HAKIM

GROUP

HEALTH INDEX

DATA & HEALTH KPI'S

DATA

Accurate KPI's give you the ability to make the best decisions for your practice. Practice performance KPI's are monitored within the performance tracker & Practice health KPI's are monitored through the Health Index.

HEALTH KPI'S

Health KPI's deiver insight into your practice performance in areas such as debt, accurate data entry, correct sales for VAT purposes & cash handling. If these get left unmonitored they can have a detrimental effect on your practices bottom line.

METRICS

THE HEALTH INDEX REPORTS ON 9 SEPERATE METRICS, THESE INCLUDE:

- Cash Debt
- NHS Debt
- Enhanced & Corporate Services Debt
- Miscellaneous Sales
- Ad Hoc Sales
- Stock Takes
- Email Impact
- Petty Cash
- Till Discrepancies
- Sight Tests

REPORTING BACK & MEASURING

1. Each week your metrics are updated and reported back to you through a series of charts.

2. The score is recorded on a table in the Health Index and is compared to the other practices within the group.

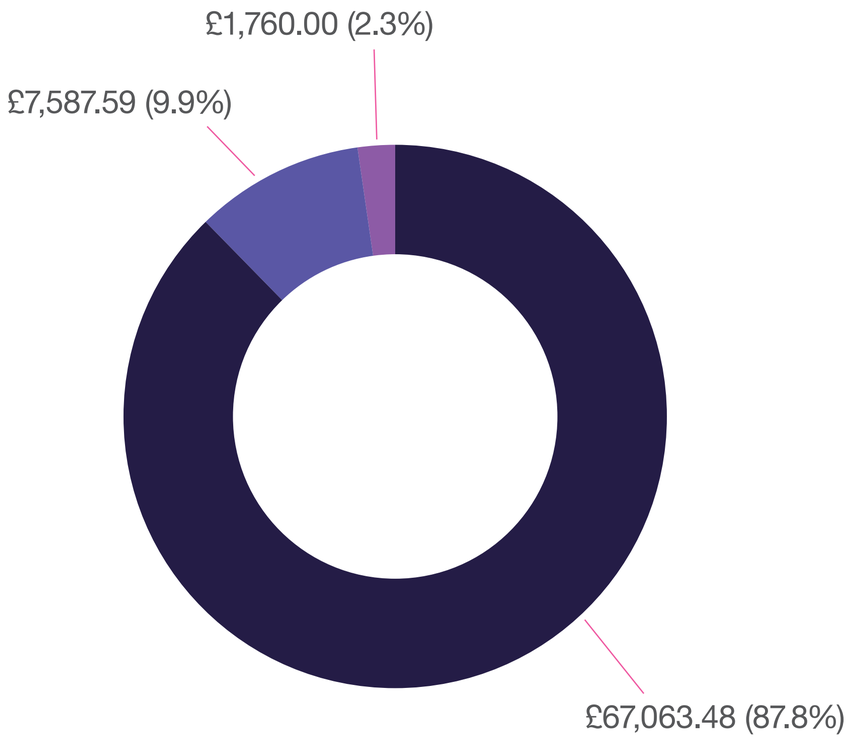
3. Each metric is awarded a score & if no incidences are recorded the practice receives full points. These are recorded over the year and represent your Health Index score.

CASH - DEBT

Date	TransID	Surname	First Name	Staff Member	Balance	Practice
27/11/2018	788478	Avis	Malcolm	Stuart Stanley	£10.00	Peters Opticians
18/12/2018	804883	Grinling	Sarah	Graham Cable	£155.00	Peters Opticians
21/12/2018	807645	Annies	Gracie	Anna Kilner	£50.00	Adlam & Coombe
08/01/2019	816384	Manchett	Shannon	Stuart Stanley	£36.00	Peters Opticians
10/01/2019	819179	Gaskin	Michael	Anna Cloake	£235.00	Peters Opticians
18/01/2019	824839	Brown	Kate	Graham Cable	£250.00	Adlam & Coombe
19/01/2019	826458	Blyth	Leah	Anna Kilner	£335.00	Adlam & Coombe
29/01/2019	834200	Levy	Wendy	Carol Plant	£624.00	Adlam & Coombe
30/01/2019	835424	Brown	Robert	Anna Kilner	£65.00	Adlam & Coombe
12/02/2019	863201	Robey	Madison	Debra Smith	£30.00	David Wood Optic
18/02/2019	868544	Dawson	Deborah	Graham Cable	£459.00	Adlam & Coombe
22/02/2019	873698	Cowham	Jean	Anna Kilner	£75.00	Adlam & Coombe
27/02/2019	878537	Wilson	Charlotte	Graham Cable	£18.00	Adlam & Coombe
28/02/2019	879432	Hollis	JENNIFER	Graham Cable	£10.00	Adlam & Coombe
04/03/2019	883326	Reynolds	Brian	Debra Smith	£90.00	David Wood Optic
05/03/2019	884661	Robins	Sophie	Roger Davies	£20.00	David Wood Optic
05/03/2019	884436	Kay-Parsons	Skyla-Rose	Charlotte Robinson	£39.10	David Wood Optic
05/03/2019	884521	Wix	Nicola	Mubareka Virjee	£65.90	Richard Pryor Opt
05/03/2019	883947	Prendergast	Stephen	Anna Cloake	£105.00	Peters Opticians
05/03/2019	884144	Hutchings	John	Graham Cable	£540.00	Adlam & Coombe
06/03/2019	885812	Hornsey	Harry	Aimie .	£39.00	Walsh Opticians
08/03/2019	888495	Sabey	Stephen	Anna Kilner	£639.00	Adlam & Coombe
09/03/2019	889277	Morton	Terry	Richard Pryor	£205.00	Richard Pryor Opt
11/03/2019	889887	Shiels	Cecilia	Charlotte Wilson	£30.00	Adlam & Coombe
11/03/2019	890828	Zivtins	Ilze	Katherine Summers	£80.00	Peters Opticians
15/03/2019	895724	Wilkes	Jill	Charlotte Robinson	£29.50	David Wood Optic
15/03/2019	895195	Hawker-Smith	John	Aimie .	£75.00	Walsh Opticians
16/03/2019	896221	Chapman	Colin	Anna Kilner	£100.00	Adlam & Coombe

