

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 not meet target
 blue cells indicate contracted KPIs

| Item | Contract | Indicator | Definition | Target | Unit | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Mon | Tue | Wed | |
|------------------------------|----------|--|---|---------------------------------|----------------|----------------|----------------|----------------|-----------------|----------------|----------------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|--|
| | | | | | | 1/12/25 | 2/12/25 | 3/12/25 | 4/12/25 | 5/12/25 | 8/12/25 | 9/12/25 | 10/12/25 | 11/12/25 | 12/12/25 | 15/12/25 | 16/12/25 | 17/12/25 | 18/12/25 | 19/12/25 | 22/12/25 | 23/12/25 | 24/12/25 | 29/12/25 | 30/12/25 | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | 940 | 839 | 867 | 864 | 867 | 980 | 869 | 790 | 753 | 851 | 850 | 826 | 893 | 872 | 851 | 1053 | 899 | 664 | 681 | 568 | 539 | |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | 157 | 138 | 196 | 166 | 180 | 197 | 170 | 170 | 157 | 187 | 152 | 164 | 217 | 182 | 175 | 195 | 152 | 145 | 99 | 93 | 98 | |
| 1.2 | | Total calls answered | Number of calls answered | | number | 924 | 808 | 834 | 843 | 847 | 939 | 840 | 766 | 714 | 809 | 33 | 38 | 75 | 59 | 85 | 90 | 76 | 51 | 46 | 38 | 28 | |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1- (1.2 divided by 1.1a) | less than 7.0% percent | 6.5% 3.7% 3.8% | 2.4% 2.3% 4.2% | 3.3% 3.0% 5.2% | 4.9% 3.9% 4.6% | 8.4% 6.8% 10.0% | 8.6% 8.5% 7.7% | 6.8% 6.7% 5.2% | | | | | | | | | | | | | | | | |
| 1.3b | | % calls unanswered for results line | Also known as "abandonment". 1- (1.4 divided by 1.1b) | less than 3.0% percent | 2.6% 2.2% 1.5% | 1.2% 1.1% 2.0% | 2.4% 1.8% 2.6% | 2.1% 1.3% 1.2% | 2.8% 2.2% 2.6% | 4.1% 3.3% 2.0% | | | | | | | | | | | | | | | | | |
| 1.4 | | Results calls | Number of calls requesting test results | | number | 1553 | 135 | 193 | 164 | 178 | 193 | 166 | 167 | 153 | 183 | 150 | 161 | 213 | 178 | 171 | 185 | 147 | 139 | 97 | 91 | 96 | |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | 16.7% | 16.5% | 22.6% | 19.2% | 20.8% | 20.1% | 19.6% | 21.1% | 20.3% | 21.5% | 17.7% | 19.5% | 23.9% | 20.4% | 20.1% | 17.6% | 16.4% | 20.9% | 14.2% | 16.0% | 17.8% | |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than 150 seconds | | 78 | 63 | 62 | 52 | 68 | 75 | 70 | 69 | 74 | 79 | 71 | 90 | 155 | 139 | 159 | 99 | 131 | 114 | 99 | 95 | 100 | |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 69 | 36 | 36 | 25 | 25 | 48 | 35 | 28 | 45 | 50 | 38 | 43 | 80 | 64 | 90 | 95 | 81 | 56 | 51 | 43 | 33 | |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | percent | 7.3% | 4.3% | 4.2% | 2.9% | 2.9% | 4.9% | 4.0% | 3.5% | 6.0% | 5.9% | 4.5% | 5.2% | 9.0% | 7.3% | 10.6% | 9.0% | 9.0% | 8.4% | 7.5% | 7.6% | 6.1% | |
| 2. COLLECTION CENTRES | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | 10 | 9 | 8 | 7 | 10 | 12 | 11 | 11 | 8 | 7 | 10 | 12 | 14 | 8 | 5 | 12 | 10 | 4 | 5 | 4 | 3 | |
| 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 | | 8 | 7 | 9 | 7 | 7 | 8 | 7 | 6 | 6 | 4 | 4 | 6 | 6 | 4 | 5 | 9 | 7 | 4 | 3 | 2 | 2 | |
