 60 100.0% 12,232 51,614 637	480 97.2% 62 62 100.0% 11,695 49,597 670
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4		Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness 4 LAS Patient pisodes Patient tests Urgent toets Data for HealthPac Critical results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 Mumber of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) (exclude home visits broked for the day). Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests A divided by 4.2 Fercentage of completed test episodes provided to NeathPace within agreed timeframes (kpi to be reported once a month only). Inst day of month for previous month performance) Number of critical test results	greater then	99%	number % percent number number number number number number	480 98.8% 53 100.0% 13,167 56,530 745 1%	516 97.9% 67 67 100.0% 12,600 54,238 748 196 100%	496 96.5% 56 100.0% 12,431 52,669 629 1%	452 96.8% 70 70 100.0% 12.217 52.113 687 1% 100%	433 95.6% 60 100.0% 13,004 54,963 605 1% 100%	445 96.9% 52 100.0% 12.685 52.891 772 1% 100%	492 97.8% 37 100.0% 12,427 52,334 1% 100%	411 96.7% 54 54 100.0% 11,541 48,473 616 1%	423 97.0% 71 100.0% 11,556 49,308 538 1% 100%	487 96.6% 65 65 100.0% 12.925 54.994 605 11%	439 97.6% 58 58 100.0% 12,391 53,200 725 11% 100% 66	509 97.5% 66 66 100.0% 12.631 53.594 638 1% 100%	98.0% 81 81 100.0% 11,424 49,569 652 1%	440 98.0% 50 50 100.0% 11,512 49,235 632 1% 100%	476 98.8% 61 61 100.0% 12,470 54,578 749 1%	432 95.2% 58 58 100.0% 12,825 54,217 733 1%	517 97.4% 81 81 100.0% 12,292 51,221 660 1%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 73 100.0% 11.818 49.357 677 1%	426 94.5% 70 70 100.0% 12.510 52.235 657 13%	415 96.7% 60 60 100.0% 12,232 51,614 637 100%	480 97.2% 62 62 100.0% 11,695 49,597 670 1%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5		Home visits attended % Home visit tmeliness Urgent home visits booked Urgent home visits completed Urgent home visit timeliness 4. LAS Patient episodes Patient tests Wurgent thests Surgent tests Data for HealthPac	(exclude home visits where the patient was not home) Number of home visits attended for the day \$\frac{1}{2}\$, home visits accepted for the day \$\frac{3}{2}\$, home visits completed for the day A Sumber of urgent home visits booked for the day (exclude home visits before the patient was not home) Number of urgent home visits completed for the day 3.5 divided by 3.4 Total number of patient episodes Total number of patient episodes Total number of patient tests performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to Health-fac within agreed test episodes provided to Health-fac within agreed test episodes provided to be eported once a month only -first day of month for previous month performance)	greater then	99%	number percent	480 98.8% 53 100.0% 13,167 56,530 745 1%	516 97.9% 67 67 100.0% 12,600 54,238 748 196 100%	496 96.5% 56 100.0% 12,431 52,667 629 1% 100%	452 96.8% 70 70 100.0% 12,217 52,113 687 1% 100%	433 95.6% 60 100.0% 13,004 54,963 605 1% 100%	445 96.9% 52 100.0% 12,685 52,891 772 1%	492 97.8% 37 37 100.0% 12.427 52.334 548 1%,	411 96.7% 54 100.0% 11,541 48,473 616 1% 100%	423 97.0% 71 100.0% 11,556 49,308 538 1% 100%	487 96.6% 65 65 100.0% 12,925 54,694 605 136 100%	439 97.6% 58 58 100.0% 12.391 53.200 725 136 100%	509 97.5% 66 66 100.0% 12,631 53,594 638 1% 100%	445 98.0% 81 81 100.0% 11,424 49,569 652 1% 100%	440 98.0% 50 50 100.0% 11,512 49,235 632 13, 100%	476 98.8% 61 61 100.0% 12.470 54.578 749 13%	432 95.2% 58 58 100.0% 12,825 54,217 733 1% 100%	517 97.4% 81 81 100.0% 12,292 51,221 660 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 73 100.0% 11.818 49.357 677 13% 100%	426 94.5% 70 70 100.0% 12.510 