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

						Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract Indicator	Definition		Target	Unit			Public Holiday		7/06/23	8/06/23	9/06/23	12/06/23	13/06/23		15/06/23		19/06/23	20/06/23		22/06/23	23/06/23	26/06/23	27/06/23	28/06/23	29/06/23	30/06/23
	1. CALL CENTRE																										
1.1a 1.1b	Total inbound calls  Total inbound calls - results line	Number of calls placed / received  Number of calls placed / received on results line			number	1,021 256	994 268		1087 218	1027 213	1,004 242	896 196	994 218	985 245	984 229	933 216	911 227	1054 199	1027 195	1048 241	964 216	964 242	1048 220	1006 201	1087 251	960 186	868 207
1.2	Total calls answered	Number of calls answered			number	958	943		1,036	998	956	865	940	939	951	901	907	1,004	971	982	894	894	978	941	1,024	916	808
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.2%	5.1%		4.7%	2.8%	4.8%	3.5%	5.4%	4.7%	3.4%	3.4%	5.6%	4.7%	5.5%	6.3%	7.3%	7.3%	6.7%	6.5%	5.8%	4.6%	6.9%
1.3b	% calls unanswered for	Also known as "abandonment".	less	3.0%	percent	2.7%	2.2%		2.8%	2.4%	2.5%	2.0%	2.3%	1.2%	0.9%	0.9%	1.8%	2.5%	1.0%	2.1%	1.4%	1.2%	0.9%	2.5%	1.6%	1.6%	1.9%
1.4	results line Results calls	1 - (1.4 divided by 1.1b)  Number of calls requesting test results	than		number	256	268		212	208	236	192	213	242	227	214	223	194	193	236	213	239	218	196	247	183	203
1.5	% results calls	1.4 divided by 1.2			percent	25.1%	27.0%		20.1%	20.7%	24.1%	21.9%	21.4%	24.6%	23.1%	22.9%	24.5%	18.4%	18.8%	22.5%	22.1%	25.0%	20.8%	19.5%	22.7%	19.1%	23.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	122	84		78	70	56	69	82	93	73	70	109	99	88	125	137	137	97	121	124	122	113
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds 1.7 divided by 1.1	less		number	68	56		59	35	52	35	59	51	38	37	56	55	61	71	75	75	75	70	68	49	65
1.8	>150 seconds	1.7 divided by 1.1	than		percent	6.7%	5.6%		5.4%	3.4%	5.2%	3.9%	5.9%	5.2%	3.9%	4.0%	6.2%	5.2%	5.9%	6.8%	7.8%	7.8%	7.2%	7.0%	6.3%	5.1%	7.5%
	2. COLLECTION CENTRES	S																									
2.1	Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	5	8		7	7	8	9	9	9	6	6	6	8	9	11	6	8	8	5	8	6	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		) minutes	5	7		6	6	8	9	9	7	6	6	5	5	5	6	6	5	7	5	4	5	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	minutes	6	9		6	6	11	4	9	8	7	7	4	10	6	7	5	10	6	4	5	4	5
2.4	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,894	4,485		4,343	4,263	4,055	4,286	4,327	4,210	3,916	3,857	4,010	4,151	4,101	4,129	3,779	3,910	4,264	4,039	3,972	3,750	3,874
2.5	Long waits	Number of people waiting over 30 minutes			number	70	142		88	91	88	84	204	150	72	48	50	30	85	42	31	48	73	95	77	18	36
2.6	% wait over 30 mins	2.5 divided by 2.4	less	10%	percent	1.8%	3.2%	#DIV/0!	2.0%	2.1%	2.2%	2.0% #	4.7%	3.6%	1.8%	1.2%	1.2%	0.7%	2.1%	1.0%	0.8%	1.2%	1.7%	2.4%	1.9%	0.5%	0.9%
2.7	Long waits	Maximum wait time (incl GTT's)	than		minutes	38	70		63	71	52	53	89	54	44	46	48	53	65	43	55	42	38	52	42	38	40
2.8	Time from collection to lab	80th percentile for time from collection to lab	less	4:00	) hours:	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	4:00	4:00	4:00	4:00	4:00	4:00
2.9	Time from collection to lab -	(hrs:minutes)  Maximum time from collection to lab	than		minutes hours:	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
2.5	max	(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
	O. HOME VIOLE					455	491		534	549	487	492	463	442	506	448	518	479	401	483	412	414	400	440	470	449	456
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)	t		number	455	491		534	549	40/	432	400	772	000			470		400	412	414	496	443	473	443	100
3.1	Home visits booked  Home visits attended		t		number	437	469		521	521	469	475	452	423	497	429	500	462	394	468	399	403	496	429	458	440	447
		(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	90%	number			#DIV/0!								429 95.8%	500 96.5%										
3.2	Home visits attended	(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	greater then	90%	number	437	469		521	521	469	475	452	423	497			462	394	468	399	403	475	429	458	440	447
