

Service Request Number	Client Call Reference	Status	Classification Key	SLA Description	Classification	Summary Description	WO Long Description	Room Number	Location ID	Location Description	Service Location	Report Date	Requested Start Date	Target First Fix	Actual First Fix	SLA First Fix	Original Target Completion Date	Target Second Fix	Actual Second Fix	SLA Second Fix	KPI Classification	Last Log Action	Last Log Description	Reported By	Work Type	MO is Chargeable (Y/N)	MO Billing Type	KPI SLA Code	Workorder Location Status
00414	1001	SR_REJECT	2.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Infection of Lady Brisk	15A.176	A1368	A-48 Ward / A1368 - Single Bed Room (Bed 11) (2)	Not Specified	09/10/2018 09:03		09/10/2018 10:03	09/10/2018 10:30	SLA - Missed	19/10/2018	10/10/2018 09:03	09/10/2018 11:00	SLA - Achieved	2.2.2c and 9.3.1b	domestic infect at this time and removed before mls came in.	1201	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
00442	1012	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Lady brisk in room B1328 and maid came in B1333 on the curtains - please investigate	10B.169	B1333	B-87 Ward / B1333 - 4 Bed Ward (Beds 10 - 13) (2)	Not Specified	09/10/2018 16:56		09/10/2018 19:56	09/10/2018 19:00	SLA - Achieved	19/10/2018	10/10/2018 16:56	09/10/2018 19:30	SLA - Achieved	2.2.2c and 9.3.1b	SR received by ward to S.A.P. ID created 000026	0119	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
01018	1030	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	47 Corridor 22 A1330 - lots of lady brisks all around the windows.	15A.138	A1330	A-47 Ward / A1330 - Single Bed Room (Bed 22) (2)	Not Specified	12/10/2018 14:58		12/10/2018 15:58	12/10/2018 15:30	SLA - Achieved	19/10/2018	13/10/2018 14:58	10/10/2018 15:45	SLA - Achieved	2.2.2c and 9.3.1b	COMPL. BY DN	1214	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
01018	1030	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	6 Lower Theatre 7 - 5 hrs. from around daily access after 18:00	0489	0489	E - Theatre (Cinema Block) / 0489 - Theatre 7 (1)	Not Specified	16/10/2018 15:53	16/10/2018 18:00	16/10/2018 19:00	16/10/2018 20:00	SLA - Missed	17/10/2018	17/10/2018 18:00	16/10/2018 20:30	SLA - Achieved	2.2.2c and 9.3.1b	access task completed as per access	0760	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
01046	1042	CLOSED	9.2.2c and 9.3.1b	SAF - Clean up	PEST - Pneu Infection	PEST - Pneu Infection	Possible dental centre - Infection of scrothie throughout all of	PO5-4.0		Powells Ground Floor	Not Specified	17/10/2018 08:37		18/10/2018 06:15		SLA - Achieved	22/10/2018	22/10/2018 08:37	18/10/2018 06:45	SLA - Achieved	2.2.2c and 9.3.1b	COMPL. BY DN	0146	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02152	10106	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Infection of ladybrisks in good beds.	F160	F160	F - F3 Ward / F160 - 6 Bed Ward (Room 27) (2)	Not Specified	21/10/2018 15:25		21/10/2018 16:25	21/10/2018 17:00	SLA - Missed	22/10/2018	22/10/2018 15:25	21/10/2018 17:30	SLA - Achieved	2.2.2c and 9.3.1b	task from rooms not been that first appeared as job took longer than anticipated	0633	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02131	10380	CANCEL	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	4339 B7 Ward - floor no. B1200 - Flies in staffroom	026.131	B1200	B - Mainway SPO / B1200 - Staff Rest Room (3)	Not Specified	22/10/2018 15:54		22/10/2018 16:54		SLA - Missed	23/10/2018	23/10/2018 15:54		SLA - Achieved	2.2.2c and 9.3.1b	SR received by ward to S.A.P. ID created 000026		RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02139	10201	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	4339 B7 Ward - floor no. B1200 - Flies in staffroom again.	026.131	B1200	B - Mainway SPO / B1200 - Staff Rest Room (3)	Not Specified	22/10/2018 15:55		22/10/2018 16:55	22/10/2018 08:20	SLA - Missed	23/10/2018	22/10/2018 15:55	22/10/2018 08:40	SLA - Achieved	2.2.2c and 9.3.1b	domestic infect from before Mls checked on not a failure	0533	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02428	10449	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Infection of ladybrisks	F171	F171	F - F4 Ward / F171 - 6 Bed Ward (Room 29) (2)	Not Specified	22/10/2018 21:16		22/10/2018 22:16	22/10/2018 21:20	SLA - Achieved	23/10/2018	23/10/2018 21:16	22/10/2018 21:40	SLA - Achieved	2.2.2c and 9.3.1b	SR received by ward to S.A.P. ID created 000026	0028	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02420	10084	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	lady brisks on FC room 21 - lady brisk room 23 lady brisk room 25 5 lady brisks	F160	F160	F - F3 Ward / F160 - 6 Bed Ward (Room 27) (2)	Not Specified	22/10/2018 15:30		22/10/2018 16:30	24/10/2018 16:30	SLA - Missed	24/10/2018	24/10/2018 15:30	24/10/2018 17:00	SLA - Missed	2.2.2c and 9.3.1b	domestic infect surveyed the ladybrisk in room came in	0204	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02405	10058	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Escalator Offices F120 - flies and lady brisks around the windows.	