

Item	Category	Sub-category	Definition	Target	Unit	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
1. CALL CENTRE																																											
1.1a	Yes	Total round calls	Number of calls placed/received	number	hour	5672	6210	7450	8400	9200	10100	11000	12000	13000	14000	15000	16000	17000	18000	19000	20000	21000	22000	23000	24000	25000	26000	27000	28000	29000	30000	31000	32000	33000	34000	35000	36000	37000	38000				
1.1b	Yes	Total round calls - results	Number of calls placed/received on results	number	hour	462	492	585	743	773	907	975	993	896	815	1002	998	870	975	807	954	975	964	975	981	993	981	981	981	981	981	981	981	981	981	981	981	981	981				
1.2	Yes	Total calls answered	Number of calls answered	number	hour	142	160	190	194	191	174	174	181	194	190	197	216	197	195	162	171	184	184	193	193	196	196	196	196	196	196	196	196	196	196	196	196	196	196				
1.3a	Yes	% calls answered	Average % of calls answered	percent	hour	11.4%	9.9%	7.9%	7.9%	7.4%	6.9%	5.8%	6.0%	5.9%	6.9%	4.2%	3.7%	2.2%	2.0%	4.3%	3.1%	3.1%	3.0%	5.3%	1.9%	2.0%	3.1%	1.8%	3.4%	4.4%	5.7%	3.2%	4.9%	3.7%	2.1%	2.2%	2.4%	3.2%					
1.3b	Yes	% calls unanswered for results	Average % of calls unanswered for results	percent	hour	5.6%	3.1%	3.3%	2.0%	1.9%	2.5%	1.2%	1.7%	2.6%	1.6%	3.5%	1.4%	1.9%	2.1%	2.5%	2.3%	1.6%	1.6%	1.2%	3.6%	1.8%	1.0%	2.3%	2.9%	2.6%	2.3%	2.6%	2.1%	2.3%	2.2%	2.5%	2.1%	2.4%					
1.4	Yes	% calls answered for results	Average % of calls answered for results	percent	hour	114	164	145	161	165	189	197	195	180	187	213	164	181	168	181	161	181	181	181	181	181	181	181	181	181	181	181	181	181	181	181	181	181	181				
1.5	Yes	% results calls	1st divided by 1.2	percent	hour	13.9%	18.2%	17.0%	20.5%	20.4%	18.6%	19.7%	18.7%	21.1%	22.9%	19.2%	22.7%	18.9%	21.6%	119.9%	17.3%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%					
1.6	Yes	Average wait time	Average wait time on the phone for results, measured in seconds (Lab Result Report)	seconds	hour	308	139	108	116	122	93	110	149	84	61	58	64	73	67	71	64	87	49	52	74	60	74	69	84	72	86	62	46	60	52	63	69	57	73				
1.7	Yes	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds	number	hour	118	90	65	54	62	54	56	59	58	61	51	35	25	30	42	38	38	31	47	25	23	37	20	38	48	57	32	45	25	25	25	37	11	35				
1.8	Yes	% of calls with wait time >150 seconds	1.7 divided by 1.1	percent	hour	11.9%	10.4%	7.9%	7.8%	8.0%	7.1%	6.4%	6.9%	6.6%	7.5%	5.1%	3.7%	2.9%	3.4%	5.2%	3.9%	3.9%	3.7%	6.1%	2.5%	2.9%	4.0%	2.3%	4.0%	5.1%	6.0%	3.9%	5.9%	4.2%	2.9%	3.1%	2.9%						
2. COLLECTION CENTRES																																											
2.1	Yes	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	8	7	18	8	9	7	8	9	15	9	9	6	7	10	10	9	5	9	13	9	13	10	10	11	8	11	10	9	12	11	10	11	9	10	8	10	
2.2	Yes	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	4	4	3	15	5	3	4	5	4	6	6	4	4	4	7	7	6	6	6	8	5	6	7	10	7	8	7	5	6	7	6	8	4	5	6			
2.3	Yes	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	10	6	5	4	8	7	9	7	8	9	8	5	4	6	8	7	5	5	7	9	8	8	12	14	11	10	11	10	11	10	11	10	11	10	11	9	12	
2.4	Yes	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am	number	hour	4,859	4,600	4,093	4,359	4,063	5,065	5,002	4,893	4,659	4,965	5,082	4,764	4,442	4,581	5,076	5,253	5,128	4,769	5,171	5,143	5,333	5,055	5,137	5,288	5,358	5,046	5,283	4,968	4,950	4,711	4,728	4,516	5,087	5,000	4,760	4,933	4,674	5,151
2.5	Yes	Long waits	Number of people waiting over 30 minutes	number	hour	402	90	44	30	31	161	94	94	47	185	185	68	37	180	223	97	64	84	355	119	154	421	577	488	248	395	227	388	159	230	244	338	289	189	273	143	287	
2.6	Yes	% wait over 30 min	2.5 divided by 2.4	percent	hour	8.3%	2.0%	1.0%	0.7%	3.3%	3.2%	1.9%	1.7%	1.0%	3.7%	1.6%	1.4%	0.8%	0.4%	3.5%	4.2%	1.9%	1.3%	1.6%	6.9%	2.2%	3.0%	8.2%	10.9%	7.6%	4.9%	7.5%	3.4%	4.9%	5.4%	6.6%	6.0%	4.0%	5.5%	3.1%	5.6%		