3.2	Home visits attended Yes % 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  % home visits completed for the day 3.2 advised by 3.1.  Number of urgent home visits booked for the day (exclude home visits where he patient was not home)  Number of urgent home visits where the patient was not home)	greater then	90%	number 6 percent	437	469 95.5%		521 97.6%	521 94.9%	469	475 96.5%	452 97.6%	423 95.7%	497	95.8%	96.5%	462 96.5%	394 98.3%	468 96.9%	399 96.8%	403 97.3%	475 95.8%	429 96.8%	458 96.8%	440 98.0%	447 98.0%
3.2 3.3 3.4	Home visits attended  Yes % Home visit timeliness  Urgent home visits booked	(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 completed for the day (exclude home visits where the patient was not home)	greater		number 6 percent number	437	469 95.5% 59		521 97.6% 62	521 94.9% 63	469	475 96.5% 75	452 97.6% 59	423 95.7% 65	497	95.8%	96.5%	462 96.5%	394 98.3% 56	468 96.9% 63	399 96.8% 61	403 97.3% 55	475 95.8% 72	96.8% 59	458 96.8%	98.0% 81	98.0% 75
3.2 3.3 3.4 3.5	Home visits attended Yes 56 Home visit timeliness Urgent home visits booked Urgent home visits cocked Urgent home visits yes Urgent home visits 4. LAS	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day 3.2  Mumber of urgent home visits booked for the day (exclude home visits brooked for the day (exclude home visits there). When the patient was not home)  Number of urgent home visits completed for the day.  3.5 divided by 3.4			number number number number	437 96.0% 69 100.0%	469 95.5% 59 59 100.0%		521 97.6% 62 62 100.0%	521 94.9% 63 63 100.0%	469 96.3% 74 74 100.0%	475 96.5% 75 75 100.0%	452 97.6% 59 59	423 95.7% 65 65 100.0%	497 98.2% 70 70 100.0%	95.8% 60 60 100.0%	96.5% 86 86 100.0%	462 96.5% 47 47 100.0%	394 98.3% 56 56 100.0%	468 96.9% 63 63 100.0%	399 96.8% 61 61 100.0%	403 97.3% 55 55 100.0%	475 95.8% 72 72 100.0%	429 96.8% 59 59 100.0%	458 96.8% 69 69 100.0%	440 98.0% 81 81 100.0%	447 98.0% 75 75 100.0%
3.2 3.3 3.4 3.5	Home visits attended  Yes % 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 completed for the day (exclude home visits where the patient was not home)	greater		number  o percent  number  number	437 96.0% 69	469 95.5% 59		521 97.6% 62	521 94.9% 63	469 96.3% 74	475 96.5% 75	452 97.6% 59	423 95.7% 65	497 98.2% 70	95.8% 60 60 100.0%	96.5% 86	462 96.5% 47	394 98.3% 56	468 96.9% 63	399 96.8% 61	403 97.3% 55	475 95.8% 72	429 96.8% 59	458 96.8% 69	98.0% 81	98.0% 75 75 100.0%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3	Yes % Home visit satended Yes % Home visit timeliness Urgent home visits booked Urgent home visits conpleted yes Urgent home visit limeliness 4 4 63 Patient tests Urgent tests Urgent tests	(exclude home visits where the patient was not home)  Number of home visits attended for the day  15 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 (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	greater		number  number  number  number  number  number  number  number	437 96.0% 69 100.0% 11,989 50,518 733	469 95.5% 59 100.0% 12,502 53,507 714	#DIV/0!	521 97.6% 62 62 100.0% 14,113 57,793 704	521 94.9% 63 63 100.0% 13,418 56,160 831	469 96.3% 74 74 100.0% 13,010 53,478 693	475 96.5% 75 75 100.0% 12,759 53,763 705	452 97.6% 59 100.0% 13,305 54,652 648	423 95.7% 65 65 100.0% 12,904 53,424 705	497 98.2% 70 70 100.0% 12,237 51,355 792	95.8% 60 60 100.0% 12,187 51,087 608	96.5% 86 86 100.0% 11,747 49,543 669	462 96.5% 47 47 100.0% 13,127 55,416 660	394 98.3% 56 56 100.0% 13,046 55,177 772	468 96.9% 63 63 100.0% 12,305 51,474 731	399 96.8% 61 61 100.0% 11,895 49,343 677	403 97.3% 55 55 100.0% 12,034 50,604 757	72 72 100.0% 12,824 54,093 693	429 96.8% 59 59 100.0% 12,724 53,930 663	458 96.8% 69 100.0% 12,079 51,445 715	440 98.0% 81 81 100.0% 11,094 47,662 754	447 98.0% 75 75 100.0% 11,327 49,034 597
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4	Home visits attended Yes % Home visit timeliness Urgent home visits booked Urgent home visits completed yes Urgent home visits yes Patient episodes Patient tests Urgent tests Virgent tests % urgent tests % urgent tests	(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 completed for the day (exclude home visits completed for the day)  % urgent home visits completed for the day.  3.6 divided by 3.4.  Total number of patient tests performed Total number of patient tests performed Total number of urgent tests	greater then	99%	number  number  number  number  number  number  number  number	437 96.0% 69 100.0% 11,989 50,518 733 19%	469 95.5% 59 100.0% 12,502 53,507 7144	#DIV/0!	