| 2.3 | | Wait time Waihau DHB | Average waiting time in minutes for a sample of patients attending Waihau collection centres between 7am and 11am (peak collection time) | less than 30 minutes | | 14 | 10 | 8 | 8 | 8 | 12 | 8 | 10 | 7 | 8 | 13 | 8 | 6 | 7 | 7 | 8 | 5 | 3 | 3 | 2 | 2 | |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waihau collection centres between 7am and 11am | | number | 5,048 | 5,160 | 5,138 | 4,695 | 5,035 | 5,218 | 5,194 | 4,976 | 4,947 | 4,931 | 5,314 | 5,006 | 4,946 | 4,663 | 4,596 | 3,735 | 3,347 | 2,648 | 2,587 | 2,253 | 1,999 | |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | 400 | 244 | 268 | 112 | 262 | 417 | 227 | 196 | 146 | 215 | 361 | 209 | 117 | 138 | 66 | 244 | 103 | 6 | 31 | 3 | 3 | |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than 10% percent | 7.9% 4.7% 5.2% | 2.4% 5.2% 8.0% | 4.4% 3.9% 3.0% | 4.4% 4.4% 6.8% | 4.2% 2.4% 3.0% | 6.5% 3.1% 0.2% | | | | | | | | | | | | | | | | | |
| 2.7 | | Long waits | Maximum wait time (incl GTT's) | | minutes | 68 | 77 | 61 | 48 | 69 | 62 | 58 | 49 | 52 | 53 | 56 | 48 | 39 | 63 | 38 | 57 | 37 | 58 | 39 | 32 | 38 | |
| 2.8 | | Time from collection to lab | 80th percentile for time from collection to lab (hrs:minutes) | less than 4:00 hours:minutes | | 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 - max | Maximum time from collection to lab (hrs:minutes) | | hours: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 | | |
| 3. HOME VISITS | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.1 | | Home visits booked | Number of home visits booked for the day (exclude home visits where the patient was not home) | | number | 333 | 300 | 371 | 329 | 378 | 390 | 330 | 357 | 352 | 310 | 380 | 329 | 346 | 301 | 307 | 367 | 336 | 338 | 340 | 274 | 346 | |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | 317 | 290 | 352 | 322 | 373 | 377 | 318 | 354 | 344 | 304 | 356 | 323 | 336 | 300 | 298 | 356 | 323 | 326 | 331 | 263 | 328 | |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day | greater than 3.2 divided by 3.1 | percent | 95.2% | 96.7% | 94.9% | 97.9% | 98.7% | 96.7% | 96.4% | 99.2% | 97.7% | 98.1% | 93.7% | 98.2% | 97.1% | 99.7% | 97.1% | 97.0% | 96.1% | 96.4% | 97.4% | 96.0% | 94.8% | |
| 3.4 | | Urgent home visits booked | Number of urgent home visits booked for the day (exclude home visits where the patient was not home) | | number | 34 | 50 | 63 | 52 | 49 | 48 | 43 | 59 | 54 | 72 | 29 | 62 | 45 | 62 | 41 | 39 | 39 | 42 | 38 | 19 | 44 | |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | 34 | 50 | 63 | 52 | 49 | 48 | 43 | 59 | 54 | 72 | 29 | 62 | 45 | 62 | 41 | 39 | 39 | 42 | 38 | 19 | 44 | |
| 3.6 | yes | Urgent home visit timeliness | % urgent home visits completed for the day | 3.5 divided by 3.4 | percent | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | 14,539 | 14,351 | 13,935 | 13,212 | 13,443 | 14,391 | 13,924 | 13,252 | 12,975 | 13,060 | 14,376 | 13,415 | 13,061 | 12,467 | 11,829 | 9,487 | 9,122 | 6,134 | 7,000 | 6,348 | 5,371 | |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | 62,496 | 61,528 | 59,437 | 57,178 | 58,253 | 61,591 | 61,321 | 56,758 | 55,882 | 56,154 | 61,385 | 57,683 | 56,162 | 53,308 | 51,445 | 39,820 | 37,757 | 24,638 | 27,684 | 25,902 | 22,111 | |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | 627 | 626 | 649 | 588 | 557 | 565 | 641 | 541 | 594 | 565 | 534 | 617 | 576 | 485 | 592 | 466 | 462 | 398 | 283 | 303 | 272 | |
| 4.4 | | % urgent tests | 4.3 divided by 4.2 | | percent | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | | |
| 4.5 | | Data for HealthPac | Percentage of completed test episodes provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance) | equal to 100% percent | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| 4.6 | | Critical results | Number of critical test results | | number | 63 | 47 | 46 | 37 | 35 | 52 | 40 | 32 | 50 | 46 | 63 | 62 | 51 | 78 | 43 | 41 | 56 | 32 | 30 | 24 | 21 | |
| 4.7 | | Critical results phoned | Number of critical test results phoned through to appropriate contact person within 1 hour (a.Refferrer; b. patient; c. police) | | number | 63 | 47 | 46 | 37 | 35 | 52 | 40 | 32 | 49 | 45 | 63 | 63 | 51 | 80 | 43 | 41 | 57 | 32 | 30 | 24 | 21 | |
| 4.8 | yes | % of critical results phoned within 1 hour | Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Refferrer; b. patient; c. police) | greater than 98% percent | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 98% | 100% | 98% | 100% | 98% | 100% | 100% | 100% | 100% | 100% | 100% | | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | 1 | 3 | 4 | 6 | 3 | 3 | 3 | 27 | 6 | 5 | 2 | 5 | 30 | 17 | 26 | 28 | 11 | 18 | 15 | 15 | 16 | |
| 4.12 | | % Amended Results | Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2 | less than 1% | percent | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | |
| 4.13 | Yes | Timeliness of Send aways | 90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples) | less than 20:00 hours:minutes | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Mon | Tue | Wed | | | |
|-------|---------|--|---|---|--------|--------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| Item | Contact | Indicator | Definition | | Target | Unit | 1/12/25 | 2/12/25 | 3/12/25 | 4/12/25 | 5/12/25 | 8/12/25 | 9/12/25 | 10/12/25 | 11/12/25 | 12/12/25 | 15/12/25 | 16/12/25 | 17/12/25 | 18/12/25 | 19/12/25 | 22/12/25 | 23/12/25 | 24/12/25 | 29/12/25 | 30/12/25 | 31/12/25 | |
| 4.14 | Yes | Timely attendance frozen sections and booked cytology for FNAs | % of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking) | greater than 95% percent | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 5. TURNAROUND TIME NON-URGENT | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1a | | Total TAT Complete blood count | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 hours:minutes | 4:37 | 4:58 | 5:37 | 5:10 | 5:16 | 5:04 | 4:40 | 4:43 | 5:05 | 4:18 | 4:43 | 4:05 | 4:21 | 4:08 | 4:21 | 4:08 | 3:55 | 3:49 | 3:43 | 3:49 | 3:02 | | | |
| 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 | 2:00 | 2:34 | 2:02 | 1:31 | 2:02 | 2:55 | 2:13 | 1:42 | 2:48 | 1:35 | 2:41 | 1:22 | 1:42 | 3:27 | 1:48 | 1:25 | 1:15 | 1:27 | 1:35 | 1:15 | 1:15 | | | |
| 5.1c | yes | Complete blood count 95% percentile - in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE | less than 12:00 hours:minutes | 7:57 | 7:45 | 7:52 | 8:12 | 8:21 | 8:14 | 7:18 | 7:19 | 7:58 | 7:01 | 7:45 | 6:43 | 7:15 | 6:55 | 7:20 | 7:11 | 6:49 | 6:08 | 6:47 | 6:27 | 5:44 | | | |
| 5.2a | | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 hours:minutes | 5:10 | 5:55 | 5:38 | 5:48 | 6:22 | 5:36 | 5:16 | 5:48 | 5:13 | 4:55 | 5:41 | 5:03 | 4:57 | 5:09 | 5:15 | 4:43 | 4:23 | 3:59 | 3:59 | 4:04 | 3:48 | | | |
| 5.2b | | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 hours:minutes | 2:55 | 5:29 | 3:19 | 3:04 | 3:24 | 3:33 | 3:14 | 3:42 | 3:17 | 2:51 | 4:00 | 2:56 | 3:00 | 3:21 | 3:15 | 2:06 | 2:04 | 1:59 | 2:08 | 2:19 | 1:49 | | | |