52.235 657 13%	415 96.7% 60 60 100.0% 12,232 51,614 637 1% 100%	480 97.2% 62 62 100.0% 11,695 49,597 670 1%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5		Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness 4 LAS Patient pisodes Patient tests Urgent toets Data for HealthPac Critical results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits benefit was not home) Number of urgent home visits booked for the day was not home) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient tests performed Total number of patient tests performed Total number of patient tests performed Total number of patient tests 2.4 divided by 4.2 Percentage of completed test episodes provided to NeathPac within agreed timeframes (kpi to be reported once a month only). First day of month for previous months performance) Number of critical test results	greater then	99%	number percent	480 98.8% 53 53 100.0% 13,167 56,530 745 100% 955	516 97.9% 67 67 100.0% 12,600 54,238 748 11%	496 96.5% 56 100.0% 12,431 52,667 629 1% 100%	452 96.8% 70 70 100.0% 12.217 52.113 687 1% 100%	433 95.6% 60 100.0% 13.004 54.963 100%	100.0% 12,685 52,891 772 100.0%	492 97.8% 37 100.0% 12,427 52,334 1% 100%	411 96.7% 54 100.0% 11.541 48.473 616 1% 100%	423 97.0% 71 100.0% 11,556 49,308 538 1% 100%	487 96.6% 65 65 100.0% 12.925 54.994 605 11%	439 97.6% 58 58 100.0% 12,391 53,200 725 11% 100% 66	509 97.5% 66 66 100.0% 12.631 53.594 638 1% 100%	445 98.0% 81 81 100.0% 11.424 49.569 652 1% 100%	440 98.0% 50 50 100.0% 11,512 49,235 632 1% 100%	476 98.8% 61 61 100.0% 12,470 54,578 749 1% 100%	432 95.2% 58 58 100.0% 12.825 54,217 733 1% 100%	517 97.4% 81 81 100.0% 12,292 51,221 660 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 100.0% 11.818 49.357 677 1% 100%	426 94.5% 70 70 100.0% 12.510 52.235 11% 100%	415 96.7% 60 60 100.0% 12,232 51,614 637 1% 100%	480 97.2% 62 62 100.0% 11,695 49,597 670 1%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit transiness Urgent home visits booked Urgent home visits completed Urgent home visit transiness ALAS Patient episodes Patient tests Urgent tests Urgent home visit transiness Cartical results Critical results Critical results Critical results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5s, home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) (exclude home visits broked for the day). Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient estipsodes Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test episodes provided to HealthiPac within agreed timeframes (kpi to be reported once a month open formance) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police)	greater then greater then greater then	99%	number	480 98.8% 53 53 100.0% 13,167 56,530 745 100% 955	516 97.9% 67 67 100.0% 12,600 54,238 1% 100%	496 96.5% 56 56 100.0% 12,431 52,667 629 1% 100%	452 96.8% 70 100.0% 12,217 52,113 687 196 100%	433 95.6% 60 100.0% 13.004 54.963 6055 1% 100%	100.0% 12,685 52,891 772 100.0%	492 97.8% 37 100.0% 12,427 52,334 1% 100%	411 96.7% 54 54 100.0% 11,541 48,473 616 1% 100%	423 97.0% 71 71 100.0% 11,556 49,308 538 1% 100%	487 96.6% 65 65 100.0% 12.925 54.694 605 1% 100%	439 97.6% 58 58 100.0% 12,391 53,200 725 1% 100% 66 65	509 97.5% 66 66 100.0% 12,631 53,594 638 1% 100% 56 56	445 98.0% 81 81 100.0% 11,424 49,569 652 1% 100% 64 63	440 98.0% 50 100.0% 11,512 49,235 632 13,632 100%	476 96.8% 61 61 100.0% 12,470 54,578 749 100%	432 95.2% 58 58 100.0% 12.825 54.217 733 1% 100%	517 97.4% 81 81 100.0% 12,292 51,221 660 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 100.0% 11.818 49.357 677 1% 100%	426 94.5% 70 100.0% 12.510 52.235 6575 13% 100%	415 96.7% 60 100.0% 12,232 51,614 100% 76	480 97.2% 62 62 100.0% 11.695 49.597 670 1% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits completed Urgent home visit timeliness 4 LAS Patient opisodes Patient tests Urgent toests Data for HealthPac Critical results Critical results phoned within 1 hour	(exclude home visits where the patient was not home) Number of home visits attended for the day \$. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits between the patient was not home) Number of urgent home visits completed for the day 4.3 divided by 3.4 Total number of patient episodes Total number of patient peisodes Total number of urgent tests N.3 divided by 4.2 Percentage of completed test episodes provided to Health-Pac within agreed Total number of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c. police)	greater then greater then greater then	100% 100%	number	480 98.8% 53 53 100.0% 13,167 56,530 745 100% 955	516 97.9% 67 67 100.0% 12,600 54,238 748 11% 100% 84 83	496 96.5% 56 100.0% 12,431 52,667 629 1% 100%	452 96.8% 70 70 100.0% 12,217 52,113 687 1% 100%	433 95.6% 60 60 100.0% 13.004 13.004 100% 100%	100% 445 96.9% 96.9% 52 100.0% 12.685 772 100% 100% 100%	492 97.8% 37 100.0% 12,427 52,334 548 100%	411 96.7% 54 100.0% 11.541 48.473 616 1% 100%	423 97.0% 71 71 100.0% 11,556 49,308 538 13% 100%	487 96.6% 65 65 100.0% 12.925 54.694 605 1% 100%	439 97.6% 58 58 100.0% 12,391 53,200 725 1% 100% 66 65	509 97.5% 66 66 100.0% 12.631 53.594 100% 56 56 56	445 98.0% 81 81 100.0% 11,424 49,569 652 1% 100% 64 63	440 98.0% 50 100.0% 11,512 49,235 632 13,632 100%	476 98.8% 61 61 100.0% 12.470 54.578 749 100%	432 95.2% 58 58 100.0% 12.825 54.217 733 1% 100%	517 97.4% 81 81 100.0% 12,292 51,221 620 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 100.0% 11.818 49.357 677 1% 100%	426 94.5% 70 100.0% 12.510 52.235 6575 13% 100%	415 96.7% 60 60 100.0% 12,232 51,614 637 100% 76 76	480 97.2% 62 100.0% 11,695 49,597 670 1% 100% 64 64
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit timeliness Urgent home visits booked Urgent home visits completed Urgent home visits 4. LAB Patient opisodes Patient opisodes Urgent throw visit timeliness 4. LAB Patient opisodes Patient tests Urgent total Urgent throw visit timeliness Cartical results Data for HealthPac Critical results phoned within 1 hour Amended Results	(exclude home visits where the patient was not home) Number of home visits attended for the day \$. home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits booked for the day) (exclude home visits borned to the day (exclude home visits completed for the day) Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient episodes Total number of patient peisodes Total number of urgent tests 1.3 divided by 4.2 Percentage of completed test episodes provided to Health-Pac within agreed Total number of rollical test essults phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer	greater then less	999	number	480 98.8% 53 53 100.0% 13,167 56,530 745 190% 100% 100%	516 97.9% 67 67 100.0% 12,600 54,238 748 11% 100% 84 83	496 96.5% 56 100.0% 12,431 52,667 629 100% 100%	452 96.8% 70 70 100.0% 12,217 52,113 687 100% 100%	433 95.6% 60 60 100.0% 13.004 54.963 605 1% 100%	100% 445 96.9% 96.9% 52 100.0% 12.685 772 100% 100% 100%	492 97.8% 37 100.0% 12,427 52,334 548 19, 100% 67 67 67	411 96.7% 54 100.0% 11,541 48,473 618 100% 100%	423 97.0% 71 71 100.0% 11,556 49,308 538 13% 100%	487 96.6% 65 100.0% 12.925 54.694 605 1100% 49 48	439 97.6% 58 58 100.0% 12,391 53,200 725 100% 100% 66 65	509 97.5% 66 66 100.0% 12.631 53.594 638 100% 56 56	445 98.0% 81 100.0% 11,424 49.569 652 1% 100% 64 63 98%	440 98.0% 50 100.0% 11,512 49,235 632 13, 100% 100% 100%	476 98.8% 61 61 100.0% 12,470 54,578 749 100% 100%	432 95.2% 58 100.0% 12.825 