521 97.6% 62 62 100.0% 14,113 57,793 704 1%	521 94.9% 63 100.0% 13,418 56,160 831	469 96.3% 74 74 100.0% 13,010 53,478 693 1%	475 96.5% 75 75 100.0% 12,759 53.763 705 1%	452 97.6% 59 100.0% 13,305 54,652 648 1%	423 95.7% 65 100.0% 12,904 53,424 705 1%	497 98.2% 70 70 100.0% 12,237 51,355 792 2%	95.8% 60 60 100.0% 12,187 51,087 608 1%	96.5% 86 86 100.0% 11,747 49,543 669 1%	462 96.5% 47 47 100.0% 13,127 55,416 680 1%	394 98.3% 56 56 100.0% 13,046 55,177 772 1%	468 96.9% 63 100.0% 12,305 51,474 731 1%	399 96.8% 61 100.0% 11,895 49,343 677 1%	403 97.3% 55 55 100.0% 12,034 50,604 757 1%	475 95.8% 72 72 100.0% 12,824 54,093 693 1%	429 96.8% 59 100.0% 12,724 53,930 663 1%	458 96.8% 69 69 100.0% 12,079 51,445 715 1%	440 98.0% 81 81 100.0% 11,094 47,662 754 2%	447 98.0% 75 75 100.0% 11,327 49,034 597 1%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Home visits attended  Yes % Home visit timeliness  Urgent home visits booked  Urgent home visits booked  Urgent home visits completed  yes  4.1.6  Patient episodes  Patient tests  Urgent tests  Data for HealthPac	(exclude home visits where the patient was not home)  Number of home visits attended for the day  1% home visits completed for the day 3.2 advised 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 (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 patient episodes  Total number of patient desits performed  Total number of patient desit performed  Total number of patient desit performed  Total number of the patient desit performed  Total number of patient performed  Total number of patient performance)	greater	99%	number number number number number number number number number percent	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 100%	#DIV/0! #DIV/0!	521 97.6% 62 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 831 1% 100%	469 96.3% 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 1% 100%	452 97.6% 59 100.0% 13.305 54.652 648 1% 100%	423 95.7% 65 65 100.0% 12.904 53.424 705 1% 100%	497 98.2% 70 100.0% 12,237 51,355 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 47 100.0% 13,127 55,416 660 1% 100%	394 98.3% 56 100.0% 13.046 55.177 772 1% 100%	468 96.9% 63 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 61 100.0% 11,895 49,343 677 1%	403 97.3% 55 55 100.0% 12,034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,933 19, 100%	429 96.8% 59 100.0% 12,724 53,930 663 1% 100%	458 96.8% 69 69 100.0% 12.079 51,445 715 1% 100%	440 98.0% 81 100.0% 11,094 47,662 754 100%	447 98.0% 75 100.0% 11,327 49,034 597 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Home visits attended  Yes % Home visit timeliness  Urgent home visits booked  Urgent home visits completed  yes Urgent home visits  A LAS  Patient episodes  Patient tests  Urgent tests  5% urgent tests  Data for HealthPac  Critical results	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day 3.2  58 home visits completed for the day 3.2  Number of urgent home visits booked for the day (exclude home visits brooked for the day (exclude home visits the patient was not home)  Number of urgent home visits completed for the day  3.5 divided by 3.4  Total number of patient tests performed  Total number of patient tests performed  Total number of urgent tests performed  Total number of current tests  3.5 divided by 4.2  Percentage of completed test episodes  provided to leathible aw tithin agreed timeframes (kpi to be reported once a month only I first day of month for previous month performance)  Number of critical test results	greater then	99%	number number number number number number number number percent	437 96.0% 69 100.0% 11,989 50,518 100%	469 95.5% 59 100.0% 12.502 53,507 7714 1% 100%	#DIV/0!	521 97.6% 62 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 831 1% 100%	469 96.3% 74 74 100.0% 13.010 53.478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 1% 100%	452 97.6% 59 59 100.0% 13,305 54,652 648 10%	423 95.7% 65 65 100.0% 12.904 53.424 705 1%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 47 100.0% 13,127 55,416 660 1% 100%	394 98.3% 56 56 100.0% 13.046 55,177 772 1% 100%	468 96.9% 63 100.0% 12.305 51.474 731 1% 100%	399 96.8% 61 61 100.0% 11,895 49,343 677 1% 100%	403 97.3% 55 55 100.0% 12.034 50.604 757 1% 100%	475 95.8% 72 72 100.0% 12.824 54.093 150 100%	429 96.8% 59 100.0% 12.724 53,930 663 1% 100%	458 96.8% 