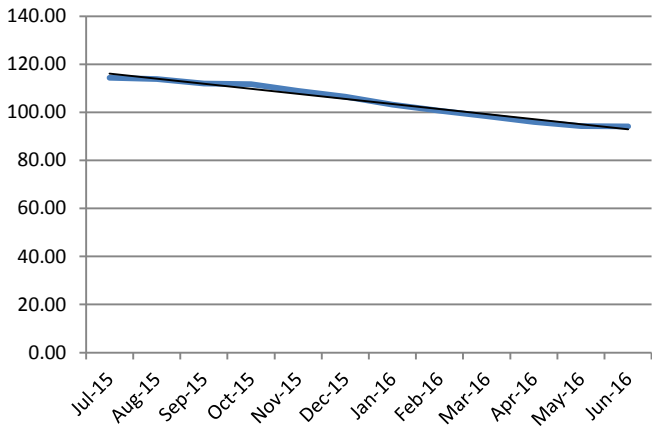


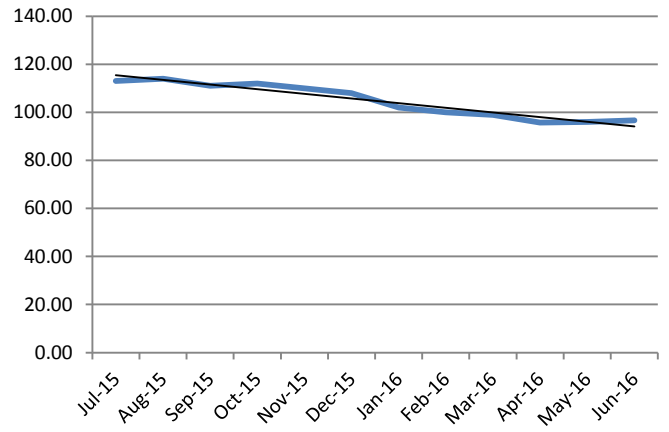
At a Glance		Indicator	Target	Set by	Period	Performance	Change	RAG Rating	SOF Standard	Chart
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	TBC	SFH	Jul-15 - Jun-16	94.1	▲	NT	Y	Y
		Rolling 12 months HSMR Weekend (basket of 56 diagnosis groups)	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	Oct	1.0	▼	G		Y
		Clostridium difficile (Hospital acquired variance from plan)	-	Nat	Oct	-3.0	▼	G	Y	Y
		Clostridium difficile (Hospital acquired infection rate)	4	SFH	Oct	1.0	▼	G	Y	N
		MRSA bacteremia - Hospital acquired cases	0	Nat	Oct	0.0	↔	G	Y	Y
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Nat	Sep	93%	▼	R	Y	Y
		Eligible patients having Dementia Screening	≥90%	Nat	Sep	90%	▼	G		Y
		Serious Incidents (per 1000 OBDs)	TBC	-	Oct	0.1	▲	NT		N
		Never Events	0	Nat	Oct	0.0	↔	G	Y	Y
		NHSE/NHSI Improvement Patient Safety Alerts	TBC	-	Oct	5.0	-	NT	Y	N
		Harm-free SFH care	≥95%	SFH	Oct	96.3%	▼	G		Y
		Safe Staffing Levels - overall fill rate	≥80%	Nat	Sep	93.9%	▲	G		Y
		Same Sex	Same Sex Accommodation Standards breaches	0	Nat	Oct	0.0	↔	G	Y
	Complaints	% complaint responses dispatched within appropriate number of days	≥90%	SFH	Oct	98.0	▲	G	Y	Y
		Number of complaints	≤88	SFH	Oct	26.0	▲	G		Y
		Reopened complaints	0	SFH	Oct	4.0	▲	R		Y
	Friends and Family	Number of eligible patient: Friends and Family Inpatients	-	SFH	Oct	6023.0	-	NT		N
		Response Rate: Friends and Family Inpatients	≥30%	SFH	Oct	15.9%	▼	R		Y
		Recommended Rate: Friends and Family Inpatients	-	SFH	Oct	97.9%	▲	NT	Y	Y
		Number of eligible patients: Friends and Family Accident and Emergency	-	SFH	Oct	9104.0	-	NT		N
		Response Rate: Friends and Family Accident and Emergency	≥20%	SFH	Oct	1.2%	▲	R		Y
		Recommended Rate: Friends and Family Accident and Emergency	-	SFH	Oct	92.5%	▲	NT	Y	Y
		Recommended Rate: Friends and Family Maternity	-	SFH	Oct	97.4%	▲	NT	Y	Y
		Recommended Rate: Friends and Family Staff	-	SFH	Qtr2	80.7%	▲	NT	Y	Y
	Emergency Access	Emergency access within four hours	≥95%	Nat	Oct	96.0%	▲	G	Y	Y
		12 hour trolley waits	0	Nat	Oct	0	-	G		N
		Ambulance handover > 30 minutes	0	Nat	Oct	574	-	NT		N
		Ambulance handover > 60 minutes	0	Nat	Oct	38	-	NT		N
	Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Nat	Oct	5	▼	R		N
		18 weeks referral to treatment time - incomplete pathways	≥92%	Nat	Oct	92.3%	▲	G	Y	Y
		Number of cases exceeding 52 weeks referral to treatment	0	Nat	Oct	1	↔	R		N
Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Nat	Oct	98.1%	▲	R		Y	
Cancelled Operations	Total non-clinical cancelled elective operations (not currently available)	≤3.2%	SFH	-	-	-	-		N	
	Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	Nat	Oct	0.35%	▲	G		N	
	Breaches of the 28 day readmission guarantee (not readmitted for procedure within 28 days of cancellation on the day)	≤5%	Nat	Oct	0.0%	▲	G		N	
	Urgent operations cancelled more than once	0	Nat	Oct	0	↔	G		N	
Cancer Access	2 week wait GP referral to 1st outpatient appointment	≥93%	Nat	Sep	95.5%	▲	G	Y	Y	
	Cancer 31 day diagnosis to treatment	≥96%	Nat	Sep	97.8%	▲	G		Y	
	Cancer 31 day second or subsequent treatment (drugs)	≥98%	Nat	Sep	100.0%	↔	G		Y	
	Cancer 31 day second or subsequent treatment (surgery)	≥94%	Nat	Sep	100.0%	↔	G		Y	
	Cancer 31 day second or subsequent treatment (radiotherapy)	≥94%	Nat	Sep	N/A	-	N/A		N	
	Cancer 62 days urgent referral to treatment	≥85%	Nat	Sep	79.3%	▲	R	Y	Y	
	Cancer 62 day referral to treatment from screening	≥90%	Nat	Sep	100.0%	▲	G	Y	Y	
	2 week wait referral for breast symptomatic	≥93%	Nat	Sep	97.1%	▼	G		Y	
LTH	% of eligible staff appraised within last 12 months	≥98%	SFH	Sep	94.0%	▲	R		Y	
	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	SFH	Oct	3.99%	▼	R	Y	Y	

