

MSL – Transport Performance Targets

Key Performance Indicator	Performance Indicator	Performance Measurement	Measurement Frequency
Patient Satisfaction	Customer Complaints	No more than 12, upheld patient complaints during the period	Monthly
Patient Satisfaction	Patient Tracker Survey	500 Surveys to be completed every 6 months	6 Monthly
Service Delivery	Time on Vehicle	95% of all patient journeys, maximum time on vehicle to be less than 2 hours within 15 miles and 100% of all patients within 3 hours within 15 miles.	Monthly
Service Delivery	Late Time Allowed	95% of patients arrival no later than 15 minutes prior to appointment time	Monthly
Service Delivery	1 Hour Maximum	1 hour maximum waiting time for 95% of journeys	Monthly
Service Delivery	2 Hour Maximum	2 hour maximum waiting time for 99.5% of journeys. In the event that patients exceed or are likely to exceed the 2 hour maximum waiting time then authorised officer or site team (out of hours) to be informed.	Monthly
Service Delivery	Maximum Time Allowed to be Early	60 minutes prior to appointment time for 95% of journeys subject to unit opening times.	Monthly