69 100.0% 12.079 51.445 715 1% 100%	440 98.0% 81 100.0% 11,094 47,662 754 2% 100%	447 98.0% 75 75 100.0% 11,327 49,034 597 1% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Home visits attended  Yes 5-Home visit timeliness  Urgent home visits booked  Urgent home visits booked  Urgent home visits  yes  4. LAS  Patient episodes  Patient tests  Urgent tests  Urgent tests  Critical results  Critical results	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day  58 home visits completed for the day  58 home visits completed for the day  59 home visits home visits brooked for the day  (avoided by 3.1  Number of urgent home visits brooked for the day  (avoided by 3.4  Total number of urgent thore visits completed for the day  3.5 divided by 3.4  Total number of patient estipsodes  Total number of patient estipsodes  Total number of urgent tests  4.3 divided by 4.2  Percentage of completed test episodes  provided to leathiff-a within agreed timeframes (kpi to be reported once a month  only - first day of month for previous month  performance)  Number of critical test results	greater then	99%	number  number	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 100%	#DIV/0!	521 97.6% 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 8311 1% 100%	469 96.3% 74 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 1% 100%	452 97.6% 59 100.0% 113.305 54.652 648 15% 100%	423 95.7% 65 65 100.0% 12.904 53.424 100% 100%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 100.0% 13,127 55,416 660 196 100%	394 98.3% 56 56 100.0% 13.046 55,177 772 1% 100%	468 96.9% 63 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 100.0% 11,895 49,343 677 1% 100%	403 97.3% 55 55 100.0% 12,034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,933 13% 100%	429 96.8% 59 100.0% 12,724 53,930 6633 1% 100%	458 96.8% 69 100.0% 12,079 51,445 715 1% 100%	440 98.0% 81 81 100.0% 11,094 47,662 754 100% 67 66	447 98.0% 75 75 100.0% 11,327 49,034 597 19 100% 43 43
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Home visits attended  Yes % Home visit timeliness  Urgent home visits booked  Urgent home visits completed  yes Urgent home visits  A LAS  Patient episodes  Patient tests  Urgent tests  5% urgent tests  Data for HealthPac  Critical results	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day 3.2  divided by 3.1  Number of urgent home visits booked for the day (exclude home visits brooked for the day (exclude home visits throat her 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  Total number of urgent tests  3.4 divided by 3.4  Percentage of completed test episodes  provided to healthinha within agreed timeframes (kpi to be reported once a month only Institute of month of the percentage of completed test episodes in the percentage of completed test episodes provided to healthinha within agreed timeframes (kpi to be reported once a month optiformance)  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	99%	number number number number number number number number percent	437 96.0% 69 100.0% 11,989 50,518 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 100%	#DIV/0!	521 97.6% 62 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 831 1% 100%	469 96.3% 74 74 100.0% 13.010 53.478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 1% 100%	452 97.6% 59 59 100.0% 13,305 54,652 648 10%	423 95.7% 65 65 100.0% 12.904 53.424 705 1%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 47 100.0% 13,127 55,416 660 1% 100%	394 98.3% 56 56 100.0% 13.046 55,177 772 1% 100%	468 96.9% 63 100.0% 12.305 51.474 731 1% 100%	399 96.8% 61 61 100.0% 11,895 49,343 677 1% 100%	403 97.3% 55 55 100.0% 12.034 50.604 757 1% 100%	475 95.8% 72 72 100.0% 12.824 54.093 150 100%	429 96.8% 59 100.0% 12.724 53,930 663 1% 100%	458 96.8% 69 100.0% 12.079 51.445 715 1% 100%	440 98.0% 81 100.0% 11,094 47,662 754 2% 100%	447 98.0% 75 75 100.0% 11,327 49,034 597 1% 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Yes % Home visit satended Yes % Home visit timeliness Urgent home visits booked Urgent home visits booked Urgent home visits completed yes Urgent home visit imeliness 4.1.6 Patient episodes Patient tests Urgent tests Urgent tests Urgent tests Critical results phoned Critical results phoned yes % of critical results phoned	(exclude home visits where the patient