

Number	KPI / Data Set	Metric	Frequency of Reporting	Responsibility for Collection	Target	Purpose / Comments
Provide additional hours of GP (Nurse and other HCP) appointment time						
KPI	1	Additional new capacity offered	Total number of appointments available per week by clinician type	Monthly	Provider	Each CCG will have a total appointment target based on required hours minimum of 70% of appointments to with a GP 30% of appointments to be Nurse To ensure contracted activity is being provide Appointments may be provided via telephone or face to face
KPI	2	Additional new capacity offered	Opening hours provided per week by days of provision	Monthly	Provider	1.5 hours per weekday 12 hours per weekend To ensure contracted activity is being provided
KPI	3	Demand for service	% Available appointments booked	Monthly	Provider	80%
KPI	4	DNA rate	% DNA rate	Monthly	Provider	12% efficient use of resources
Improve satisfaction and access to Primary Care						
KPI	5	Call handling	Duration of wait for a call to be answered	Monthly	Provider	90% answered within 1 minute
KPI	6	Call handling	% of calls dropped	Monthly	Provider	T.B.C
KPI	7	Triage process	Length of wait for a GP call back for triage?	Monthly	Provider	T.B.C
KPI	8	PROMs/PREMs: Service User Survey	Friends and Family test: We would like you to think about your recent experience of our service... "How likely are you to recommend our service to Friends and family if they needed similar care or treatment	Monthly	Provider	75% Extremely likely or likely Standardised and contractual measure of patient satisfaction.
KPI	9	PROMs/PREMs: Stakeholder and Practice Manager Survey	Stakeholder and Administrative procedural feedback survey response rate	Monthly	Provider	75% Positive High response rates desirable and demonstrates prioritisation of feedback by Provider.
KPI	10	Could go here or on all system impact	Patient questionnaire to ask patient where they would have accessed service if they had not been seen in the hub			
Increasing the range of contact modes						
KPI	11	Referral source	Numbers of referrals by source i.e. 111, Urgent care and Practice bookings and % directly booked	Monthly	Provider	T.B.C Ensure appropriate re-direction pathways are in use
Access						
Data Set	12	Appointment utilisation by practice	Breakdown of appointment utilisation by practice	Monthly	Provider	No target but provider will be asked to raise with practices who are not using Demonstrates extent of equity of access
Data Set	13	Appointment uptake by day, date, time, location	Specific breakdown of utilisation	Monthly	Provider	Utilise all available slots with either prebookable or triaged appointments Highlights the peak periods within capacity
Demographics						
Data Set	14	Age of Service users	Distribution of ages	Monthly	Provider	Accessible to all Who is/is not using the Service
Data Set	15	Gender of Service users	Gender distribution	Monthly	Provider	Accessible to all Who is/is not using the Service
Data Set	16	Ethnicity of Service users	Ethnicity distribution	Monthly	Provider	Accessible to all Who is/is not using the Service
Data Set	17	Residents host practice	Access at locality and practice level	Monthly	Provider	Accessible to all Who is/is not using the Service
Patient Specifics						
Data Set	18	Clinical conditions coded at consultation/Diagnosis	Clinical conditions coded at consultation/Diagnosis	Monthly	Provider	What people are using the Service for
Data Set	19	Clinical conditions coded at consultation	Diagnosis			What people are using the Service for
Data Set	20	Clinical conditions coded at consultation	Outcome of appointment			Identify the impact of access
Data Set	21	Clinician judged appropriateness	Qualitative details for patients seen who clinicians felt where unsuitable for service	Monthly	Provider	Demonstrates extent of effectiveness of triage/booking process and allows feedback for improvement
Data Set	22	Repeat service users data	Number	Monthly	Provider	Identify patients who can benefit from additional practice support or other services
Data Set	23	Repeat service users that DNA	Number	Monthly	Provider	Identify patients to target for education/awareness
Data Set	24	Inappropriate access or lack of availability	No. of appointments booked that were re-directed and/or cancelled by I-Hub	Monthly	Provider	Monitor limitations in the use of the service
Innovation						
Data Set	25	Provision of other services	Travel Clinics, Immunisations, Baby Clinic, Phlebotomy, Minor Ailment Service			
Data Set	26	Modes of access	Telephone Consultations			
Data Set	27	Modes of access	Video Consultations			
