

Quarterly Exception Report	2009Q3	2009Q4	2010Q1	2010Q2	2010Q3	2010Q4	2011Q1	2011Q2	2011Q3	2011Q4	2012Q1	2012Q2	2012Q3	2012Q4	2013Q1	2013Q2	2013Q3	2013Q4	2014Q1	2014Q2	2014Q3	2014Q4	2015Q1	2015Q2
Exception Indicator	Sep-09	Dec-09	Mar-10	Jun-10	Sep-10	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13	Jun-13	Sep-13	Dec-13	Mar-14	Jun-14	Sep-14	Dec-14	Mar-15	Jun-15
UDA per patient (adult)	4.48	4.53	4.56	4.49	4.47	4.50	4.58	4.48	4.43	4.55	4.52	4.51	4.42	4.46	4.50	4.48	4.41	4.46	4.38	4.36	4.27	4.29	4.34	4.23
UDA per patient (child)	2.44	2.48	2.52	2.39	2.40	2.43	2.49	2.40	2.40	2.43	2.46	2.39	2.37	2.39	2.50	2.40	2.38	2.38	2.44	2.37	2.31	2.32	2.43	2.31
UDA per patient	3.82	3.97	3.94	3.85	3.89	3.91	3.96	3.87	3.86	3.95	3.89	3.88	3.82	3.87	3.91	3.87	3.84	3.86	3.81	3.78	3.69	3.71	3.75	3.65
No / Low activity	30.0 %	55.0 %	83.0 %	6.0 %	30.0 %	55.0 %	83.0 %	6.0 %	30.0 %	54.0 %	84.0 %	6.0 %	30.0 %	55.0 %	84.0 %	6.0 %	30.0 %	55.0 %	84.0 %	6.0 %	30.0 %	55.0 %	82.0 %	6.0 %
Early Delivery	53.0 %	80.0 %	101.0 %	25.0 %	53.0 %	80.0 %	101.0 %	25.0 %	54.0 %	80.0 %	101.0 %	24.0 %	53.0 %	80.0 %	100.0 %	24.0 %	53.0 %	80.0 %	100.0 %	24.0 %	53.0 %	80.0 %	100.0 %	24.0 %
Late reporting	2.9 %	3.5 %	4.5 %	3.2 %	3.6 %	3.6 %	4.4 %	2.8 %	2.9 %	3.4 %	4.0 %	3.1 %	2.9 %	3.5 %	4.6 %	3.1 %	3.0 %	3.5 %	4.8 %	3.1 %	2.4 %	2.5 %	2.8 %	1.6 %
Adult FP17s within 3 months of a previous	37.5 %	38.0 %	38.3 %	38.2 %	37.6 %	37.2 %	37.3 %	38.6 %	37.0 %	36.9 %	37.4 %	37.9 %	35.9 %	36.1 %	35.6 %	36.1 %	34.8 %	34.3 %	35.4 %	35.3 %	34.0 %	33.7 %	34.1 %	34.3 %
Child FP17s within 3 months of a previous	22.5 %	22.6 %	22.5 %	23.1 %	22.5 %	23.0 %	22.2 %	24.3 %	22.6 %	23.5 %	23.1 %	24.1 %	22.3 %	22.8 %	21.8 %	23.7 %	22.4 %	22.5 %	22.3 %	23.6 %	21.9 %	21.5 %	21.7 %	23.1 %
FP17s within 3 months of a previous	32.7 %	33.1 %	33.6 %	33.5 %	32.9 %	32.8 %	32.9 %	33.9 %	32.6 %	32.4 %	32.9 %	33.1 %	31.6 %	31.6 %	31.3 %	31.9 %	30.6 %	30.3 %	31.0 %	31.3 %	29.7 %	29.3 %	29.8 %	30.1 %
Band 2 or 3 starts and ends on same day	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %	74.6 %
Band 2 or 3 rate per patient within 12 months	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %	87.3 %
FP17s within 12 months of previous FP17	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %	87.5 %
Free repair and replacement	6.9 %	7.1 %	7.3 %	7.2 %	7.2 %	7.2 %	7.4 %	7.5 %	7.5 %	7.4 %	7.4 %	7.3 %	7.2 %	7.3 %	7.5 %	7.4 %	7.6 %	7.4 %	7.6 %	7.6 %	7.5 %	7.6 %	7.7 %	7.7 %
Continuations of treatment	9.7 %	9.8 %	9.8 %	9.9 %	9.7 %	9.8 %	9.8 %	9.9 %	9.5 %	9.6 %	9.9 %	9.6 %	9.2 %	9.6 %	9.8 %	10.2 %	9.9 %	9.9 %	10.0 %	9.8 %	9.6 %	9.5 %	9.1 %	9.5 %
Adult FP17s within 3 to 9 months of a previous	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %	68.5 %
Adult Mix (High Non-Exempt)	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %	86.2 %
Adult Mix (Low Non-Exempt)	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %	0.2 %
UDA per FP17	3.47	3.60	3.55	3.54	3.52	3.57	3.59	3.55	3.50	3.59	3.55	3.59	3.51	3.56	3.60	3.59	3.53	3.57	3.50	3.51	3.41	3.46	3.48	3.46
No clinical data	11.1 %	10.7 %	10.3 %	7.3 %	4.2 %	2.1 %	1.9 %	1.5 %	1.5 %	1.3 %	1.2 %	1.0 %	0.9 %	0.7 %	0.7 %	0.5 %	0.4 %	0.3 %	0.4 %	0.3 %	0.3 %	0.2 %	0.3 %	0.0 %
Band 3 to Band 2 rate	59.0 %	61.0 %	59.6 %	63.4 %	61.3 %	61.6 %	62.3 %	62.7 %	61.5 %	62.1 %	60.8 %	63.6 %	61.4 %	62.1 %	61.3 %	63.0 %	60.3 %	60.3 %	58.9 %	61.4 %	58.5 %	59.4 %	58.6 %	61.7 %
Band 1 Urgent Treatments	10.9 %	10.6 %	11.2 %	10.7 %	11.0 %	10.8 %	11.1 %	10.9 %	11.0 %	10.6 %	11.0 %	10.9 %	10.9 %	10.7 %	11.3 %	10.9 %	11.2 %	11.0 %	11.8 %	11.3 %	11.5 %	11.1 %	11.2 %	10.9 %
Inlay rates	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %

Notes
<b>Identifying Indicators</b>
For each indicator we have established an exception threshold. Where a rate for the contract is more extreme than the exception threshold, the contract is regarded as an exception for that specific indicator and quarter. The actual thresholds are calculated in a variety of different ways depending on the specific indicator. Generally they are based on 'order statistics' where all contracts are ranked or sorted by the indicator. From this distribution exception thresholds can be calculated, for example using the inter-quartile range (IQR) and adding a multiple of (usually one and a half times) this to the upper quartile.
Please see the guidance notes for further details