**GP Triage Benchmarking**

Benchmarking is a systematic process of comparing the performance, practices, or outcomes of an organisation process against those of best practices. The goal of benchmarking is to identify areas for improvement and implement changes to enhance overall performance.

**NATIONAL BENCHMARKING**

|  |  |
| --- | --- |
| **Practice Size** | **Range % of calls resolved in Triage** |
| **0,000 – 4,999** | 14% |
| **5,000 – 9,999** | 17-50% |
| **10,000+** | 20-42% |

**LOCAL BENCHMARKING**

|  |  |
| --- | --- |
| **Practice Size** | **Range % of calls resolved in Triage** |
| **0,000 – 4,999** | 10-44% |
| **5,000 – 9,999** |  |
| **10,000+** | 16-72% |