

At a Glance		Indicator	Target	Set by	Period	Performance	RAG Rating	SOF Standard	Chart
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	SFH	Jul-15 - Jun-16	94.1	G	Y	Y
		Rolling 12 months HSMR Weekend (basket of 56 diagnosis groups)	100	SFH	Jul-15 - Jun-16	96.6	G	Y	Y
		SHMI	100	SFH	May	95.9	G	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 (moderate and above)	0	SFH	Oct	0.0	G		Y
		Clostridium difficile (Hospital acquired variance from plan YTD)	28	Nat	Oct YTD	16	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	Oct	91%	G		Y
		Serious Incidents (per 1000 OBDs)	0	SFH	Oct	0.1	R		N
		Never Events	0	Nat	Oct	0.0	G	Y	Y
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	SFH	Oct	0.0	G	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
	Patient Feedback	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
		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	Nov	95.3%	G	Y	Y
12 hour trolley waits		0	Nat	Nov	0	G		N	
Ambulance handover > 30 minutes		0	Nat	Nov	602	NT		N	
Ambulance handover > 60 minutes		0	Nat	Nov	56	NT		N	
Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Nat	Nov	8	R		N	
	18 weeks referral to treatment time - incomplete pathways	≥92%	Nat	Nov	92.3%	G	Y	Y	
	Number of cases exceeding 52 weeks referral to treatment	0	Nat	Nov	4	R		N	
Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Nat	Nov	99.5%	G		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	Nov	1.17%	R		N	
	Breaches of the 28 day readmission guarantee (not readmitted for procedure within 28 days of cancellation on the day)	≤5%	Nat	Nov	2.2%	G		N	
	Urgent operations cancelled more than once	0	Nat	Nov	0	G		N	
Cancer Access	2 week wait GP referral to 1st outpatient appointment	≥93%	Nat	Oct	95.1%	G	Y	Y	
	Cancer 31 day diagnosis to treatment	≥96%	Nat	Oct	98.4%	G		Y	
	Cancer 31 day second or subsequent treatment (drugs)	≥98%	Nat	Oct	100.0%	G		Y	
	Cancer 31 day second or subsequent treatment (surgery)	≥94%	Nat	Oct	-	G		Y	
	Cancer 62 days urgent referral to treatment	≥85%	Nat	Oct	80.1%	R	Y	Y	
	Cancer 62 day referral to treatment from screening	≥90%	Nat	Oct	81.8%	R	Y	Y	
	2 week wait referral for breast symptomatic	≥93%	Nat	Oct	100.0%	G		Y	

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ORGANISATIONAL HEALTH	HR	% of eligible staff appraised within last 12 months	≥98%	SFH	Nov	94.0%	R		Y
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	SFH	Nov	4.38%	R	Y	Y
		% eligible staff attending core mandatory training within the last 12 months	≥90%	SFH	Nov	92.0%	G		Y
		Staff Turnover	≤1.0%	SFH	Nov	0.54%	G	Y	Y
		Proportion of Temporary Staff	-	SFH	Nov	7.40%	NT	Y	N