

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	2020/08					2020/09					2020/10					2020/11					
					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	6	7	4	7	7	16	8	15	14	13	19	15	16	13	12	18	17	14	13	14
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	9	8	4	12	9	19	12	16	21	17	26	19	21	20	13	30	24	24	21	18
2.1aiv	Wait time at N02: Kensington	Average waiting time for a sample of patients attending Kensington Health collection centre	Less than	30	Minutes																16	12	12	10	13
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	1	3	2	1	2	2	1	5	4	3	5	5	3	2	4	2	4	3	2	4
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	8	10	5	7	11	28	12	23	16	19	25	22	23	18	19	24	26	18	18	21
2.5	Long waits	Number of people waiting over 30 minutes		Number	-	10	-	2	1	139	3	111	60	58	166	111	133	105	59	210	159	119	80	100	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	0.0%	2.8%	0.0%	0.5%	0.2%	30.5%	0.7%	16.3%	7.9%	8.0%	23.9%	15.5%	18.4%	13.6%	7.5%	27.5%	21.5%	15.3%	10.6%	13.5%
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	12	8	16	14	17	13	29	41	18	16	14	24	28	19	18	6	20	27	29	19	
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%	
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	
					30/08/21	31/08/21	1/09/21	2/09/21	3/09/21	6/09/21	7/09/21	8/09/21	9/09/21	10/09/21	13/09/21	14/09/21	15/09/21	16/09/21	17/09/21	20/09/21	21/09/21	22/09/21	23/09/21	24/09/21	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	643	649	523	635	748	774	760	1,102	1,155	1,210	1,116	1,271	1,275	1,299	1,408	1,216	1,328	1,443	1,299	1,354	
4.2	Patient tests	Total number of patient tests performed		number	1,556	1,687	1,412	1,758	2,162	2,177	2,177	3,244	3,588	3,538	3,319	3,839	3,863	4,250	4,161	3,653	3,971	4,387	4,041	3,701	
4.3	Urgent tests	Total number of urgent tests		number	165	135	108	130	180	170	138	107	201	265	188	76	87	95	220	101	71	136	140	187	
4.4	% urgent tests	4.3 divided by 4.2		percent	11%	8%	8%	7%	8%	8%	6%	3%	6%	7%	6%	2%	2%	2%	5%	3%	2%	3%	3%	5%	
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	2:55	4:39	3:18	3:31	3:25	2:46	3:03	3:29	3:28	2:45	4:09	3:44	4:04	4:04	2:48	4:03	4:00	3:41	3:29	
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	2:01	2:07	1:42	1:47	1:37	2:03	2:05	1:54	1:47	1:42	1:47	1:40	1:50	1:39	1:56	1:48	1:50	1:43	1:42	
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	5:55	9:55	7:55	7:50	9:34	4:38	6:45	7:26	6:44	8:17	5:04	8:57	7:45	8:57	9:33	5:11	9:09	7:59	8:39	7:48
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	1:46	1:31	1:14	1:44	1:15	1:16	1:03	1:29	0:50	0:54	1:28	1:26	1:09	1:04	1:05	1:02	1:21	1:07	1:16	1:03
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	7:08	25:01	8:53	8:07	9:08	6:43	7:00	6:41	8:16	7:05	6:34	24:54	8:42	7:46	25:44	6:16	24:02	16:53	9:17	7:22
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	4:45	5:48	3:47	4:28	3:39	5:14	5:18	4:48	4:59	4:28	4:25	4:42	4:23	4:17	3:49	5:02	4:59	4:10	3:55	3:48
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	9:52	28:12	26:43	27:05	28:23	9:33	24:47	27:32	27:10	28:06	7:29	28:37	27:35	31:05	28:34	6:52	28:07	27:44	28:12	27:15