54.217 733 1% 100% 58 57	517 97.4% 81 81 100.0% 12,292 51,221 660 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 100.0% 11,818 49,357 677 13% 100%	426 94.5% 70 70 100.0% 12.510 52.235 657 13% 100%	415 96.7% 60 60 100.0% 12,232 51,614 637 100% 76 76	480 97.2% 62 100.0% 11.695 49.597 670 1% 100% 64 64 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.6 4.7	yes	Home visits attended % Home visit meliness Urgent home visits booked Urgent home visits completed Urgent home visits timeliness 4 LAB Patient episodes Patient episodes Patient episodes % urgent tests Urgent tests Critical results Critical results critical results phoned within 1 hour Amended Results % Amended Results	(exclude home visits where the patient was not home) Number of home visits attended for the day 5e, home visits completed for the day 3.2 divided by 3.1 Number of urgent home visits booked for the day (exclude home visits broked for the day (exclude home visits broked for the day) (exclude home visits broked for the day). Number of urgent home visits completed for the day. 3.5 divided by 3.4 Total number of patient elepsodes Total number of patient elepsodes Total number of patient eless performed Total number of patient eless performed Total number of urgent tests 4.3 divided by 4.2 Percentage of completed test elepsodes provided to HealthiPac within agreed timeframes (kpi to be reported once a month performance) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer Percentage of results changed after original result was reported to referrer 4.11 divided by 4.2 9.00 bits centile for collection to receipt by LabPlus of the day	greater then greater then greater then greater then less than s less than greater greater then	F 999 0 100%	number	480 98.8% 53 53 100.0% 13,167 56,530 745 190% 100% 100%	516 97.9% 67 67 100.0% 12,600 54,238 748 11% 100% 84 83	496 96.5% 56 100.0% 12,431 52,667 629 100% 100%	452 96.8% 70 70 100.0% 12,217 52,113 687 100% 100%	433 95.6% 60 60 100.0% 13.004 54.963 605 1% 100%	100% 445 96.9% 96.9% 52 100.0% 12.685 772 100% 100% 100%	492 97.8% 37 100.0% 12,427 52,334 548 19, 100% 67 67 67	411 96.7% 54 100.0% 11,541 48,473 618 100% 100%	423 97.0% 71 71 100.0% 11,556 49,308 538 13% 100%	487 96.6% 65 100.0% 12.925 54.694 605 1100% 49 48	439 97.6% 58 58 100.0% 12,391 53,200 725 100% 100% 66 65	509 97.5% 66 66 100.0% 12.631 53.594 638 100% 56 56	445 98.0% 81 100.0% 11,424 49.569 652 1% 100% 64 63 98%	440 98.0% 50 100.0% 11,512 49,235 632 13, 100% 100% 100%	476 98.8% 61 61 100.0% 12,470 54,578 749 100% 100%	432 95.2% 58 100.0% 12.825 54.217 733 1% 100% 58 57	517 97.4% 81 81 100.0% 12,292 51,221 660 1% 100%	477 98.1% 82 100.0% 11,346 47,511 698 1% 100%	412 95.8% 73 100.0% 11,818 49,357 677 13% 100%	426 94.5% 70 70 100.0% 12.510 52.235 657 13% 100%	415 96.7% 60 60 100.0% 12,232 51,614 637 100% 76 76	480 97.2% 62 62 100.0% 11,695 49,597 670 11% 100%

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/11/22		3/11/22		7/11/22	8/11/22	9/11/22	10/11/22		14/11/22	15/11/22	16/11/22	17/11/22	18/11/22	21/11/22	22/11/22	23/11/22	24/11/22		28/11/22	29/11/22	30/11/22
5.1a		NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:28	4:40	4:33	4:32	4:51	4.48	4.19	4.14	4·17	4:46	4:30	4:34	4:21	4:23	5:11	5:03	4:24	4-19	4:46	5:24	5:13	4:38
		count Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than		minutes										4.40	- 11			1								
5.1b		count	report, expressed in hour:minutes	less than	4:00	hours: minutes	0:57	1:13	1:04	0:56	1:28	1:29	1:01	0:54	0:54	1:22	1:13	1:13	0:56	0:48	1:46	1:42	1:00	0:54	1:15	1:55	1:38	1:02
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -	less than	12:00	hours: minutes	7:30	7:40	7:30	7:40	7:30	7:40	7:30	7:30	7:00	7:00	7:00	7:00	7:00	7:00	7:40	7:40	7:40	7:40	7:50	7:50	7:50	7:30