2.7	Yes	Long waits	Maximum wait time (min)	minutes	hour	30	30	48	36	48	90	96	47	38	55	87	43	38	38	38	38	38	48	48	48	60	54	41	56	66	38	48	48	48	48	48	48	48	48	48			
2.8	Yes	Time from collection to sub	90th percentile for time from collection to sub	hours	hour	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	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	Yes	Time from collection to sub	Maximum time from collection to sub	hours	hour	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	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	Yes	Home visits booked	Number of home visits booked for the day (excludes home visits where the patient was not home)	number	hour	382	320	361	282	291	319	344	307	321	327	384	358	304	310	354	404	431	338	311	339	360	400	290	360	388	356	337	321	358	335	361	293	320	320	326	385	334	271
3.2	Yes	Home visits attended	Number of home visits attended for the day (excludes home visits where the patient was not home)	number	hour	347	317	302	276	282	312	307	348	289	315	375	348	306	303	338	384	403	318	310	333	333	388	277	345	349	355	338	314	342	300	300	280	312	313	318	322	307	264
3.3	Yes	% Home Visit timeliness	% Home visits completed for the day	greater than	90%	95.9%	97.5%	96.2%	97.5%	96.9%	97.8%	96.0%	97.5%	96.7%	96.3%	97.7%	97.2%	97.8%	97.3%	95.6%	97.3%	96.5%	96.3%	97.4%	96.5%	98.2%	97.0%	95.5%	95.8%	97.5%	95.2%	97.3%	97.8%	95.5%	97.3%	97.6%	97.6%	97.2%	97.5%	96.4%	97.9%		
3.4	Yes	Urgent home visits booked	Number of urgent home visits booked for the day (excludes home visits where the patient was not home)	number	hour	36	34	31	41	38	25	41	42	46	38	31	54	68	54	40	44	52	50	42	35	55	49	44	32	42	60	53	59	28	44	56	40	43	29	52	42	29	
3.5	Yes	Urgent home visits completed	Number of urgent home visits completed for the day (excludes home visits where the patient was not home)	number	hour	36	34	31	41	38	25	41	42	46	38	31	54	68	54	40	44	52	50	42	35	55	49	44	32	42	60	53	59	28	44	56	40	43	29	52	42	29	
3.6	Yes	Urgent home visit timeliness	% Urgent home visits completed for the day	greater than	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
4. LABS																																											
4.1	Yes	Test turnaround	Total number of patient specimens received	number	hour	18,033	16,765	12,551	11,743	12,117	13,658	15,844	13,388	12,989	15,356	14,251	13,588	12,591	18,342	18,137	14,888	14,091	14,888	15,316	14,818	14,764	14,768	14,248	15,482	14,891	14,388	14,748	15,388	14,877	14,551	14,253	14,109	15,341	14,909	14,273	14,202		
4.2	Yes	Test turnaround	% of patient specimens received	percent	hour	25,595	26,713	24,935	25,293	24,998	21,384	22,278	24,909	25,188	23,772	26,128	25,928	25,850	25,854	25,618	25,718	25,179	25,098	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258	25,258		
4.3	Yes	Test turnaround	Total number of patient specimens received	number	hour	504	563	561	561	562	512	511	534	467	570	562	586	504	549	578	671	611	534	541	541	608	619	600	631	607	660	661	660	640	661	660	640	661	660	640			
4.4	Yes	Test turnaround	% of patient specimens received	percent	hour	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15				
4.5	Yes	Test turnaround	Percentage of completed test specimens provided to HealthPac within agreed turnaround time to be reported once a month only - first day of month for previous month performance	percent	hour	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
4.6	Yes	Critical results	Number of critical test results	number	hour	52	60	38	41	46	60	34	33	38	34	41	41	38	37	42	67	47	38	49	39	56	53	46	53	48	42	38	44	39									

