

Core Contract PTS Quality Standards (Year to Date)

Cheshire Quality Standards - General																				
Ref	Area	Metric	Definition	Control Threshold	Target Threshold	March	Apr-14	May	June	July	August	September	October	November	December	January	February	March		
100%	Booking Systems	Online booking system availability	% availability of online booking system (monitoring interval no more than 15 minutes and 1 month reporting period)	99%	99.5%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%	👉	
2		Telephone booking system availability	% availability of online booking system	99%	99.5%	100%	100%	100%	100%	100%	99%	100%	100%	99%	99%	99%	99%	100%	👆	
3		Call Answering	% of calls to Provider answered by a human being or, if outside working hours, an automated service	75%	90%	96%	97%	98%	99%	99%	99%	99%	90%	99%	99%	99%	99%	99%	99%	👉
4		Call Answering	% of calls to Provider answered by Provider personnel within 20 seconds	75%	80%	77%	88%	86%	88%	85%	80%	82%	86%	82%	86%	81%	81%	82%	👆	
5		Call Handling - Average Waiting Time	Average length of time taken for Provider personnel to answer inbound calls	1 minute	1 minute	22 seconds	12 seconds	12 seconds	10 seconds	12 seconds	16 seconds	17 seconds	11 seconds	14 seconds	10 seconds	13 seconds	14 seconds	17 seconds	👇	
6	Eligibility	Application of eligibility criteria	Number of bookings for which eligibility evaluated prior to acceptance / total number of bookings x 100	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	👉	
7	Travel time	Travel time	Passenger time on vehicle is <60 minutes	80%	90%	90%	90%	90%	90%	90%	90%	90%	92%	90%	90%	91%	92%	92%	👉	
8	Arrival (at treatment centre)	Early arrival	% of Treatment Centre arrivals more than 45 minutes prior to outpatient appointment	15%	5%	7%	3%	2%	2%	2%	3%	2%	2%	3%	7%	6%	4%	4%	👉	
9		On time arrival	% of patients arriving within -45 < t < +15 minutes of scheduled appointment time	90%	95%	79%	83%	86%	85%	87%	85%	84%	85%	84%	80%	82%	82%	81%	👇	
10		Late arrival	% of Treatment Centre arrivals more than 15 minutes after outpatient appointment	15%	5%	14%	15%	13%	14%	12%	13%	15%	14%	14%	14%	13%	15%	17%	👇	
11	Collection from Treatment Centre	Timeliness of departure	% of patients collected within 60 minutes of scheduled collection time or patient readiness notification	80%	85%	84%	84%	87%	83%	86%	85%	83%	85%	85%	86%	84%	83%	81%	👇	
12		Timeliness of departure	% of patients collected within 90 minutes of scheduled collection time or patient readiness notification	90%	95%	93%	92%	94%	93%	94%	94%	93%	93%	93%	95%	93%	92%	92%	👉	
13	Provider Cancellations	Provider Cancellations	% of journeys cancelled by the Provider	0.05%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	👉	
14	Missed Collection	Missed Collection	% of non-aborted booked journeys for which no collection is made by the Provider	0.001%	0.0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	👉	
15	Breakdowns	Slow breakdown resolution	Number of vehicle breakdowns for which no replacement vehicle was available within 1 hour	5	0	0	3	0	0	0	2	2	3	1	1	0	0	3	👇	
16	Complaints	Complaint acknowledgement	% of complaints acknowledged within 1 working day of complaint	95%	100%	100%	100%	100%	100%	82%	92%	96%	85%	100%	100%	100%	100%	100%	👉	
17		Complaint resolution*	% of complaints resolved within 40 working days of original complaint	80%	90%	74%	71%	41%	85%	47%	50%	79%	85%	56%	67%	71%	57%	-		
18	Patient Experience	Patient Experience	Total % of patients conveyed during the year invited to participate in patient experience survey	1%	N/A	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	👉	
19	Misidentification	Misidentification of Patients		0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	👉	

* Figures for % complaints resolved within 40 days (17) updated on an ongoing basis. Bold KPIs represent financial incentive KPIs against Target Threshold

Cheshire Quality Standards - EPS Activity																			
Ref	Area	Metric	Definition	Control Threshold	Target Threshold	March	Apr 14	May	June	July	August	September	October	November	December	January	February	March	
22	Travel time	travel time	Passenger time on vehicle is <40 minutes	85%	90%	74%	75%	76%	75%	75%	71%	73%	76%	75%	75%	78%	75%	75%	⇒
23	Arrival (at treatment centre)	Early arrival	% of Treatment Centre arrivals more than 30 minutes prior to outpatient appointment	10%	5%	13%	12%	9%	9%	11%	12%	10%	8%	10%	12%	12%	13%	13%	⇒
24		On time arrival	% of patients arriving within 30 minutes of scheduled appointment time	90%	95%	83%	84%	88%	88%	86%	84%	86%	89%	86%	83%	85%	84%	82%	⇩
25		Late arrival	% of Treatment Centre arrivals more than 15 minutes after outpatient appointment	15%	5%	9%	8%	8%	8%	8%	9%	9%	9%	10%	9%	7%	8%	9%	⇩
26			% of patients collected within 60 minutes of scheduled collection time of Patient Readiness Notification	85%	90%	90%	93%	93%	94%	92%	92%	88%	91%	92%	91%	91%	92%	89%	⇩
27			% of patients collected within 90 minutes of scheduled collection time or Patient Readiness Notification	90%	95%	96%	98%	98%	98%	98%	98%	96%	98%	98%	97%	97%	98%	97%	⇩