was not home)  Number of home visits attended for the day  1% home visits completed for the day 3.2 advised 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 (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 patient experienced at 3.2 divided by 4.2  Percentage of completed test episodes provided to HealthPac within agreed timeframes (pix) to be reported once a month only - first day of month for previous 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 rotical test results phoned through to appropriate contact person within 1 hour (a. Referrer, b. patient, c. police)	greater then	99%	number  number	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 100%	#DIV/0!	521 97.6% 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 8311 1% 100%	469 96.3% 74 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 1% 100%	452 97.6% 59 100.0% 113.305 54.652 648 15% 100%	423 95.7% 65 65 100.0% 12.904 53.424 100% 100%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 100.0% 13,127 55,416 660 196 100%	394 98.3% 56 56 100.0% 13.046 55,177 772 1% 100%	468 96.9% 63 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 100.0% 11,895 49,343 677 1% 100%	403 97.3% 55 55 100.0% 12,034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,933 13% 100%	429 96.8% 59 100.0% 12,724 53,930 6633 1% 100%	458 96.8% 69 100.0% 12,079 51,445 715 1% 100%	440 98.0% 81 81 100.0% 11,094 47,662 754 100% 67 66	447 98.0% 75 75 100.0% 11,327 49,034 597 19 100% 43 43
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5	Home visits attended  Yes 5 Home visit timeliness  Urgent home visits booked  Urgent home visits booked  Urgent home visits completed  yes Urgent home visits  4 LAS  Patient episodes  Patient tests  Urgent tests  Urgent tests  Otals for HealthPac  Critical results phoned  yes  % of critical results phoned  yes  % of critical results phoned	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day 3.2  divided by 3.1  Number of urgent home visits booked for the day (exclude home visits brooked for the day (exclude home visits throat her 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  Total number of urgent tests  3.4 divided by 3.4  Percentage of completed test episodes  provided to healthinha within agreed timeframes (kpi to be reported once a month only Institute of month of the percentage of completed test episodes in the percentage of completed test episodes provided to healthinha within agreed timeframes (kpi to be reported once a month optiformance)  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	99%	number percent number	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 100%	#DIV/0!	521 97.6% 62 100.0% 14,113 57,793 704 100%	521 94.9% 63 100.0% 13,418 56,160 8311 1% 100%	469 96.3% 74 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,783 705 1%, 100%	452 97.6% 59 100.0% 113.305 54.652 648 15% 100%	423 95.7% 65 65 100.0% 12.904 53.424 100% 100%	497 98.2% 70 100.0% 12,237 51,365 792 2% 100%	95.8% 60 100.0% 12,187 51,087 608 1% 100%	96.5% 86 100.0% 11,747 49,543 669 1% 100%	462 96.5% 47 100.0% 13,127 55,416 660 196 100%	394 98.3% 56 100.0% 13,046 55.177 772 1% 100% 54 53	468 96.9% 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 100.0% 11,895 49,343 677 1% 100%	403 97.3% 55 55 100.0% 12,034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,093 693 11% 100%	429 96.8% 59 100.0% 12,724 53,930 663 1% 100%	458 96.8% 69 100.0% 12,079 51,445 715 1% 100%	440 98.0% 81 81 100.0% 11,094 47,662 754 2% 100%	447 98.0% 75 75 100.0% 11,327 49,034 597 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	Home visits attended  Yes 5 Home visit timeliness  Urgent home visits booked  Urgent home visits booked  Urgent home visits completed  yes Urgent home visits  4 LAS  Patient episodes  Patient tests  Urgent tests  Urgent tests  Ottigent tests  The completed visits and tests  Urgent tests  The completed visits and tests	(exclude home visits where the patient was not home)  Number of home visits attended for the day  1% 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 (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 urgent tests  4.3 divided by 4.2  Percentage of completed test episodes provided to HealthPac within agreed  Interfames (by 10 be reported once a month only - first day of morth for previous 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 results changed after original result was reported to referer 4.11 divided by 4.2  Percentage of critical results hanged after original result was reported to referer results for the previous provided to referer results of the previous provided to refere results of the previous provided to referer results of the previous provided to refere resul	greater then	99%	number 6 percent number number number number number number percent number number percent number number	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 67 65	#DIV/0!	