| 5.2c | yes | Total TAT Electrolytes 95% percentile in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE | less than 12:00 hours:minutes | 8:07 | 9:31 | 8:27 | 9:21 | 9:38 | 8:25 | 8:02 | 8:27 | 7:59 | 7:33 | 8:40 | 7:30 | 7:45 | 8:05 | 8:18 | 7:44 | 7:02 | 6:03 | 6:14 | 6:05 | 5:54 | | | |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 hours:minutes | 5:43 | 5:54 | 6:00 | 6:04 | 6:57 | 6:13 | 5:49 | 6:09 | 5:50 | 5:19 | 5:52 | 5:19 | 5:14 | 5:10 | 5:14 | 4:49 | 4:40 | 4:11 | 4:13 | 3:57 | 3:47 | | | |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 hours:minutes | 3:00 | 4:25 | 3:49 | 3:56 | 3:34 | 3:44 | 3:42 | 4:28 | 3:53 | 3:08 | 4:19 | 3:08 | 3:27 | 3:15 | 3:07 | 2:27 | 2:32 | 2:28 | 2:18 | 2:52 | 1:59 | | | |
| 5.3c | yes | Total TAT HCG 95% percentile - in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE | less than 12:00 hours:minutes | 7:52 | 9:15 | 8:54 | 10:17 | 9:48 | 8:42 | 8:50 | 8:48 | 8:31 | 7:33 | 8:39 | 7:28 | 7:55 | 7:50 | 8:00 | 7:26 | 6:51 | 6:21 | 6:14 | 6:08 | 5:42 | | | |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 hours:minutes | 5:23 | 6:05 | 5:40 | 6:07 | 6:25 | 5:40 | 5:21 | 5:51 | 5:14 | 4:58 | 5:48 | 5:04 | 4:58 | 5:11 | 5:22 | 4:43 | 4:23 | 4:01 | 4:01 | 4:08 | 3:48 | | | |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 hours:minutes | 2:49 | 4:48 | 3:10 | 3:03 | 3:26 | 3:44 | 3:15 | 3:42 | 3:04 | 3:19 | 4:05 | 3:00 | 2:59 | 3:12 | 3:23 | 2:08 | 2:01 | 2:07 | 2:07 | 2:15 | 2:00 | | | |
| 5.5c | yes | Total TAT Liver 95% percentile in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone | less than 12:00 hours:minutes | 8:07 | 9:37 | 8:21 | 9:17 | 9:37 | 8:31 | 7:55 | 8:25 | 7:44 | 7:30 | 8:42 | 7:31 | 7:50 | 8:01 | 8:32 | 7:55 | 6:59 | 7:48 | 6:23 | 6:05 | 5:44 | | | |
| 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 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 & Culture - non-urgent | Average turnaround time from collection to report, expressed in hour:minutes | less than 48:00 hours:minutes | | 16:39 | 17:24 | 16:47 | 17:07 | | 15:34 | 16:04 | 19:52 | 17:01 | | | 13:56 | 14:59 | 12:48 | 12:31 | | 14:51 | 15:55 | | 15:44 | 12:48 | | |
| 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 | | 12:08 | 13:52 | 15:13 | 13:41 | | 13:16 | 12:30 | 17:36 | 14:38 | | | 20:48 | 21:35 | 20:45 | 19:21 | | 20:28 | 23:55 | | 12:08 | 13:21 | | |
| 5.7c | yes | Total TAT Urine Micro & Culture - non-urgent 90% percentile | Turnaround time for 90th centile from collection to report, expressed in working days | less than 2.0 working days | | 0.7 | 0.8 | 0.7 | 0.8 | | 0.8 | 0.9 | 0.8 | 0.7 | | | 1.0 | 1.1 | 1.2 | 0.9 | | 1.0 | 1.5 | | 0.7 | 0.8 | | |
| 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 | 99.7% | 99.9% | 99.9% | 99.9% | 99.9% | 99.7% | 99.9% | 100.0% | 99.9% | 99.9% | 99.8% | 99.9% | 99.9% | 99.9% | 99.7% | 100.0% | 100.0% | 99.9% | 99.9% | | | | | |
| | | | URGENT | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than 6:00 hours:minutes | 4:14 | 4:46 | 4:10 | 4:54 | 5:18 | 4:29 | 4:25 | 4:37 | 4:33 | 4:25 | 5:04 | 4:11 | 4:37 | 4:01 | 4:21 | 5:08 | 4:07 | 4:21 | 4:41 | 3:37 | 3:34 | | | |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than 3:00 hours:minutes | 0:29 | 1:19 | 0:31 | 1:43 | 0:42 | 0:45 | 0:49 | 1:05 | 1:03 | 0:55 | 0:58 | 1:52 | 1:41 | 1:46 | 1:01 | 1:43 | 0:56 | 2:20 | 1:39 | 1:48 | 1:15 | | | |