£76,411.07

● < 30 Days ● 30-89 Days ● 90-180 Days ● > 180 Days

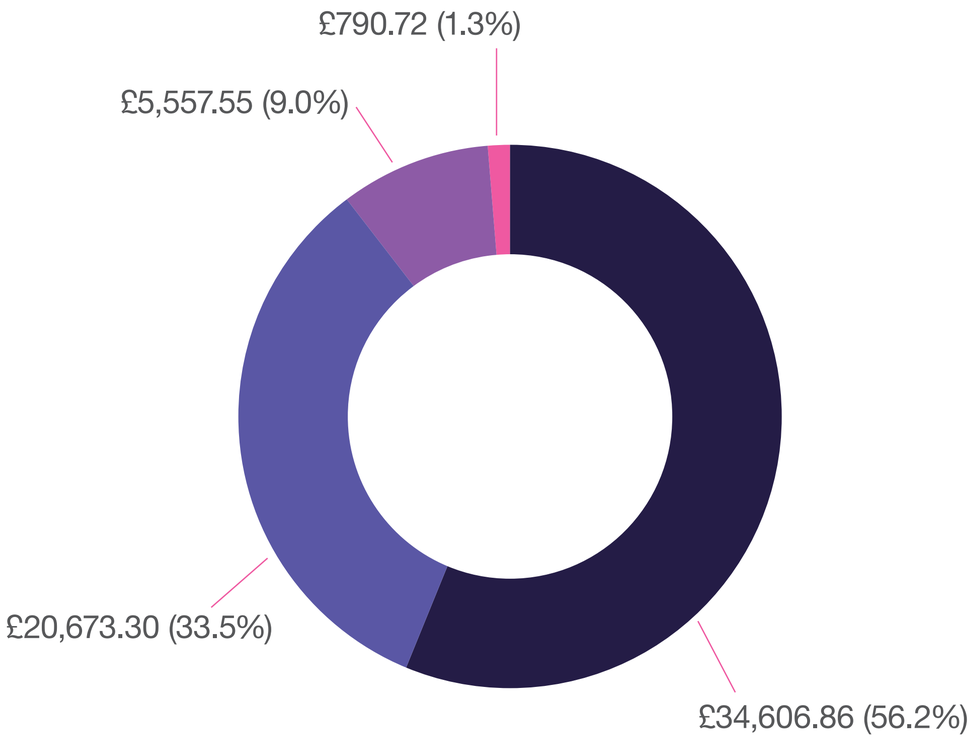


CASH - NHS DEBT

Date	Px ID	Surname	First Name	Status	Amount	BranchNa
11/07/2018	1028921	White	Charlotte	Rejected	£39.10	Ryde Opti
10/11/2018	1236310	Cooke	LUKA	Submitted	£39.10	Ryde Opti
13/11/2018	182006	Potticary	Terence	Submitted	£78.20	Adlam & (
29/12/2018	273224	Ellerker	Jude	Submitted	£39.10	Adlam & (
04/01/2019	463297	Pettitt	Joshua	Submitted	£39.10	Peters Op
10/01/2019	464738	Stinson	Shirley	Submitted	£39.10	Peters Op
11/01/2019	186824	Crawshaw	Kirsty	Submitted	£14.60	Adlam & (
14/01/2019	798353	Johnson	Tina	Rejected	£59.30	David Wo
14/01/2019	805430	Davis	Marie	Rejected	£39.10	David Wo
17/01/2019	185174	Yates	Margaret	Submitted	£59.30	Adlam & (
18/01/2019	806043	Fugeman	Chris	Rejected	£67.50	David Wo
21/01/2019	1242101	Moorhouse	Ellie	Rejected	£39.10	David Wo
23/01/2019	192484	Sharma	Sunil	Submitted	£39.10	Adlam & (
23/01/2019	463515	-	Peter	Submitted	£39.10	Peters Op
25/01/2019	1187814	Newnham	Cheyenne	Submitted	£39.10	Ryde Opti
26/01/2019	1201497	Cramp	Sarah	Submitted	£39.10	Walsh Op
30/01/2019	183941	Riley	Elana	Submitted	£39.10	Adlam & (
02/02/2019	1236504	Kokelaar	Tom	Submitted	£21.31	Adlam & (
02/02/2019	1236508		Marina	Submitted	£21.31	Adlam & (
04/02/2019	1237690		Alfie	Submitted	£14.80	Ryde Opti
04/02/2019	185414	Fraser	Jean	Submitted	£118.60	Adlam & (
04/02/2019	801801	Braybrook	Envey	Rejected	£39.10	David Wo
05/02/2019	1019557	PAINTER	Harry	Submitted	£39.10	Memory (
05/02/2019	1259001	May	James	Submitted	£21.31	Adlam & (
06/02/2019	1236508		Marina	Submitted	£39.10	Adlam & (
07/02/2019	1259214	Leadley	Nicole	Submitted	£39.10	Richard P
08/02/2019	1229762	Flower	Heather	Submitted	£21.31	Adlam & (
09/02/2019	187044	Sherwood	Alex	Pending	£59.30	Adlam & (

