

Ashford and Canterbury MRI - Key Performance Indicators

Start Date	KPI Description	Constraints & assumptions for achieving the KPI	Target	How is it measured
Service Commencement date	Patient Reported Satisfaction of an overall good experience of the service.		95% report overall satisfaction with the service.	Patient satisfaction survey to be sent out to a minimum of 95% of Patients, with a minimum response rate of 30%.
Service Commencement date	Reduced referral to secondary care and improved conversion rate as a proxy for increased appropriateness of referrals.		Previous year as baseline.	Contract reporting dataset
Service Commencement date	Improved targeting of referrals to right secondary care clinic first time – less consultant to consultant referrals.		Previous year as baseline.	Contract reporting dataset
Service Commencement date	Provider failure to ensure that 'sufficient appointment slots' are made available on the E-Referral system.		No more than 95% appointment slots booked to ensure availability.	TALs List.
Service Commencement date	Percentage of referrals received via the E-Referral system.		Minimum 40%	Monthly Performance Report.
Service Commencement date	Rejections – total number of referrals rejected by Provider.		Maximum 15%	Monthly Performance Report.
Service Commencement date	Number of Patients who have a repeat activity as a result of any incorrectly or inadequately performed activity (expressed as a percentage of the total number of activities).		No greater than 1%	Monthly Performance Report.
Service Commencement date	Provider will provide triage of referrals to meet referral criteria and accept or reject a referral within 1 working day.		98%	Monthly Performance Report
Service Commencement date	Initial communication to patient within 5 days of acceptance of referral.		95%	Monthly Performance Report.
Service Commencement date	Patient offered choice of appointment date and time that is convenient to them.		95% of patients to be offered choice.	Patient Satisfaction Survey.
Service Commencement date	Investigation undertaken within 10 working days of acceptance of referral.		Minimum 80%	Monthly Performance Report.
Service Commencement date	Investigation undertaken within 20 working days of acceptance of referral.		100%	Monthly Performance Report.
Service Commencement date	Report of investigation to be sent to referrer within 2 working days of investigation.		Minimum 80%	Monthly Performance Report.
Service Commencement date	Report of investigation to be sent to referrer within 5 working days of investigation.		100%	Monthly Performance Report.
Service Commencement date	Non-attendance: Percentage of referrals not completed due to patient DNA or late cancellation.		No more than 2.5%	Monthly Performance Report.

Service Commencement date	Provider cancellation of appointment for non-clinical reasons either before or after Patient arrives for investigation.		No more than 0.8%	Monthly Performance Report.
Service Commencement date	Patient waiting more than 30 minutes after appointment time before start of investigation activity (measured as a percentage of all Patients scanned).		No more than 5%.	Monthly Performance Report.
Service Commencement date	Complaints register to be provided every month.		No more than 5% of complaints substantiated.	Monthly Complaints Register.
Service Commencement date	A minimum of one GP satisfaction survey will be designed and sent to all referring GPs annually. 85% of GPs sampled should report overall satisfaction with service and action plan produced if response rate is below 30%.		85%	Annual Referrer Satisfaction Survey Report.