521 97.6% 62 100.0% 14,113 57,793 704 100% 100%	521 94.9% 63 100.0% 13,418 56,160 831 100% 100%	469 96.3% 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 11% 64 64 100%	452 97.6% 59 59 100.0% 13.305 54.652 648 1% 100%	423 95.7% 65 65 100.0% 12.904 705 100% 100%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100% 54 54 100%	95.8% 60 60 100.0% 12.187 51.087 608 1% 100% 100%	96.5% 86 86 100.0% 11,747 49,543 669 1% 100% 53 53	462 96.5% 47 47 100.0% 13,127 55,416 660 100% 100%	394 98.3% 56 56 100.0% 13.046 55.177 772 1% 100% 59.8%	468 96.9% 63 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 100.0% 11,895 49,343 677 1% 100% 66 66	403 97.3% 55 55 100.0% 12.034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,093 693 11% 100% 50	429 96.8% 59 100.0% 12,724 53,930 663 100% 48 48	458 96.8% 69 100.0% 12,079 51,445 715 1% 100%	440 98.0% 81 81 100.0% 11,094 47,662 754 2% 100% 67 66 99%	447 98.0% 75 75 100.0% 11,327 49,034 597 11,327 149,034 100%
3.2 3.3 3.4 3.5 3.6 4.1 4.2 4.3 4.4 4.5 4.11 4.12 4.13	Home visits attended  Yes % Home visit timeliness  Urgent home visit booked  Urgent home visits booked  Urgent home visits completed  yes Urgent home visits  Patient episodes Patient tests Urgent tests Urgent tests Obata for HealthPac  Critical results  Critical results phoned  yes  % urgent test  Critical results phoned  within 1 hour  Amended Results  % Amended Results  Yes  Trimeliness of Send aways  Yes  Timely attendance foccen	(exclude home visits where the patient was not home)  Number of home visits attended for the day  56 home visits completed for the day 3.2  divided by 3.1  Number of urgent home visits booked for the day (exclude home visits brooked for the day (exclude home visits brooked for the day) (exclude home visits the patient was not home)  Number of urgent home visits completed for the day.  3.5 divided by 3.4  Total number of patient estis performed  Total number of patient tests performed  Total number of patient tests performed  Total number of urgent tests.  3.4 divided by 4.2  Percentage of completed test episodes provided to health? a within agreed timeframes (kpi to be reported once a month only - first day off month for previous month performance)  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)  Number of results changed after original result was reported to referer 4.11 divided by 4.2  Percentage of results changed after original result was reported to referer 4.11 divided by 4.2  10 patients of the patient of the patient results was reported to referer 4.11 divided by 4.2  11 patients of the patient of the patient original result was reported to referer 4.11 divided by 4.2  12 patients of the patient of the patient original result was reported to referer 4.11 divided by 4.2  12 patients of the patient of the patient and the patient of the patient and the patient	greater then greater then greater then greater then less than greater then greater the greater then greater the greater then greater then greater then greater the greater then greater the greater then greater the grea	99%	number	437 96.0% 69 100.0% 11,989 50,518 733 1% 100%	469 95.5% 59 100.0% 12,502 53,507 714 1% 67 65	#DIV/0!	521 97.6% 62 100.0% 14,113 57,793 704 100% 100%	521 94.9% 63 100.0% 13,418 56,160 831 100% 100%	469 96.3% 74 100.0% 13,010 53,478 693 1% 100%	475 96.5% 75 75 100.0% 12,759 53,763 705 11% 64 64 100%	452 97.6% 59 59 100.0% 13.305 54.652 648 1% 100%	423 95.7% 65 65 100.0% 12.904 705 100% 100%	497 98.2% 70 70 100.0% 12,237 51,355 792 2% 100% 54 54 100%	95.8% 60 60 100.0% 12.187 51.087 608 1% 100% 100%	96.5% 86 86 100.0% 11,747 49,543 669 1% 100% 53 53	462 96.5% 47 47 100.0% 13,127 55,416 660 100% 100%	394 98.3% 56 56 100.0% 13.046 55.177 772 1% 100% 59.8%	468 96.9% 63 63 100.0% 12,305 51,474 731 1% 100%	399 96.8% 61 100.0% 11,895 49,343 677 1% 100% 66 66	403 97.3% 55 55 100.0% 12.034 50,604 757 1% 100%	475 95.8% 72 72 100.0% 12,824 54,093 693 11% 100% 50	429 96.8% 59 100.0% 12,724 53,930 663 100% 48 48	458 96.8% 69 100.0% 12,079 51,445 715 1% 100%	440 98.0% 81 81 100.0% 11,094 47,662 754 2% 100% 67 66 99%	447 98.0% 75 75 100.0% 11,327 49,034 597 1% 100% 100%

