**Partington Family Practice – Key Performance Indicators 2021/22**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Annual Total |
| **Patient Appointments** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Appointments not attended (DNA’s) | 45 | 75 | 92 | 95 | 72 | 56 | 64 | 95 | 82 | 60 | 75 | 90 |  |
| Number of telephone appointments unanswered by patient | 285 | 316 | 305 | 255 | 302 | 266 | 272 | 289 | 310 | 306 | 279 | 392 |  |
| Number of face to face clinical consultations | 432 | 452 | 497 | 702 | 738 | 828 | 790 | 876 | 703 | 771 | 832 | 889 |  |
| Number of telephone clinical consultations | 780 | 725 | 749 | 450 | 259 | 354 | 322 | 351 | 357 | 358 | 327 | 457 |  |
| Number of clinical home visits | 17 | 24 | 40 | 26 | 22 | 51 | 44 | 42 | 68 | 61 | 68 | 78 |  |
| Number of patient referrals from NHS111 | 13 | 19 | 22 | 15 | 4 | 11 | 11 | 22 | 8 | 5 | 4 | 6 |  |
| **TOTAL CLINICAL CONTACTS** | **1351** | **1413** | **1515** | **1345** | **1122** | **1244** | **1167** | **1291** | **1136** | **1195** | **1231** | **1430** | **15,440** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Prescription Issues** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total paper items issued | 131 | 92 | 103 | 90 | 86 | 123 | 73 | 69 | 96 | 102 | 103 | 124 |  |
| Total electronic items issued | 1942 | 1882 | 1985 | 1934 | 1900 | 1986 | 1946 | 2034 | 1916 | 1945 | 1841 | 2032 |  |
| Acute items issued | 1036 | 1485 | 1169 | 965 | 791 | 947 | 1279 | 1142 | 1293 | 913 | 675 | 835 |  |
| Repeat items issued | 1747 | 1695 | 1762 | 1707 | 1689 | 1765 | 1680 | 1733 | 1707 | 1725 | 1615 | 1793 |  |
| Repeat dispensing items issued | 100 | 101 | 105 | 106 | 107 | 110 | 105 | 110 | 109 | 109 | 109 | 105 |  |
| Number of patients ordering medication online |  |  |  |  | 711 |  | 716 | 726 | 737 | 743 | 698 | 766 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Laboratory Reports** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of lab reports assessed, and action taken | 563 | 572 | 670 | 815 | 604 | 720 | 831 | 776 | 961 | 911 | 604 | 634 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Administration** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of referrals to secondary care | 175 | 167 | 151 | 157 | 120 | 136 | 153 | 166 | 141 | 258 | 266 | 289 |  |
| Number of clinical documents filed to patient records | 1155 | 1004 | 1335 | 1384 | 670 | 474 | 670 |  |  | 742 | 835 | 776 |  |
| New patients registered | 125 | 100 | 192 | 129 | 118 | 139 | 92 | 126 | 102 | 103 | 108 | 117 |  |
| Number of online consultations received |  |  | 836 | 348 | 204 | 179 | 171 | 218 | 151 | 193 | 168 | 220 |  |
| Number of patients with online access | 1854 |  |  |  | 1865 |  | 1965 | 2004 | 2086 | 2141 | 2184 | 2203 |  |
| Number of registered patients | 5337 |  |  |  |  |  |  |  |  | 5402 | 5392 | 5402 |  |