

LONDON STANDARD KPIS									
No.	Description of Key Performance Indicator		Source of Data	Reporting Frequency	Band A - Optimal Performance level	Band B- Acceptable Performance Level	Band C- Minimum Performance Level	Band D- KPI Failure	KPI Weighting
1	Screening Uptake	<b>Bowel Cancer Screening</b> percentage of patients in relevant age cohort during reporting period registered with the practice that have been screened for Bowel Cancer	Information Bowel Screening Provider has submitted to Commissioner on Exeter, six months in arrears	Quarterly	Greater than or equal to 60% of eligible patients have been screened	Greater than or equal to 55% and less than 60% of eligible patients have been screened	Greater than or equal to 45% and less than 55% of eligible patients have been screened	Less than 45% of eligible patients have been screened	6.25%
2		<b>Breast Screening</b> percentage of females in relevant age cohort during reporting period registered with the practice that have responded to invitation to screening	Information Breast Screening Provider has submitted to Commissioner on Exeter, six months in arrears	Quarterly	Greater than or equal to 75% of eligible patients have been screened	Greater than or equal to 70% and less than 75% of eligible patients have been screened	Greater than or equal to 65% and less than 70% of eligible patients have been immunised	Less than 65% of eligible patients have been screened	6.25%
3		<b>Cervical Screening</b> percentage of females in relevant age cohort during reporting period registered with the practice that have had cervical screening	Information Contractor has submitted to Commissioner on Exeter	Quarterly	Greater than or equal to the National Screening Programme Threshold (80%)	Greater than or equal to 70% and less than 80% of eligible patients have been screened	Greater than or equal to 60% and less than 70% of eligible patients have been screened	Less than 60% of eligible patients have been screened	6.25%
4	Vaccination & Immunisations	Childhood Imms Part 1: Percentage of patients in its area— (i) who have attained the age of 2 years but who are not yet 3 years are able to benefit from the recommended immunisation courses (that is those that have been recommended in England and by the World Health Organisation for protection against—(aa) diphtheria, tetanus, poliomyelitis, pertussis and Haemophilus influenza type B (HiB), (bb) measles/mumps/rubella, and (cc) Meningitis C	Information Contractor has submitted to Commissioner on Exeter	Quarterly	Greater than or equal to 95% of eligible patients have been immunised	Greater than or equal to 80% and less than 95% of eligible patients have been immunised	Greater than or equal to 70% and less than 80% of eligible patients have been immunised	Less than 70% of eligible patients have been screened	6.25%
5		Childhood Imms Part 2:Percentage of patients in its area— who have attained the age of 5 years but who are not yet 6 years are able to benefit from the recommended reinforcing doses (that is those that have been recommended in England and by the World Health Organisation) for protection against diphtheria, tetanus, pertussis and poliomyelitis	Information Contractor has submitted to Commissioner on Exeter	Quarterly	Greater than or equal to 95% of eligible patients have been immunised	Greater than or equal to 80% and less than 95% of eligible patients have been immunised	Greater than or equal to 70% and less than 80% of eligible patients have been immunised	Less than 70% of eligible patients have been screened	6.25%
6		<b>Flu Immunisation 65+</b> Percentage of patients aged 65 and over whose notes record that the influenza immunisation has been given	Information Contractor has submitted to Commissioner on Exeter	Annually	Greater than or equal to 75% of eligible patients have been immunised	Greater than or equal to 70% and less than 75% of eligible patients have been immunised	Greater than or equal to 60% and less than 70% of eligible patients have been immunised	Less than 60% of eligibligable patients have been immunised	6.25%
7		<b>Flu Immunisation Under 65 at risk</b> Percentage of patients aged under 65, with clinical conditions placing them in the 'At Risk' category whose notes record that the influenza immunisation has been given	Information Contractor has submitted to Commissioner on Exeter	Annually	Greater than or equal to 75% of eligible patients have been immunised	Greater than or equal to 70% and less than 75% of eligible patients have been immunised	Greater than or equal to 60% and less than 70% of eligible patients have been immunised	Less than 60% of eligibligable patients have been immunised	6.25%
8		<b>Pneumococcal Immunisation 65+</b> Percentage of patients over 65 and 'At Risk' groups aged two years or over whose notes record that pneumococcal immunisation has been given	Information Contractor has submitted to Commissioner on Exeter	Annually	Greater than or equal to 75% of eligible patients have been immunised	Greater than or equal to 70% and less than 75% of eligible patients have been immunised	Greater than or equal to 60% and less than 70% of eligible patients have been immunised	Less than 60% of eligibligable patients have been immunised	6.25%
<b>Sub Total Section Weighting</b>									<b>50%</b>