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/06/23		Public Holiday	6/06/23	7/06/23	8/06/23	9/06/23	12/06/23	13/06/23	14/06/23	15/06/23	16/06/23	19/06/23	20/06/23	21/06/23	22/06/23	23/06/23	26/06/23	27/06/23	28/06/23	29/06/23	30/06/23
5.1a		NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:58	4:34		4.43	4:40	5:10	4.44	5:12	5:16	4.41	4:54	4:28	4:48	4:46	4:54	4:55	4:26	5:37	4:59	4:46	4.49	4:41
		count  Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than		minutes		0:59									1:30			1:08				1:43				1:13
5.1b		count	report, expressed in hour:minutes	than	4:00	minutes	1:22	5.00		1:11	0:56	1:36	1:12	1:21	1:54	0:58		1:00	1:20		1:07	1:17	0:56		1:34	1:21	1:21	
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	7:59	7:26		7:40	7:52	7:55	7:42	7:40	7:58	7:46	7:35	7:28	7:20	7:00	7:45	7:40	7:30	7:45	7:20	7:35	7:45	7:30
5.2a		Total TAT Electrolytes	IN ZONE  Average turnaround time from collection to	less	8:00	) hours:	5:08	4:58		6:03	5:32	5:28	5:07	5:08	6:04	4:58	5:01	4:56	5:21	5:17	5:12	5:12	5:20	5:53	4:50	4:47	5:07	4:56
5.2b		Lab TAT Electrolytes	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to	than less	4:00	minutes	1:33	2:22		2:30	1:50	1:57	1:38	1:47	2:40	1:33	1:41	1:29	1:54	1:40	1:27	1:37	1:50	1:54	1:32	1:24	1:42	1:30
5.2c			report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes	7:54	7:10		10:30	9:42	8:08	7:56	7:59	10:43	7:43	7:52	7:47	7:50	7:40	9:00	7:50	7:50	7:55	7:40	7:30	7:50	7:45
5.20	yes	percentile in zone	collection to report, expressed in hour:minutes IN ZONE	- than	12.00	minutes	7.54	7.10		10.30	3.42	0.00	7.50	7.55	10.43	7.45	7.52	7.47	7.50	7.40	9.00	7.50	7.50	7.55	7.40	7.30	7.50	7.45
5.3a		Total TAT HCG	Average turnaround time from collection to	less	8:00	) hours:	6:41	9:14		8:38	8:14	6:44	6:13	6:49	8:35	7:39	7:05	6:18	7:05	7:33	6:15	6:01	7:06	6:25	6:01	6:13	5:50	5:26
5.3b		Quantification Total TAT HCG	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes ) hours:	8:01	12:11		10:56	10:43	8:05	6:57	9:16	12:00	10:48	9:24	8:52	9:40	10:10	6:50	6:53	9:13	7:40	6:36	6:05	6:37	5:38
5.3c	ves	Quantification Total TAT HCG 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	12:58	17:10		15:30	16:15	13:12	11:45	14:12	16:24	16:10	14:39	13:24	14:08	15:05	12:25	11:55	14:18	12:00	11:30	11:48	10:58	10:25
0.00	,	percentile - in zone	collection to report, expressed in hour:minutes IN ZONE	than	12.00	minutes																						
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:	5:21	6:04		6:11	5:46	5:31	5:15	5:18	6:09	5:07	5:08	5:04	5:38	5:19	5:16	5:19	5:29	5:59	5:02	4:51	5:11	5:06
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to	less	4:00	) hours:	1:46	2:29		2:39	2:02	1:59	1:43	1:54	2:44	1:42	1:47	1:39	2:04	1:45	1:33	1:44	2:00	2:06	1:41	1:28	1:46	1:40
5.5c	yes	Total TAT Liver 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	less	12:00		7:59	10:20		10:42	9:45	8:15	7:55	7:55	10:05	7:49	7:43	7:47	7:50	7:30	10:00	7:55	8:30	7:50	7:40	7:30	7:45	7:30
	ĺ	percentile in zone	collection to report, expressed in hour:minutes IN Zone	than		minutes																						
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																						
E 01		Total TAT Histology man	Turnaround time for 80th centile from			1																						
5.6b	yes	resections	collection to report, expressed in working days	less than	5.0	) working days																						
5.6c	yes		Turnaround time for 98th centile from	less	10.0	working																						
		percentile	collection to report, expressed in working days	than		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	19:32	16:51			14:39	17:49	20:06		17:57	18:58	19:38	18:06		15:34	17:55	17:39	17:01		14:00	16:11	18:38	15:38
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour minutes	less	48:00		18:36	16:12			11:46	15:42	18:33		16:09	16:50	17:29	16:38		13:21	16:28	15:28	15:29		11:37	14:24	15:59	13:01
