

Lab Tests Auckland Pathology Service KPI Reporting

KPI definition - Template version 4

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 | Indicator | Definition | Target | Unit | 2017 | | | | | 2018 | | | | | 2019 | | | | | 2020 | | | | | | | | | | |
|------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | | | | | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | Total inbound calls | Number of calls placed / received | | number | 1,659 | 1,519 | 1,509 | 1,480 | 1,474 | 1,655 | 1,610 | 1,512 | 1,550 | 1,508 | 1,582 | 1,527 | 1,440 | 1,568 | 1,514 | 1,585 | 1,613 | 1,550 | 1,567 | 1,525 | 1,615 | 1,584 | 1,533 | 1,588 | 1,668 | |
| 1.1b | Total inbound calls - results line | Number of calls placed / received on results line | | number | 665 | 682 | 658 | 655 | 621 | 682 | 729 | 697 | 724 | 669 | 644 | 676 | 645 | 722 | 685 | 707 | 723 | 693 | 714 | 655 | 680 | 677 | 713 | 742 | 731 | |
| 1.2 | Total calls answered | Number of calls answered | | number | 1,626 | 1,480 | 1,500 | 1,451 | 1,446 | 1,632 | 1,583 | 1,488 | 1,529 | 1,490 | 1,528 | 1,499 | 1,394 | 1,534 | 1,490 | 1,549 | 1,599 | 1,538 | 1,542 | 1,496 | 1,580 | 1,567 | 1,511 | 1,566 | 1,631 | |
| 1.3a | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than | 7.0% | percent | 2.0% | 2.6% | 0.6% | 2.0% | 1.9% | 1.4% | 1.7% | 1.6% | 1.4% | 1.2% | 3.4% | 1.8% | 3.2% | 2.2% | 1.6% | 2.3% | 0.9% | 0.8% | 1.6% | 1.9% | 2.2% | 1.1% | 1.4% | 1.4% | 2.2% |
| 1.3b | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than | 3.0% | percent | 0.9% | 0.4% | 0.0% | 0.9% | 0.3% | 0.3% | 0.4% | 0.4% | 1.0% | 0.8% | 0.6% | 1.2% | 0.8% | 0.8% | 0.4% | 0.6% | 0.6% | 0.4% | 0.4% | 0.9% | 0.6% | 0.3% | 0.3% | 0.6% | |
| 1.6 | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 | seconds | 27 | 28 | 20 | 38 | 42 | 31 | 41 | 29 | 37 | 29 | 35 | 41 | 35 | 35 | 32 | 34 | 26 | 27 | 31 | 35 | 37 | 25 | 33 | 23 | 34 |
| 1.7 | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 76 | 78 | 29 | 59 | 71 | 74 | 68 | 54 | 51 | 22 | 77 | 59 | 67 | 77 | 41 | 60 | 35 | 48 | 47 | 56 | 97 | 18 | 75 | 28 | 66 | |
| 1.8 | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | | percent | 4.6% | 5.1% | 1.9% | 4.0% | 4.8% | 4.5% | 4.2% | 3.6% | 3.3% | 1.5% | 4.9% | 3.9% | 4.7% | 4.9% | 2.7% | 3.8% | 2.2% | 3.1% | 3.0% | 3.7% | 6.0% | 1.1% | 4.9% | 1.8% | 4.0% | |
| 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 | 12 | 11 | 10 | 9 | 9 | 10 | 9 | 8 | 6 | 5 | 10 | 8 | 6 | 6 | 7 | 7 | 7 | 6 | 7 | 8 | 10 | 6 | 7 | 7 | 7 |
| 2.2 | Wait time Auckland DHB | Average waiting time in minutes for a sample of patients attending Auckland DHB collection centres between 7am and 11am (peak collection time) | less than | 30 | minutes | 8 | 7 | 7 | 6 | 7 | 8 | 6 | 5 | 5 | 5 | 6 | 6 | 6 | 5 | 7 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 5 | 6 | 7 |
| 2.3 | Wait time Waitemata DHB | Average waiting time in minutes for a sample of patients attending Waitemata DHB collection centres between 7am and 11am (peak collection time) | less than | 30 | minutes | 10 | 8 | 9 | 8 | 11 | 13 | 8 | 7 | 7 | 8 | 7 | 6 | 7 | 6 | 8 | 7 | 6 | 6 | 7 | 7 | 9 | 7 | 7 | 7 | 7 |
| 2.5 | Long waits | Number of people waiting over 30 minutes | | number | 200 | 110 | 81 | 59 | 168 | 160 | 77 | 48 | 39 | 55 | 55 | 41 | 65 | 22 | 80 | 43 | 37 | 26 | 31 | 47 | 73 | 22 | 29 | 26 | 48 | |
