

Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri					Mon					Tue					Wed					Thu					Fri				
				28/06/10	29/06/10	30/06/10	1/07/10	2/07/10	5/07/10	6/07/10	7/07/10	8/07/10	9/07/10	12/07/10	13/07/10	14/07/10	15/07/10	16/07/10	19/07/10	20/07/10	21/07/10	22/07/10	23/07/10	26/07/10	27/07/10	28/07/10	29/07/10	30/07/10	5/07/10	6/07/10	7/07/10	8/07/10	9/07/10	12/07/10	13/07/10	14/07/10	15/07/10	16/07/10	19/07/10	20/07/10	21/07/10	22/07/10	23/07/10	26/07/10	27/07/10	28/07/10	29/07/10	30/07/10					
5. TURNAROUND TIME NON-URGENT																																																					
Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:44	2:55	2:37	2:38	2:42	2:54	3:01	2:41	2:59	3:10	2:59	2:53	2:43	3:01	2:55	2:52	2:50	2:48	2:53	2:56	2:35	2:49	2:40	2:45	2:51																								
Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:59	1:10	0:50	0:49	0:59	1:45	1:06	0:50	0:50	1:30	1:07	1:09	1:12	1:00	1:21	1:16	1:09	1:14	1:02	0:53	0:48	1:08	0:52	0:56	0:55																								
Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	4:47	4:42	4:32	4:33	4:37	5:27	5:22	4:47	5:02	5:27	4:32	5:01	4:32	4:52	5:22	5:02	4:57	4:52	4:52	5:12	4:17	4:47	4:47	4:32	4:48																								
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:23	3:59	3:23	5:46	4:02	3:43	3:54	3:29	3:45	3:48	3:57	3:41	3:08	3:28	3:42	3:11	3:23	3:04	3:06	3:48	3:15	3:30	3:08	3:27	3:27																								
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	2:34	2:05	16:51	2:50	2:04	1:58	1:45	1:38	1:41	2:22	2:09	1:25	1:17	1:40	1:13	1:31	1:17	1:08	1:50	1:25	1:37	1:12	1:39	1:43																								
Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	5:17	5:59	5:28	20:51	5:52	5:55	5:39	5:36	5:39	5:31	5:45	5:48	5:10	5:26	5:17	5:00	5:14	5:02	4:56	5:48	5:07	5:18	5:06	5:13	5:17																								
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:39	3:44	3:32	3:23	3:18	3:35	3:32	3:46	3:23	3:43	3:20	3:22	3:32	3:18	3:36	3:12	3:36	3:55	3:28	3:14	2:52	3:28	3:16	3:32	3:29																								
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:12	3:31	2:31	2:24	1:34	2:17	2:39	2:21	1:47	4:38	2:06	2:01	1:56	1:35	1:54	1:27	2:13	1:47	1:54	1:42	1:26	2:29	1:22	2:46	2:03																								
Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	5:22	5:57	4:31	4:43	4:31	4:50	5:01	5:59	4:32	7:16	4:34	4:16	5:32	4:34	4:26	4:17	4:33	4:20	5:30	4:13	3:51	5:26	4:34	5:34	4:28																								
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:23	3:59	3:23	5:46	4:02	3:43	3:54	3:29	3:45	3:48	3:57	3:41	3:08	3:28	3:42	3:11	3:23	3:06	3:06	3:48	3:15	3:30	3:08	3:27	3:27																								
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	2:34	2:05	16:51	2:50	2:04	1:58	1:45	1:38	1:41	2:22	2:09	1:25	1:17	1:40	1:13	1:35	1:17	1:08	1:51	1:25	1:37	1:12	1:39	1:43																								
Total TAT Potassium 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	5:17	5:59	5:28	20:51	5:52	5:55	5:39	5:36	5:39	5:31	5:45	5:48	5:10	5:26	5:17	5:00	5:14	5:16	4:56	5:48	5:07	5:18	5:06	5:13	5:17																								
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:12	3:53	3:18	5:42	3:58	3:34	3:39	3:24	3:30	3:39	3:45	3:34	3:03	3:16	3:35	3:04	3:18	2:58	3:06	3:37	3:10	3:24	2:59	3:20	3:28																								
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:12	2:30	2:05	16:37	2:55	2:01	1:58	1:42	1:43	1:44	2:25	2:09	1:32	1:18	1:49	1:14	1:42	1:25	1:11	1:51	1:24	1:30	1:13	1:35	1:41																								
Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	4:57	5:57	5:17	20:27	5:38	5:35	5:25	5:10	5:15	5:20	5:23	5:45	4:42	5:10	5:04	4:48	5:07	4:55	4:55	5:35	4:51	5:09	4:36	5:06	5:15																								
Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days																																																	
Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days	3.2	3.2	4.0	4.0	3.9	3.3	4.1	3.3	4.0	4.2	3.2	3.1	2.8	2.2	3.3	3.3	3.0	2.3	2.8	2.2	3.2	2.9	3.1	2.3	2.3																								
Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	5.1	6.9	6.3	6.9	6.9	6.9	6.9	6.9	6.9	5.2	6.2	7.0	6.2	8.0	8.1	6.9	5.1	6.0	6.2	6.1	5.3	5.1	5.2	5.0	6.9																								
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours:minutes		24:15	32:40	27:05	31:34		22:55	26:46	24:57	27:57		23:36	24:57	28:56	28:39		25:46	25:37	27:41	28:34		30:53	28:24	26:52	29:13																								
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		21:40	43:01	45:03	52:26		22:26	23:02	39:38	64:56		22:31	22:41	47:25	45:21		23:51	42:49	40:10	47:07			24:20	46:20	42:00	46:56																							
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		1.1	2.0	2.0	2.5		1.1	1.9	1.8	2.0		1.0	1.7	2.1	2.0		1.1	1.9	1.9	2.0		1.1	2.1	1.6	2.1																								
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	97.0%	97.0%	98.0%	99.0%	94.0%	94.0%	99.0%	99.0%	99.0%	97.0%	96.0%	98.0%	97.0%	99.0%	96.0%	95.0%	97.0%	98.0%	98.0%	95.0%	96.0%	96.0%	98.0%	99.0%	92.0%																								
URGENT																																																					
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:06	3:40	3:07	3:07	3:20	3:26	3:39	3:00	3:33	3:44	3:10	2:57	3:22	3:24	3:24	3:12	3:20	3:06	3:32	3:02	2:53	3:09	3:07	3:21	3:35																								
Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:44	1:01	0:51	0:47	0:54	1:03	1:08	0:59	1:32	2:05	0:41	0:43	1:00	1:07	1:25	1:11	0:58	1:19	0:59	1:06	0:41	1:01	0:45	1:04	1:40																								
Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	4:37	4:56	4:43	5:25	4:53	5:08	5:15	4:23	5:21	5:36	4:30	4:28	5:03	4:48	6:37	4:52	4:53	4:33	4:57	4:38	4:45	4:53	4:45	4:39	5:20																								
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:04	3:27	3:21	2:57	3:22	2:52	3:54	4:16	3:14	4:01	3:35	4:50	2:58	3:13	3:29	2:31	3:26	2:32	2:52	3:19	2:53	3:11	3:09	3:17	3:12																								
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:09	0:58	1:35	2:22	1:36	1:41	1:41	2:16	1:20	1:26	1:28	1:22	1:11	1:42	1:50	0:58	1:50	1:06	1:36	1:52	1:57	1:29	1:12	1:28	1:17																								
Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	3:58	4:49	5:07	4:46	4:35	4:01	5:32	6:25	4:37	5:38	4:35	6:23	4:39	4:32	4:35	3:28	4:54	3:56	4:25	5:27	3:56	4:38	5:13	4:28	5:23																								

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Indicator	Definition	Target	Unit		28/06/10	29/06/10	30/06/10	1/07/10	2/07/10	5/07/10	6/07/10	7/07/10	8/07/10	9/07/10	12/07/10	13/07/10	14/07/10	15/07/10	16/07/10	19/07/10	20/07/10	21/07/10	22/07/10	23/07/10	26/07/10	27/07/10	28/07/10	29/07/10	30/07/10		
6. RECOLLECTS																															
Total specimens	Total number of patient episodes (excluding self collects)		number		1,029	1,074	975	914	991	889	1,005	934	863	929	946	927	901	880	930	1,050	1,080	973	902	1,011	1,029	1,022	996	965	976		
% recollects	6.2 divided by 6.1	less than 1.0%	percent		0.1%	0.1%	0.1%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%	0.5%	0.2%	0.1%	0.1%	0.1%	0.0%	0.1%	0.2%	0.6%	0.3%	0.3%	0.4%	0.4%	0.0%	0.2%		
% incorrectly identified specimens	6.3 divided by 6.1	less than 1.0%	percent		0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%		
% unsuitable samples	6.4 divided by 6.1	less than 1.0%	percent		0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%		
7. QUALITY IMPROVEMENT																															
note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																															
Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman		number						106					108					109					112					114		
Total Complaints	Number of complaints received year to date		number						64					65					66					68					71		
New complaints	Number of new complaints received this week		number						2					1					1					3					2		
Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number						2					1					1					3					2		