At a Glance		Indicator	Target	Set by	Period	Performance	Change	RAG Rating	SOF Standard	Chart
ORGANISATIONAL HEALTH	HR	% eligible staff attending core mandatory training within the last 12 months	≥92%	SFH	Oct	91.0%	↔	G		Y
		Staff Turnover	≤1.0%	SFH	Oct	0.93%	▲	G	Y	Y
		Executive Team Turnover Rate - Executive Directors	-	SFH	Oct	0%	↔	NT	Y	N
		Executive Team Turnover Rate - Non Executive Directors	-	SFH	Oct	14.29%	▼	NT	Y	N
		Proportion of Temporary Staff	-	SFH	Oct	7.40%	-	NT	Y	N
	Surveys	NHS Staff Survey	-	SFH	-	-	-	-	Y	N
		CQC inpatient/MH and community survey	-	SFH	-	-	-	-	Y	N

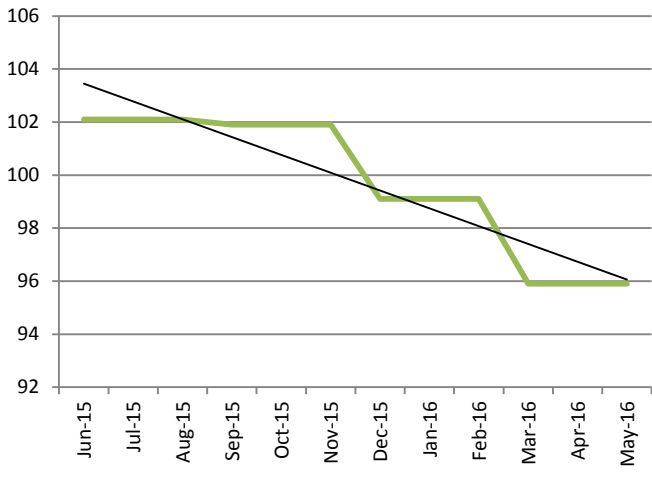
**Rolling 12 months HSMR  
(basket of 56 diagnosis groups)**



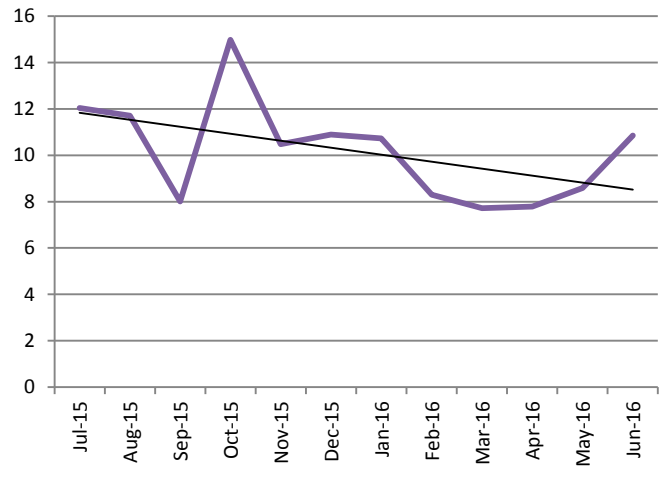
**Rolling 12 months HSMR Weekend (basket of 56 diagnosis groups)**



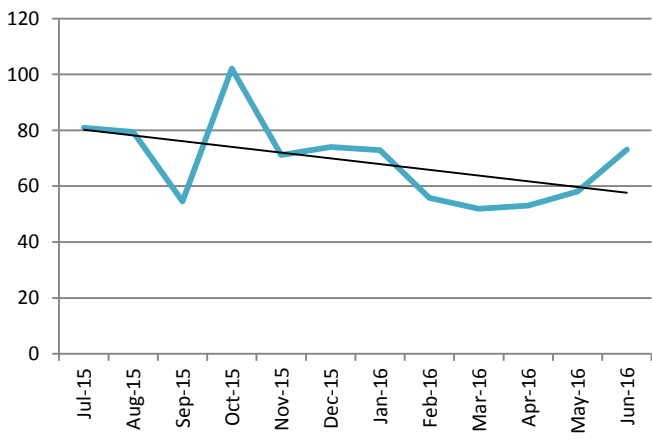
**SHMI**



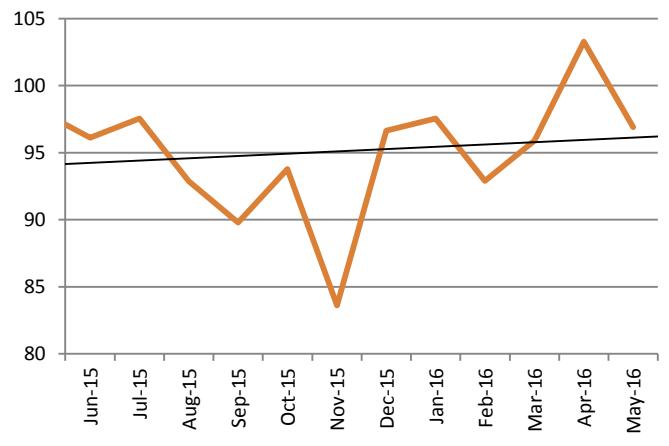
**Emergency c-section rate (crude rate)**