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:24	5:11	3:54	4:08	4:08	3:35	3:51	4:15	4:08	4:13	3:25	4:33	4:32	4:55	5:01	5:00	4:43	4:50	4:26	4:20
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	2:36	2:55	2:16	2:54	2:36	2:43	3:06	2:48	2:30	2:52	2:15	2:43	2:46	2:53	2:56	4:21	2:43	2:58	2:34	2:36
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	6:24	9:52	8:17	7:25	8:38	5:49	6:56	7:35	7:45	8:39	5:59	8:15	7:59	9:13	10:07	6:40	9:37	8:21	9:08	8:29
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:45	1:16	2:26	2:24	1:52	1:57	1:49	1:55	2:09	1:36	2:05	2:06	2:07	2:26	4:00	1:59	2:27	2:11	2:06
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	7:21	24:02	9:22	8:16	9:15	8:22	7:13	6:58	8:55	6:48	7:11	7:42	8:48	8:38	25:35	8:10	20:16	8:25	9:35	8:11
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	4:14	6:59	4:08	5:21	4:29	5:07	5:11	5:09	4:25	4:57	4:11	4:45	4:51	5:12	5:15	7:06	4:51	4:54	4:47	4:13
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	11:12	28:44	26:33	26:51	29:11	10:03	18:13	28:39	27:52	28:39	7:59	29:33	27:59	30:30	30:04	8:56	28:13	27:15	28:02	27:53

item	Indicator	Definition	Target	Unit	30/08/21					7/09/21					13/09/21					20/09/21				
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	3:22	4:23	3:10	3:21	5:41	3:26	2:55	3:17	3:45	4:56	3:20	5:12	3:06	3:05	4:33	4:36	3:46	4:34	4:36	3:34
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	2:49	3:58	2:50	3:21	3:57	3:10	2:39	2:49	2:58	2:44	2:43	2:57	2:41	2:40	4:10	3:54	3:06	3:41	2:31	2:40
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	5:33	6:12	4:50	0:00	15:10	4:33	5:27	6:04	5:27	13:02	5:26	13:29	6:56	5:11	5:32	7:14	6:52	9:03	12:13	5:39
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:35	3:19	1:38	3:15	4:30	2:49	2:03	2:06	1:35	2:23	2:02	2:29	2:45	2:23	4:38	4:21	2:18	4:46	2:43	2:20
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	6:42	6:28	4:25	5:20	13:43	4:56	4:42	6:09	6:57	14:18	6:20	14:42	6:45	5:26	6:42	7:18	6:54	8:10	13:23	7:24
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	3:36	5:41	3:11	5:20	5:30	4:08	3:43	4:10	6:14	4:30	4:14	4:34	4:16	4:34	6:31	5:22	4:55	5:12	3:38	4:44
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	6:55	6:30	4:50	0:00	24:45	5:16	5:27	6:27	6:36	26:38	6:22	27:38	7:06	5:26	6:12	8:50	7:45	9:03	24:37	8:10
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	3:34	5:33	4:05	4:39	4:28	3:35	4:01	4:49	4:03	4:20	3:36	5:10	4:54	5:07	5:34	5:07	4:51	5:09	4:48	4:38
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	2:38	2:59	2:21	3:00	2:39	2:48	3:10	2:45	2:34	3:01	2:20	2:40	2:51	2:52	3:03	4:24	2:40	2:57	2:38	2:42
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	6:30	10:34	8:26	8:28	9:47	5:45	7:08	9:32	7:38	7:56	6:05	9:38	8:37	9:32	11:15	6:43	9:28	8:57	10:06	8:59
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:36	1:49	1:32	2:29	2:33	1:51	2:15	1:49	1:50	2:13	1:38	2:10	2:08	2:30	2:31	4:00	1:59	2:29	2:17	2:08
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	6:53	25:05	9:34	9:15	9:57	8:18	7:18	25:45	8:31	6:56	7:17	26:52	10:00	8:45	26:29	7:59	23:58	13:57	24:16	8:54
