Quarterly review — 1,950 hours given back to the service

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Document issued on 09/11/2026

The calculation line by line, and five service indicators · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **These hours are not posts removed: they are public-servant time given back to the service and to the service user.** A total on its own gets argued with; a calculation does not.

Time given back, item by item

Item	Weekly volume	Before	After	Benchmark	Hours returned / week
Laying out clinic letters	**310**	22 min	**6 min 36**	**60 % → 18 %**	**80 h**
Letters to family doctors	310	10 min	**4 min**	**20 % → 8 %**	**31 h**
Recurring service-user questions	1,180	5 min	**3 min**	**10 % → 6 %**	**39 h**

Item	Weekly volume	Before	After	Benchmark	Hours returned / week
Total	—	—	—	—	**150 h / week — 1,950 h over the quarter**

150 hours a week across a team of nine, a little under half of their repetitive administrative time. **Where those hours went, per the activity records: +41 % of time at the front desk**, the resumption of walking older service users to the right building, and **two half-days a week on complex files left in abeyance.**

The five indicators the service user sees

Service indicator	Before	After
Clinic letter reaching the family doctor	**6.4 days**	**0.6 days**
Endocrinology waiting time	**94 days**	**61 days**
Unanswered calls at peak times	22 %	**4 %**
Files incomplete on the day	48 %	**8.5 %**
Critical result seen by a doctor	**2.3 days**	**41 minutes**

> **On coding, what improves is accuracy, in both directions: 389 procedures actually carried out and until now uncoded** were approved by the doctors, and **27 proposals that would have over-coded were flagged by the agent and withdrawn.** It is that symmetry that holds up in an audit.

To be settled

Adding the five service indicators to the annual activity report — decided by: _____

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
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