Item	Measure	Definition	Target	Unit	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040							
1. CALL CENTRE																																												
1.1a	Call volume rate	Number of calls placed / received	number	302	877	501	743	711	507	874	501	851	1007	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507	874	507				
1.1b	Total inbound calls - results	Number of calls placed / received or results	number	142	163	150	154	171	154	174	161	194	190	217	215	197	195	162	171	164	163	168	164	200	183	130	155	175	191	145	170	130	155	140	160	142	141	169	140	145				
1.2	Total calls answered	Number of calls answered	number	179	752	760	682	716	883	801	881	843	755	900	907	867	867	772	594	887	816	816	727	576	900	888	858	100	800	807	791	773	909	840	875	737	814	962	870	808	813	718		
1.3a	% calls answered	As known as " abandonment" (1-1.2 divided by 1.1)	yes	7.0%	percent	11.4%	9.8%	7.3%	7.0%	7.4%	6.5%	6.8%	6.0%	5.9%	6.6%	4.2%	3.1%	2.2%	2.6%	4.3%	3.1%	3.1%	3.0%	5.3%	1.9%	2.0%	3.1%	1.8%	3.4%	4.4%	5.0%	3.2%	4.9%	3.7%	2.1%	2.6%	2.7%	3.4%	2.1%	3.4%	2.1%	3.4%		
1.3b	% calls unanswered for result line	As known as " abandonment" (1-1.2 divided by 1.1)	yes	30%	percent	5.6%	3.1%	3.3%	2.0%	1.9%	2.0%	1.2%	1.7%	2.6%	1.6%	2.3%	1.4%	1.8%	2.1%	2.0%	2.3%	1.6%	1.2%	2.6%	1.8%	1.0%	2.2%	2.9%	2.6%	2.3%	2.6%	2.1%	2.3%	2.2%	0.7%	1.3%	2.1%	2.4%	2.1%	0.7%	2.4%	2.1%	2.8%	
1.4	Results call	Number of calls resulting in results	number	134	168	145	151	168	188	168	188	182	212	212	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	188	
1.5	Average wait time	Average wait time on the phone for results, measured in seconds (Lab Results) figure	yes	150	seconds	136	139	135	116	145	132	131	110	133	149	134	111	98	94	75	75	71	64	87	49	50	74	60	74	60	74	60	74	60	74	60	74	60	74	60	74	60	74	60
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds	number	118	90	65	59	62	64	56	59	58	61	51	35	25	30	42	36	38	31	47	25	23	37	20	38	48	57	32	48	40	25	28	25	25	37	11	35	21	30			
1.8	% of calls wait >150 seconds	Number of calls with a wait time of more than 150 seconds	yes	10%	percent	11.9%	10.4%	7.9%	7.6%	8.0%	7.1%	6.4%	6.5%	6.5%	7.5%	5.1%	3.7%	2.9%	3.4%	5.2%	3.6%	3.9%	3.7%	6.1%	2.5%	2.5%	4.0%	5.1%	6.0%	3.9%	4.5%	4.2%	2.9%	3.1%	2.9%	3.0%	3.7%	1.2%	4.2%	2.5%	4.0%			
2. COLLECTION CENTRES																																												
2.1	Wait time Manukau DHE	Average waiting time in minutes for a sample of patients attending Manukau DHE collection centres between 7am and 1pm (peak collection time)	less	30	minutes	10	8	7	10	8	9	7	8	9	15	9	9	6	7	10	10	9	5	9	13	9	9	10	10	11	8	11	9	10	11	9	10	8	10	8	10			
2.2	Wait time Auckland DHE	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 1pm (peak collection time)	less	30	minutes	4	4	3	15	5	4	6	4	6	4	6	4	4	4	7	7	6	6	8	5	7	10	7	6	7	7	8	8	7	5	6	7	6	8	4	5	6		
2.3	Wait time Waitemata DHE	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 1pm (peak collection time)	less	30	minutes	10	6	5	4	8	7	9	7	8	9	8	9	4	6	8	7	6	5	7	9	8	8	12	14	11	10	11	10	11	7	10	9	12	14	9	10	9	12	
2.4	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 1pm	number	4,869	4,600	4,993	4,329	4,963	5,055	5,002	4,895	4,659	4,965	5,082	4,764	4,442	4,581	5,076	5,253	5,128	4,769	5,171	5,143	5,333	5,055	5,137	5,288	5,338	5,045	5,283	4,966	4,992	4,711	4,728	4,516	5,087	5,000	4,780	4,933	4,674	5,151			
2.5	Long waits	Number of people waiting over 30 minutes	number	402	50	44	30	51	161	94	53	47	185	185	68	37	30	180	223	97	64	305	119	154	421	577	408	248	355	227	386	159	230	344	338	299	189	273	143	287				
2.6	% wait over 30 min	2.5 divided by 2.4	less	10%	percent	8.3%	2.0%	1.0%	0.7%	3.3%	3.2%	1.9%	1.7%	1.0%	3.7%	3.6%	1.4%	3.6%	0.4%	3.5%	4.2%	1.9%	1.3%	1.5%	6.9%	2.2%	3.0%	3.2%	10.9%	7.6%	4.9%	7.5%	4.6%	7.7%	3.4%	4.9%	5.4%	6.6%	6.0%	4.0%	5.5%	3.1%	5.6%	