Data Set	28	Modes of access	Online registration, booking and access			
Data Set	29	Modes of access	Group Consultations			
Data Set	30	Walk in Centre	Collaborative working with existing other services			
Quality						
Data Set	31	Satisfaction of participating practices with quality of Service	Provider to develop questionnaire including questions: Overall satisfaction? Are practices notified of outcomes and actions in a consistent and timely way? Have any patients suffered as a result of reduced continuity of care?	Quarterly	Provider	TBC To inform Service improvement
Data Set	32	Satisfaction of clinicians working within the Service	Provider to develop questionnaire including questions: Perceptions of safety? Suggestions for improvements/modifications?	Quarterly	Provider	TBC To inform Service improvement
Data Set	33	Serious Incidents	Number and type of Incidents/Significant Events and report for each SI with outcome, reflections and action points.	TBC	Provider	Compliant? Yes/No Quality and Safety and to inform improvement and development of the Service
Data Set	34	Complaints	Number of complaints and report for each SI with outcome, reflections and action points.	TBC	Provider	TBC To inform Service improvement
Data Set	35	Compliments	Feedback received	TBC	Provider	TBC To inform Service improvement

Data Set		36	No. of safeguarding referrals	No. of referrals made	TBC	Provider	TBC	To inform Service improvement
Data Set		37	Prescribing	No. of prescriptions issued for categories of medication	TBC	Provider	Completion of a satisfactory audit	Review of prescribing practice
Data Set		38		No. of prescriptions issued that could have been directed to other services	TBC/ Annual	Provider	Completion of a satisfactory audit	Review of prescribing practice
Data Set		39	Prescribing quality (antibiotic prescribing will be initial focus)	(1) Volume of antibiotic prescribing <180 items/1000 STARPU	Quarterly	Commissioner	<180 Items/1000 STARPU	National and London KPI (PGSS 2015/16)
Data Set		40		(2) 10 recommended first line antibiotics (as per Camden Infection guidelines) should account for ≥85% of all antibiotics prescribed	Quarterly	Commissioner	Recommended ≥85% of total	Local KPI (PGSS 2015/16)
Data Set		41		(3) Reduce volume of *4Cs prescribing to <15% of all antibiotics	Quarterly	Commissioner	4Cs <15% total	National and London KPI (PGSS 2015/16)
Whole System Impact								
Data Set		42	Whole System Impact: Emergency attendances at acute hospitals	SUS data: emergency attendances at local acute hospitals Saturdays, Bands 3&5- practice level data	Monthly	Commissioner	No target for Phase 1	To measure the impact of the service on local urgent and emergency activity. Practice level data allows correlation based on practice utilisation of service
Data Set		43	Whole System Impact: Out of hours usage	SUS data: out of hours usage- practice level data	Monthly	Commissioner	No target for Phase 1	To measure the impact of the service on local urgent and emergency activity. Practice level data allows correlation based on practice utilisation of service
Data Set		44	Service communicates via secure electronic mechanism with relevant GP Practice within 24 hours of consultation	Monthly exception reporting	Monthly	Provider	Compliant? Yes/No	To ensure timely effective communication with GP Practice where the patient is registered
Data Set		45	Onward referrals	No of referrals made in consultation	Quarterly	Provider	TBC	To monitor the rate of referrals generated
Triage Data Set								
Data Set		46	Availability and urgency	No. of same session appointments booked at triage	Quarterly	Provider	TBC	Monitor the requirement for triage
Data Set		47	Minor contacts	No. of patients given self management advice	Quarterly	Provider	TBC	Identify the proportion of patients who did not require a follow up action
Data Set		48	Diversion rate as non urgent or preferred by patient	No. of patients advised to contact own practice	Quarterly	Provider	TBC	Monitor the activity diverted back to practice
Data Set		49	Diversion rate as non urgent or preferred by patient	No. of patients booked directly into a own practice appointment	Quarterly	Provider	TBC	Monitor the activity directly, diverted back to practice
Data Set		50	The % of patients who may drop I-Hub due to triage waiting times	No. of call backs unanswered? (patients accessed another service ???)	Quarterly	Provider	TBC	To provide insight into the amount of callers who may access another service whilst waiting for a call back???
Data Set		51	Effective use of pathway	No. of Patients booked via a IUC warm transfer	Quarterly	Provider	TBC	Monitor usage of pathway