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	4:03	7:01	4:19	5:19	4:18	5:16	5:35	5:11	5:02	5:14	4:19	4:41	4:57	5:09	5:29	6:52	4:29	5:06	4:54	4:32
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	15:07	28:33	26:06	28:20	29:09	9:15	20:57	29:19	27:52	26:53	9:04	29:36	28:51	31:46	30:07	8:59	28:42	28:18	29:11	27:55
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	2:32	3:25	2:46	2:36	2:30	3:01	3:12	2:59	3:01	2:30	3:13	2:28	3:17	2:49	3:19	2:58	2:43	2:49	3:25	2:38
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	2:02	2:30	2:02	2:16	1:38	2:07	2:48	2:15	1:49	1:52	1:37	2:04	2:19	1:48	2:14	1:58	1:51	2:14	1:56	2:12
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	3:56	5:57	6:16	4:38	5:31	5:47	5:12	4:27	5:53	4:55	5:29	4:17	5:06	5:05	5:26	5:57	4:54	5:30	7:36	4:56
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:56	1:10	1:11	1:04	0:54	1:41	1:01	1:35	1:14	1:12	1:37	0:56	0:51	1:18	2:36	1:36	1:15	1:06	1:13	1:30

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	
					30/08/21	31/08/21	1/09/21	2/09/21	3/09/21	6/09/21	7/09/21	8/09/21	9/09/21	10/09/21	13/09/21	14/09/21	15/09/21	16/09/21	17/09/21	20/09/21	21/09/21	22/09/21	23/09/21	24/09/21	
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	5:31	8:49	7:27	5:12	6:45	6:47	6:03	5:31	8:11	5:05	6:01	4:42	5:52	5:13	7:27	6:24	5:58	5:46	7:44	5:36
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	4:50	5:33	3:19	4:58	2:59	4:17	5:49	3:39	3:43	3:50	3:11	3:15	4:33	3:56	3:48	4:14	3:13	3:59	4:15	5:02
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	5:15	9:46	9:16	5:38	8:36	10:01	8:24	6:02	9:17	5:56	6:14	5:52	6:31	5:56	8:08	10:27	6:18	6:10	17:59	5:58
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:31	5:52	1:47	1:57	2:06	1:49	2:23	2:31	2:26	2:39	4:08	3:22	2:17	3:10	2:33	3:11	1:57	7:46	2:31	2:49
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	2:48	2:17	1:47	1:57	2:06	1:49	2:23	2:31	2:11	2:39	2:11	1:49	2:17	2:59	2:14	3:04	1:57	1:51	2:16	2:21
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	6:02	23:51	0:00	0:00	0:00	0:00	0:00	0:00	4:48	0:00	6:06	6:28	0:00	4:16	5:07	3:38	0:00	15:09	4:32	5:10
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:30	1:32	1:00	1:48	2:08	2:06	2:13	1:10	2:46	1:30	3:00	1:37	1:02	2:14	2:55	2:03	1:46	2:11	1:27	2:32
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	7:09	21:47	2:04	2:19	3:18	3:01	3:37	3:00	4:40	4:26	8:27	6:35	4:06	4:13	6:06	4:18	2:23	26:03	4:25	5:01
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	5:18	3:08	2:04	2:19	3:18	3:01	3:37	3:00	3:58	4:26	3:01	2:40	4:06	3:52	5:42	4:19	2:23	3:27	3:42	3:41
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	7:23	23:51	0:00	0:00	0:00	0:00	0:00	0:00	4:48	0:00	8:35	6:36	0:00	4:16	5:07	3:38	0:00	26:11	4:32	5:10
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes (excluding self collects)			number	377	357	322	379	504	456	449	680	756	723	695	717	722	774	790	765	740	776	756	743
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.0%	0.3%	0.2%	0.7%	0.2%	0.1%	0.3%	0.0%	0.1%	0.4%	0.0%	0.3%	0.0%	0.0%	0.1%	0.3%	0.3%	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																				