

QR09 - Telephone Clinical Assessment

Urgent Calls Answered within 20 Minutes

Non-Urgent Calls Answered within 60 Minutes

Month	Total Cases	Breaches	%
Apr-15	986	40	95.94%
May-15	1079	54	95.00%
Jun-15	826	22	97.34%
Jul-15	759	38	94.99%
Aug-15	848	37	95.64%
Sep-15	736	28	96.20%
Oct-15	1653	331	79.98%
Nov-15	1576	328	79.19%
Dec-15	1731	339	80.42%
Jan-16	1891	439	76.78%
Feb-16	1427	363	74.56%
Mar-16	1547	449	70.98%
Total	15059	2468	83.61%

Month	Total Cases	Breaches	%
Apr-15	4266	436	89.78%
May-15	4510	293	93.50%
Jun-15	3419	158	95.38%
Jul-15	3378	160	95.26%
Aug-15	3808	102	97.32%
Sep-15	3334	93	97.21%
Oct-15	1432	46	96.79%
Nov-15	1508	88	94.16%
Dec-15	1585	82	94.83%
Jan-16	1712	124	92.76%
Feb-16	1413	93	93.42%
Mar-16	1697	175	89.69%
Total	32062	1850	94.23%

Breaches are identified by the time difference between Case Active Date and Nurse/Doctor Advice Consultation Start. If the case was either locked or patient contact was attempted and failed (for example, patient not answering the phone), and the occurrence of these events was before the Consultation Start, then this is the time used to calculate the "Time to DCA" indicator.

Excluded from the report are the following items:

- Cases with a Walk-In Centre involvement
- Cases where the patient caused the delay
- Cases where no advice call took place

Click on any of the percentage figures to see a breakdown of cases behind it

This report does not include cancelled calls or test cases

Data up to date until 20/10/2016 00:00:00

QR12 - Time to Consultation

Urgent cases seen within 2 hours

Month	Centre Visits			Home Visits			Total		
	Total Cases	Breaches	%	Total Cases	Breaches	%	Total Cases	Breaches	%
Apr-15	260	13	95.00%	152	12	92.11%	412	25	93.93%
May-15	288	19	93.40%	171	23	86.55%	459	42	90.85%
Jun-15	224	8	96.43%	139	13	90.65%	363	21	94.21%
Jul-15	221	9	95.93%	121	7	94.21%	342	16	95.32%
Aug-15	220	16	92.73%	131	6	95.42%	351	22	93.73%
Sep-15	193	4	97.93%	127	10	92.13%	320	14	95.63%
Oct-15	206	0	100.00%	98	4	95.92%	304	4	98.68%
Nov-15	210	7	96.67%	101	11	89.11%	311	18	94.21%
Dec-15	199	5	97.49%	115	10	91.30%	314	15	95.22%
Jan-16	239	16	93.31%	123	10	91.87%	362	26	92.82%
Feb-16	143	8	94.41%	86	7	91.86%	229	15	93.45%
Mar-16	153	12	92.16%	110	1	99.09%	263	13	95.06%
Total	2556	117	95.42%	1474	114	92.27%	4030	231	94.27%

Non-Urgent cases seen within 6 hours

Month	Centre Visits			Home Visits			Total		
	Total Cases	Breaches	%	Total Cases	Breaches	%	Total Cases	Breaches	%
Apr-15	1480	1	99.93%	541	36	93.35%	2021	37	98.17%
May-15	1527	3	99.80%	559	62	88.91%	2086	65	96.88%
Jun-15	1050	0	100.00%	416	24	94.23%	1466	24	98.36%
Jul-15	1134	2	99.82%	368	16	95.65%	1502	18	98.80%
Aug-15	1223	2	99.84%	441	16	96.37%	1664	18	98.92%
Sep-15	1166	0	100.00%	382	11	97.12%	1548	11	99.29%
Oct-15	936	0	100.00%	346	18	94.80%	1282	18	98.60%
Nov-15	987	3	99.70%	302	10	96.69%	1289	13	98.99%
Dec-15	1010	0	100.00%	353	10	97.17%	1363	10	99.27%
Jan-16	1005	5	99.50%	394	47	88.07%	1399	52	96.28%
Feb-16	815	2	99.75%	296	5	98.31%	1111	7	99.37%
Mar-16	923	1	99.89%	361	2	99.45%	1284	3	99.77%
Total	13256	19	99.86%	4759	257	94.60%	18015	276	98.47%

Breaches are identified by the time difference between Case Active Date and Centre Visit / Home Visit Consultation Start.

Excluded from the report are the following items:

- Cases where the patient was given an appointment, but DNA
- Cases where the patient was given an appointment, but arrived late, causing the case time to go over the 2 hour/6 hour threshold
- Cases where the patient was given an appointment outside of the 2 hour/6 hour threshold

Consultation Start also includes locked consultations

Click on any of the percentage figures to see a breakdown of cases behind it

This report does not include cancelled calls or test cases

Data up to date until 20/10/2016 00:00:00