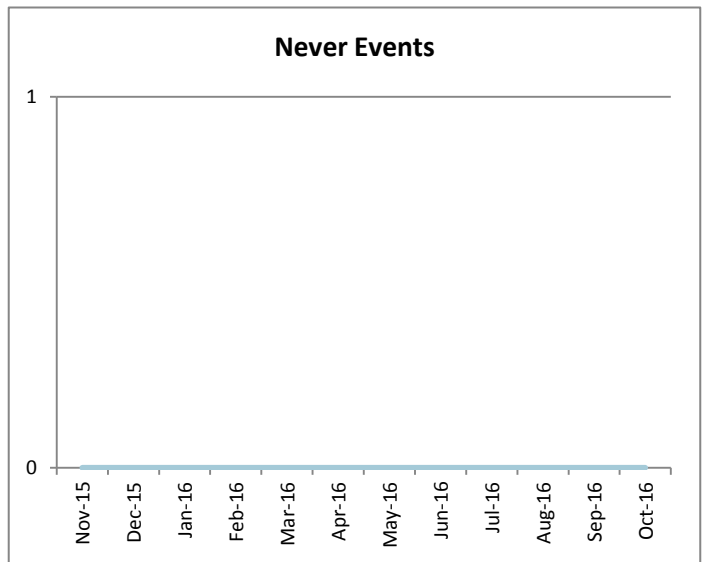
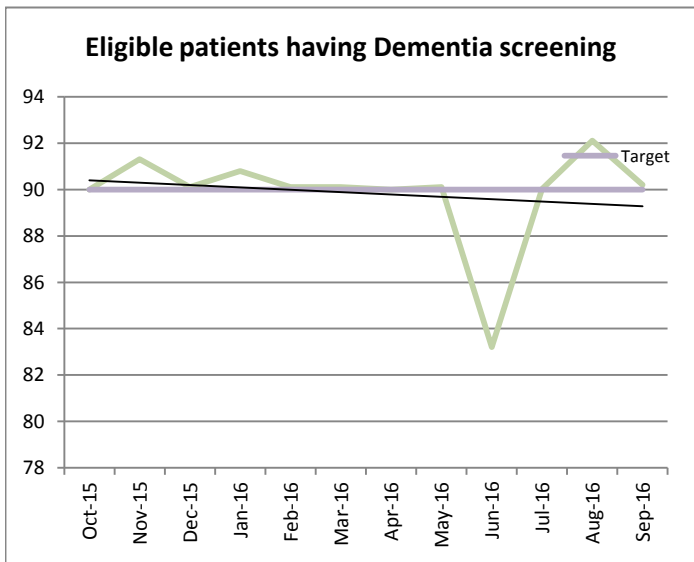
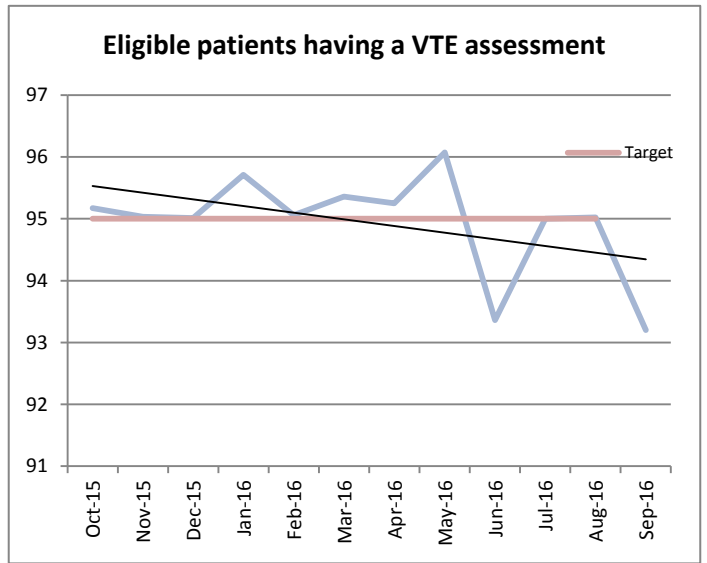
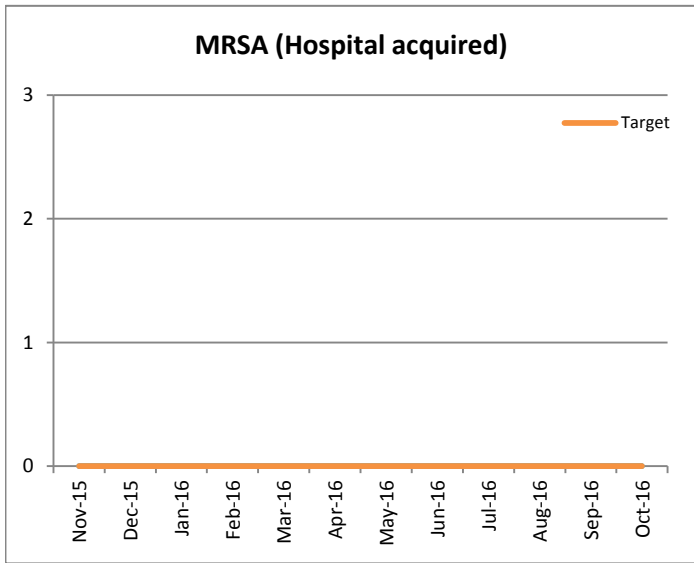
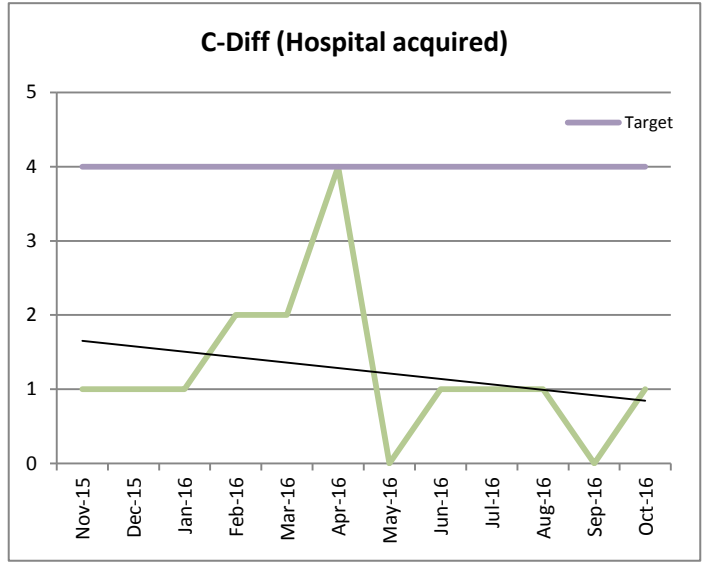
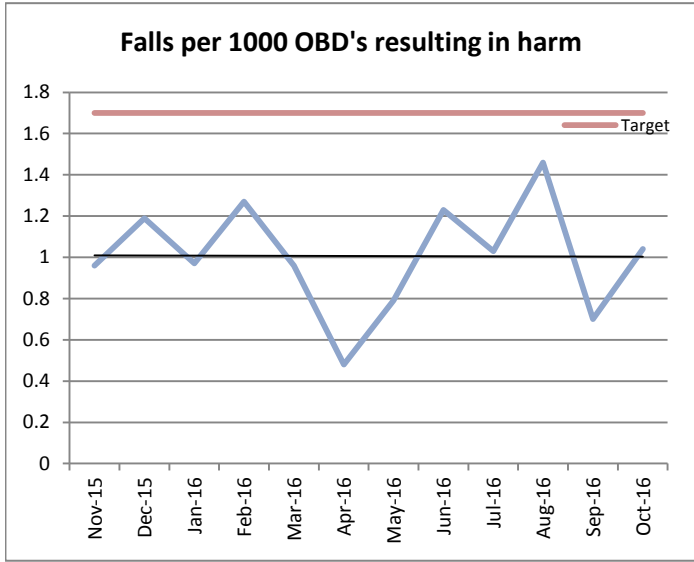


