

Item	Indicator	Definition	Target	Unit	2020/09					2020/10					2020/11					2020/12									
					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	5:08	4:51	5:00	5:08	5:05	5:38	5:12	4:53	5:19	4:57	5:17	4:55	4:58	5:09	5:01	4:41	4:32	4:33	5:25	5:04	5:11	4:54	4:43	5:14
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	1:03	0:57	1:04	0:59	0:51	1:50	1:17	0:58	1:34	1:10	1:11	1:01	1:00	1:10	0:50	0:53	0:46	0:47	1:44	1:15	1:16	1:00	0:56	1:13
5.1c	Complete blood count 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	9:00	7:00	7:00	8:00	8:00	10:00	10:00	9:00	9:00	7:00	10:00	9:00	7:00	9:00	9:00	8:00	7:00	7:00	10:00	7:00	9:00	8:00	7:00	8:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:25	5:49	6:12	6:17	5:58	5:55	5:42	6:53	6:52	6:23	6:11	6:23	7:06	7:31	6:32	6:03	5:42	6:13	5:48	5:57	6:38	6:19	6:24	6:36
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:22	1:55	2:18	2:12	1:45	2:07	1:47	3:09	3:04	2:37	2:03	2:29	3:06	3:30	2:19	2:19	1:57	2:25	2:05	2:10	2:44	2:27	2:37	2:37
5.2c	Total TAT Electrolytes 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	11:00	10:00	11:00	11:00	10:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	10:00	11:00	11:00	10:00	11:00	11:00	10:00	10:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:44	5:47	6:49	6:33	5:59	6:35	6:35	6:34	5:52	6:22	6:29	6:26	7:06	6:40	5:51	6:01	5:47	6:24	6:26	6:48	6:51	6:45	6:31	6:51
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:53	2:07	3:05	2:44	2:05	3:06	2:57	3:07	2:18	2:57	2:40	2:42	3:19	2:51	1:55	2:36	2:17	2:52	2:56	3:00	3:12	2:54	2:56	2:53
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	5:00	9:00	8:00	5:00	7:00	5:00	8:00	5:00	11:00	6:00	6:00	10:00	5:00	11:00	10:00	5:00	10:00	5:00	8:00	6:00	5:00	8:00	6:00	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	6:33	5:55	6:31	6:32	6:03	6:01	5:42	6:58	7:00	6:30	6:15	6:31	7:12	7:39	6:40	6:14	5:50	6:14	5:50	6:01	6:44	6:26	6:28	6:47
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:31	2:00	2:34	2:22	1:51	2:15	1:49	3:11	3:11	2:43	2:11	2:37	3:15	3:34	2:30	2:29	2:03	2:27	2:07	2:14	2:54	2:33	2:41	2:45
5.5c	Total TAT Liver 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	11:00	11:00	11:00	11:00	10:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	10:00	10:00
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 98th 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		16:09	16:53	15:39	16:42		16:08	15:28	16:11	16:48		16:12	16:26	17:22	17:57		15:17	15:56	16:59	17:30		14:14	16:16	18:01
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		11:02	12:55	11:36	12:38		12:23	13:05	12:30	12:43		11:07	13:39	13:33	13:38		12:53	13:09	14:05	14:14		9:51	12:24	2:45
5.7c	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.3		0.8	1.3	1.5
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%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	100.0%
URGENT																													
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:10	4:21	4:15	4:08	3:59	4:01	4:25	4:21	4:06	4:16	4:46	4:39	4:38	4:21	4:21	4:09	4:28	4:03	4:27	4:10	4:35	4:38	4:22	4:53
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:19	0:37	0:24	0:14	0:21	0:34	0:42	0:27	0:38	0:35	0:45	0:33	0:37	0:24	0:24	0:42	0:55	0:24	0:56	0:38	0:59	1:01	0:56	1:01
5.9c	Total TAT INR 95th percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:15	5:15	4:00	4:59	4:30	4:30	6:00	5:00	5:45	6:00	7:30	7:00	5:15	5:00	4:30	4:30	5:15	5:30	5:00	5:30	6:00	6:00	5:00	5:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:59	3:41	3:43	4:19	3:52	3:53	3:37	3:58	3:48	3:52	4:03	3:49	3:49	3:49	3:56	4:03	4:02	4:04	4:11	4:18	4:15	4:12	4:01	3:56
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:55	0:54	0:51	1:12	0:53	1:01	0:52	1:07	0:57	0:52	0:53	0:51	1:00	0:56	1:17	1:02	1:02	1:02	1:10	0:55	1:05	1:07	1:01	0:57
5.10c	Total TAT Troponin 98th centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	6:00	5:45	5:15	6:00	6:00	5:01	6:16	4:45	5:15	6:30	6:30	6:00	7:00	6:30	5:45	5:30	5:30	6:00	5:45	6:00	6:00	6:15	5:45	5:45
6. RECOLLECTS																													
6.1	Total specimens	Total number of patient episodes		number	7,453	7,058	6,847	6,749	6,999	7,505	7,330	7,113	7,286	7,185	7,893	7,420	7,646	7,330	7,392	7,670	7,649	7,142	7,261	7,308	7,972	7,639	7,899	8,083	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.4%	0.3%	0.3%	0.2%	0.3%	0.3%	0.4%	0.2%	0.2%	0.4%	0.3%	0.3%	0.6%	0.3%	0.4%	0.2%	0.3%	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			6
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					-															-