

At a Glance		Indicator	Standard	Set by	Period	National Performance	Period	Performance	Trend	RAG Rating	SOF Standard
Patient Safety		Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	SFH			Nov-15 - Oct-16	92.6		G	Y
		Rolling 12 months HSMR Weekend (basket of 56 diagnosis groups)	100	SFH			Jul-15 - Jun-16	96.6		G	Y
		Rolling 12 months HSMR Sepsis	100	SFH			Nov-15 - Oct-16	78.0		G	
		SHMI	100	SFH			May-16	95.9		G	Y
		Emergency c-section rate (crude rate)	23	SFH			Oct-16	13.7		G	Y
		Emergency c-section rate (standardised ratio)	100	SFH			Oct-16	92.0		G	Y
		Emergency re-admissions within 28 days	100	SFH			Nov-15 - Oct-16	99.5		G	Y
		Serious Incidents per 1000 OBDs (STEIS reportable)	≤0.11	SFH			Dec-16	0.0		G	
		Never Events	0	Nat			Dec-16	0		G	Y
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	SFH			Dec-16	0		G	Y
Quality		Safe Staffing Levels - overall fill rate	-	Nat			Dec-16	94.3%		NT	
		Same Sex Accommodation Standards breaches	0	Nat			Dec-16	0		G	Y
		Clostridium difficile Hospital acquired cases	36	Nat			YTD @ Dec-16	20		G	Y
		MRSA bacteremia - Hospital acquired cases	0	Nat			YTD @ Dec-16	0.0		G	Y
		Falls per 1000 OBDs resulting in harm (moderate and above)	0.8	SFH			Dec-16	0.2		G	
		Harm-free SFH care	≥95%	SFH			Dec-16	95.4%		G	
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Nat	Sep-16	95.4%	Nov-16	95.0%		G	Y
		Eligible patients having Dementia Screening	≥90%	Nat	Nov-16	89.1%	Nov-16	90.8%		G	
Patient Experience		% complaint responses dispatched within appropriate number of days	≥90%	SFH			Dec-16	98.0%		G	Y
		Number of complaints	≤60	SFH			Dec-16	21		G	
		Reopened complaints	8	SFH			Dec-16	2		G	
		Response Rate: Friends and Family Inpatients	≥24.1%	SFH	Dec-16	22.6%	Dec-16	15.6%		R	
		Recommended Rate: Friends and Family Inpatients	-	SFH	Dec-16	95.0%	Dec-16	97.1%		NT	Y
		Response Rate: Friends and Family Accident and Emergency	≥12.8%	SFH	Dec-16	11.0%	Dec-16	3.0%		R	
		Recommended Rate: Friends and Family Accident and Emergency	-	SFH	Dec-16	86.0%	Dec-16	86.1%		NT	Y
		Recommended Rate: Friends and Family Maternity	-	SFH			Dec-16	91.5%		NT	Y
		Recommended Rate: Friends and Family Staff	-	SFH			Qtr2	80.7%		NT	Y
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours	≥95%	Nat	Dec-16	86.2%	Jan-17	92.3%		R	Y
		12 hour trolley waits	0	Nat			Jan-17	0		G	
		Ambulance handover > 30 minutes	0	Nat			Jan-17	793		R	
		Ambulance handover > 60 minutes	0	Nat			Jan-17	80		R	
	Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Nat			Jan-17	4		R	
		18 weeks referral to treatment time - incomplete pathways	≥92%	Nat	Dec-16	89.7%	Jan-17	92.4%		G	Y
		Number of cases exceeding 52 weeks referral to treatment	0	Nat			Jan-17	2		R	
	Diagnosics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Nat	Dec-16	98.3%	Jan-17	97.8%		R	
	Cancelled Operations	Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	Nat			Jan-17	0.7%		G	
		Breaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operation	≤5%	Nat			Jan-17	0.0%		G	
Urgent operations cancelled more than once		0	Nat			Jan-17	0		G		
#NoF	% of #NoF achieving BPT	-	SFH			Dec-16	77.1%		NT		

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Cancer Access	CCU	Non-medical critical care transfers	-	SFH			Jan-17	0		NT	
		2 week GP referral to 1st outpatient appointment	≥93%	Nat	Dec-16	95.5%	Dec-16	97.9%		G	Y
		31 day diagnosis to treatment	≥96%	Nat	Dec-16	97.9%	Dec-16	99.0%		G	
		31 day second or subsequent treatment (drug)	≥98%	Nat	Dec-16	99.5%	Dec-16	100.0%		G	
		31 day second or subsequent treatment (surgery)	≥94%	Nat	Dec-16	99.5%	Dec-16	100.0%		G	
		62 days urgent referral to treatment	≥85%	Nat	Dec-16	82.9%	Dec-16	88.4%		G	Y
		62 day referral to treatment from screening	≥90%	Nat	Dec-16	93.5%	Dec-16	86.4%		R	Y
		14 days referral for breast symptoms to assessment	≥93%	Nat	Dec-16	95.2%	Dec-16	95.2%		G	
ORGANISATIONAL HEALTH	HR	% of eligible staff appraised within last 12 months	≥98%	SFH			Jan-17	93.0%		A	
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	SFH			Jan-17	4.4%		R	Y
		% eligible staff attending core mandatory training within the last 12 months	≥90%	SFH			Jan-17	92.0%		G	
		Staff Turnover	≤1.0%	SFH			Jan-17	0.9%		G	Y
		Proportion of Temporary Staff	-	SFH			Jan-17	7.5%		NT	Y