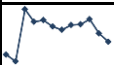


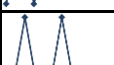



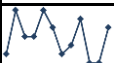

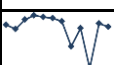
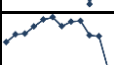

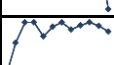



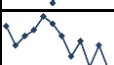
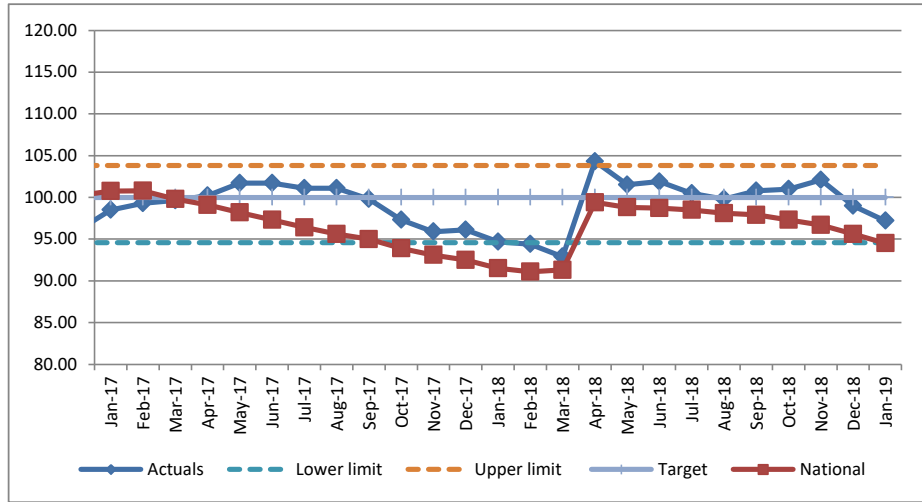


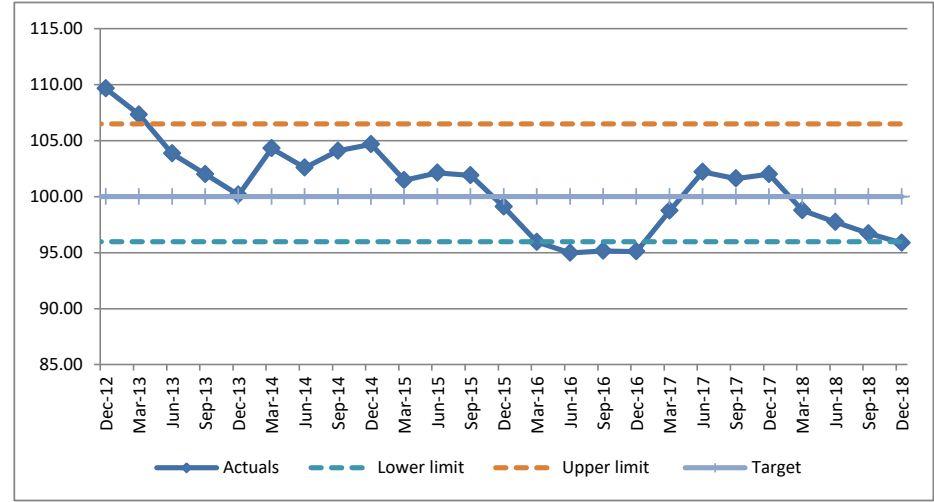
At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Feb-18 - Jan-19	97.2	-		G
		SHMI	100	Jan-18 - Dec-18	95.87	-		G
		Serious Incidents including Never Events (STEIS reportable) by reported date	2	May-19	4	2		G
		Never Events	0	May-19	0	0		G
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	May-19	3	3		R
	Quality	Safe Staffing Levels - overall fill rate	80.0%	May-19	102.2%	102.3%		G
		Same Sex Accommodation Standards breaches	0	May-19	0	0		G
		Clostridium difficile Hospital acquired cases	4	May-19	4	4		G
		MRSA bacteremia - Hospital acquired cases	0	May-19	0	0		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Apr-19	95.3%	95.3%		G
		Eligible patients asked case finding question, or diagnosis of dementia or delirium	≥90%	Apr-19	95.8%	95.8%		G
		Eligible patients having Dementia Diagnostic Assessment	≥90%	Apr-19	99.1%	99.1%		G
		Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice	≥90%	Apr-19	95.1%	95.1%		G
	Patient Experience	Number of complaints	≤60	May-19	47	27		G
Recommended Rate: Friends and Family Inpatients		97%	May-19	97.9%	97.5%		G	
Recommended Rate: Friends and Family Accident and Emergency		87%	May-19	92.8%	92.5%		G	
Recommended Rate: Friends and Family Maternity		96%	May-19	92.0%	89.9%		R	