| 2.6 | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | 7.0% | 3.9% | 3.1% | 2.3% | 6.4% | 5.7% | 2.7% | 1.8% | 1.6% | 2.3% | 2.0% | 1.6% | 2.7% | 0.9% | 3.1% | 1.7% | 1.5% | 1.0% | 1.3% | 1.8% | 2.6% | 0.9% | 1.2% | 1.0% | 1.8% |
| 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 | 489 | 410 | 491 | 493 | 455 | 482 | 441 | 545 | 440 | 433 | 449 | 394 | 498 | 399 | 454 | 489 | 431 | 489 | 404 | 441 | 472 | 431 | 491 | 481 | 485 | |
| 3.3 | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | percent | 96.7% | 96.3% | 96.9% | 99.8% | 99.8% | 97.3% | 97.5% | 97.6% | 96.8% | 98.4% | 97.6% | 97.2% | 96.8% | 97.7% | 96.7% | 96.7% | 98.4% | 96.9% | 99.5% | 96.6% | 98.5% | 98.1% | 98.6% | 97.9% | 97.1% |
| 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 | 43 | 24 | 35 | 27 | 47 | 36 | 39 | 30 | 41 | 22 | 32 | 26 | 40 | 30 | 41 | 39 | 32 | 42 | 27 | 32 | 39 | 28 | 38 | 37 | 30 | |
| 3.6 | Urgent home visit timeliness | % urgent home visits completed for the day. 3.5 divided by 3.4 | greater than | 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% |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 11,211 | 10,738 | 10,250 | 10,338 | 10,452 | 11,637 | 11,255 | 10,856 | 10,263 | 9,573 | 11,485 | 11,237 | 10,531 | 10,427 | 10,389 | 11,386 | 10,951 | 10,848 | 10,410 | 10,489 | 11,660 | 11,274 | 10,794 | 10,617 | 10,591 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 46,551 | 45,042 | 42,166 | 41,340 | 43,255 | 46,349 | 45,599 | 43,333 | 40,558 | 38,865 | 45,084 | 44,296 | 43,086 | 41,053 | 41,741 | 44,135 | 42,898 | 42,092 | 40,094 | 41,468 | 44,967 | 43,882 | 42,545 | 41,536 | 41,872 | |
| 4.3 | Urgent tests | Total number of urgent tests | | number | 379 | 409 | 331 | 387 | 398 | 434 | 388 | 392 | 361 | 397 | 389 | 383 | 352 | 407 | 346 | 375 | 397 | 406 | 411 | 372 | 467 | 445 | 337 | 315 | 366 | |
| 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% | 1% | 1% | 1% | 1% | 1% | |
| 4.6 | Critical results | Number of critical test results | | number | 39 | 38 | 29 | 43 | 36 | 49 | 45 | 33 | 42 | 40 | 51 | 47 | 40 | 37 | 25 | 50 | 39 | 43 | 39 | 31 | 29 | 44 | 42 | 39 | 33 | |
| 4.7 | Critical results phoned | Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police) | | number | 38 | 38 | 29 | 43 | 36 | 49 | 45 | 33 | 42 | 40 | 51 | 47 | 40 | 37 | 25 | 50 | 39 | 43 | 39 | 31 | 29 | 44 | 42 | 39 | 33 | |
| 4.8 | % of critical results phoned within 1 hour | Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police) | greater than | 98% | percent | 97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 4.12 | % 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% | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% |
| 4.13 | 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 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.14 | 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 | | | | | | | | | | | | | | | | | | | | | | | | | |

| Item | Indicator | Definition | Target | Unit | 2017 | | | | | 2018 | | | | | 2019 | | | | | 2020 | | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------|--------|---------------|-------|--------|--------|--------|-------|-------|--------|--------|-------|-------|-------|--------|--------|--------|-------|-------|-------|--------|--------|-------|-------|-------|--------|-------|-------|------|
| | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | | | | | | | |
| 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 | 5:52 | 5:53 | 5:23 | 5:12 | 5:36 | 5:49 | 5:31 | 5:18 | 5:01 | 4:45 | 5:22 | 5:18 | 5:34 | 5:16 | 5:06 | 5:41 | 5:03 | 5:21 | 4:47 | 5:08 | 5:30 | 4:55 | 5:17 | 5:05 | 5:26 | |
| 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 | 1:23 | 1:29 | 1:03 | 1:18 | 1:00 | 1:06 | 0:53 | 1:02 | 0:58 | 0:48 | 1:04 | 1:16 | 1:07 | 0:50 | 0:54 | 1:22 | 1:09 | 0:55 | 0:47 | 0:49 | 0:59 | 0:52 | 0:42 | 0:45 | 0:52 | |
| 5.1c | Complete blood count 95% percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours:minutes | 10:00 | 9:00 | 8:00 | 8:00 | 9:00 | 10:00 | 9:00 | 8:00 | 8:00 | 7:00 | 8:00 | 8:00 | 9:00 | 8:00 | 7:00 | 11:00 | 8:00 | 9:00 | 7:00 | 8:00 | 9:00 | 8:00 | 7:00 | 8:00 | 9:00 | |
| 5.2a | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:54 | 5:55 | 6:02 | 5:22 | 6:18 | 6:17 | 5:50 | 5:52 | 5:16 | 5:14 | 5:43 | 6:22 | 6:00 | 5:39 | 5:47 | 5:56 | 5:07 | 5:31 | 5:20 | 5:26 | 5:48 | 5:35 | 5:45 | 6:13 | 5:50 | |
| 5.2b | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 1:25 | 1:30 | 1:39 | 1:26 | 1:39 | 1:29 | 1:12 | 1:34 | 1:15 | 1:18 | 1:23 | 2:22 | 1:34 | 1:12 | 1:35 | 1:38 | 1:09 | 1:05 | 1:23 | 1:10 | 1:16 | 1:31 | 1:11 | 1:53 | 1:15 | |
| 5.2c | Total TAT Electrolytes 95% percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours:minutes | 10:00 | 9:00 | 9:00 | 7:00 | 10:00 | 10:00 | 9:00 | 8:00 | 8:00 | 7:00 | 9:00 | 10:00 | 10:00 | 8:00 | 9:00 | 11:00 | 8:00 | 8:00 | 8:00 | 8:00 | 9:00 | 8:00 | 8:00 | 8:00 | 10:00 | 9:00 |
| 5.3a | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 6:28 | 6:17 | 7:22 | 5:37 | 6:06 | 5:58 | 6:13 | 6:22 | 5:41 | 5:20 | 5:44 | 6:17 | 6:24 | 6:15 | 6:08 | 6:07 | 5:31 | 6:16 | 5:56 | 5:47 | 6:03 | 5:45 | 6:30 | 7:05 | 5:53 | |
| 5.3b | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:14 | 2:11 | 3:16 | 1:59 | 1:54 | 1:37 | 1:52 | 2:16 | 1:54 | 1:40 | 1:38 | 2:31 | 2:20 | 2:03 | 2:17 | 1:59 | 1:41 | 2:02 | 2:01 | 1:36 | 1:45 | 1:45 | 2:13 | 2:53 | 1:52 | |
| 5.3c | Total TAT HCG 95% percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours:minutes | 6:00 | 8:00 | 8:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 7:00 | 6:00 | 6:00 | 7:00 | 10:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 5:30 | 6:00 | 7:00 | 6:00 |
| 5.5a | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:59 | 5:59 | 6:04 | 5:25 | 6:18 | 6:22 | 5:53 | 5:56 | 5:22 | 5:16 | 5:47 | 6:26 | 6:03 | 5:43 | 5:50 | 6:04 | 5:10 | 5:42 | 5:26 | 5:27 | 5:55 | 5:43 | 5:48 | 6:18 | 5:56 | |
| 5.5b | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 1:32 | 1:35 | 1:42 | 1:31 | 1:42 | 1:40 | 1:16 | 1:38 | 1:18 | 1:20 | 1:30 | 2:25 | 1:36 | 1:16 | 1:37 | 1:48 | 1:13 | 1:08 | 1:28 | 1:14 | 1:22 | 1:37 | 1:10 | 1:58 | 1:19 | |
| 5.5c | Total TAT Liver 95% percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours:minutes | 10:00 | 9:00 | 9:00 | 7:00 | 10:00 | 10:00 | 9:00 | 8:00 | 8:00 | 7:00 | 9:00 | 10:00 | 10:00 | 8:00 | 9:00 | 11:00 | 8:00 | 9:00 | 8:00 | 8:00 | 9:00 | 8:00 | 8:00 | 10:00 | 9:00 | |
| 5.6a | 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 | 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 | 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 | | 14:01 | 15:39 | 15:30 | 14:51 | | 14:28 | 14:04 | 16:06 | 15:14 | | 14:38 | 15:04 | 14:34 | 14:43 | | 15:15 | 14:39 | 16:11 | 16:04 | | 14:55 | 15:48 | 15:06 | 15:36 | |