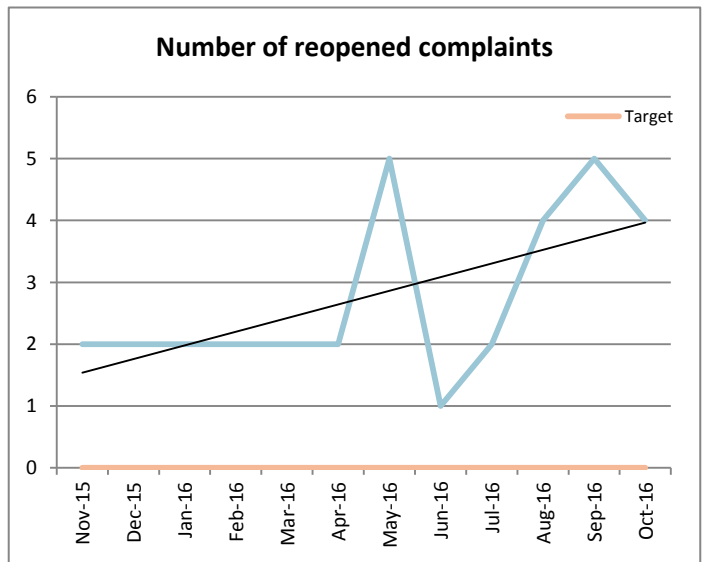
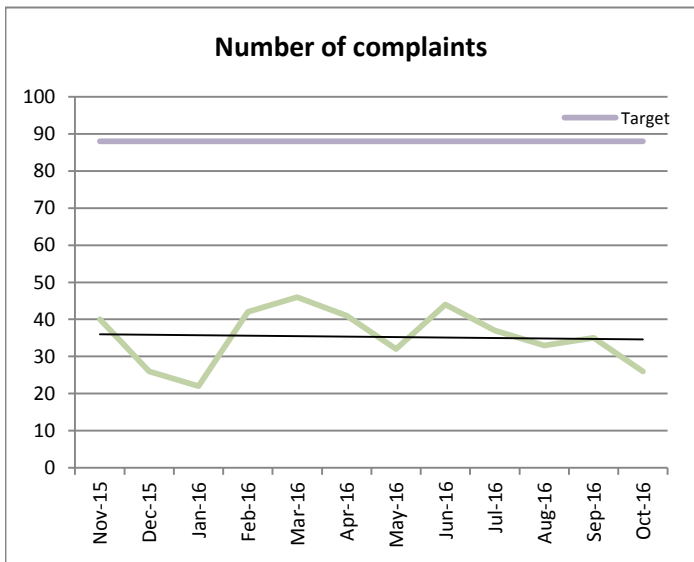
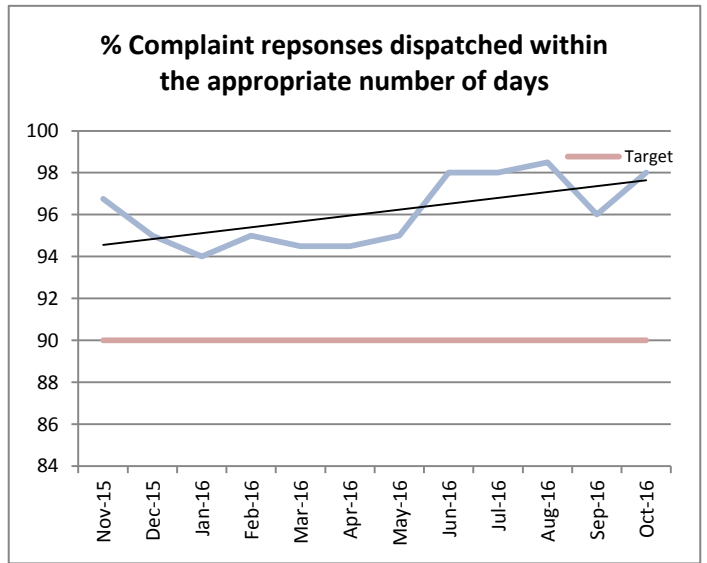
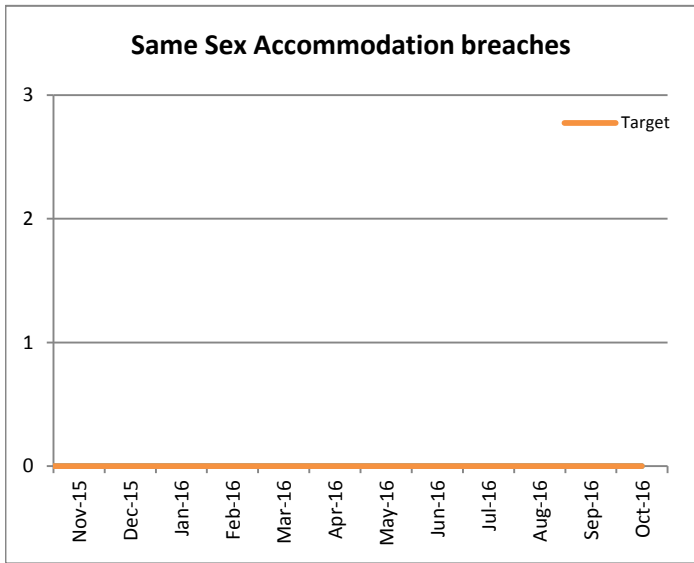
