

Merseyside Quality Performance

	Area	Metric	Definition	Target	Oct	Trend
General	Booking Systems	Online booking system availability	% availability of online booking system	99%	100%	→
		Telephone booking system availability	% availability of booking system	99%	100%	→
		Call Answering	% of calls to Provider answered by a human being inside working hours	99%	100%	→
		Call Answering	% of calls to Provider answered by human being within 20 seconds	75%	77%	↑
		Call Handling - Average Waiting Time	Average length of time taken for Provider personnel to answer inbound calls	1 minute	19 seconds	↑
	Planned	Missed Collection	% of non-aborted booked journeys for which no collection is made by the Provider	0%	0%	→
	Planned	Misidentification of Patients	Reports submitted to National Patient Safety Agency / Serious Untoward Incidents	0	0	→
	Unplanned	Confirmation of Booking	% of collection time confirmed to the booker and / or patient within 15 minutes of acceptance of the booking	95%	100%	→
Eligibility	Application of eligibility criteria	Number of bookings for which eligibility evaluated prior to acceptance / total number of bookings x 100	98%	100%	→	
Planned	Travel time	Travel time	Passenger time on vehicle is <60 minutes	80%	95%	↓
	Arrival at treatment centre	On time arrival	% of patients arriving within -60< t <0 minutes of scheduled appointment time	90%	86%	↑
	Collection from Treatment Centre	Timeliness of departure	% of patients collected within 60 minutes of scheduled collection time or patient readiness notification	80%	83%	↑
% of patients collected within 90 minutes of scheduled collection time or patient readiness notification			90%	95%	↑	
Unplanned	Travel time	Travel Time	Passenger time on vehicle is <60 minutes	80%	96%	↓
	Collection from Discharge Centre	Less than 60 minute wait	% of journeys where the patient is picked up no later than 60 minutes after booked collection time	80%	73%	↑
		On the day pick up within 90 minutes	% of journeys where the patient is picked up no later than 90 minutes after booked collection time	90%	86%	↑
EPS	Travel Time	Travel Time	Passenger time on vehicle is <60 minutes	85%	95%	↓
	Arrival at treatment centre	On time arrival	% of patients arriving within 45 minutes prior to scheduled appointment time	90%	85%	↑
	Collection from treatment centre	Timeliness of departure	% of patients collected within 60 minutes of scheduled collection time or patient readiness notification	85%	91%	↑
% of patients collected within 90 minutes of scheduled collection time or patient readiness notification			90%	98%	↑	