£61,628.43

● < 30 Days ● 30-59 Days ● 60-90 Days ● > 90 Days

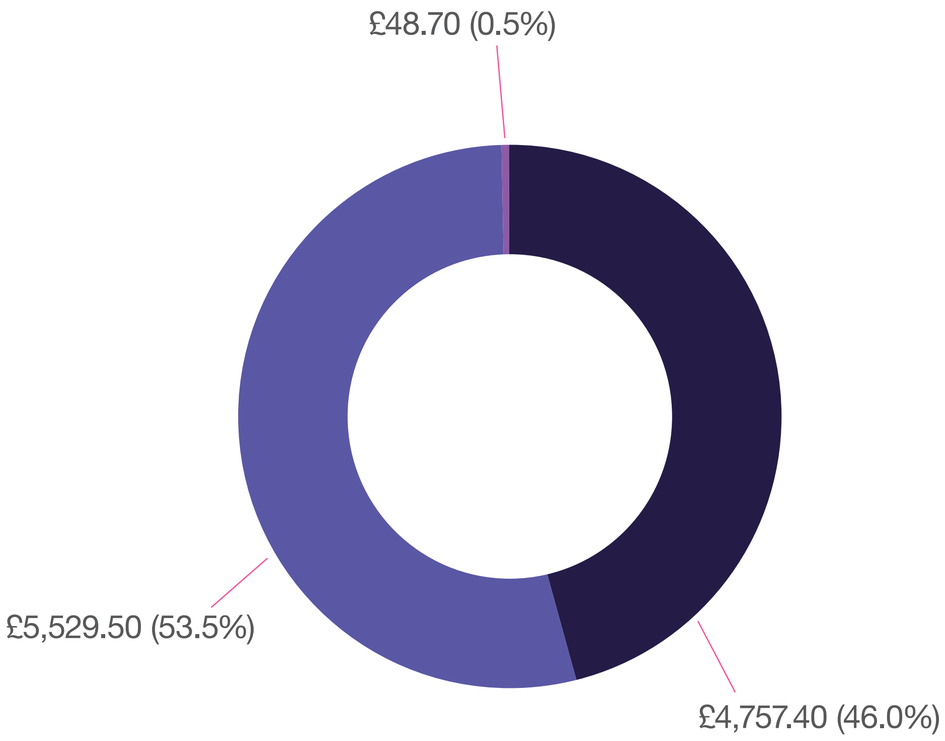


CASH - ENHANCED SERVICES DEBT

Date	ID	Surname	First Name	Name	Amount	Practice
10/11/2018	466499	Garrett Jones	Edward	Post Cataract Assessment	£15.00	Peters Opticians
26/01/2019	461068	Chimene	Francis	Edenred	£33.70	Peters Opticians
06/02/2019	251173	MEC	MEC	MECS	£30.00	Adlam & Coombe
07/02/2019	251173	MEC	MEC	MECS	£130.00	Adlam & Coombe
08/02/2019	251173	MEC	MEC	MECS	£50.00	Adlam & Coombe
11/02/2019	1242846	Smith	Pamela	HES Invoice	£75.00	Walsh Opticians
11/02/2019	1259140	Spurle	Philip	Low Vision Assessment & Dispense	£75.00	Walsh Opticians
11/02/2019	251173	MEC	MEC	MECS	£80.00	Adlam & Coombe
12/02/2019	460789	Brett	Judith	Cataract Assessment	£15.00	Peters Opticians
12/02/2019	1309466	Booth	Marion	Edenred UK	£55.00	James Bryan Opti
12/02/2019	251173	MEC	MEC	MECS	£60.00	Adlam & Coombe
13/02/2019	251173	MEC	MEC	MECS	£120.00	Adlam & Coombe
19/02/2019	251173	MEC	MEC	MECS	£60.00	Adlam & Coombe
20/02/2019	251173	MEC	MEC	MECS	£30.00	Adlam & Coombe
22/02/2019	251173	MEC	MEC	MECS	£30.00	Adlam & Coombe
25/02/2019	466923	Gilbert	Morwenna	Edenred UK	£15.70	Peters Opticians
27/02/2019	251173	MEC	MEC	MECS	£80.00	Adlam & Coombe
28/02/2019	1349423	Venkatachalam	Shoba	Edenred UK	£15.70	James Bryan Opti
28/02/2019	251173	MEC	MEC	MECS	£50.00	Adlam & Coombe
01/03/2019	478827	Thorne	Geoffrey	Edenred UK	£15.70	Peters Opticians
01/03/2019	188487	King	Trevor	Glaucoma Referral Refinement	£50.00	Adlam & Coombe
01/03/2019	540426	Leonard	Patricia	Post Cataract Assessment	£15.00	Adlam & Coombe
02/03/2019	184516	Jenkins	Bernard	Glaucoma Referral Refinement	£15.00	Adlam & Coombe
02/03/2019	1018244	Purvis	Tracey	Porton Biopharma	£39.00	Memory Optician
04/03/2019	185788	Bonding	Nicholas	Cataract Assessment	£15.00	Adlam & Coombe
04/03/2019	400349	Screening	Diabetic	Diabetic Screening	£39.00	Adlam & Coombe
04/03/2019	251173	MEC	MEC	MECS	£80.00	Adlam & Coombe

£10,335.60

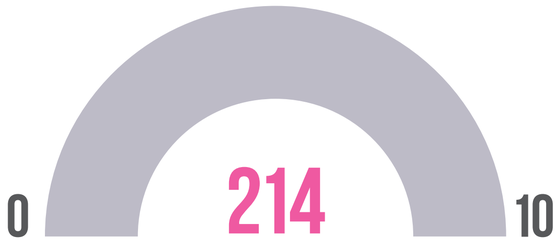
● < 30 Days ● 30-89 Days ● 90-180 Days ● > 180 Days



