

## Annex 1 Harrow District Nursing Performance Metrics

Service	Ref	Operational Standards	Standard	Threshold	Apr-13	May-13	Jun-13	Jul-13	Aug-13
<b>District Nursing</b>	C_01	<b>For all patients requiring intervention, an Intervention notice shall be sent to the referrer and GP giving a treatment plan within 3 working days of assessment.</b>	100%	95%	90%	93%	94%	92%	94%
		Total number of patient intervention notices sent to referrer and GP within 3 days			690	703	698	642	564
		Total number of intervention notices received			763	759	746	697	598
	CS_02a	<b>The Provider shall respond to 100% of referrals within the specified time periods during day, twilight or night service periods: Visit within 4 hours (without further triage)</b>	100%	95%	57%	40%	100%	53%	100%
		Total number of visits within specified timescale			4	2	2	9	1
		Total number of visits due			7	5	2	17	1
	CS_02b	<b>The Provider shall respond to 100% of referrals within the following time periods during day, twilight or night service periods: Visit within 24 hours</b>	100%	95%	47%	44%	33%	48%	55%
		Total number of visits within specified timescale			9	7	6	20	6
		Total number of visits due			19	16	18	42	11
	CS_02c	<b>The Provider shall respond to 100% of referrals within the following time periods during the day, twilight and night service periods: All telephone messages received from users/carers must be returned within 24 hours</b>	100%	95%	91%	92%	92%	93%	96%

C_03a	Total number of responses within specified timescale			1382	2208	2134	2003	1935
	Total number of received messages			1514	2400	2320	2156	2026
	<b>% of meetings which occurred per month for practices with &gt;3000 patients</b>	95%	95%	26%	52%	83%	76%	74%
	Number of practices with >3000 registered patients			31	31	31	31	31
	Total target meetings			50	50	50	50	50
	Actual Number of meetings			13	23	38	32	29
	Number of declined meetings			0	6	4	8	11
	New Target meetings			50	44	46	42	39
C_03b	<b>% of meetings which occurred per month for practices with &lt;3000 patients</b>	95%	95%	0%	50%	75%	100%	67%
	Number of practices with <3000 registered patients			4	4	4	4	4
	Total target meetings			4	4	4	4	4
	Actual Number of meetings			0	2	3	4	2
	Number of declined meetings			0	0	0	0	1
	New Target meetings			4	4	4	4	3
C_04	<b>Total number of influenza, pneumococcal and BCG vaccinations reported to practice within 7 calendar days</b>	98%	95%	No Activity	No Activity	No Activity	No Activity	No Activity
	Number of vaccinations administered			0	0	0	0	0
	Number reported to practice			0	0	0	0	0