027.001	F120	F - Escalator Offices / F120 - Office (4)	Not Specified	24/10/2018 09:28		24/10/2018 09:28	24/10/2018 09:30	SLA - Missed	25/10/2018	25/10/2018 09:28	24/10/2018 10:00	SLA - Achieved	2.2.2c and 9.3.1b	task start time pd in when arrived on ward not when job started	0770	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02649	10343	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	6 Lower Theatre 7 - Theatre has been getting numerous reports of flies over the past few days.	0489	0489	E - Theatre (Cinema Block) / 0489 - Theatre 7 (1)	Not Specified	24/10/2018 13:45		24/10/2018 14:45	24/10/2018 15:40	SLA - Missed	25/10/2018	25/10/2018 13:45	24/10/2018 15:50	SLA - Achieved	2.2.2c and 9.3.1b	domestic infect and then mls checked	0760	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02643	10106	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	40 - Chair no. A1128 - Ladybrisk infection.	15A.097	A1128	A-48 Ward / A1128 - Single Bed Room (Bed 13) (2)	Not Specified	24/10/2018 14:55		24/10/2018 15:55	24/10/2018 08:45	SLA - Missed	25/10/2018	25/10/2018 14:55	25/10/2018 08:55	SLA - Achieved	2.2.2c and 9.3.1b	domestic infect removed by mls before Mls checked on not a failure	0620	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02609	10199	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	lady brisks on FC room 22 around 10 lady brisks.	F160	F160	F - F3 Ward / F160 - 6 Bed Ward (Room 27) (2)	Not Specified	24/10/2018 16:32		24/10/2018 17:30	24/10/2018 16:40	SLA - Achieved	25/10/2018	25/10/2018 16:32	24/10/2018 17:00	SLA - Achieved	2.2.2c and 9.3.1b	SR received by ward to S.A.P. ID created 000026	0634	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
02673	10063	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	6 lot of Guadelupe flies in DP office.	0477	0477	G - G3 Ward / G477 - Stokers Office (2)	Not Specified	24/10/2018 17:00		24/10/2018 18:00	25/10/2018 07:45	SLA - Missed	25/10/2018	25/10/2018 17:00	25/10/2018 09:25	SLA - Achieved	2.2.2c and 9.3.1b	domestic infect removed before Mls checked on not a failure	1102	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
03217	11000	CANCEL	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	no A1306, A1305, A1385, A1378, A1379, A1380 & A1381. These 7 rooms all have a ladybrisk problem.	15A.139	A1306	A-48 Ward / A1306 - 4 Bed Ward (Beds 13 - 16) (2)	Not Specified	29/10/2018 11:19		29/10/2018 12:19		SLA - Missed	30/10/2018	30/10/2018 11:19		SLA - Achieved	2.2.2c and 9.3.1b		0201	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
03214	11007	SR_REJECT	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	no A1306, A1305, A1385, A1378, A1379, A1380 & A1381. These 7 rooms all have a ladybrisk problem.	15A.139	A1306	A-48 Ward / A1306 - 4 Bed Ward (Beds 13 - 16) (2)	Not Specified	29/10/2018 11:21		29/10/2018 12:21	29/10/2018 14:00	SLA - Missed	30/10/2018	29/10/2018 11:21	30/10/2018 14:25	SLA - Achieved	2.2.2c and 9.3.1b	no all rooms occupied mils checked, can not spray	0201	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
03179	11014	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	A1306, All beds 1720: about 5-10 lady brisks in room.	15A.139	A1306	A-48 Ward / A1306 - 4 Bed Ward (Beds 13 - 16) (2)	Not Specified	29/10/2018 16:34		29/10/2018 20:34	29/10/2018 18:40	SLA - Achieved	30/10/2018	30/10/2018 16:34	30/10/2018 20:00	SLA - Achieved	2.2.2c and 9.3.1b	Complete	0303	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	
03270	11162	CLOSED	9.2.2c and 9.3.1b	PEST - Pneu Infection - ALL	PEST - Pneu Infection	PEST - Pneu Infection	Lancaster House ground floor, on the left hand side by the car park.	10.01		Lancaster House L47 / 001 Office (4)	Not Specified	30/10/2018 09:54		30/10/2018 10:54	30/10/2018 10:15	SLA - Achieved	31/10/2018	31/10/2018 09:54	30/10/2018 14:10	SLA - Achieved	2.2.2c and 9.3.1b	task domestic infected at 10:10 hrs	0165	RW	N	04	2.2.2c and 9.3.1b	AVAILABLE	