2.7	Long waits	Maximum wait time (in %)	less	10%	percent	37	34	46	35	48	36	36	37	41	38	37	38	41	38	42	45	41	35	38	48	42	43	40	34	37	31	48	45	38	36	36	30	31	36	28	35			
2.8	Time from collection to lab	60th percentile by time from collection to lab	less	400	hours	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400		
2.9	Time from collection to lab	Maximum time from collection to lab	less	400	hours	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	
3. HOME VISITS																																												
3.1	Home visits booked	Number of home visits booked for the day (excluding those booked for the patient via the home)	number	362	353	345	362	391	319	344	367	302	327	384	358	364	310	34	404	431	328	311	339	339	400	250	360	358	368	337	351	358	335	363	303	320	322	326	365	334	271			
3.2	Home visits attended	Number of home visits attended for the day	number	347	317	332	276	362	332	337	348	289	315	375	348	356	303	338	383	416	316	303	327	333	388	277	346	349	356	328	334	342	358	369	286	312	313	318	362	307	284			
3.3	Yes % Home visit booked	% of home visits completed for the day 3.2 divided by 3.1	greater	10%	percent	95.9%	97.9%	96.2%	97.9%	96.9%	97.8%	94.6%	97.5%	95.7%	96.3%	97.5%	97.2%	97.8%	97.7%	95.5%	97.3%	96.9%	96.3%	97.4%	96.5%	98.2%	97.0%	95.9%	96.8%	97.5%	99.2%	97.3%	97.8%	95.9%	97.3%	96.3%	97.6%	97.5%	96.4%	97.9%	97.4%			
3.4	Urgent home visit booked	Number of urgent home visits booked for the day (excluding home visits booked for the patient via the home)	number	36	34	31	41	35	25	41	42	38	31	54	58	54	40	44	52	50	44	52	50	44	52	50	44	52	42	40	42	40	44	43	40	43	29	52	42	29	27			
3.5	Urgent home visits completed	Number of urgent home visits completed for the day	number	36	34	31	41	35	25	41	42	38	31	54	58	54	40	44	52	50	44	52	50	44	52	50	44	52	42	40	42	40	43	29	52	42	29	27						
3.6	Yes Urgent home visit booked	Number of urgent home visits completed for the day 3.5 divided by 3.4	greater	99%	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%	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. ILLICIT																																												
4.1	Patient episodes	Total number of patient episodes	number	13,939	12,793	12,168	11,743	12,517	13,855	13,644	13,355	12,999	14,355	14,251	13,350	12,951	13,142	13,197	14,655	14,079	14,496	13,915	14,416	14,764	14,978	14,245	15,482	16,608	14,997	14,358	14,748	14,358	14,912	14,851	14,253	14,709	16,504	14,609	14,219	14,252	14,243			
4.2	Patient tests	Total number of patient tests performed	number	56,549	56,758	54,200	52,929	54,999	61,389	61,344	59,278	62,000	60,188	63,732	60,128	61,654	60,616	61,438	61,438	68,739	68,199	68,344	66,998	62,888	66,369	62,784	63,491	67,254	67,608	64,330	61,478	63,809	62,843	64,736	62,912	61,104	62,549	66,124	63,916	61,424	60,660	62,226		
4.3	% Urgent tests	4.3 divided by 4.2	number	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	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 patient tests completed provided to HealthPac within agreed timescale (up to be reported once a month (excluding first day of collection for previous month only - performance)	equal	100%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	52	60	35	41	46	60	34	31	34	34	41	41	38	37	42	67	47	47	36	49	39	55	53	45	53	48	42	38	44	39	37	39	34	40	42	43	33	42	35		
4.7	Critical results phoned	Number of critical test results phoned through appropriate contact person within 1 hour (a Referrer, b. patient, c. police)	number	52	60	35	41	46	60	34	31	34	34	41	41	38	37	42	67	47	47	36	49	39	55	53	44	53	48	42	38	41	39	37	39	34	40	42	43					