| 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 | | 10:45 | 11:46 | 12:07 | 11:29 | | 10:23 | 11:10 | 11:59 | 12:13 | | 10:41 | 11:55 | 11:15 | 11:22 | | 12:06 | 11:44 | 12:22 | 12:17 | | 10:54 | 12:05 | 11:39 | 11:22 | |
| 5.7c | 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 | | 1.0 | 1.3 | 1.3 | 1.0 | | 1.0 | 1.3 | 1.3 | 1.3 | | 1.0 | 1.3 | 1.0 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | |
| 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 | 99.8% | 100.0% | 100.0% | 100.0% | 99.9% | 99.8% | 100.0% | 100.0% | 99.9% | 99.9% | 99.9% | 100.0% | 100.0% | 100.0% | 99.9% | 99.9% | 99.9% | 100.0% | 100.0% | 99.9% | 99.9% | 99.9% | 100.0% | 99.6% | 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 | 4:04 | 3:54 | 3:50 | 3:45 | 4:01 | 3:57 | 3:46 | 3:47 | 3:56 | 3:49 | 3:52 | 3:42 | 3:57 | 3:53 | 3:57 | 4:11 | 3:45 | 3:50 | 4:00 | 3:53 | 3:56 | 3:52 | 3:57 | 3:55 | 3:55 | |
| 5.9b | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 0:46 | 0:37 | 0:40 | 0:37 | 0:40 | 0:42 | 0:36 | 0:39 | 0:36 | 0:45 | 0:36 | 0:39 | 0:36 | 0:35 | 0:39 | 0:49 | 0:35 | 0:41 | 0:40 | 0:41 | 0:37 | 0:36 | 0:39 | 0:40 | 0:42 | |
| 5.9c | Total TAT INR 95% percentile | Turnaround time from 95th centile collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 6:00 | 6:00 | 6:00 | 5:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 5:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | |
| 5.10a | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 3:58 | 3:39 | 4:01 | 4:06 | 4:13 | 3:59 | 3:47 | 3:49 | 4:04 | 3:45 | 3:49 | 3:55 | 4:00 | 4:01 | 3:54 | 3:56 | 4:01 | 3:49 | 3:49 | 3:46 | 3:45 | 3:50 | 4:14 | 4:11 | 3:51 | |
| 5.10b | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 1:05 | 0:56 | 1:01 | 0:56 | 0:59 | 0:58 | 0:58 | 0:58 | 0:57 | 1:01 | 0:55 | 0:51 | 0:57 | 0:56 | 0:57 | 0:59 | 0:57 | 0:53 | 0:53 | 0:57 | 0:58 | 0:57 | 1:00 | 1:03 | 1:00 | |
| 5.10c | Total TAT Troponin 98% centile | Turnaround time from 98th centile collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 6:00 | 5:00 | 6:00 | 4:00 | 6:00 | 6:00 | 5:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 4:00 | 4:00 | 6:00 | 6:00 | 6:00 | 4:00 | 5:00 | 6:00 | 4:00 | 4:00 | 6:00 | 6:00 | |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | Total specimens | Total number of patient episodes | | number | 7,215 | 6,809 | 6,367 | 6,155 | 6,501 | 7,129 | 6,689 | 6,373 | 6,019 | 5,779 | 6,969 | 6,488 | 6,183 | 6,030 | 6,099 | 6,679 | 6,218 | 6,299 | 5,937 | 6,195 | 6,919 | 6,196 | 6,172 | 6,200 | 6,325 | | |
| 6.5 | % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.4% | 0.3% | 0.3% | 0.2% | 0.4% | 0.3% | 0.4% | 0.4% | 0.4% | 0.2% | 0.4% | 0.2% | 0.2% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.2% | 0.3% | 0.3% | 0.2% | 0.3% | | |
| 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 Riskman | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.4 | Total Complaints | Number of complaints received year to date | | number | | | | | 6 | | | | | 6 | | | | | | | | | | | 6 | | | | | 7 | |
| 7.6 | New complaints | Number of new complaints received this week | | number | | | | | - | | | | | - | | | | | | | | | | | - | | | | | 1 | |
| 7.7 | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | - | | | | | - | | | | | | | | | | | - | | | | | 1 | |