5.2a		Total TAT Electrolytes	IN ZONE Average turnaround time from collection to	less	8:00	hours:	5:02	5:10	6:04	5:25	5:11	5:27	4:59	4:51	4:58	5:32	4:57	5:41	5:03	5:24	5:05	5:40	5:23	5:03	5:06	5:05	5:06	5:08
		Lab TAT Electrolytes	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than		minutes hours:	1:33	1:45	2:33	1:49	1:49		1:41	1:33			1:41	2:21	1:42	1:46	1:42		2:02	1:39			1:40	
5.2b			report, expressed in hour:minutes	than	4:00	minutes						2:07			1:35	2:08						2:21			1:39	1:47		1:32
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -	less than	12:00	hours: minutes	7:40	7:50	10:00	10:00	7:30	10:00	7:50	7:40	7:30	10:00	7:30	10:00	7:30	7:40	7:40	10:00	10:30	7:50	7:50	7:40	7:50	7:50
5.3a		Total TAT HCG	IN ZONE Average turnaround time from collection to	less	8:00	hours:	6:22	6:12	6:32	5:53	5:30	5:46	5:27	6:20	5:11	6:09	4:56	5:54	5:34	6:15	5:19	6:54	6:24	5:53	5:58	5:43	5:58	5:51
5.3b		Quantification Total TAT HCG	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	2:59	2:53	3:34	2:35	2:14	2:41	2:41	3:13	2:06	2:52	1:48	3:05	2:28	2:35	2:04	3:37	2:59	2:36	2:40	2:29	2:49	2:17
		Quantification Total TAT HCG 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than		minutes																						
5.3c	yes	percentile - in zone	collection to report, expressed in hour:minutes -	- than	12:00	hours: minutes	4:30	5:40	5:30	5:30	5:30	4:30	5:40	7:50	4:30	5:30	5:30	4:30	5:50	5:30	5:30	5:40	6:00	5:50	5:00	5:50	4:00	4:40
5.5a		Total TAT Liver functions	IN ZONE Average turnaround time from collection to	less	8:00	hours:	5:05	5:20	6:12	5:45	5:18	5:34	5:07	4:57	5:10	5:43	4:59	5:49	5:22	5:15	5:07	5:41	5:29	5:14	5:13	5:04	5:19	5:17
5.5b		Total TAT Liver functions	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	1:35	1:53	2.42	2:06	1:55	2:12	1:48	1:37	1:46	2:20	1:43	2:30	1:57	1:52	1:46	2:24	2:06	1:48	1:45	1:45	1:51	1:43
		Total TAT Liver 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than		minutes hours:																						
5.5c	yes	percentile in zone	collection to report, expressed in hour:minutes	than	12:00	minutes	7:40	7:50	10:00	10:00	7:30	10:00	7:30	7:30	7:30	10:00	7:30	10:00	7:50	7:50	7:50	10:00	10:30	7:50	7:50	7:40	7:30	7:55
5.6a	Yes	Total TAT Histology -	IN Zone Turnaround time for 80th centile from	less	3.0	working																						
		Biopsies	collection to report, expressed in working days	than		days																						
5.6b	yes	Total TAT Histology - major	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days																						
		resections				1																						
5.6c	yes	Total TAT Histology 98% 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 &	Average turnaround time from collection to	less	48:00	hours:	15:18	14:36	17:11	15:08		15:10	16:02	16:26	16:26		14:04	14:55	16:48	15:45		13:33	14:48	17:50	15:38		15:18	15:36
5.7b	-	Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	48:00	minutes	11:26	12:16	13:43	13:25		11:12	12:51	13:24	13:00		11:00	12:39	13:39	12:21		10:42	11:47	13:44	12:53		12:01	11:57
		Culture - non-urgent	report, expressed in hour:minutes	than		minutes			13:43					15:24					15:59									11:57
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90%	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days	1.3	1.8	1.6	1.4		1.2	1.3	1.8	1.9		1.3	1.9	1.9	1.9		1.2	1.3	2.0	1.9		1.2	1.8
5.8		percentile Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%
0.0		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then	30 70		00.070	00.070	00.070	00.070	00.770	00.070	00.070	55.570	00.070	00.070	00.070	00.070	00.070	100.070	00.070	00.070	100.070	00.070	00.070	00.070	00.070	00.070
			,			ш																						