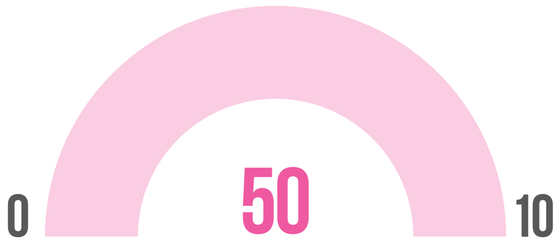
VAT

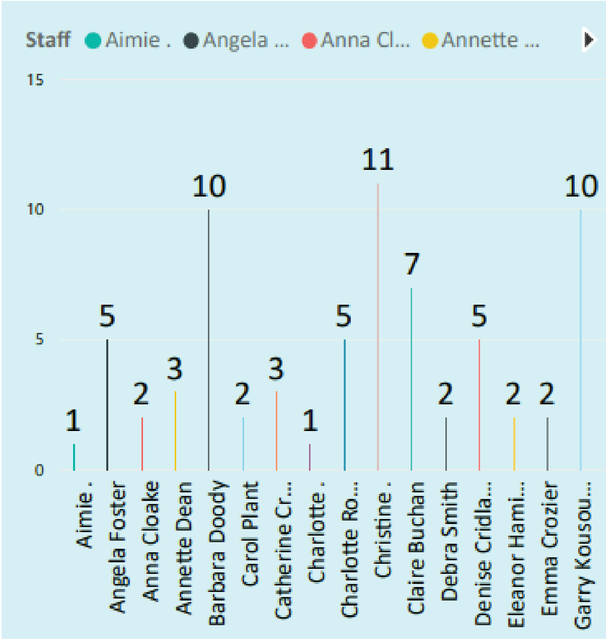
Date	PublicID	Staff	Category	Practice
05/11/2018	767623	Barbara Doody	Spec Lenses	Richard Pryor Opticians
05/11/2018	768336	Charlotte Robinson	Frame	David Wood Optician
05/11/2018	768346	Graham Cable	Miscellaneous	Adlam & Coomber
06/11/2018	768783	Garry Kousoulou	Solutions	Peters Opticians
07/11/2018	770456	Angela Foster	Miscellaneous	Richard Pryor Opticians
07/11/2018	770458	Angela Foster	Miscellaneous	Richard Pryor Opticians
07/11/2018	769967	Christine .	Solutions	James Bryan Opticians
08/11/2018	771012	Angela Foster	Solutions	Richard Pryor Opticians
08/11/2018	770986	Kim Davies	Repairs	David Wood Optician
08/11/2018	770988	Kim Davies	Repairs	David Wood Optician
08/11/2018	771355	Kim Davies	Solutions	David Wood Optician
08/11/2018	771451	Peppa Newnham	Miscellaneous	Ryde Opticians & Hearing C
09/11/2018	772948	Roger Davies	Frame	David Wood Optician
10/11/2018	773708	Richard Pryor	Spec Lenses	Richard Pryor Opticians
12/11/2018	774838	Barbara Doody	Repairs	Richard Pryor Opticians
12/11/2018	774765	Julie .	Repairs	James Bryan Opticians
12/11/2018	774211	Rachel Morcombe	Solutions	David Wood Optician
13/11/2018	775183	Denise Cridland	Repairs	David Wood Optician
13/11/2018	776069	Jackie Apps	Miscellaneous	Richard Pryor Opticians
14/11/2018	776436	Garry Kousoulou	Solutions	Peters Opticians
14/11/2018	776249	Jackie Apps	Repairs	Richard Pryor Opticians
14/11/2018	777006	Kim Davies	Solutions	David Wood Optician
14/11/2018	776711	Kirstie Reynolds	Miscellaneous	Ryde Opticians & Hearing C
14/11/2018	776989	Kirstie Reynolds	Miscellaneous	Ryde Opticians & Hearing C
14/11/2018	776676	Linsey .	Spec Lenses	Walsh Opticians

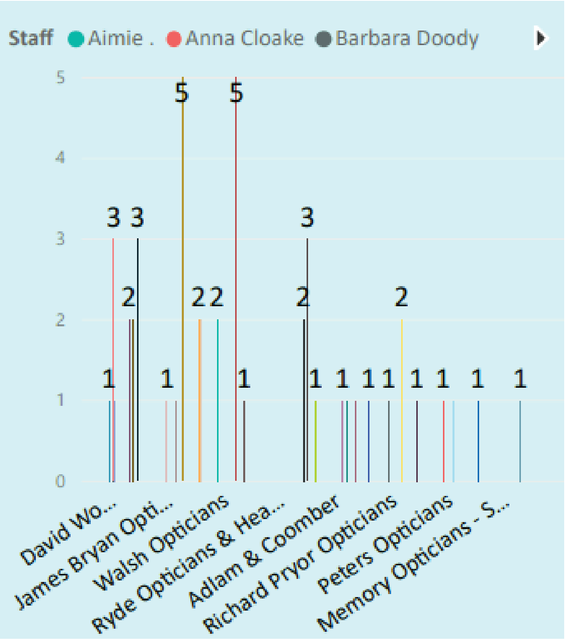
MISC. SALES WITH NO DETAIL



DISPENSES AS MISC SALES



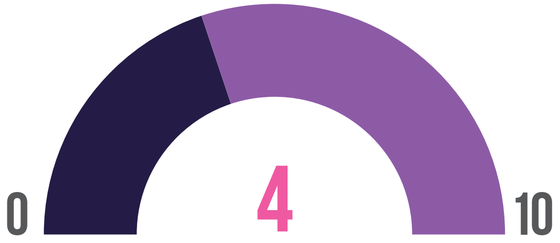




VAT

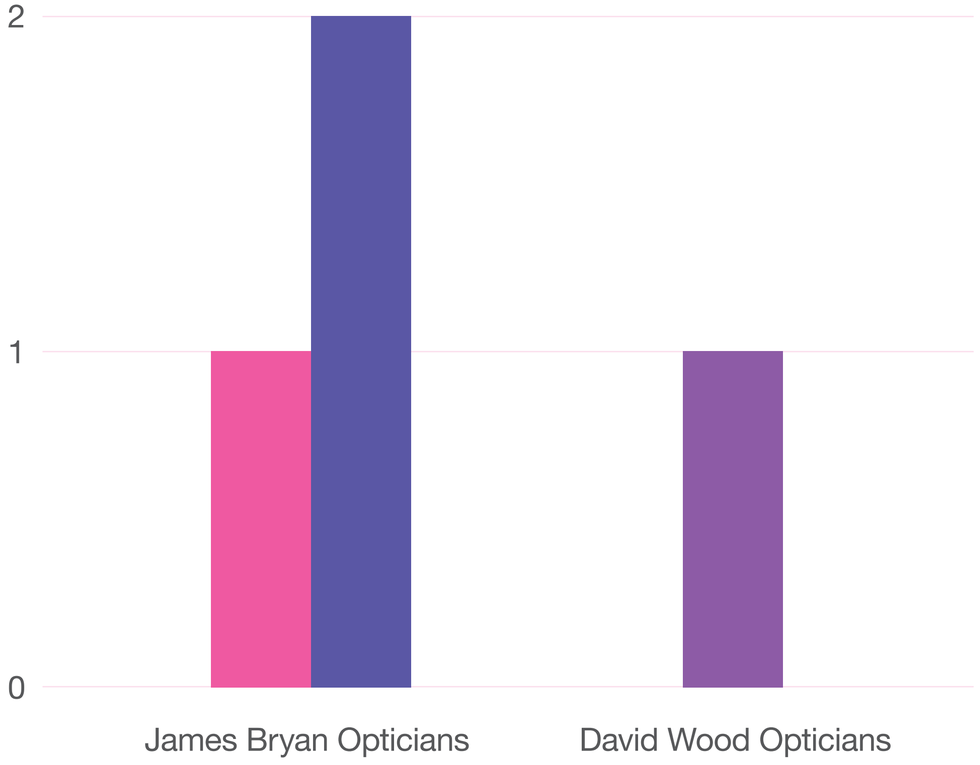
Date	PxID	Surname	First Name	TransID	Staff	Practice
12/01/2019	714136	Cottam	Veronica	820615	Mohamed Mohamud	James Bryan Opticiar
16/02/2019	717289	Zouharova	Petra	867174	Mubareka Virjee	James Bryan Opticiar
16/02/2019	1349775	Haynes	Ashley	867233	Mubareka Virjee	James Bryan Opticiar