9	NB: For indicators 9 and 10 the provisions set out in the Service Specification in Schedule 2, Part 2, Paragraph 2.9 shall apply for the purposes of measuring this KPI except where specifically indicated for Band A and Band B	Number of patient consultations provided by a GP or Nurse Practitioner (Or other suitably qualified Medical Practitioner with the express consent of the Commissioner) per 1000 Carr-Hill weighted patients per week	Contractor	Quarterly	A minimum of 80 Consultations (for the purposes of the additional consultations required for the achievement of this KPI, over and above Band C, the limitations in skill mix in Schedule 2, Part 2, Paragraph 2.9.1 and in the consultation method in Schedule 2, Part 2, Paragraph 2.9.5 shall not apply)	A minimum of 75 Consultations but below Band A (for the purposes of the additional consultations required for the achievement of this KPI, over and above Band C, the limitations in skill mix in Schedule 2, Part 2, Paragraph 2.9.1 and in the consultation method in Schedule 2, Part 2, Paragraph 2.9.5 shall not apply)	A minimum of 72 Consultations but below Band B	Less than 72 Consultations	12.50%
10		Number of patient consultations provided by a Nurse or Health Care Assistant (Or other suitably qualified Clinician with the express consent of the Commissioner) per 1000 Carr-Hill weighted patients per week	Contractor	Quarterly	A minimum of 32 Consultations (for the purposes of the additional consultations required for the achievement of this KPI, over and above Band C, the limitations in skill mix in Schedule 2, Part 2, Paragraph 2.9.1 and in the consultation method in Schedule 2, Part 2, Paragraph 2.9.5 shall not apply)	A minimum of 28 Consultations but below Band A (for the purposes of the additional consultations required for the achievement of this KPI, over and above Band C, the limitations in skill mix in Schedule 2, Part 2, Paragraph 2.9.1 and in the consultation method in Schedule 2, Part 2, Paragraph 2.9.5 shall not apply)	A minimum of 25 Consultations but below Band B	Less than 25 Consultations	12.55%
<b>Sub Total Section Weighting</b>									<b>25%</b>
11	Patient Voice	<b>Overall Experience</b> Percentage of patients responding within the 'good' range to the question "Overall, how would you recommend your experience of your GP Surgery?"	National GP Patient Survey (locally administered in year 1)	Annually	Equal to or exceeding the upper quartile value established for all the GP Practices located in the London Region for the previous year	Equal to or exceeding the median value established for all the GP Practices located in the London Region for the previous year - but below Band A	Equal to or exceeding the median value established for all the GP Practices located in the local CCG Area for the previous year - but below Band B	Below the median value established for all the GP Practices located in the local CCG area for the previous year	5.00%
12		<b>Recommendation</b> Percentage of patients who would definitely or probably recommend their GP Surgery	National GP Patient Survey (locally administered in year 1)	Annually	Equal to or exceeding the upper quartile value established for all the GP Practices located in the London Region for the previous year	Equal to or exceeding the median value established for all the GP Practices located in the London Region for the previous year - but below Band A	Equal to or exceeding the median value established for all the GP Practices located in the local CCG Area for the previous year but - below Band B	Below the median value established for all the GP Practices located in the local CCG area for the previous year	5.00%
13		<b>Receptionists</b> Percentage of patients responding within the 'helpful' range to the question "How helpful do you find the receptionists at your GP Surgery?"	National GP Patient Survey (locally administered in year 1)	Annually	Equal to or exceeding the upper quartile value established for all the GP Practices located in the London Region for the previous year	Equal to or exceeding the median value established for all the GP Practices located in the London Region for the previous year - but below Band A	Equal to or exceeding the median value established for all the GP Practices located in the local CCG Area for the previous year - but below Band B	Below the median value established for all the GP Practices located in the local CCG area for the previous year	5.00%
14		<b>Telephone</b> Percentage of patients responding within the 'easy' range to the question "Generally, how easy is it to get through to someone at your GP Surgery on the phone?"	National GP Patient Survey (locally administered in year 1)	Annually	Equal to or exceeding the upper quartile value established for all the GP Practices located in the London Region for the previous year	Equal to or exceeding the median value established for all the GP Practices located in the London Region for the previous year - but below Band A	Equal to or exceeding the median value established for all the GP Practices located in the local CCG Area for the previous year but - below Band B	Below the median value established for all the GP Practices located in the local CCG area for the previous year	5.00%
15		<b>Waiting Time</b> Percentage of patients that "don't have to wait too long" to be seen for their appointment	National GP Patient Survey (locally administered in year 1)	Annually	Equal to or exceeding the upper quartile value established for all the GP Practices located in the London Region for the previous year	Equal to or exceeding the median value established for all the GP Practices located in the London Region for the previous year - but below Band A	Equal to or exceeding the median value established for all the GP Practices located in the local CCG Area for the previous year - but below Band B	Below the median value established for all the GP Practices located in the local CCG area for the previous year	5.00%
<b>Sub Total Section Weighting</b>									<b>25%</b>