| 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 | 5:18 | 5:40 | 5:58 | 5:51 | 5:31 | 5:08 | 4:51 | 5:56 | 6:38 | 5:26 | 5:41 | 5:59 | 5:54 | 4:54 | 5:39 | 5:50 | 5:18 | 5:53 | 5:38 | 4:52 | 4:30 | | | |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than 6:00 hours:minutes | 3:55 | 4:19 | 4:12 | 4:54 | 4:44 | 4:24 | 3:55 | 4:22 | 4:19 | 4:15 | 4:09 | 4:09 | 4:13 | 3:49 | 4:00 | 3:58 | 4:03 | 3:44 | 3:47 | 3:25 | 3:21 | | | |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than 3:00 hours:minutes | 1:00 | 1:18 | 1:09 | 1:10 | 1:19 | 1:24 | 0:57 | 1:20 | 1:25 | 0:58 | 1:10 | 2:01 | 2:00 | 1:31 | 1:45 | 1:05 | 3:00 | 0:59 | 1:21 | 1:28 | 1:22 | | | |
| 5.10c | yes | Total TAT Troponin 98% 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 | 5:52 | 6:23 | 6:29 | 5:42 | 6:00 | 5:55 | 5:57 | 5:34 | 6:00 | 5:38 | 6:00 | 5:10 | 6:00 | 6:19 | 6:18 | 5:33 | 4:51 | 4:58 | 5:18 | | | |
| 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 | 97.8% | 97.7% | 97.3% | 98.2% | 97.6% | 96.8% | 98.8% | 97.1% | 97.5% | 99.1% | 97.5% | 97.9% | 97.4% | 96.9% | 96.9% | 97.5% | 98.6% | 98.9% | 98.6% | 98.7% | 99.6% | | | |
| | | | 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | number | 11,538 | 11,104 | 10,837 | 10,419 | 10,728 | 11,619 | 11,092 | 10,552 | 10,407 | 10,395 | 11,406 | 10,589 | 10,387 | 9,701 | 9,448 | 7,597 | 6,810 | 4,552 | 5,411 | 4,813 | 3,984 | | | |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects) | number | 22 | 17 | 18 | 21 | 14 | 11 | 25 | 16 | 20 | 11 | 16 | 19 | 14 | 29 | 13 | 9 | 14 | 12 | 8 | 9 | 7 | | | |
| 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% | 0.1% | 0.1% | 0.2% | 0.2% | 0.2% | 0.1% | 0.1% | 0.2% | 0.1% | 0.3% | 0.1% | 0.2% | 0.3% | 0.1% | 0.2% | 0.2% | 0.2% | | | |
| | | | 7. QUALITY IMPROVEMENT | note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday" | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.1 | | Total issues / events | Number of issues / events / corrective actions year to date, entered into Ritskman | 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 | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Mon | Tue | Wed | | |
|------|---------|------------------------------|--|--|--------------|-------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| Item | Contact | Indicator | Definition | | Target | Unit | 1/12/25 | 2/12/25 | 3/12/25 | 4/12/25 | 5/12/25 | 8/12/25 | 10/12/25 | 11/12/25 | 12/12/25 | 15/12/25 | 16/12/25 | 17/12/25 | 18/12/25 | 19/12/25 | 22/12/25 | 23/12/25 | 24/12/25 | 29/12/25 | 30/12/25 | 31/12/25 | |
| 7.4 | | Total Complaints | Number of complaints received year to date | | | number | | | | | 5 | | | | 5 | | | | | 5 | | | 5 | | | 5 | |
| 7.5 | | Complaints closed | Number of complaints closed year to date | | | number | | | | | 5 | | | | 5 | | | | | 5 | | | 5 | | | 5 | |
| 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 | | | | | 5 | | | | 5 | | | | | 5 | | | 5 | | | 5 | |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | | number | | | | | 5 | | | | 5 | | | | | 5 | | | 5 | | | 5 | |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | | greater than | 75% percent | | | | | | | | | | | | | | | | | | | | | |
| 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% | | | 100.0% | |