LENSES DISPENSED AD HOC



Staff

- Mohamed Mohamud
- Mubareka Virjee
- Roger Davies

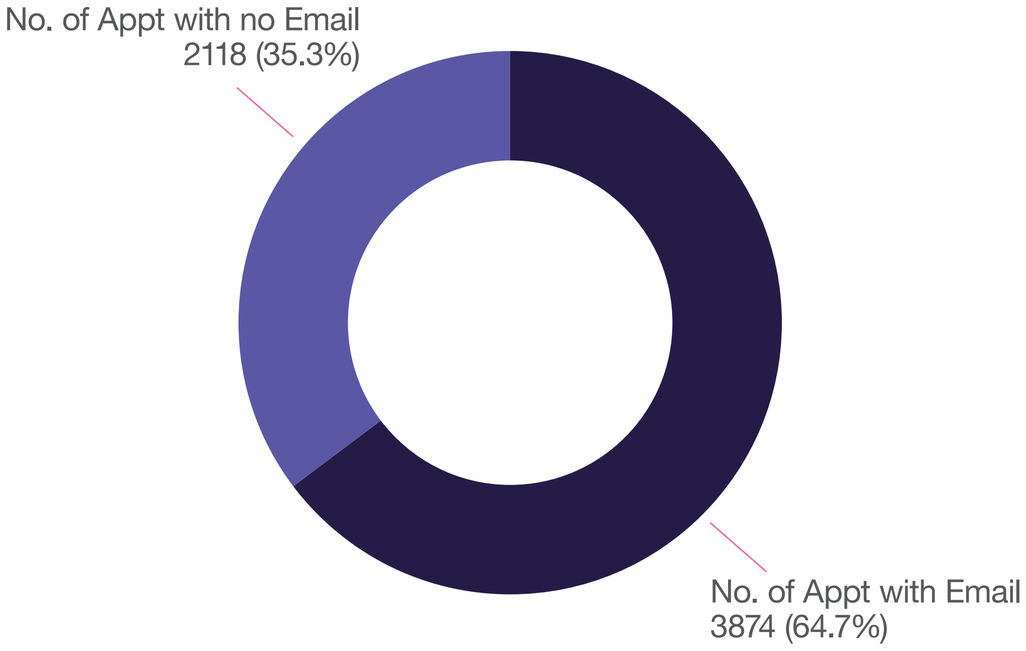


SOP'S - EMAIL COLLECTION

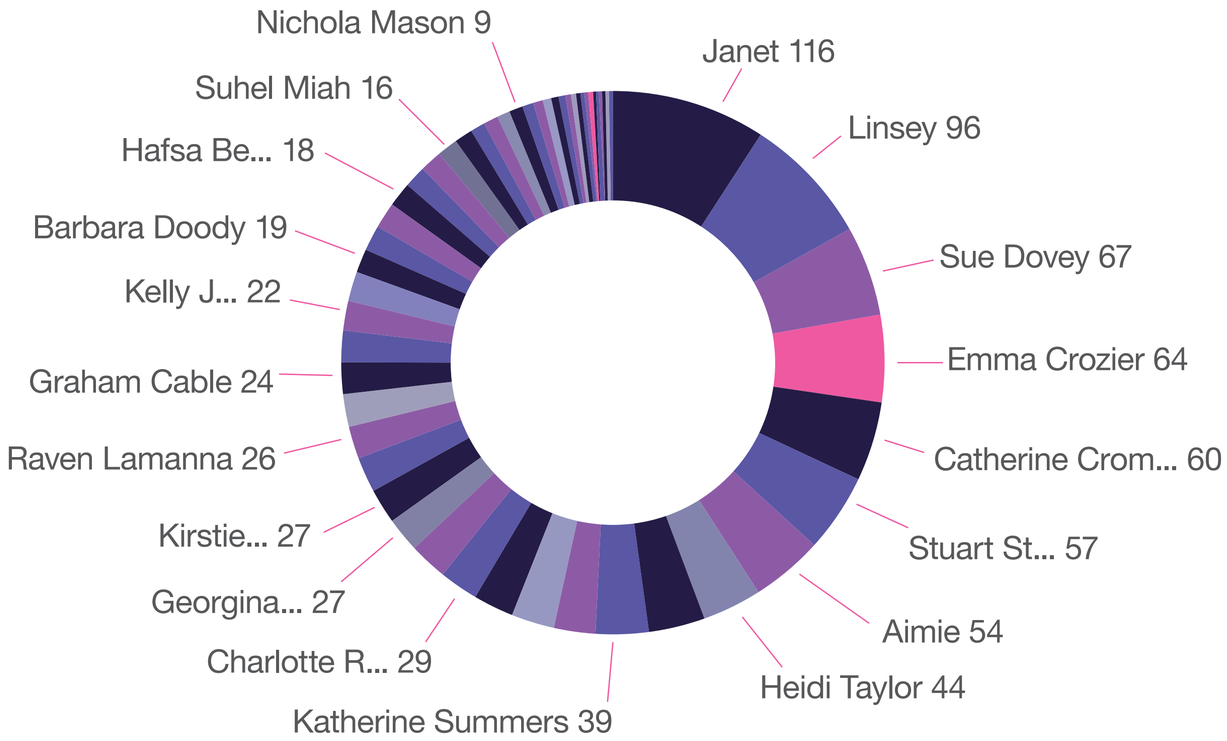
5992

Appointments Made

APPOINTMENTS AND EMAILS



NO EMAIL AND NOTHING CHECKED ON PATIENT DETAILS

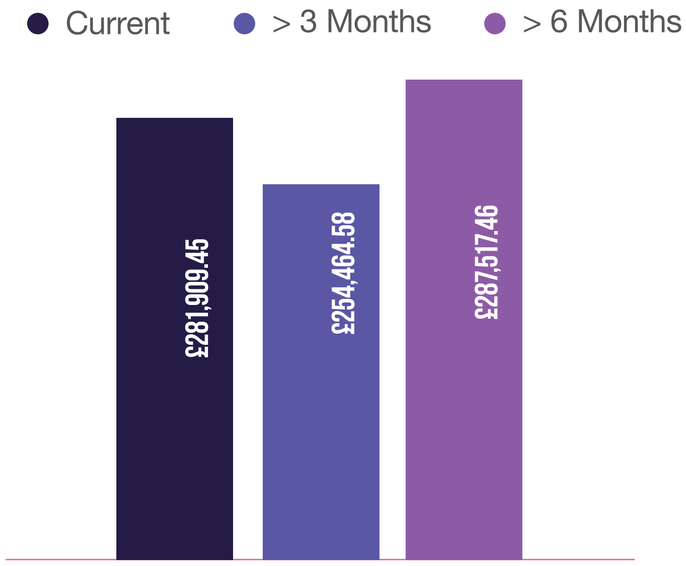


STOCK

LAST STOCK-TAKE
18TH MARCH 2019

NEXT STOCK-TAKE DUE
15TH APRIL 2019

STOCK VALUE

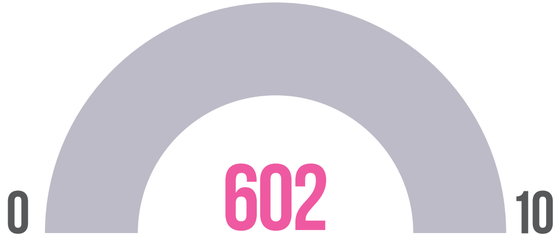


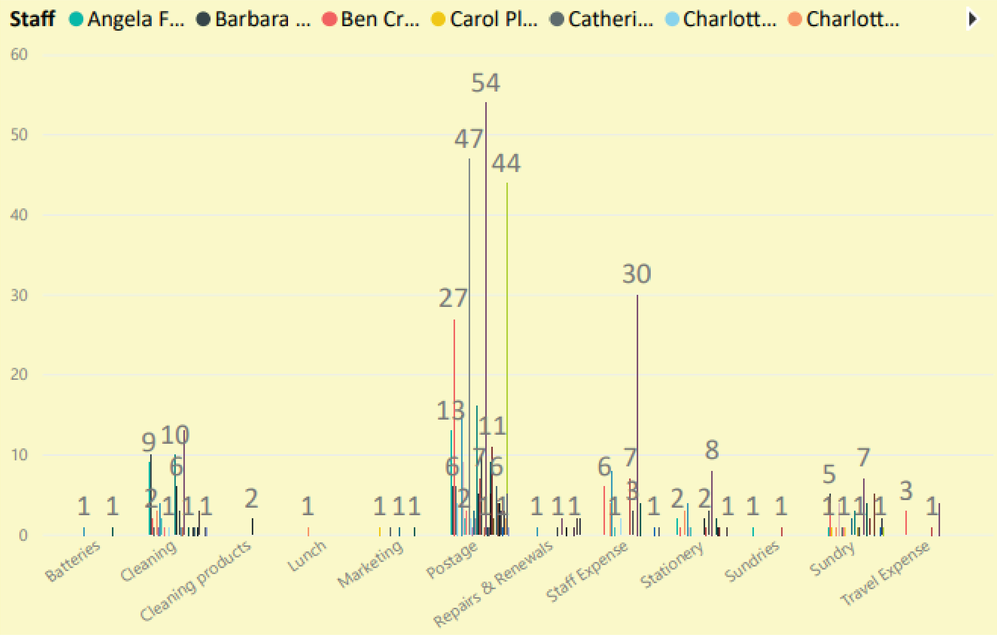
SOP'S

Date	Staff	Category	Value	Practice
07/02/2018	Heidi Taylor	Sundry	-5.59	Adlam & Coomber
28/02/2018	Heidi Taylor	Marketing	-10.00	Adlam & Coomber
01/03/2018	Heidi Taylor	Postage	-7.25	Adlam & Coomber
07/03/2018	Carol Plant	Marketing	-10.00	Adlam & Coomber
12/06/2018	Heidi Taylor	Postage	-7.30	Adlam & Coomber
01/08/2018	Carol Plant	Sundry	-1.80	Adlam & Coomber
06/08/2018	Heidi Taylor	Postage	-7.30	Adlam & Coomber
20/08/2018	Heidi Taylor	Sundry	-1.80	Adlam & Coomber
28/01/2019	Kelly Jones	Postage	-3.95	Adlam & Coomber