5.9a		Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	5:03	4:40	4:35	4:12	4:31	4:29	4:22	4:21	4:22	4:21	4:15	4:24	4:39	4:04	4:20	4:28	4:33	4:16	4:29	4:21	4:32	4:47
5.9b		I ab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	3:00	minutes hours:	1:34	1:13	1:06	0:59	1:15	1:16	1:08	1:02	1:05	1:05	1:08	1:01	1:18	0:59	1:06	1:08	1:14	0:56	1:15	1:06	1:09	1:12
		Total TAT INR 95%	report, expressed in hour:minutes Turnaround time from 95th centile collection to	than		minutes	5:45	6:00	5:53		5:39		5:16	4:58		5:40	6:00	6:00	6:00		4:33					5:44	4:55	
5.9c	yes	percentile in zone	report, expressed in hour:minutes in zone	than	6:00	minutes	5:45	6:00	5:53	5:28	5:39	5:14	5:16	4:58	5:30	5:40	6:00	6:00	6:00	5:31	4:33	5:39	5:17	5:14	5:50	5:44	4:55	5:27
5.10a		Total TAT - Troponin	Average turnaround time from collection to	less	6:00	hours:	3:40	3:58	4:11	4:04	3:43	4:10	4:05	3:30	5:03	4:06	3:45	4:04	3:40	4:11	3:43	4:15	3:45	3:52	4:18	3:57	3:42	3:56
5.10b		Lab TAT - Troponin	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	3:00	minutes hours:	0:56	1:02	1:19	1:04	0:52	1:12	1:05	0:50	1:47	1:03	0:58	1:22	0:56	1:19	0:53	1:23	1:17	1:07	1:17	0:56	0:54	0:54
		Total TAT Troponin 98%	report, expressed in hour:minutes Turnaround time from 98th centile collection to	than		minutes	5:14	5:29	5:55	5:51	4:51	6:00	5:37	4:37	5:40	6:00	5:39	7:05	4:59	5:22	5:29	5:53	5:41	6:00		5:49	5:22	
5.10c	yes	centile in zone	report, expressed in hour:minutes in zone	than	6:00	minutes	5:14	5:29	5.55	5.51	4.51	6.00	5.37	4:37	5.40	6:00	5:39	7:05	4.59	5.22	5.29	5:53	5:41	6:00	6:27	5.49	5.22	5:53
5.11		Lab TAT - Urgent Biochem		greater	95%	percent	98.5%	96.4%	96.0%	96.8%	95.5%	96.5%	97.4%	96.7%	98.8%	96.3%	99.0%	92.1%	98.6%	95.3%	95.4%	95.5%	96.5%	96.8%	95.2%	95.0%	99.0%	96.3%
		and Haem	clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of	then																								
			results) less than 3 hours																									
		6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,151	8,655	8,715	8,786	9,307	8,745	8,615	8,010	8,142	9,261	8,729	8,858	7,897	8,235	9,025	8,996	8,362	7,684	8,328	8,821	8,520	8,121
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary)			number	23	25	20	15	9	17	11	18	14	24	21	23	12	18	14	14	16	18	10	16	20	12
6.5	ves	6.5 % recollects	(excluding self collects) 6.2 divided by 6.1	loce	1.00/	percent	0.3%	0.3%	0.2%	0.2%	0.1%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%
0.5	yes		o.z. umaca by o. i	less than	1.0%	percent	0.3%	0.3%	0.2%	0.2 /6	0.176	0.276	0.176	0.276	0.2 %	0.3%	0.2%	0.3%	0.2 /6	0.276	0.2%	0.2%	0.2%	0.276	0.176	0.2%	0.276	0.176
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be																									
7.1		Total issues / events	filled in against "Friday" Number of issues / events / corrective actions			number																						
	1		year to date, entered into Riskman																									
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				8					8					8					8			
7.5		Complaints closed	Number of complaints closed year to date			number				8					8					8					8			
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			number																						
7.0	1	-	48 hours) this week			numba:																						
7.8	1	Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35			number				8					8					8					8			
7.9	1	% events/issues closed	working days 7.2 divided by 7.1	greater	75%	percent																						
	1		1	then																								

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/11/22	2/11/22	3/11/22	4/11/22	7/11/22	8/11/22	9/11/22	10/11/22	11/11/22	14/11/22	15/11/22	16/11/22	17/11/22	18/11/22	21/11/22	22/11/22	23/11/22	24/11/22	25/11/22	28/11/22	29/11/22	30/11/22
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent				100.0%					100.0%					100.0%					100.0%			