

SCAS Patient Transport Services
Key Performance Indicators
Dashboard 2017 - 2018

KPI	Parameter	Threshold	Target	Values	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
KPI 1	Calls Answered within 60 seconds	85%	90%	No. Calls answered	11,107	11,464	10,072	10,708	11,804	10,013	10,454	9,818	7,863			
				KPI Achieved	8,064	9,147	9,182	8,510	8,974	7,027	7,959	7,715	5,900			
				KPI Performance	72.60%	79.79%	91.16%	79.47%	76.03%	70.18%	76.13%	78.58%	75.03%			
KPI 2	Provider to contact all patients within 24 hours of planned pickup to confirm booking (excluding regular renal/chemo patients who chose to 'opt out')	85%	90%	No. Journeys	4,208	5,837	5,887	5,463	6,070	6,096	6,258	6,487	5,159			
				KPI Achieved	541	587	486	428	469	851	880	1,815	2,659			
				KPI Performance	12.86%	10.06%	8.26%	7.43%	7.73%	13.96%	14.06%	27.98%	51.56%			
47 KPI 3	Non-Renal Inbound Journeys to arrive between 75 and 0 minutes early	75%	80%	No. Journeys	3,722	5,256	5,474	5,213	5,427	5,795	5,955	6,138	4,737			
				KPI Achieved	2,687	3,849	4,310	4,132	4,252	4,534	4,671	4,876	3,837			
				KPI Performance	72.19%	73.23%	78.74%	79.26%	78.35%	78.24%	78.38%	79.44%	81.00%			
KPI 4	Renal Inbound Journeys to arrive between 45 and 0 minutes early	75%	90%	No. Journeys	2,240	3,291	3,252	3,254	3,345	3,253	3,311	3,314	3,334			
				KPI Achieved	1,357	2,050	2,262	2,301	2,311	2,247	2,265	2,322	2,280			
				KPI Performance	60.58%	62.29%	69.56%	70.71%	69.09%	69.07%	68.41%	70.17%	68.39%			
KPI 5	Renal Outbound Journeys to collect within 30 minutes	80%	85%	No. Journeys	2,176	3,097	3,188	3,185	3,346	3,264	3,294	3,322	3,315			
				KPI Achieved	1,619	2,340	2,568	2,666	2,737	2,683	2,657	2,703	2,811			
				KPI Performance	74.40%	75.56%	80.55%	83.70%	81.86%	82.20%	80.66%	81.37%	84.80%			
KPI 5a	Renal Outbound Journeys to collect within 60 minutes			No. Journeys	2,176	3,097	3,188	3,185	3,346	3,264	3,294	3,322	3,315			
				Target Achieved	1,922	2,774	2,992	3,017	3,130	3,070	3,051	3,099	3,122			
				Target Performance	88.33%	89.57%	93.85%	94.73%	93.54%	94.06%	92.62%	93.29%	94.18%			
KPI 6	Non-Renal Outbound Journeys (excluding discharges) to collect within 60 minutes	75%	80%	No. Journeys	3,503	4,860	5,147	4,835	5,059	5,315	5,499	5,659	4,392			
				KPI Achieved	3,098	4,355	4,694	4,502	4,628	4,871	4,972	5,162	4,011			
				KPI Performance	88.44%	89.61%	91.20%	93.11%	91.48%	91.65%	90.41%	91.22%	91.33%			

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KPI 7	Pre-Planned Ward Discharges to be collected within 60 minutes	75%	80%	No. Journeys	573	636	696	666	675	704	716	783	697			
				KPI Achieved	369	437	459	536	502	530	503	549	444			
				KPI Performance	64.40%	68.71%	65.95%	80.48%	74.37%	75.28%	70.25%	70.11%	63.20%			
KPI 7a	Pre-Planned Ward Discharges to be collected within 90 minutes			No. Journeys	573	636	696	666	675	704	716	783	697			
				Target Achieved	419	492	526	608	566	600	575	642	529			
				Target Performance	73.12%	77.36%	75.57%	91.29%	83.85%	85.23%	80.31%	81.99%	75.90%			
KPI 8	Unplanned Ward and A&E Discharges to be collected within 120 minutes	85%	90%	No. Journeys	2,795	3,096	3,049	2,696	2,788	2,871	2,940	2,943	2,867			
				KPI Achieved	2,122	2,350	2,327	2,155	2,145	2,136	2,062	2,138	2,027			
				KPI Performance	75.92%	75.90%	76.32%	79.93%	76.94%	74.40%	70.14%	72.65%	70.20%			

Notes

KPI1 - Sussex is still operating a dedicated call centre however have agreed a virtual call centre for 2018/19. This will improve performance for 2018-19 and reduce costs

KPI 2 - There is a technical issue in the reporting of this performance which is currently being worked on. The reduced performance is a reporting issue and had no impact on patients.

KPI 5a - This is for comparison purposes only and does not form part of the contracted KPI's.