21/02/2018	Kim Davies	Postage	-16.40	David Wood Optician
01/03/2018	Kim Davies	Staff Expense	-24.95	David Wood Optician
07/03/2018	Kim Davies	Staff Expense	-17.70	David Wood Optician
08/03/2018	Roger Davies	Postage	-12.98	David Wood Optician
15/03/2018	Kim Davies	Postage	-8.55	David Wood Optician
11/04/2018	Kim Davies	Postage	-13.14	David Wood Optician
16/04/2018	Charlotte Robinson	Cleaning	-5.79	David Wood Optician
16/04/2018	Charlotte Robinson	Staff Expense	-5.25	David Wood Optician
18/05/2018	Denise Cridland	Postage	-13.14	David Wood Optician
29/05/2018	Debra Smith	Sundry	-35.04	David Wood Optician
19/06/2018	Charlotte Robinson	Cleaning	-2.69	David Wood Optician
19/06/2018	Charlotte Robinson	Lunch	-14.80	David Wood Optician
20/06/2018	Kim Davies	Batteries	-10.97	David Wood Optician
22/06/2018	Debra Smith	Marketing	-1.59	David Wood Optician
22/06/2018	Kim Davies	Stationery	-1.59	David Wood Optician
23/06/2018	Kim Davies	Marketing	1.59	David Wood Optician
25/06/2018	Charlotte Robinson	Sundry	-7.75	David Wood Optician
28/06/2018	Kim Davies	Postage	-21.90	David Wood Optician