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
		Recommended Rate: Friends and Family Staff	80%	Qtr4 Yr2018/19	82.7%	83.3%		G
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours Total Trust	≥95%	May-19	91.8%	92.6%		R
		Number of trolley waits > 12 hours	0	May-19	0	0		G
		% of Ambulance handover > 30 minutes	0	May-19	10.1%	10.1%		R
		% of Ambulance handover > 60 minutes	0	May-19	0.6%	0.8%		R
	Referral to Treatment	18 weeks referral to treatment time - incomplete pathways	≥92%	May-19	-	90.8%		R
		Number of cases exceeding 52 weeks referral to treatment	0	May-19	-	0		G
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	May-19	-	97.7%		R
Cancer Access	62 days urgent referral to treatment	≥85%	Apr-19	80.0%	80.0%		R	
	62 day referral to treatment from screening	≥90%	Apr-19	100.0%	100.0%		G	
HR	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Jun-18 - May-19	3.8%	-		A	
	Staff Turnover	≤0.9%	May-19	0.5%	0.5%		G	
	Proportion of Temporary Staff	7.30%	May-19	7.3%	7.3%		G	

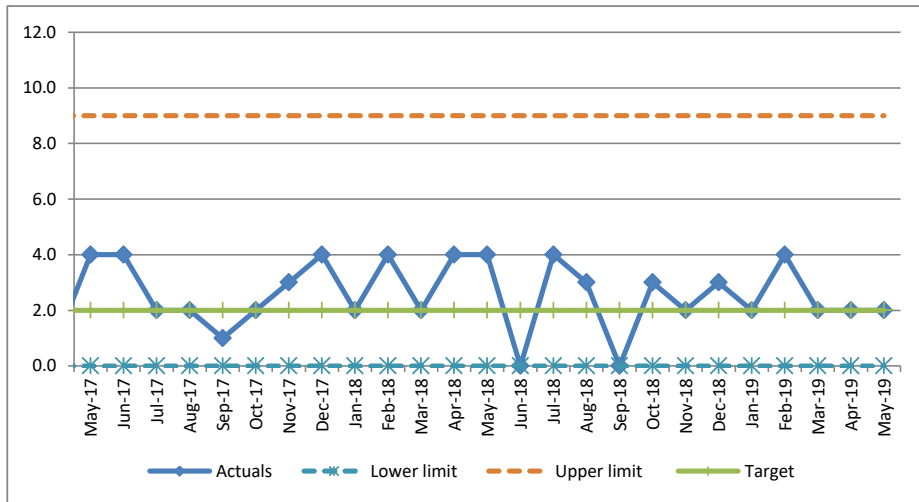
**HSMR (basket of 56 diagnosis groups)**