Item	Indicator	Definition	Target	Unit	Mon 5/01/26	Tue 6/01/26	Wed 7/01/26	Thu 8/01/26	Fri 9/01/26	Mon 12/01/26	Tue 13/01/26	Wed 14/01/26	Thu 15/01/26	Fri 16/01/26	Mon 19/01/26	Tue 20/01/26	Wed 21/01/26	Thu 22/01/26	Fri 23/01/26	Tue 27/01/26	Wed 28/01/26	Thu 29/01/26	Fri 30/01/26	Mon 2/02/26	Tue 3/02/26	Wed 4/02/26	Thu 5/02/26	Mon 9/02/26	Tue 10/02/26	Wed 11/02/26	Thu 12/02/26	Fri 13/02/26	Mon 16/02/26	Tue 17/02/26	Wed 18/02/26	Thu 19/02/26	Fri 20/02/26	Mon 23/02/26	Tue 24/02/26	Wed 25/02/26	Thu 26/02/26	Fri 27/02/26										
5.0c	yes	Total TAT - 90%	Turnaround time from 50th centile collection to report, expressed in hour:minutes	less than	6:00	hours																																														
5.10a		Total TAT - Trippon	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours																																														
6.10b	yes	Lab TAT - Trippon	Lab turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours																																														
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as normalised clinical urgent to the laboratory lab TAT from receipt of test to lab to communication of results) less than 3 hours	greater than	95%	percent	98.3%	97.8%	93.1%	96.4%	98.8%	97.6%	97.3%	97.6%	98.8%	98.1%	98.7%	98.2%	96.6%	96.9%	98.1%	98.3%	95.1%	96.8%	97.9%	97.2%	98.6%	95.9%	98.2%	97.9%	95.3%	96.7%	97.3%	98.0%	99.1%	98.3%	98.5%	96.1%	96.8%	97.5%	98.2%	97.9%	98.6%	97.1%	96.6%							
6.10c	yes	6.10c																																																		
6.1		6.1 Total specimens	Total number of patient specimens (excluding self-collects)	number	10,283	10,021	9,465	9,143	9,745	10,840	10,027	10,403	10,002	10,860	11,520	10,834	9,954	10,270	11,141	11,967	11,217	10,473	11,121	11,687	11,820	11,351	11,374	12,339	12,096	11,804	10,899	11,440	11,710	10,995	11,038	10,520	11,075	11,664	11,134	10,800	10,838	11,254										
6.2		6.2 Recollects	Total number of specimens recollected (total specimens minus error code summary) (excluding self-collects)	number	25	21	14	10	17	21	23	22	18	17	20	20	26	11	10	41	17	28	15	16	10	20	20	24	21	28	18	24	18	19	21	20	16	18	21	18	21	15										
6.5	yes	6.5 % recollects		less than	1.0%	percent	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.3%	0.2%	0.2%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.2%	0.1%	0.1%								
7.1		Total issues / events	Number of issues / events / corrective actions seen to date, entered into financial	number																																																
7.2		Events / issues closed	Number of issues / events closed year to date	number																																																
7.3		Timely closure	Number of events closed by due date (within six months)	number																																																
7.4		Total Complaints	Number of complaints received year to date	number																																																
7.5		Complaints closed	Number of complaints closed year to date	number																																																
7.6		New complaints	Number of new complaints received this week	number																																																
7.7		Complaints response	Number of new complaints that have received acknowledgement (either via phone call within 48 hours) this week	number																																																
7.8		Complaints response	Number of complaints (year to date) that have received a final response (either within 30 working days	number																																																
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	85%	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																																														