

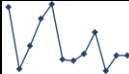
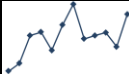



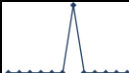

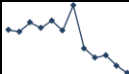

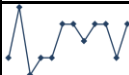


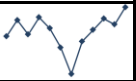
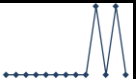
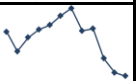
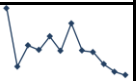
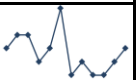
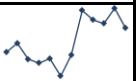
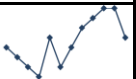
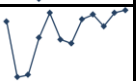
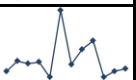
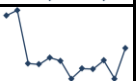

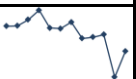

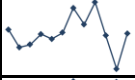
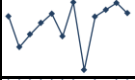
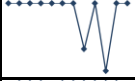

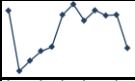

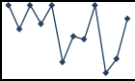
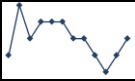

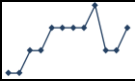

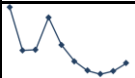


At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Apr-16 - Mar-17	95.48	-		G
	Rolling 12 months HSMR Sepsis	100	Apr-16 - Mar-17	72.67	-		G	
	SHMI	100	Yr2016_17 Qtr 3	-	94.05		G	
	Emergency c-section rate (crude rate)	23.0%	Mar-17	11.3%	10.3%		G	
	Emergency c-section rate (standardised ratio)	100.0%	Mar-17	75.9%	69.3%		G	
	Emergency re-admissions within 30 days	NT	Feb-17	8.7%	8.0%		NT	
	Serious Incidents (STEIS reportable) by reported date	NT	Jun-17	6	1		NT	
	Never Events	0	Jun-17	0	0		G	
	NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	Jun-17	0	0		G	
	Safe Staffing Levels - overall fill rate	NT	Jun-17	100.6%	99.2%		NT	
	Same Sex Accommodation Standards breaches	0	Jun-17	0	0		G	
	Clostridium difficile Hospital acquired cases	4	Jun-17	7	3		G	
	MRSA bacteremia - Hospital acquired cases	0	Jun-17	0	0		G	

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
Quality		Falls per 1000 OBDs resulting in Moderate or Severe Harm	0.8	Jun-17	0.1	0.1		G
		Falls per 1000 OBDs resulting in Low or No Harm	NT	Jun-17	5.6	5.1		NT
		Harm-free SFH care	≥95%	Jun-17	95.3%	95.0%		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	May-17	93.7%	95.1%		G
		Eligible patients having Dementia Screening	≥90%	May-17	97.4%	97.9%		G
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Experience	% complaint responses dispatched within appropriate number of days	≥90%	Jun-17	98.0%	97.0%		G
		Number of complaints	≤60	Jun-17	59	15		G
		Reopened complaints	8	Jun-17	6	2		G
		Response Rate: Friends and Family Inpatients	≥24.1%	Jun-17	29.9%	31.0%		G
		Recommended Rate: Friends and Family Inpatients	NT	Jun-17	98.2%	98.2%		NT
		Response Rate: Friends and Family Accident and Emergency	≥12.8%	Jun-17	5.7%	11.4%		R
		Recommended Rate: Friends and Family Accident and Emergency	NT	Jun-17	91.3%	94.8%		NT
		Recommended Rate: Friends and Family Maternity	NT	Jun-17	95.4%	95.0%		NT
		Recommended Rate: Friends and Family Outpatients	NT	Jun-17	94.4%	94.8%		NT

At a Glance	<u>Indicator</u>	<u>Plan / Standard</u>	<u>Period</u>	<u>YTD Actuals</u>	<u>Monthly / Quarterly Actuals</u>	<u>Trend</u>	<u>RAG Rating</u>
	Recommended Rate: Friends and Family Staff	NT	Qtr4 Yr2016/17	83.1%	96.0%		NT

At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours	≥95%	Jun-17	96.0%	96.7%		G
		% of 12 all trolley waits > 12 hours	0	Jun-17	0.01%	0.00%		G
		% of Ambulance handover > 30 minutes	0	Jun-17	8.9%	7.2%		R
		% of Ambulance handover > 60 minutes	0	Jun-17	0.3%	0.1%		R
	Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Jun-17	-	6		R
		18 weeks referral to treatment time - incomplete pathways	≥92%	Jun-17	-	92.7%		G
		Number of cases exceeding 52 weeks referral to treatment	0	Jun-17	-	4		R
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Jun-17	-	99.7%		G
	Cancelled Operations	Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	May-17	0.4%	0.5%		G
		Breaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operation	≤5.0%	May-17	6.1%	11.1%		R
		Urgent operations cancelled more than once	0	May-17	0	0		G
	#NoF	% of #NoF achieving BPT	NT	May-17	42.9%	55.6%		NT
CCU	Non-medical critical care transfers	NT	Jun-17	0	0		NT	

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
OPERATIONAL STANDARDS	Cancer Access	2 week GP referral to 1st outpatient appointment	≥93%	May-17	94.1%	95.6%		G
		31 day diagnosis to treatment	≥96%	May-17	98.7%	98.4%		G
		31 day second or subsequent treatment (drug)	≥98%	May-17	100.0%	100.0%		G
		31 day second or subsequent treatment (surgery)	≥94%	May-17	95.2%	90.9%		R
		62 days urgent referral to treatment	≥85%	May-17	82.7%	79.9%		R
		62 day referral to treatment from screening	≥90%	May-17	92.3%	83.3%		R
		14 days referral for breast symptoms to assessment	≥93%	May-17	94.7%	97.9%		G
ORGANISATIONAL HEALTH	HR	% of eligible staff appraised within last 12 months	≥95%	Jul-16 - Jun-17	93.0%	-		A
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Jul-16 - Jun-17	3.6%	-		A
		% eligible staff attending core mandatory training within the last 12 months	≥90%	Jul-16 - Jun-17	92.0%	-		G
		Staff Turnover	≤1.0%	Jun-17	0.9%	0.8%		G
		Proportion of Temporary Staff	NT	Jun-17	7.1%	7.2%		NT