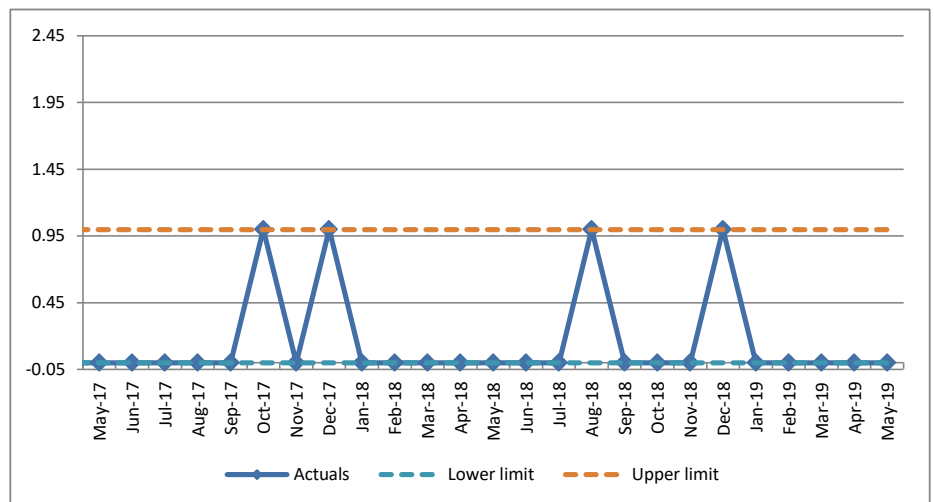
**SHMI**



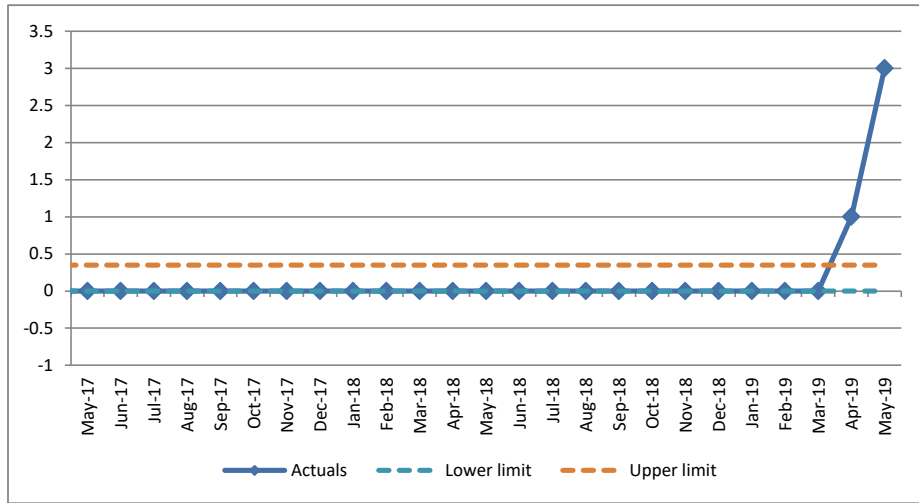
**Serious Incidents including Never Events (STEIS reportable) by reported date**