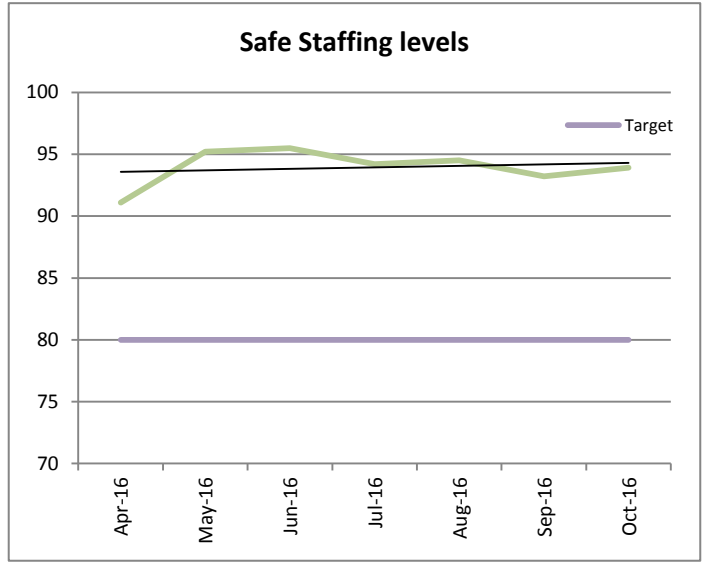
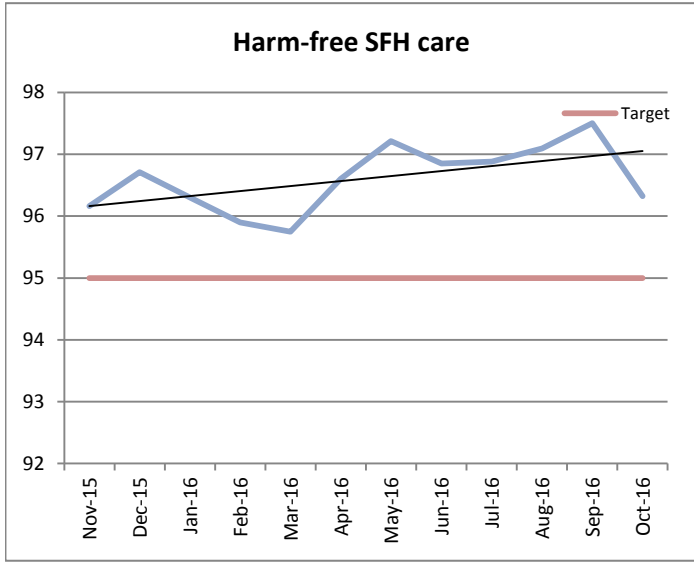
**Emergency c-section rate  
(standardised ratio)**

