

At a Glance		Indicator	Target	Set by	Period	Performance	Change	Sep	SOF Standard	Chart
Patient Safety	HSMR (basket of 56 diagnosis groups)	TBC	SFH	Jun	90.9	▼	NT	Y	Y	
	HSMR Weekend (basket of 56 diagnosis groups)	TBC	SFH	Jul-15 - Jun-16	96.6	▼	NT	Y	Y	
	SHMI	TBC	SFH	May	95.9	↔	NT	Y	Y	
	Emergency c-section rate (crude rate)	TBC	SFH	Jun	10.9	▲	NT	Y	Y	
	Emergency c-section rate (standardised ratio)	TBC	SFH	Jun	73.1	▲	NT	Y	Y	
	Emergency re-admissions within 30 days following an elective or emergency spell (Standardised Readmission Ratio)	TBC	SFH	May	96.9	▲	NT	Y	Y	
	Falls per 1000 OBDs resulting in harm	≤1.7	SFH	Sep	0.7	▲	G		Y	
	Clostridium difficile (Hospital acquired variance from plan)	-	Nat	Sep	-4.0	▲	G	Y	Y	
	Clostridium difficile (Hospital acquired infection rate)	4	SFH	Sep	0.0	-	G	Y	N	
	MRSA bacteremia - Hospital acquired cases	0	Nat	Sep	0.0	▲	G	Y	Y	
	Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Nat	Aug	95.0	▲	G	Y	Y	
	Eligible patients having Dementia Screening	≥90%	Nat	Aug	92.1	▲	G		Y	
	Serious Incidents (per 1000 OBDs)	TBC	-	Sep	0.1	▲	NT		N	
	Never Events	0	Nat	Sep	0.0	↔	G	Y	Y	
	NHSE/NHSI Improvement Patient Safety Alerts	TBC	-	Sep	5.0	-	NT	Y	N	
	Harm-free SFH care	≥95%	SFH	Sep	97.5	▲	G		Y	
	Safe Staffing Levels - overall fill rate	≥80%	Nat	Sep	93.2	▼	G		Y	
	Same Sex	Same Sex Accommodation Standards breaches	0	Nat	Sep	0.0	↔	G	Y	Y
Complaints	% complaint responses dispatched within appropriate number of days	≥90%	SFH	Sep	96.0	▼	G	Y	Y	
	Number of complaints	≤88	SFH	Aug	35.0	▼	G		Y	
	Reopened complaints	0	SFH	Aug	5.0	▼	R		Y	
Friends and Family	Number of eligible patient: Friends and Family Inpatients	-	SFH	Sep	5924.0	-	NT		N	
	Response Rate: Friends and Family Inpatients	≥30%	SFH	Sep	18.4	▲	R		Y	
	Recommended Rate: Friends and Family Inpatients	-	SFH	Sep	97.3	▼	NT	Y	Y	
	Number of eligible patients: Friends and Family Accident and Emergency	-	SFH	Sep	7981.0	-	NT		N	
	Response Rate: Friends and Family Accident and Emergency	≥20%	SFH	Sep	1.0	▼	R		Y	
	Recommended Rate: Friends and Family Accident and Emergency	-	SFH	Sep	79.5	▼	NT	Y	Y	
	Recommended Rate: Friends and Family Maternity	-	SFH	Sep	96.1	▲	NT	Y	Y	
Recommended Rate: Friends and Family Staff	-	SFH	Qtr1	77.5	▲	NT	Y	Y		
Emergency Access	Emergency access within four hours	≥95%	Nat	Sep	94.9	▼	R	Y	Y	
	12 hour trolley waits	0	Nat	Sep	0.0	-	G		N	
	Ambulance handover > 30 minutes	0	Nat	Sep	487.0	-	NT		N	
	Ambulance handover > 60 minutes	0	Nat	Sep	42.0	-	NT		N	
Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Nat	Sep	7.0	↔	R		N	
	18 weeks referral to treatment time - incomplete pathways	≥92%	Nat	Sep	92.3	▼	G	Y	Y	
	Number of cases exceeding 52 weeks referral to treatment	0	Nat	Sep	1.0	▲	R		N	
Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Nat	Sep	96.0	▲	R		Y	
Cancelled Operations	Total non-clinical cancelled elective operations	≤3.2%	SFH	Aug	-	-	-		N	
	Last minute non-clinical cancelled elective operations	≤0.8%	Nat	Sep	0.6	▼	G		N	
	Breaches of the 28 day readmission guarantee	≤5%	Nat	Sep	20.0	▼	R		N	
	Urgent operations cancelled more than once	0	Nat	Sep	0.0	↔	G		N	
Cancer Access	2 week wait GP referral to 1st outpatient appointment	≥93%	Nat	Aug	94.6	▲	G	Y	Y	
	Cancer 31 day diagnosis to treatment	≥96%	Nat	Aug	97.2	▲	G		Y	
	Cancer 31 day second or subsequent treatment (drugs)	≥98%	Nat	Aug	100.0	↔	G		Y	
	Cancer 31 day second or subsequent treatment (surgery)	≥94%	Nat	Aug	100.0	↔	G		Y	
	Cancer 31 day second or subsequent treatment (radiotherapy)	≥94%	Nat	Aug	N/A	-	N/A		N	
	Cancer 62 days urgent referral to treatment	≥85%	Nat	Aug	77.5	▲	R	Y	Y	
	Cancer 62 day referral to treatment from screening	≥90%	Nat	Aug	90.9	▲	G	Y	Y	
2 week wait referral for breast symptomatic	≥93%	Nat	Aug	100.0	▲	G		Y		
TH	% of eligible staff appraised within last 12 months	≥98%	SFH	Sep	93.0	▼	R		Y	
	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	SFH	Sep	3.7	▲	R	Y	Y	

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ORGANISATIONAL HEALTH	HR	% eligible staff attending core mandatory training within the last 12 months	≥92%	SFH	Sep	91.0	▲	R		Y
		Staff Turnover	≤1.0%	SFH	Sep	1.04	▲	R	Y	Y
		Executive Team Turnover Rate - Executive Directors	-	SFH	Sep	0.0	↔	NT	Y	N
		Executive Team Turnover Rate - Non Executive Directors	-	SFH	Sep	0.0	▲	NT	Y	N
		Proportion of Temporary Staff	-	SFH	Sep	8.1	-	NT	Y	N
	Surveys	NHS Staff Survey	-	SFH	-	-	-	-	Y	N
		CQC inpatient/MH and community survey	-	SFH	-	-	-	-	Y	N
	CIP's	Aggressive Cost Reduction Plans	-	SFH	-	-	-	-	Y	N