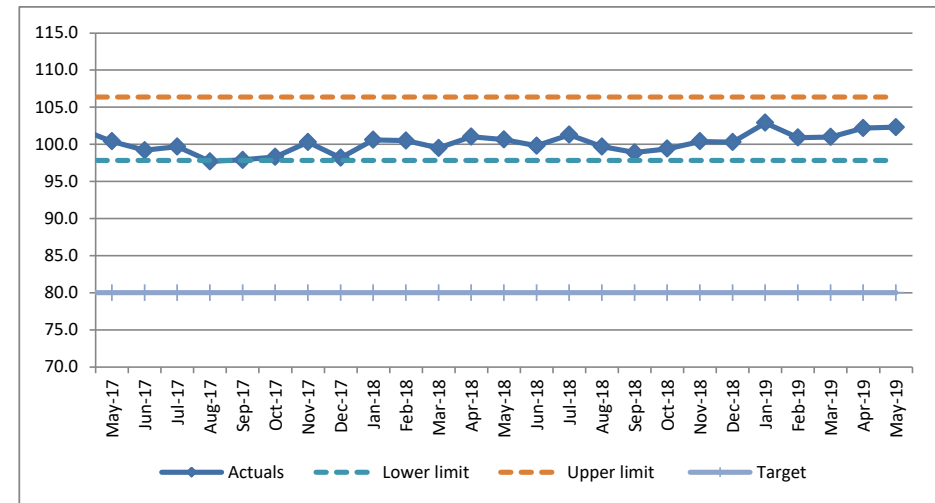
**Never Events**



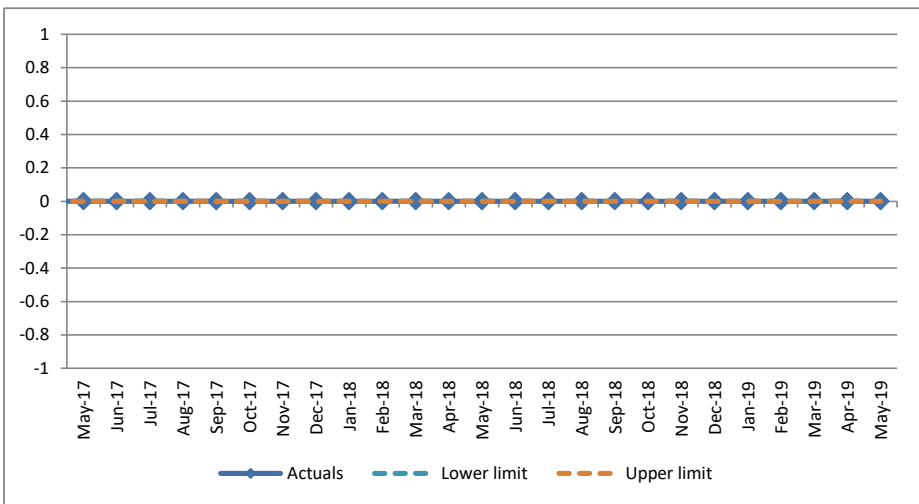
**NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)**



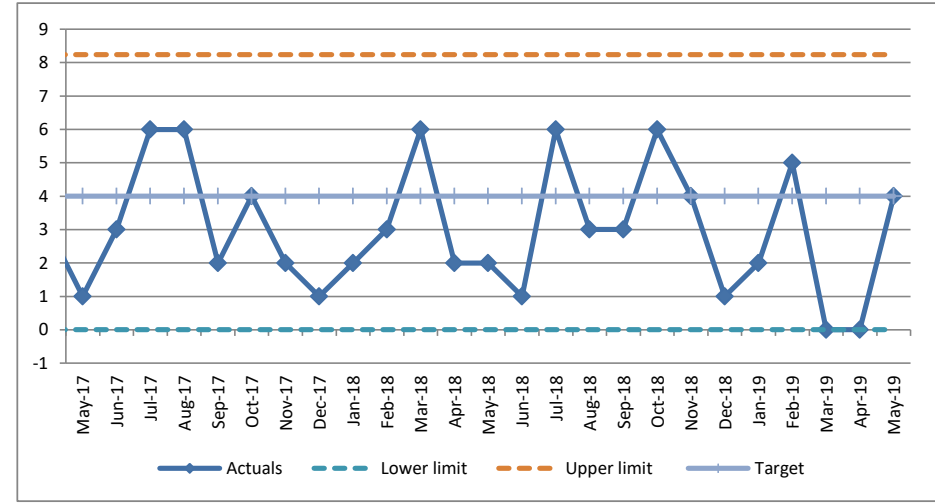
**Safe Staffing Levels - overall fill rate**



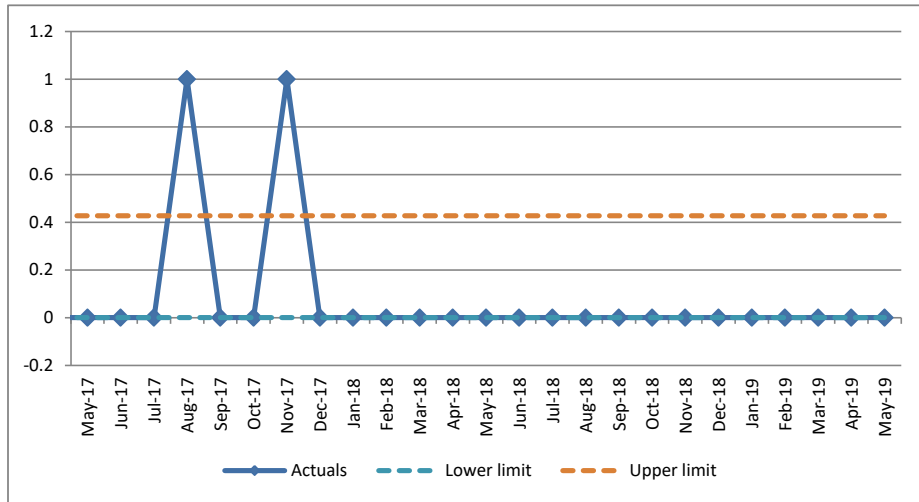
**Same Sex Accommodation Standards breaches**