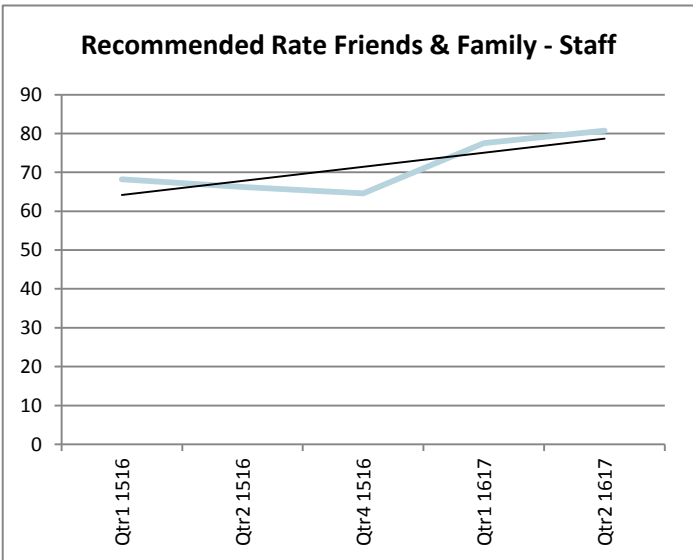
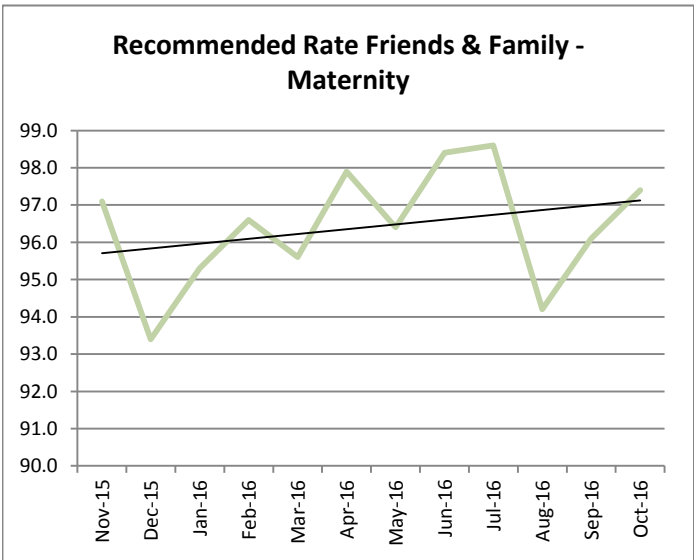
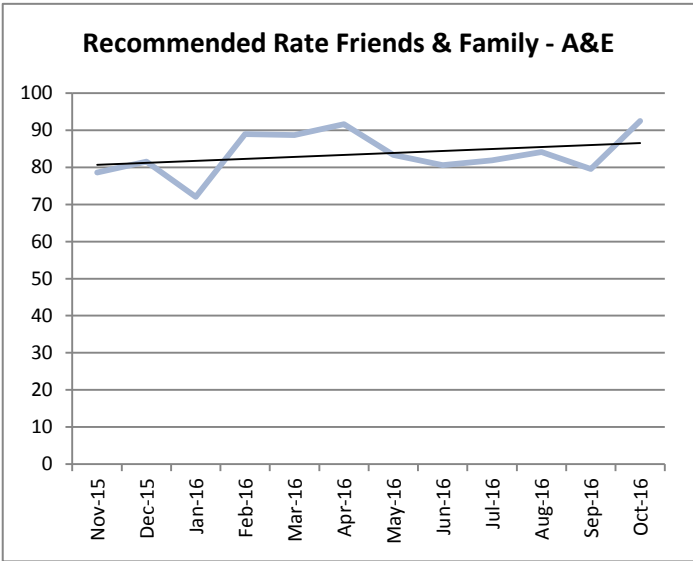
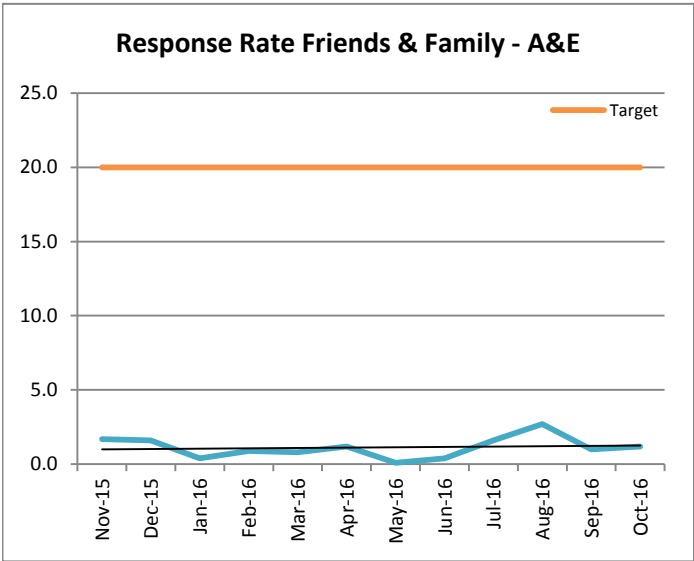
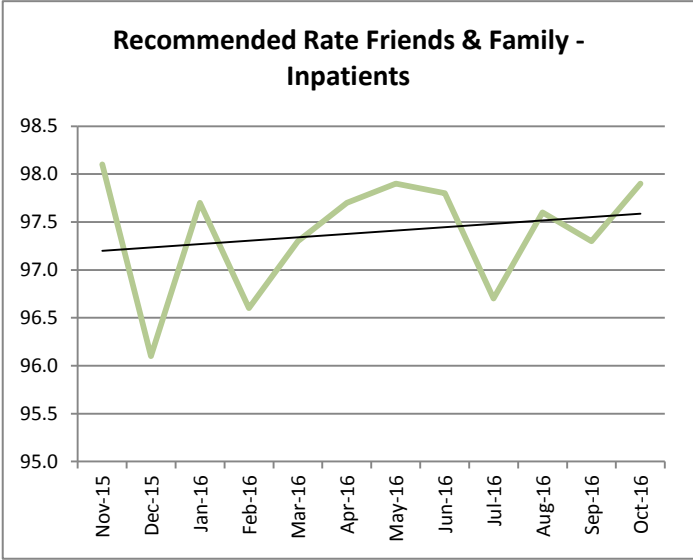
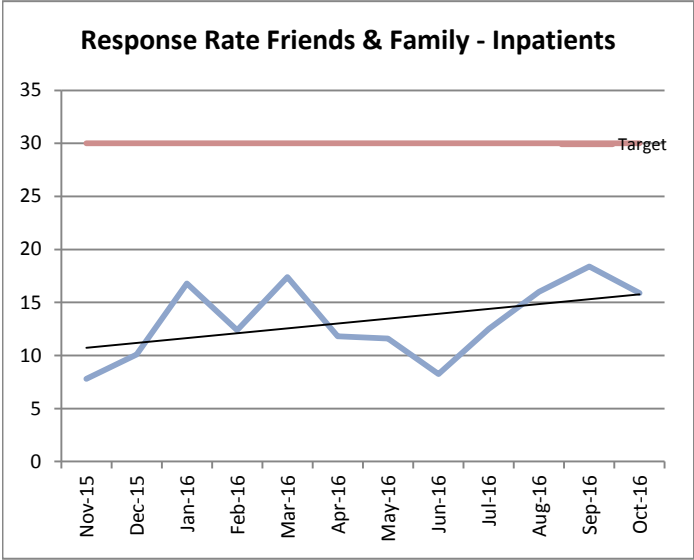


