

# Primary Care Health Target

Data Definitions

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## Overview

This document contains the definition of the Primary Care Health Target. It includes details of how the target is defined, what data must be captured to calculate it, and what data is included or excluded.

In summary, the target is defined as the number of calendar days between an appointment being booked and the date that appointment started with a registered health professional.

For example: a patient calls their GP on the 1st of August and requests to see their GP. They are booked in to see their GP at the next available time on the 8th of August, an appointment access time of 7 days.

## Primary Care Health Target Components

### Denominator

Appointments that started in a given time period.

### Numerator

Appointments that started in a given time period with an access time of 7 or fewer days.

### Target

80% of appointments have an access time of 7 or fewer days. Where the access time is the number of calendar days between an appointment booked date and an appointment started date.

## Exclusions

Not all appointments are included when calculating the Primary Care Health Target. Some appointments are excluded, such as appointments from unenrolled patients. Full details can be found in the Exclusions Details section in this document.

## Definitions and inclusions

The following data elements are included to support the measurement of the Primary Care Health Target.

### Appointment Booked Date

The date a patient requested an appointment. Examples of this include a patient calling their GP asking for an appointment, a patient presenting at a GP clinic asking to be seen by a doctor, etc.

### Appointment Started Date

The date the appointment was scheduled to occur. For example, the day a patient travelled to their GP clinic to see their GP, the day a patient had their telehealth appointment, etc.

This may be the same day the patient booked the appointment. If a patient does not attend the appointment, this date still serves as the appointment started date for the purposes of calculating the appointment access time.

### Appointment Access Time

The number of calendar days between an appointment booked date and an appointment started date. An appointment that is booked and started on the same date, i.e. a walk-in, will have an appointment access time of 0 days.

No adjustments are made for weekends, public holidays, etc.

Example: A patient calls their practice on the 1st of August and requests to see their GP. They are booked in to see their GP at the next available time on the 8th of August. In this example the Appointment Booked Date is the 1st of August, the Appointment Started Date is the 8th of August, and the Appointment Access Time is 7 days.

<b>Appointment Booked Date</b>	<b>Appointment Started Date</b>	<b>Appointment Access Time</b>
<b>1st August</b>	8th August	7 days

Please note also included are:

- Both in-person and virtual booked appointments
- Appointments with registered health professionals inform the target
- Triage calls that are booked as appointments over five minutes (see under 5 minute rule in exclusions below)
- Appointments that are transferred to another registered health professional (i.e a GP appointment that is transferred to a Nurse Practitioner).

## Exclusion Details

Certain appointments are excluded from the Primary Care Health Target based on the exclusion criteria detailed below. The exclusion of an appointment does not result in the deletion of that record. They are retained to enable analysis and to allow refinement of the target without requiring resubmission of data from practices.

### Appointments from unenrolled patients

Appointments from patients who are not enrolled with the practice are excluded.

### Appointments with invalid NHIs

Appointments that have invalid NHIs are excluded. Examples of invalid NHIs are ones that start with 'ZZZ', are common testing NHIs such as 'ABC1234', are blank, or fail the check digit validation.

## **Appointments with missing booked or started date**

Appointments with a missing appointment booked date or missing appointment started date are excluded, as we cannot calculate an appointment access time without those two dates.

## **Appointments booked retrospectively**

Appointments with an appointment booked date more than 24 hours after its appointment started date are excluded. Some appointments are legitimately booked shortly after starting, for example walk-ins, but appointments booked retrospectively by more than 24 hours are more likely to be a data quality error rather than a result of administrative lag.

## **Appointments which have very short durations**

Appointments with a duration of less than 5 minutes are excluded.

## **Appointments which are duplicates**

In situations where a single appointment has been duplicated, the duplicate appointments are excluded, leaving a single appointment.

## **Appointments that are follow-ups**

Appointments that are considered follow-ups are not counted toward the target if the appointment is booked within 72 hours of a prior appointment starting and the appointment started at least one day after the prior appointment started.

## **Appointments booked far in the future**

Appointments with an appointment started date more than 8 weeks after the appointment booked date are excluded.

## **Appointments that are not the last in the slot**

In situations where a patient has multiple appointments in the same time slot with the same provider, only the most recently created appointment is kept. All previously created appointments are excluded. Importantly, the appointment that is kept has its appointment booked date altered to be the appointment booked date of the first created appointment.

## Appointments that are for the same provider on the same day

In situations where a patient has multiple appointments with the same provider on the same day, the appointment with the longest access time is kept, and the other appointments are excluded.

Additional exclusions may be added in the future as further analysis is completed and more practices join.

## Special Cases

### Missed appointments

Missed appointments are included in the Primary Care Health Target.

Whether a patient made it to the appointment, what happened at the appointment, etc. is outside of the scope of the Primary Care Health Target.

### Simultaneous appointments

Simultaneous appointments are either included or excluded dependent on whether the new appointment duration is longer or shorter than 5 minutes (from the existing 5 minute rule – see page 5).

When a provider has multiple simultaneous appointments the duration of the appointments is scaled down proportionately. For example, if two patients are recorded as seeing the same GP in the same 30 minute time slot, we will adjust the two appointment durations from 30 to 15 minutes each. The appointment started date and appointment ended date will remain unchanged.

### Same Day Appointments

Same day appointments are included in the Primary Care Health Target.

A same day appointment is where the appointment booked date and appointment started date are the same. Same day appointments have an access time of 0 days. Importantly, the access time calculation uses dates, not datetimes. Using datetimes to calculate the target

will yield falsely reported same day appointments for appointments with an appointment started datetime within 24 hours of the appointment booked datetime but on different days.

## Data Table

Name	Description
<b>pms_name</b>	The Patient Management System (PMS) the appointment was sourced from
<b>facility_service_hpi</b>	The HPI of the facility that delivered the appointment
<b>facility_service_group</b>	The facility group of the facility that delivered the appointment. Relevant only for practices that are part of a practice group.
<b>facility_enrolment_hpi</b>	The HPI of the facility that the patient was enrolled with at the time of the appointment. Relevant only for practices that are part of a practice group.
<b>facility_enrolment_group</b>	The facility group of the facility that the patient was enrolled with at the time of the appointment. Relevant only for practices that are part of a practice group.
<b>provider_hpi</b>	The HPI of the provider who delivered the appointment
<b>provider_type</b>	The type of provider; GP, Nurse, or Unknown derived from the hpi professional table

Name	Description
<b>dim_pcht_provider_key</b>	An internal unique identifier for providers
<b>pcht_appointment_key</b>	An internal unique identifier for an appointment
<b>appointment_booked_dtm</b>	The datetime that a booking was made for an appointment. See the Definitions section for additional details.
<b>appointment_started_dtm</b>	The datetime that the appointment started. See the Definitions section for additional details.
<b>appointment_ended_dtm</b>	The datetime that the appointment ended. See the Definitions section for additional details.
<b>appointment_duration</b>	The duration of the appointment in minutes, it may differ from the elapsed time between appointment started and appointment ended
<b>appointment_access_time</b>	The number of calendar days between the appointment booked and appointment started dates
<b>nhi</b>	The NHI of the patient
<b>excluded_master_flag</b>	A master flag to indicate whether an appointment is to be excluded from analysis based on the exclusion criteria

Name	Description
	detailed in the section above. Users will almost always want to use this flag to exclude all unwanted rows.

Table is subject to change. Additional exclusion columns are included to cover the exclusions listed above.

