

KPI Dashboard Template

Effective service monitoring requires consistent measurement of key performance indicators that demonstrate clinical quality, utilisation, and value. Monthly KPI reporting to PCN boards maintains visibility, supports continuous improvement, and provides evidence of impact when defending ARRS funding or seeking service expansion. The following metrics represent a comprehensive but achievable monitoring framework.

1

GP MSK Reduction Percentage

Measured through comparison of GP MSK consultations in equivalent periods before and after FCP implementation. Target: 60% reduction in year one, building to 75-80% in subsequent years. Tracked at PCN level and by individual practice to identify variation.

2

Referral Volume

Total FCP appointments delivered per month compared to capacity. Target: 85-95% utilisation within six months of go-live. Low utilisation triggers investigation of booking barriers or promotion gaps. Monitored by practice source to ensure equity of access.

3

Wait Time

Days from referral received to first FCP appointment. Target: 90% seen within two weeks. Extended waits discourage GP referral and undermine the rapid access value proposition. Weekly monitoring during early implementation phase.

4

Reattendance Rate

Percentage of patients requiring follow-up FCP appointments. Typical range: 30-40% for conditions requiring ongoing management or exercise progression. Unusually high rates may indicate inappropriate case selection or management approaches.

5


Patient Feedback

Collected through post-appointment text survey or online form. Target: 95% satisfaction rating. Include specific questions about appointment availability, perceived clinical competence, communication quality, and whether the patient would recommend the service.

6

Imaging Request Rates

Percentage of FCP episodes resulting in imaging requests. Benchmark: 15-25% depending on case mix. Rates significantly above benchmark suggest over-investigation; rates below may indicate under-investigation. Compare to historical GP imaging rates for MSK.

 **Pro Tip:** Build the KPI dashboard in Excel or Power BI with automated data feeds from clinical systems where possible. Manual data collection proves unsustainable and leads to reporting gaps that undermine board confidence.