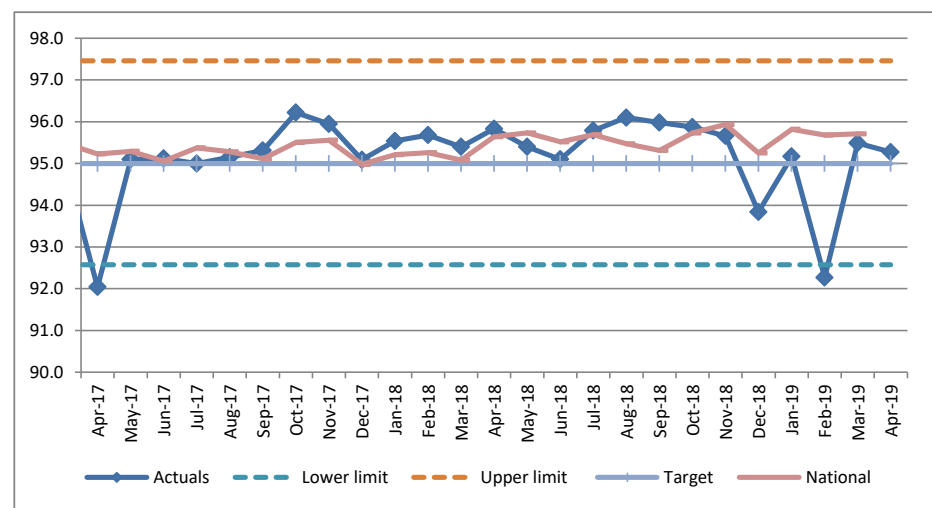
**Clostridium difficile Hospital acquired cases**



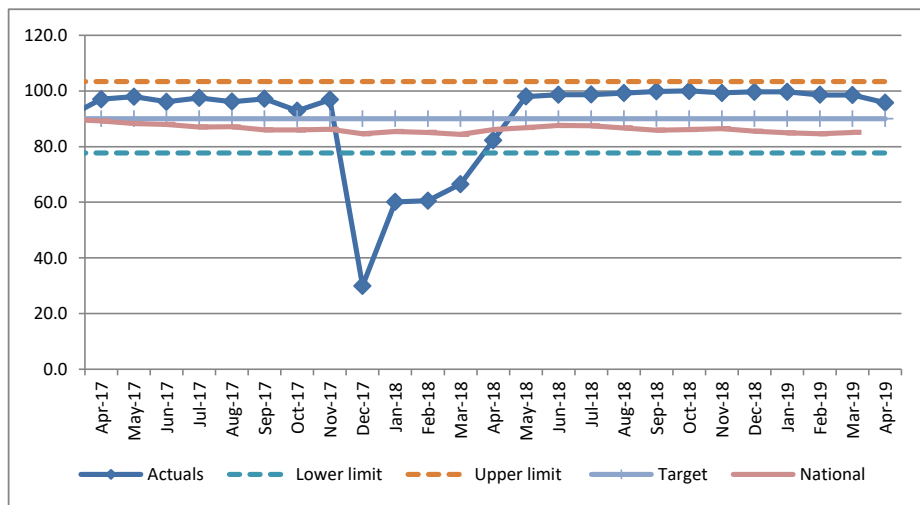
**MRSA bacteremia - Hospital acquired cases**