**Emergency re-admissions within 30 days  
following an elective or emergency spell**

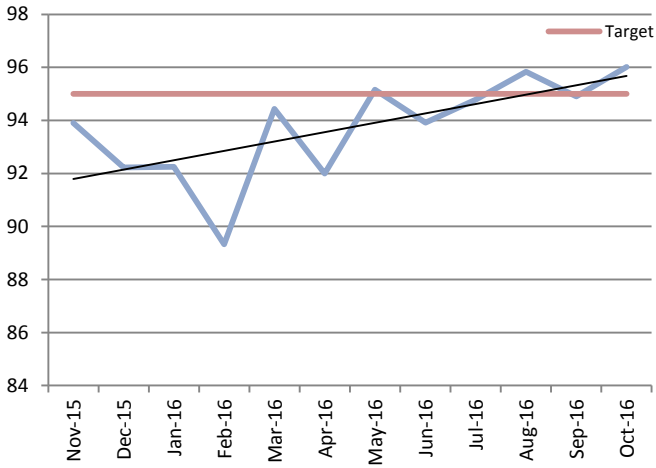




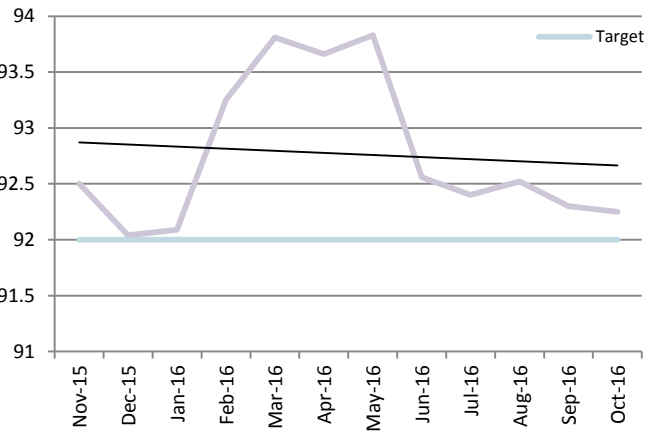




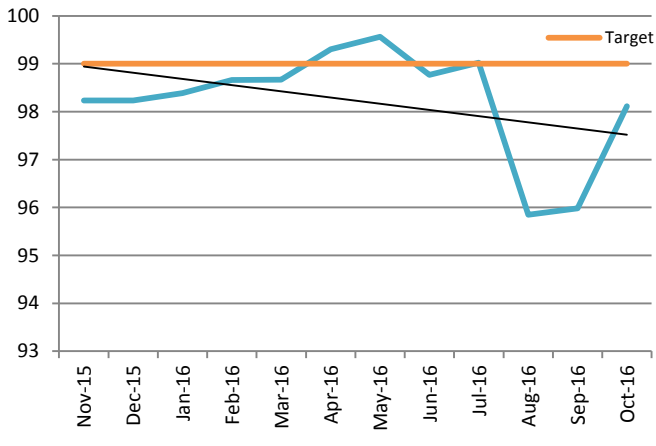
**A&E waiting times within 4 hours**



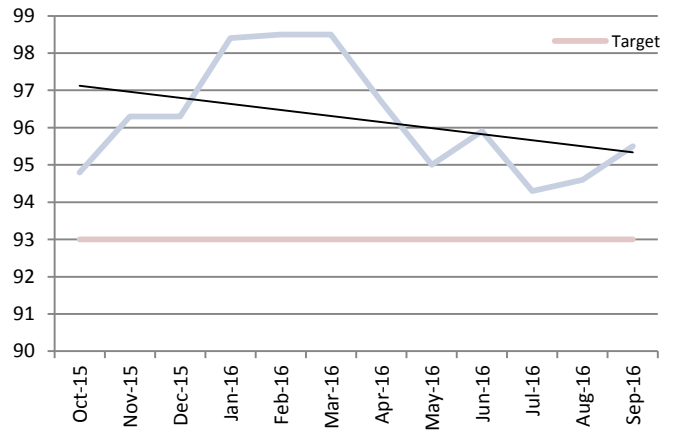
**18 week referral to treatment - incomplete pathways**



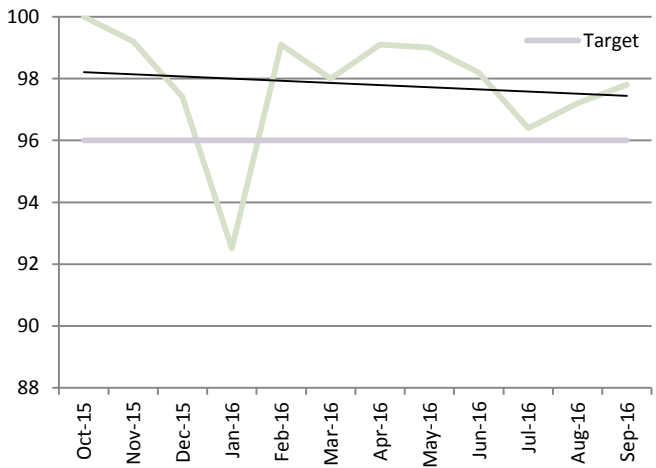
**Diagnostic Waiting Times - % within 6 weeks**



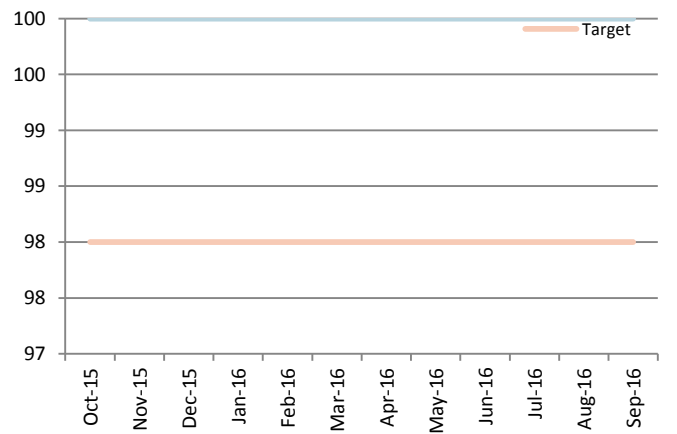
**GP Referrals for suspected cancer % within 2 weeks**



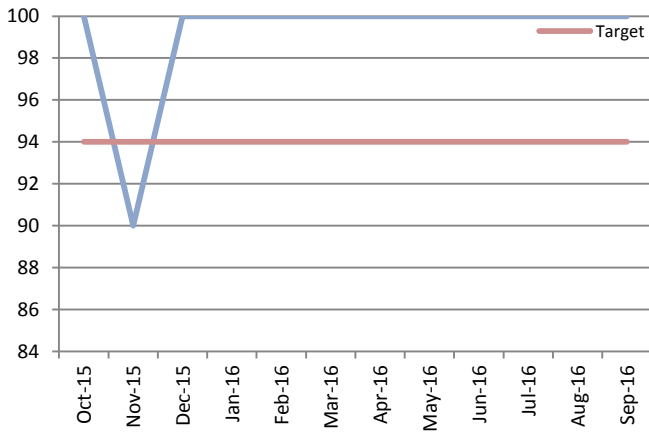
**Cancer 31 day diagnosis to treatment**