HAKIM GROUP

PETTY CASH: NO DETAILS RECORDED

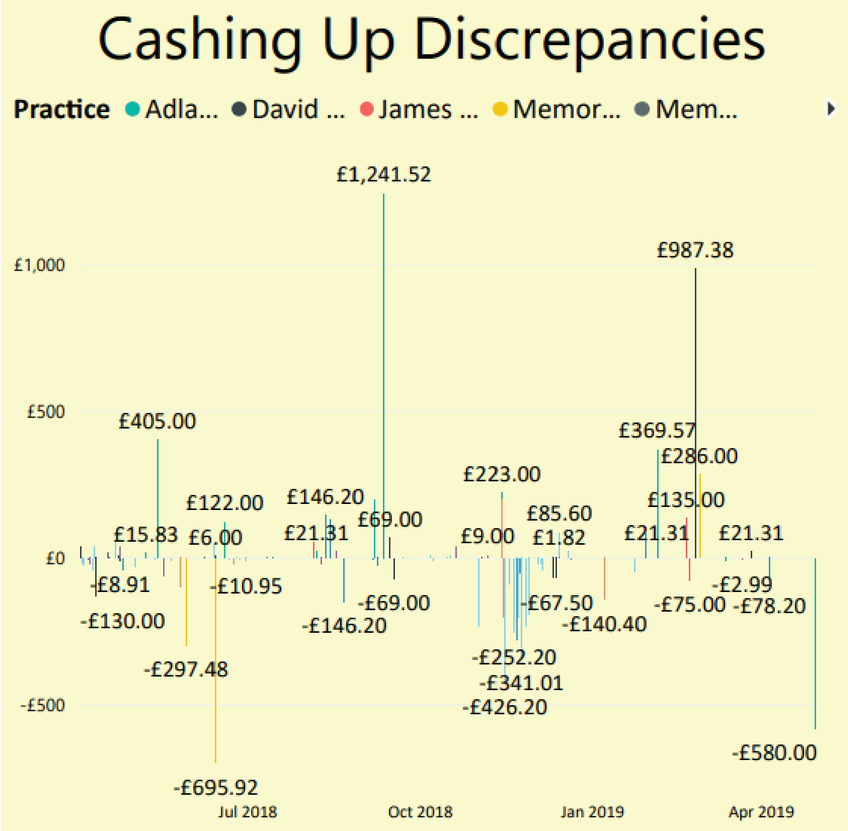




SOP'S

Date	Staff	In Till	Expected	Difference	Reason For Discrepancy	Practice
30/04/2019	Heidi Taylor	£1,401.99	£1,981.99	-£580.00	Yvonne Bambury	Adlam & Coomber
15/11/2018	Stuart Stanley	£1,816.00	£2,242.20	-£426.20	No Reason Given	Peters Opticians
01/12/2018	Janet .	£164.75	£564.75	-£400.00	should be mastercard	Walsh Opticians
24/11/2018	Stuart Stanley	£0.00	£341.01	-£341.01	No Reason Given	Peters Opticians
22/06/2018	Jackie Apps	£438.00	£773.00	-£335.00	rung as Mcard	Richard Pryor Opticians
14/06/2018	Catherine Cromarty	£0.00	£333.92	-£333.92	333.92	Memory Opticians - Amesbury
29/05/2018	Catherine Cromarty	£0.00	£297.48	-£297.48	No Reason Given	Memory Opticians - Amesbury
21/11/2018	Linsey .	£0.00	£275.00	-£275.00	difference due to reconcilliation as per phone call with Tony.	Walsh Opticians
20/11/2018	Stuart Stanley	£0.00	£252.20	-£252.20	No Reason Given	Peters Opticians
26/11/2018	Stuart Stanley	£0.00	£230.89	-£230.89	No Reason Given	Peters Opticians
01/11/2018	Ian Harrison	£480.00	£709.17	-£229.17	No Reason Given	Peters Opticians
14/06/2018	Catherine Cromarty	£33.99	£233.99	-£200.00	233.99	Memory Opticians - Amesbury
14/11/2018	Richard Pryor	£0.00	£200.00	-£200.00	this corrects the over pay in earlier	Richard Pryor Opticians
21/11/2018	Stuart Stanley	£0.00	£191.79	-£191.79	No Reason Given	Peters Opticians
28/11/2018	Stuart Stanley	£0.00	£191.79	-£191.79	No Reason Given	Peters Opticians
14/06/2018	Catherine Cromarty	£0.00	£162.00	-£162.00	162.00	Memory Opticians - Amesbury
21/08/2018	Aimie .	£459.30	£605.50	-£146.20	refund for Px, optix aware	Walsh Opticians
07/01/2019	Barbara Doody	£86.00	£226.40	-£140.40	This is due to an error on 2/1/19 When £140.40 has been banked extra and was not noted	Richard Pryor Opticians
11/04/2018	Kim Davies	£419.50	£549.50	-£130.00	card taken 9/4/18 not put on optix	David Wood Optician
Total		**£44,545.69**	**£44,852.04**	**-£306.35**		