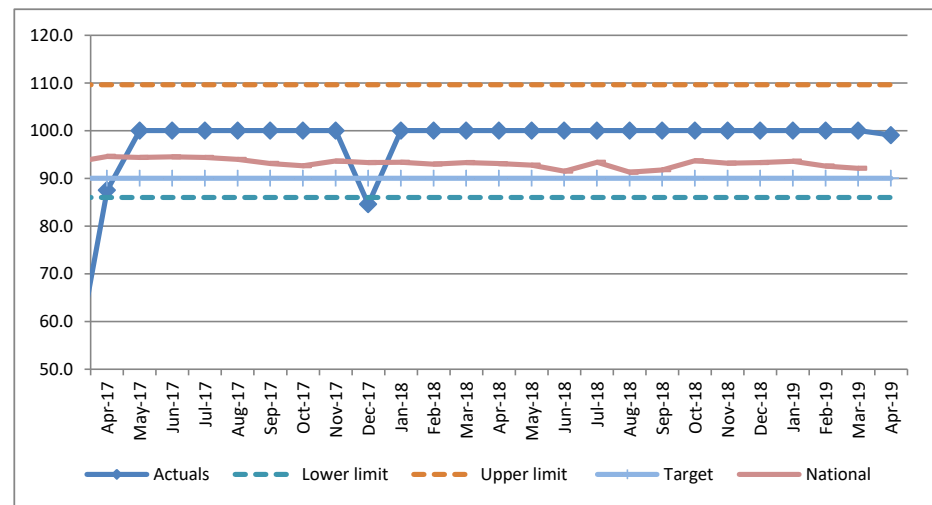
**Eligible patients having Venous Thromboembolism (VTE) risk assessment**



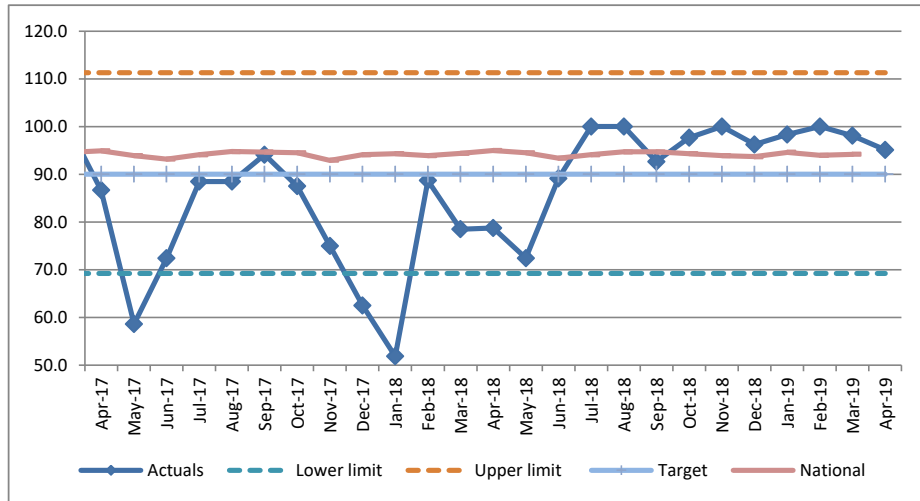
**Eligible patients asked case finding question, or diagnosis of dementia or delirium**



