

Northland Pathology Laboratory Service KPI Reporting [2020] Colour coding of cells

KPI definition - Template version 3

Please do not add/change KPI IDs

If there is NIL/NULL value, please leave it as blank

	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	2020					2021					2022					2023						
					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																						
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number																						
1.2	Total calls answered	Number of calls answered		number																						
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent																					
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent																					
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds																					
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number																						
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent																						
2. COLLECTION CENTRES																										
2.1	Wait time Northland Pathology	Average waiting time in minutes for a sample of patients attending Northland Pathology Lab collection centres between 7am and 11am (peak collection time)	Less than	30	Minutes	13	9	15	8	14	16	14	9	11	10	18	14	4	4	2	4	6	7	3	5	
2.1ai	Wait time at N06: Bayview Pahiā	Average waiting time for a sample of patients attending Bayview Pahiā collection centre	Less than	30	Minutes																					
2.1aii	Wait time at N08: Broadway Kaikohe	Average waiting time for a sample of patient attending Broadway Kaikohe collection centre	Less than	30	Minutes																					
2.1aiii	Wait time at N03: Kamo	Average waiting time for a sample of patients attending Bush Road Kamo collection centre	Less than	30	Minutes	18	10	8	4	19	15	8	8	13	13	15	12	1	2	2	7	8	12	4	3	
2.1aiv	Wait time at N02: Kensington	Average waiting time for a sample of patients attending Kensington Health collection centre	Less than	30	Minutes	13	13	15	10	12	22	15	7	10	7	23	22	-								
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	5	3	6	4	10	4	5	2	3	5	4	3	5	8	1	2	1	1	2	1	
2.1avi	Wait time at N05: Onerahi	Average waiting time for a sample of patients attending Onerahi Medical Centre collection centre	Less than	30	Minutes																					
2.1avii	Wait time at N01: Rust Ave	Average waiting time for a sample of patients attending 11 Rust Ave collection centre	Less than	30	Minutes	15	9	29	14	16	21	27	19	19	16	30	20	5	3	4	4	8	8	4	10	
2.5	Long waits	Number of people waiting over 30 minutes		Number	46	14	132	26	58	102	155	60	71	54	150	70	-	-	-	-	1	1	-	2		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.9%	1.9%	17.9%	3.9%	8.0%	14.2%	21.7%	8.5%	9.7%	7.6%	19.6%	9.9%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.6%	
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	10	22	33	17	18	14	17	27	26	16	14	21	28	11	19	17	17	20	12	17		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	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%	
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																						
3.6	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent																					

item	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					2/08/21	3/08/21	4/08/21	5/08/21	6/08/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	1,135	1,163	1,224	1,130	1,248	1,103	1,170	1,231	1,221	1,263	1,205	1,214	620	508	694	738	662	610	603	625	
4.2	Patient tests	Total number of patient tests performed		number	3,596	3,780	3,754	3,307	3,733	3,636	3,792	3,965	3,881	3,471	3,716	3,613	856	803	937	1,537	1,429	1,464	1,323	1,544	
4.3	Urgent tests	Total number of urgent tests		number	113	96	86	100	139	140	125	107	67	63	122	71	58	14	93	52	116	60	104	109	
4.4	% urgent tests	4.3 divided by 4.2		percent	3%	3%	2%	3%	4%	4%	3%	3%	2%	2%	3%	2%	7%	2%	10%	3%	8%	4%	8%	7%	
4.6	Critical results	Number of critical test results		number																					
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact requestor within 1 hour.		number																					
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact requestor within 1 hour.	greater than	98%	percent																				
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																				
4.12ai	% Amended ULTRA registrations	Percentage of ULTRA registration changed after original registration. 4.13 divided by 4.1		percent																					
4.13	Timeliness of Send aways	90th centile for collection to receipt by Labtests 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																				
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	3:03	3:47	3:40	3:22	3:58	2:43	3:32	4:11	3:32	3:56	2:42	3:39	7:27	2:58	3:26	3:15	3:20	3:20	3:27	3:36
5.1ai	Total TAT Complete blood count Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:07	2:05	1:50	1:46	2:01	1:59	1:47	1:52	1:56	1:45	1:49	1:55	1:58	1:48	1:59	2:01	1:45	1:47	1:30	1:37
5.1aii	Total TAT Complete blood count Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:23	7:37	7:39	7:33	8:04	5:00	7:33	8:06	7:23	8:04	4:46	8:22	16:49	8:11	9:04	7:16	7:48	8:39	8:21	7:47
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	0:52	0:57	1:07	0:56	1:29	1:11	1:01	1:24	1:40	0:57	1:35	1:29	0:40	1:22	1:23	1:38	1:14	0:59	1:15	1:10
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	6:09	6:59	6:57	6:52	8:38	6:19	6:37	13:45	7:03	7:43	6:13	7:05	29:27	5:54	6:33	6:26	6:52	7:13	9:17	8:58
5.1ci	Complete blood count 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:04	5:07	4:14	3:45	4:55	4:54	3:58	4:45	4:21	3:41	4:28	5:04	3:37	4:16	4:12	4:35	3:40	3:59	3:31	3:39
5.1cii	Complete blood count 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	6:49	26:25	28:21	27:35	25:42	7:33	27:20	28:22	27:16	28:49	6:51	27:59	30:07	29:35	29:05	21:29	29:07	28:32	27:37	28:21
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:42	4:29	4:27	4:00	4:37	3:40	4:06	5:14	4:15	4:32	3:39	4:13	8:40	3:35	3:45	3:32	4:23	3:43	4:02	4:01
5.2ai	Total TAT Electrolytes Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:48	3:03	2:39	2:35	2:55	2:44	2:45	3:15	2:37	2:47	2:38	2:36	2:57	2:22	2:59	2:21	2:26	2:23	2:20	2:12
5.2aii	Total TAT Electrolytes Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:06	7:41	8:19	8:02	8:28	6:20	7:30	9:02	8:03	8:22	6:06	8:30	16:11	8:31	7:54	7:50	9:13	7:49	8:35	7:50
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:52	2:20	1:42	1:33	2:05	1:36	2:12	2:34	2:14	1:57	1:54	1:50	1:38	1:28	2:32	1:22	1:23	1:28	1:42	1:18
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	6:43	7:34	7:19	7:06	8:07	7:04	7:04	9:38	7:36	7:15	6:40	7:12	30:17	6:18	6:30	6:48	9:08	7:36	9:04	9:26
5.2ci	Total TAT Electrolytes 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:21	5:28	4:12	4:34	5:06	5:50	4:33	6:21	4:38	4:34	4:38	4:42	4:44	4:15	4:51	3:37	3:53	4:05	3:56	3:57
5.2cii	Total TAT Electrolytes 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:23	24:45	29:27	27:55	27:28	8:11	26:23	29:18	27:31	28:43	7:36	28:22	31:01	29:43	28:59	13:21	28:58	27:42	27:30	27:09