CASHING UP DISCREPANCIES

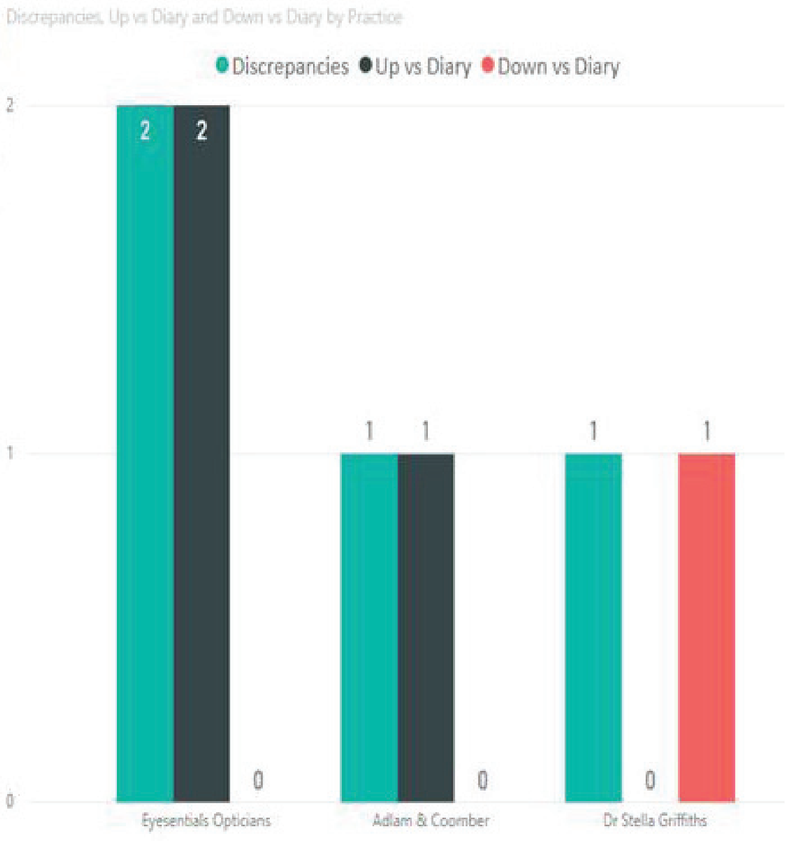


METRICS - FIGURES FOR 29/09/2019

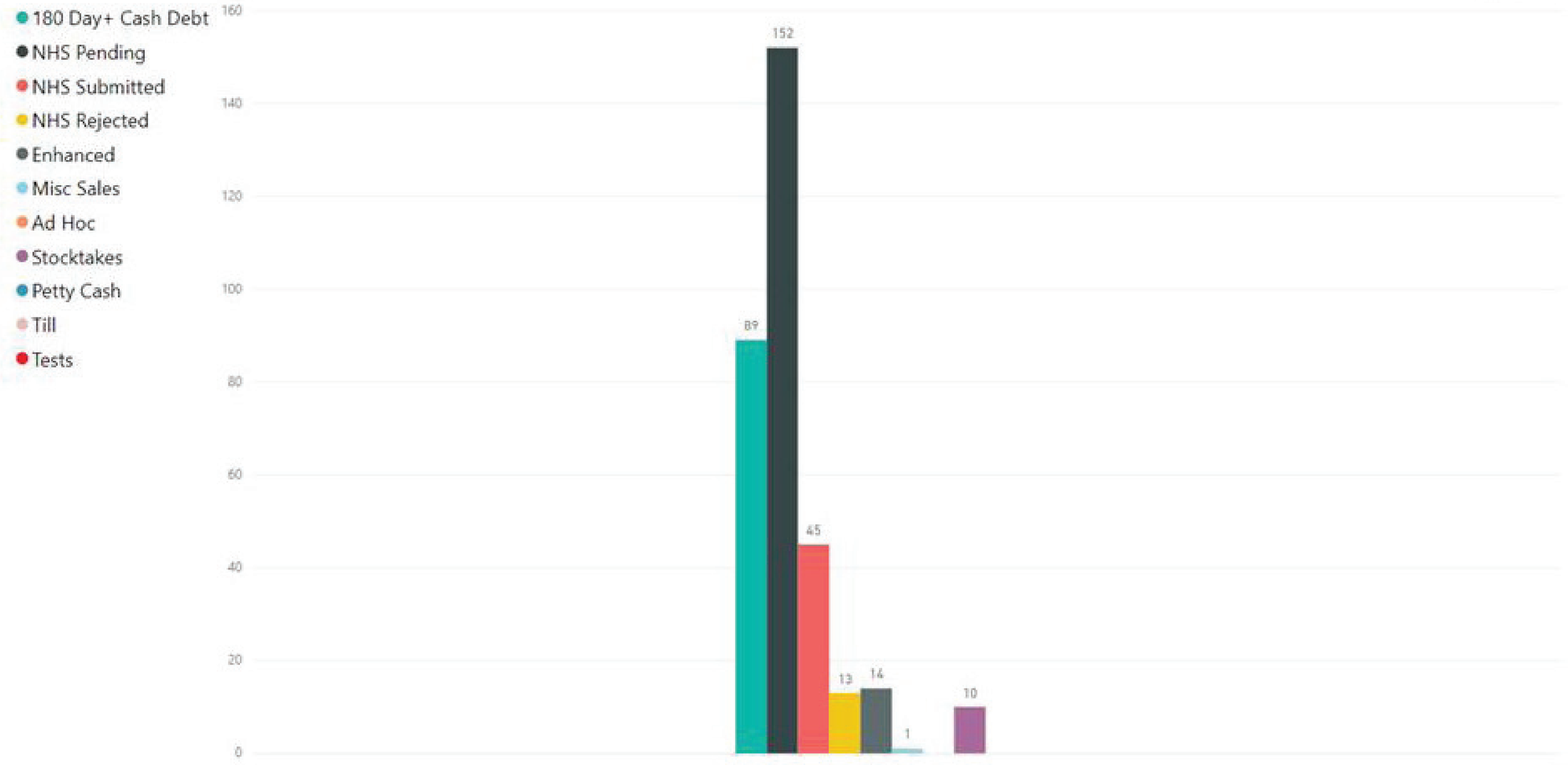
93
Sight Tests

4.30%
% Difference

Practice	DateTaken	Surname	First Name	Optician	Discrepancies
Adlam & Coomber	23/09/2019	Brim	Geoffrey	Charlotte Wilson	Discrepancy
Eyesentials Opticians	24/09/2019	Chany	Janette	Leena Chauhan	Discrepancy
Eyesentials Opticians	24/09/2019	Duerden	Frank	Leena Chauhan	Discrepancy
Dr Stella Griffiths	26/09/2019	So	Imelda	Mohammed Imran	Discrepancy
Total					



HEALTH INDEX DISCREPANCIES FOR 29/09/2019



HEALTH INDEX DISCREPANCIES FOR 29/09/2019

HAKIM GROUP

Cash Debt 180 Days+

Name	Date	Balance
Ramiah Salmon	25/05/2018	£7.00
Sohna Njie Gaye	13/06/2018	£71.00
Elizabeth Daley	14/06/2018	£32.84
Samira Nuur	24/07/2018	£92.00

Enhanced Services 180 Day+

Px Name	Name	Amou
Bobbi Robinson	HES Spectacles	£123
Charles Sears	Post Cataract Assessment	£40
Ernest Pink	Cataract Assessment	£30
Freda Scrivener	Post Cataract Assessment	£40

Petty Cash

PayReason	Petty Cash

NHS Pending 90 Day+

Practice	PxName
Adlam & Coomber	Alex Sherwood
Adlam & Coomber	Lily Chignell
Alan Miller Optometrists Salford	Andrew Birchall
Alan Miller Optometrists Salford	Bashrat Ali

Miscellaneous Sales

Staff	Trans No.	Brand
Breeze, Miss Sharon	1245771	C - Spec Lenses

Till Discrepancies

Staff	Expected	InTill

NHS Submitted 120 Days+

PxName	VoucherDate	VoucherAmou
Isla Lyon	22 November 2018	£59.
Mariam Hussain	22 February 2019	£59.
William O'Brien	27 February 2019	£39.
Jayne Morgan-Connor	04 March 2019	£78.
Thea Kyle Scott	11 March 2019	£39.

Ad Hoc

Staff	Name	PxID

Sight Test Discrepancies

Practice	surname	first	Optician	up	down

NHS Rejected 180 Days+

PxName	VoucherDate	VoucherAmount
Mary Anne Hartnett	14 March 2019	£22.51
Mary Anne Hartnett	16 March 2019	£84.19
Lucy Edge	23 March 2019	£21.31
Peter Delaney	03 April 2019	£127.40
Frances Kirkby	12 April 2019	£21.31

Stocktake

Date Due	Days Overdue
28 September 2019	1
27 September 2019	2
26 September 2019	3
25 September 2019	4
21 September 2019	8