

Greater Manchester Quality Performance

Area	Metric	Definition	Target	Jul-16	Aug	Sep	Oct	Nov	Dec	Jan-17	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-18	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-19	Feb	Mar	Apr	
General	Online booking system availability	% availability of online booking system	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Telephone booking system availability	% availability of booking system	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Call Answering	% of calls to Provider answered by a human being inside working hours	99%	97%	98%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Call Answering	% of calls to Provider answered by human being within 20 seconds	75%	79%	79%	56%	76%	75%	85%	81%	79%	76%	79%	64%	71%	72%	68%	63%	77%	77%	76%	68%	78%	63%	70%	67%	55%	50%	72%	62%	75%	76%	70%	65%	58%	49%	72%	
	Call Handling - Average Waiting Time	Average length of time taken for Provider personnel to answer inbound calls	1 minute	28 seconds	26 seconds	75 seconds	35 seconds	34 seconds	17 seconds	19 seconds	23 seconds	29 seconds	26 seconds	63 seconds	31 seconds	30 seconds	30 seconds	39 seconds	21 seconds	18 seconds	27 seconds	33 seconds	19 seconds	59 seconds	31 seconds	42 seconds	66 seconds	92 seconds	30 seconds	45 seconds	25 seconds	21 seconds	29 seconds	41 seconds	55 seconds	75 seconds	32 seconds	
	Planned	Missed Collection	% of non-aborted booked journeys for which no collection is made by the Provider	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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Planned	Misidentification of Patients	Reports submitted to National Patient Safety Agency / Serious Untoward Incidents	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	0	0	0	0	0	0	0	0	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Eligibility	Application of eligibility criteria	Number of bookings for which eligibility evaluated prior to acceptance / total number of bookings x 100	98%	99%	99%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Planned	Travel time	Travel time	Passenger time on vehicle is <60 minutes	80%	92%	94%	92%	93%	92%	93%	95%	93%	93%	94%	93%	93%	94%	92%	93%	91%	92%	93%	93%	93%	94%	93%	92%	92%	94%	91%	91%	91%	90%	91%	91%	92%	93%	
	Arrival at treatment centre	On time arrival	% of patients arriving within -60< t <0 minutes of scheduled appointment time	90%	59%	66%	59%	65%	68%	74%	74%	72%	73%	76%	74%	74%	78%	71%	75%	72%	74%	76%	73%	73%	78%	74%	68%	72%	75%	68%	68%	70%	69%	69%	70%	72%	74%	
	Collection from Treatment Centre	Timeliness of departure	% of patients collected within 60 minutes of scheduled collection time or patient readiness notification	80%	61%	65%	63%	71%	67%	72%	73%	68%	68%	73%	70%	65%	64%	70%	63%	66%	63%	67%	67%	65%	62%	68%	65%	51%	58%	62%	55%	55%	57%	56%	57%	57%	62%	68%
Unplanned	Travel time	Travel Time	Passenger time on vehicle is <60 minutes	80%	92%	93%	91%	91%	91%	92%	94%	93%	92%	93%	92%	91%	91%	92%	90%	91%	88%	89%	91%	91%	92%	92%	92%	90%	91%	92%	90%	89%	88%	89%	89%	90%	90%	91%
	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%	44%	70%	75%	77%	71%	77%	79%	73%	71%	77%	74%	68%	68%	70%	63%	68%	64%	68%	71%	65%	64%	70%	68%	58%	63%	65%	58%	60%	60%	63%	63%	61%	62%	74%
		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%	65%	81%	85%	87%	82%	87%	88%	85%	83%	87%	84%	78%	80%	80%	75%	78%	75%	79%	82%	77%	74%	83%	80%	70%	75%	76%	70%	72%	73%	74%	74%	72%	75%	84%
EPS	Travel Time	Travel Time	Passenger time on vehicle is <60 minutes	85%	92%	95%	94%	95%	94%	95%	96%	95%	96%	95%	96%	95%	96%	95%	95%	94%	95%	95%	96%	96%	96%	95%	94%	95%	96%	93%	93%	94%	94%	93%	93%	95%	96%	
	Arrival at treatment centre	On time arrival	% of patients arriving within 45 minutes prior to scheduled appointment time	90%	55%	66%	62%	67%	70%	74%	77%	77%	77%	79%	79%	79%	82%	77%	79%	80%	81%	81%	79%	80%	82%	83%	78%	78%	82%	80%	80%	81%	79%	79%	74%	78%	80%	
	Collection from treatment centre	Timeliness of departure	% of patients collected within 60 minutes of scheduled collection time or patient readiness notification	85%	69%	81%	78%	83%	81%	86%	87%	85%	87%	90%	88%	85%	84%	88%	84%	86%	83%	86%	85%	87%	86%	88%	87%	68%	78%	84%	79%	78%	76%	80%	78%	77%	82%	85%
Collection from treatment centre	Timeliness of departure	% of patients collected within 90 minutes of scheduled collection time or patient readiness notification	90%	87%	93%	92%	95%	94%	96%	96%	95%	95%	96%	95%	94%	94%	96%	94%	95%	93%	95%	95%	95%	94%	96%	95%	87%	92%	94%	91%	91%	91%	92%	92%	91%	94%	95%	

*N.b. During the period of the cyber attack, call volumes increased up to 55% in May 2017 due to external online booking agents having had their internet access blocked.