

Measure / KPI	Data source	Target / threshold	Reporting frequency
No of bleeds undertaken broken down by Adult & CYP	SystemOne / EMIS (based on completion of Ardens template)	N/A	Monthly via claim form
No of referrals to UHN for hard to bleeds broken down by Adult & CYP	SystemOne / EMIS (based on completion of Ardens template)	N/A	Monthly
% did not attend rate broken down by Adult & CYP	SystemOne / EMIS	N/A	Monthly
Access / waiting times for routine and urgent requests broken down by Adult & CYP	SystemOne / EMIS	Routine requests - 85% of next available routine appointment within 14 days of receipt Urgent requests – 85% of next available urgent appointments within 2 working days of receipt	Monthly – next available appointment length for routine and urgent phlebotomy appointments
Use of Ardens template to code venepuncture activity	SystemOne / EMIS	100%	N/A unless activity reporting identifies potential practice coding issues
Patient safety incidents - numbers, key themes and learning outcomes - Adult & CYP	Practice data	N/A	• Annually as part of annual quality assurance template. • Within 24 hours of occurrence for any PSIRF-related events, particularly where there is a Patient Safety Incident Investigation (PSII) or thematic learning.
Complaints - numbers, key themes and learning outcomes – Adult & CYP	Practice data	N/A	Annual as part of annual quality assurance template
Annual quality assurance statement completion	Practice evidence	100% practice coverage	Annual