5.7c	yes	Total TAT Urine Micro &	Turnaround time for 90th centile from collection to report, expressed in working days	less	2.0		1.9	1.8			1.2	1.5	2.0		1.3	2.0	2.0	2.0		1.2	1.8	1.9	1.9		1.3	1.8	1.9	1.9
		Culture - non-urgent 90% percentile	. , ,			1																						
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to	greater then	90%	percent	99.9%	99.9%		99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	96.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%
			communication of results) less than 48 hours																									
5.9a		URGENT Total TAT INR	Average turnaround time from collection to		6:00	) hours:	4.00	1.10		4:20	4.00	4.40		4:41	4.40	4.00	4.40	4:26	4:28	4.07	4.50	4.07	4:20		4:25	4.00	4.04	140
			report, expressed in hour:minutes	less than		minutes	4:33	4:18			4:22	4:40	4:41		4:40	4:38	4:42			4:27	4:53	4:27		4:14		4:30	4:31	4:19
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	minutes	1:06	0:58		0:57	0:48	1:11	1:26	1:23	1:26	1:12	1:28	1:06	1:12	0:56	1:17	1:04	0:53	1:01	1:12	1:06	1:09	1:00
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:53	5:52		5:40	5:49	4:40	5:14	5:40	5:43	5:59	5:16	5:51	5:20	5:32	5:41	6:00	6:00	5:31	5:07	5:35	5:28	5:03
5.10a		Total TAT - Troponin	Average turnaround time from collection to	less	6:00	) hours:	3:49	4:12		4:09	3:53	3:47	3:37	3:34	3:47	3:34	3:27	3:44	3:46	3:48	3:54	3:46	4:00	3:44	3:52	3:27	3:53	3:39
5.10b		Lab TAT - Troponin	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes	0:50	1:06		1:27	1:04		0:50	0:49	1:08	0:45	0:46	0:46	0:59	0:47	0:53	1:05	1:13	0:52	0:58	0:59	1:04	0:48
		Total TAT Troponin 98%	report, expressed in hour:minutes  Turnaround time from 98th centile collection to	than		minutes																						
5.10c	yes	centile in zone	report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:34	5:34		5:59	5:33	5:43	5:58	5:15	5:26	5:09	4:59	5:15	5:30	5:09	5:35	5:26	5:52	5:45	5:34	5:04	5:26	5:07
5.11		Lab TAT - Urgent Biochem	Percentage of biochem & haem (as nominated	greater	95%	percent	95.0%	96.8%		94.3%	97.7%	96.2%	97.1%	95.2%	98.3%	96.5%	99.9%	95.8%	96.4%	98.8%	98.3%	97.5%	95.6%	96.6%	97.3%	97.6%	96.8%	96.5%
		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	8,679	9,270		9,995	9,577	9,002	9,254	9,796	9,231	8,784	8,683	8,392	9,600	9,312	9,013	8,318	8,712	9,434	9,211	8,783	8,097	8,273
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary)			number	19	26		12	17	18	16	23	14	15	10	15	18	9	20	7	19	23	14	13	9	9
6.5	ves	6.5 % recollects	(excluding self collects) 6.2 divided by 6.1	less	1 0%	percent	0.2%	0.3%	#DIV/0!	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.1%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
0.0	, co	7. QUALITY IMPROVEMENT		less than	1.0%		0.270	0.576	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	5.170	0.270	0.276	J.Z 70	0.270	U.Z.70	U.Z.70	0.170	0.270	0.270	J. 170	0.276	3.176	3.270	0.270	J.Z 70	3.176	5.170	0.170
		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																						
7.2		Events / issues closed	year to date, entered into Riskman Number of issues / events closed year to date	-	-	number																						
													$\rightarrow$															
7.3			Number of events closed by due date (within six months)			number																						
7.4	L	Total Complaints	Number of complaints received year to date	$\perp$		number		3					3					4					4					5
7.5 7.6		Complaints closed New complaints	Number of complaints closed year to date Number of new complaints received this week		Ĺ	number		3					3					4					4					4
7.7		Complaints	Number of new complaints that have received			number							$\rightarrow$															
1'.'		acknowledgement	acknowledgement (letter or phone call within			number												1										1
7.8		Complaints response	48 hours) this week Number of complaints (year to date) that have	<u> </u>		number		3					3					4					4					4
			received a final response (letter) within 35 working days																									
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						
		l .	1	I MIGHT	1	1																						

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/06/23	2/06/23	Public Holiday	6/06/23	7/06/23	8/06/23	9/06/23	12/06/23	13/06/23	14/06/23	15/06/23	16/06/23	19/06/23	20/06/23	21/06/23	22/06/23	23/06/23	26/06/23	27/06/23	28/06/23	29/06/23	30/06/23
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%					80.0%