

Health + Safety

KPI No.	EXECUTIVE LEAD	DEPARTMENT LEAD	Target	Description	Healthcare Standard	TTMD Project	National Target	WAST / Local Target	WAST Tolerance +/-	This Month	Cum YTD	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comments
59	David Jackland	Derek Johns	Fire safety	To be confirmed		tbc	tbc	tbc	tbc															

ICT

KPI No.	EXECUTIVE LEAD	DEPARTMENT LEAD	Target	Description	Healthcare Standard	TTMD Project	National Target	WAST / Local Target	WAST Tolerance +/-	This Month	Cum YTD	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comments
60	David Jackland	Nicki Maher	Information Governance: An MPDS Code must exist for each incident	Percentage of MPDS codes against an incident	25	tbc		85%																

Health Courier Services

KPI No.	EXECUTIVE LEAD	DEPARTMENT LEAD	Target	Description	Healthcare Standard	TTMD Project	National Target	WAST / Local Target	WAST Tolerance +/-	This Month	Cum YTD	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comments
61	tbc	tbc	Under construction by Julie Winspear	Under construction by Julie Winspear		tbc	tbc	tbc	tbc															

NHS Direct Wales

KPI No.	EXECUTIVE LEAD	DEPARTMENT LEAD	Target	Description	Healthcare Standard	TTMD Project	National Target	WAST / Local Target	WAST Tolerance +/-	This Month	Cum YTD	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comments
62	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to 999		tbc	tbc	tbc	tbc															
63	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to A+E		tbc	tbc	tbc	tbc															
64	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Primary Care Services (PCS) Urgent		tbc	tbc	tbc	tbc															
65	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Primary Care Services (PCS) Same Day		tbc	tbc	tbc	tbc															
66	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Primary Care Services (PCS) Routine		tbc	tbc	tbc	tbc															
67	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Pharmacist		tbc	tbc	tbc	tbc															
68	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Homecare		tbc	tbc	tbc	tbc															
69	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Dental		tbc	tbc	tbc	tbc															
70	Sara Jones	Anita Griffiths	Call-sorting symptomatic calls	% of symptomatic calls (including streamed calls) dispositioned to Other Professional		tbc	tbc	tbc	tbc															
71	Sara Jones	Anita Griffiths	% calls dealt with directly by Nurse/Hi advisor/both	% calls dealt with directly by Nurse		tbc	tbc	tbc	tbc															
72	Sara Jones	Anita Griffiths	% calls dealt with directly by Nurse/Hi advisor/both	% calls dealt with directly by HI advisor		tbc	tbc	tbc	tbc															
73	Sara Jones	Anita Griffiths	% calls dealt with directly by Nurse/Hi advisor/both	% calls dealt with directly by Nurse and HI advisor		tbc	tbc	tbc	tbc															
74	Sara Jones	Anita Griffiths	Timely Access to Services	Answer Rate < 90 seconds		tbc	90%	90%	15%															
75	Sara Jones	Anita Griffiths	Timely Access to Services	Answer Rate <180 seconds		tbc	95%	95%	15%															
76	Sara Jones	Anita Griffiths	Timely Access to Services	Abandonment Rate		tbc	5%	5%	1%															
77	Sara Jones	Anita Griffiths	High quality and safe services	P1 urgent Calls triage commenced < 20mins		tbc	90%	90%	15%															
78	Sara Jones	Anita Griffiths	High quality and safe services	P2 calls triage commenced < 60mins		tbc	95%	95%	15%															
79	Sara Jones	Anita Griffiths	High quality and safe services	P3 Non urgent calls commenced < 240mins		tbc	95%	95%	15%															
80	Sara Jones	Anita Griffiths	High quality and safe services	P1, P2, P3 GPOOH Calls triage commenced < 60mins		tbc	95%	95%	15%															
81	Sara Jones	Anita Griffiths	Organisational strategy to deliver service to health economy	Total Telephone Contacts		tbc	tbc	tbc	tbc															
82	Sara Jones	Anita Griffiths	Organisational strategy to deliver service to health economy	Total Web Visits		tbc	tbc	tbc	tbc															
83	Sara Jones	Anita Griffiths	Organisational strategy to deliver service to health economy	Dental Calls Offered		tbc	tbc	tbc	tbc															
84	Sara Jones	Anita Griffiths	Organisational strategy to deliver service to health economy	Calls Answered		tbc	tbc	tbc	tbc															