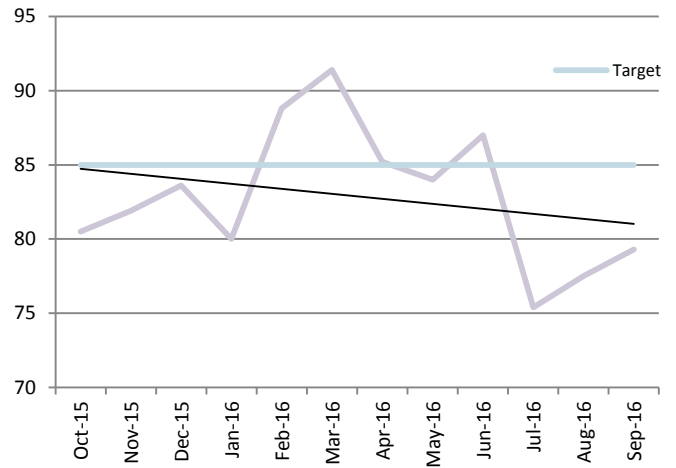
**Cancer 31 day second or subsequent treatment (drugs)**



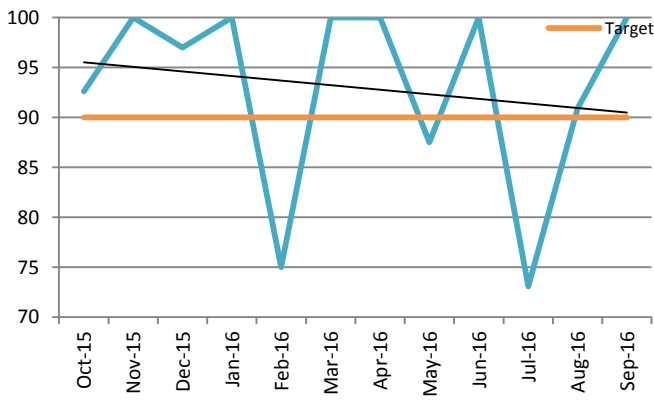
**Cancer 31 day second or subsequent treatment (surgery)**



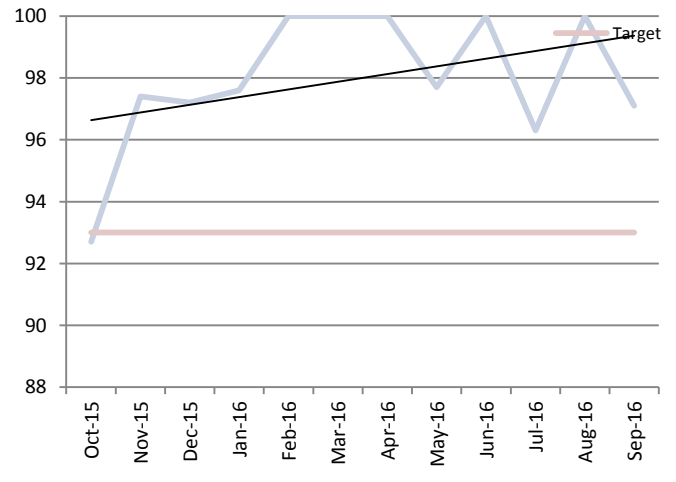
**Cancer 62 days urgent referral to treatment**



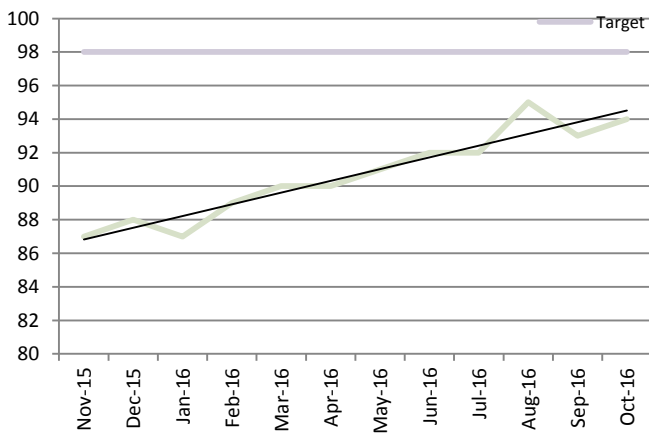
**Cancer 62 days referral to treatment from screening**



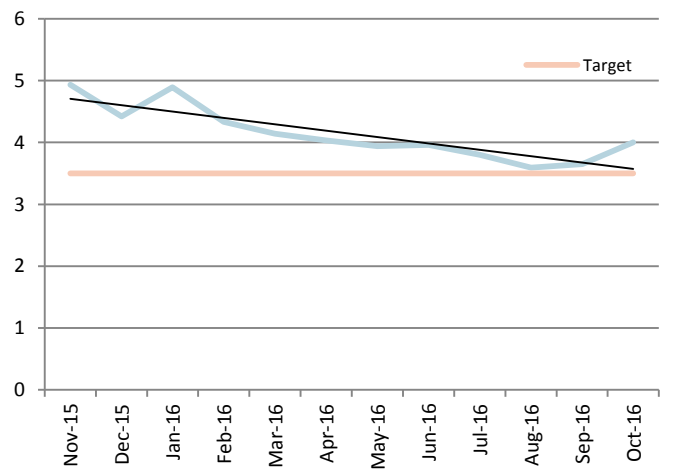
**2 week wait - Breast Symptomatic**



**% eligible staff appraised within the last 12 months**

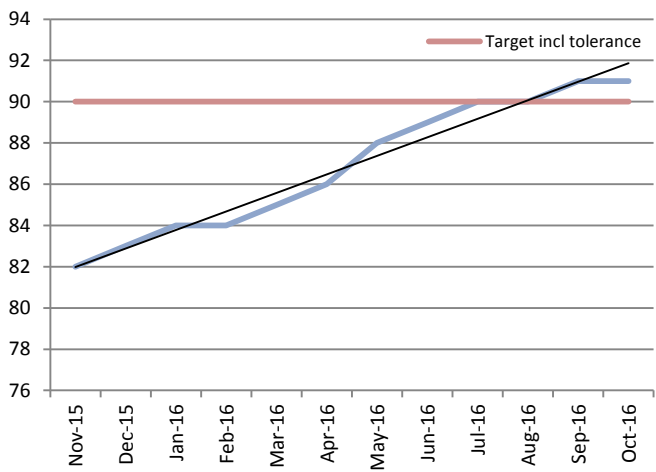


**Staff Sickness**





### Mandatory training completion rate



### Staff Turnover Rate