item	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
					2/08/21	3/08/21	4/08/21	5/08/21	6/08/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:14	5:09	4:14	3:43	4:12	3:31	2:51	5:36	4:48	4:17	3:30	4:01	3:13	3:03	3:35	3:38	2:50	3:15	2:49	3:16
5.3ai	Total TAT HCG Quantification Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	2:18	3:21	2:48	2:58	3:27	2:39	2:30	2:38	2:33	3:03	2:55	3:35	3:13	3:03	3:17	3:22	2:50	2:39	2:28	3:03
5.3aii	Total TAT HCG Quantification Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:32	13:33	7:05	7:05	7:38	6:44	4:57	9:12	17:14	5:49	5:21	6:51	0:00	0:00	6:39	5:38	0:00	5:53	4:34	3:55
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:50	2:37	2:31	2:02	3:58	2:14	2:33	2:51	2:10	2:39	2:39	2:49	2:35	1:57	3:05	2:25	2:27	1:54	1:58	2:38
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	6:19	12:03	7:16	8:02	7:38	6:36	4:42	8:45	15:10	6:45	6:15	6:42	4:28	3:49	5:46	6:30	4:57	5:53	4:17	4:41
5.3ci	Total TAT HCG 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	3:31	6:15	4:00	6:37	5:07	4:13	3:52	3:51	4:19	4:18	4:54	5:51	4:28	3:49	4:48	5:28	4:57	3:58	3:15	4:18
5.3cii	Total TAT HCG 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	6:24	25:24	7:17	7:14	9:00	7:45	4:57	21:19	26:31	7:25	6:26	7:12	0:00	0:00	6:39	6:20	0:00	7:07	4:34	4:45
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	3:49	4:56	4:45	4:21	5:01	3:40	4:26	5:24	4:52	5:06	3:35	4:23	9:51	3:44	4:17	3:43	4:18	4:02	4:07	4:16
5.5ai	Total TAT Liver functions Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	2:46	3:09	2:41	2:36	3:01	2:41	2:43	3:13	2:43	2:46	2:38	2:39	2:57	2:25	2:57	2:21	2:24	2:38	2:17	2:19
5.5aii	Total TAT Liver functions Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	6:16	8:35	9:14	8:31	9:06	6:25	7:55	9:32	9:09	9:21	5:39	8:38	18:33	9:25	9:27	8:48	9:16	8:55	9:30	8:33
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:48	2:25	1:45	1:33	2:02	1:36	2:12	2:33	2:19	2:01	2:00	2:03	1:39	1:10	2:32	1:21	1:20	1:33	1:54	1:32
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	6:37	8:13	8:59	7:17	10:15	7:04	7:08	18:16	9:07	23:06	6:49	7:51	30:22	6:17	6:38	6:48	8:59	7:34	9:02	9:42
5.5ci	Total TAT Liver 95% percentile Within whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	5:11	5:25	4:19	4:35	5:14	5:32	4:38	6:06	4:51	4:31	4:41	4:42	4:16	4:48	4:53	3:28	3:57	4:42	3:54	4:00
5.5cii	Total TAT Liver 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	7:08	28:06	29:27	28:18	27:16	8:09	27:40	29:42	28:36	30:45	7:37	28:34	31:09	29:44	29:21	22:48	28:40	29:16	27:32	26:51
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																				
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																				
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																				
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	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%
URGENT																								
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:08	3:03	3:15	3:17	3:29	2:58	2:53	3:09	2:54	3:12	2:44	2:59	3:18	3:15	2:37	2:39	3:11	2:50	3:15	4:00
5.9ai	Total TAT INR Within Whangarei regions	Average turnaround time from collection to report for within Whangarei regions, expressed in hour:minutes	less than 6:00	hours:minutes	2:25	2:33	1:57	2:23	2:45	2:10	2:11	2:23	2:01	2:19	2:13	2:10	2:57	2:16	2:24	1:50	2:43	2:05	2:01	1:41
5.9aii	Total TAT INR Outside of Whangarei regions	Average turnaround time from collection to report outside of Whangarei regions, expressed in hour:minutes	less than 6:00	hours:minutes	5:16	4:45	7:15	5:10	5:15	5:45	5:03	5:05	5:01	4:53	4:40	4:35	5:13	4:49	4:27	5:07	6:07	5:07	6:37	7:40
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	2:46	1:24	1:08	0:54	2:06	2:08	0:50	1:43	0:51	0:53	0:55	1:15	3:10	0:51	2:19	1:09	0:59	0:56	0:50	0:43

item	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					2/08/21	3/08/21	4/08/21	5/08/21	6/08/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	
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	5:56	5:19	6:08	6:04	6:21	6:18	6:13	6:44	5:53	5:59	5:48	6:04	5:52	5:43	5:33	5:41	6:42	6:10	9:47	9:45
5.9ci	Total TAT INR 95% percentile Within Whangarei regions	Turnaround time from 95th centile collection to report within Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	4:10	3:40	3:32	4:35	4:50	4:06	4:12	4:20	3:44	3:58	3:43	3:58	5:53	3:23	4:29	2:44	6:00	3:10	4:17	3:02
5.9cii	Total TAT INR 95% percentile Outside of Whangarei regions	Turnaround time from 95th centile collection to report outside of Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	6:01	6:01	18:10	6:50	6:47	7:08	6:19	7:39	6:24	6:35	5:56	6:20	5:46	5:57	6:04	6:19	8:35	6:37	9:55	18:26
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	2:58	8:42	2:59	2:02	3:23	2:56	2:30	2:02	4:15	2:28	1:43	2:16	2:46	4:19	2:55	2:17	2:24	1:42	1:31	3:22
5.10ai	Total TAT - Troponin Within Whangarei regions	Average turnaround time from collection to report for within Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	2:07	2:35	2:59	2:02	2:53	2:56	2:07	2:02	3:05	2:28	1:43	2:16	1:31	0:00	2:55	2:17	2:24	1:42	1:31	2:20
5.10aii	Total TAT - Troponin Outside of Whangarei regions	Average turnaround time from collection to report outside of Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	5:34	39:16	0:00	0:00	6:28	0:00	5:10	0:00	6:00	0:00	0:00	0:00	4:02	4:19	0:00	0:00	0:00	0:00	0:00	5:55
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:44	1:18	1:32	0:58	1:19	1:42	1:48	1:58	0:59	0:53	1:02	2:11	1:06	0:45	1:27	1:22	1:20	1:01	1:16	2:07
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	5:49	35:47	4:07	2:51	6:10	5:59	4:57	3:09	6:27	2:28	1:57	3:04	6:08	4:19	4:07	2:36	3:52	1:42	1:45	6:11
5.10ci	Total TAT Troponin 98% centile Within Whangarei regions	Turnaround time from 95th centile collection to report within Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	3:54	4:29	4:07	2:51	3:55	5:59	3:31	3:09	4:34	2:28	1:57	3:04	1:43	0:00	4:07	2:36	3:52	1:42	1:45	3:29
5.10cii	Total TAT Troponin 98% centile Outside of Whangarei regions	Turnaround time from 95th centile collection to report outside of Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	5:55	39:16	0:00	0:00	6:28	0:00	5:10	0:00	6:31	0:00	0:00	0:00	6:19	4:19	0:00	0:00	0:00	0:00	0:00	6:15
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes (excluding self collects)			number	781	742	736	666	722	717	713	709	729	707	766	708	164	166	206	321	319	310	316	319
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.0%	0.3%	0.6%	0.0%	0.1%	0.3%	0.0%	0.0%	0.1%	0.3%	0.1%	0.6%	0.6%	0.0%	0.3%	0.0%	0.0%	0.0%	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																				
7.6	New complaints	Number of new complaints received this week			number																				
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																				