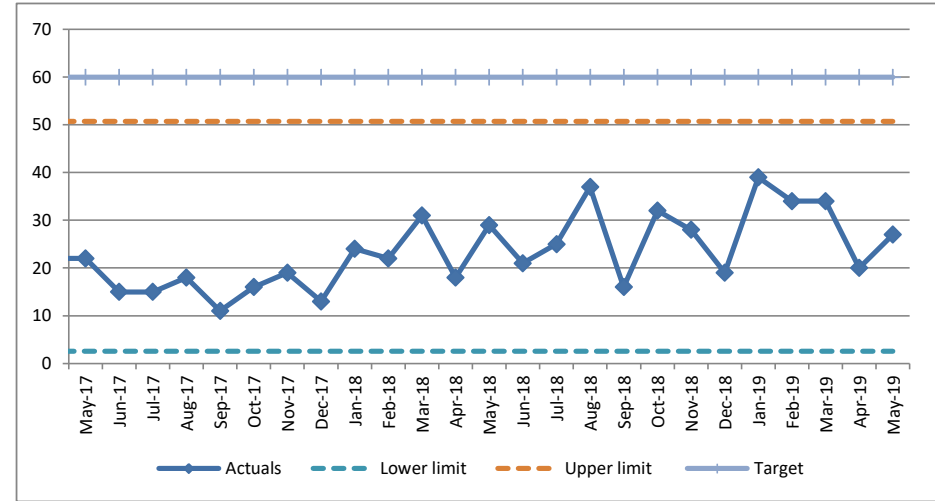
**Eligible patients having Dementia Diagnostic Assessment**



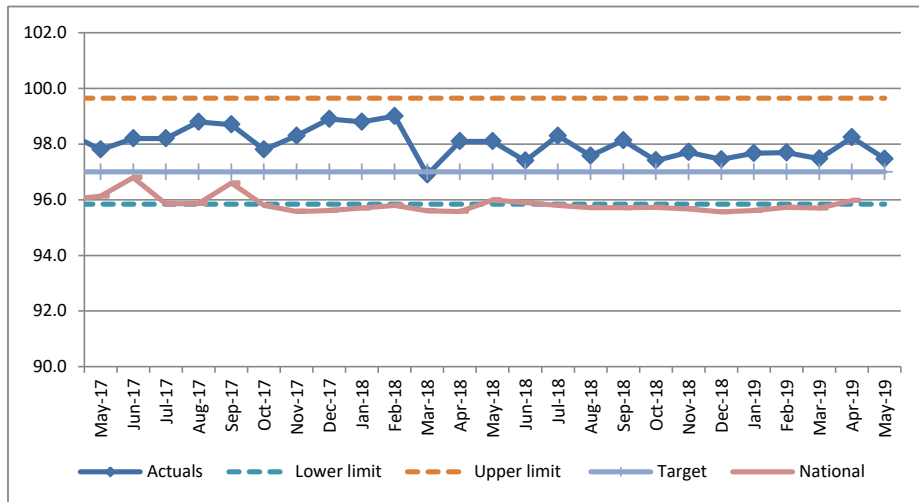
**Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice**



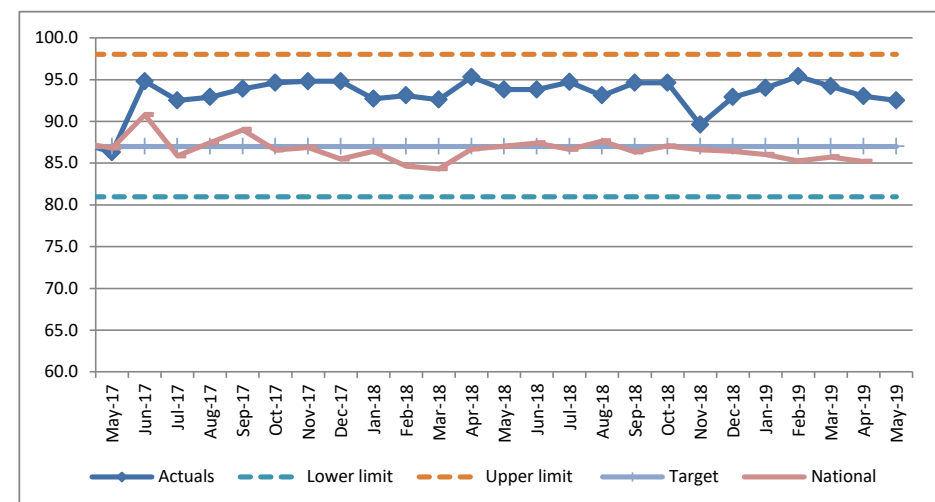
**Number of complaints**



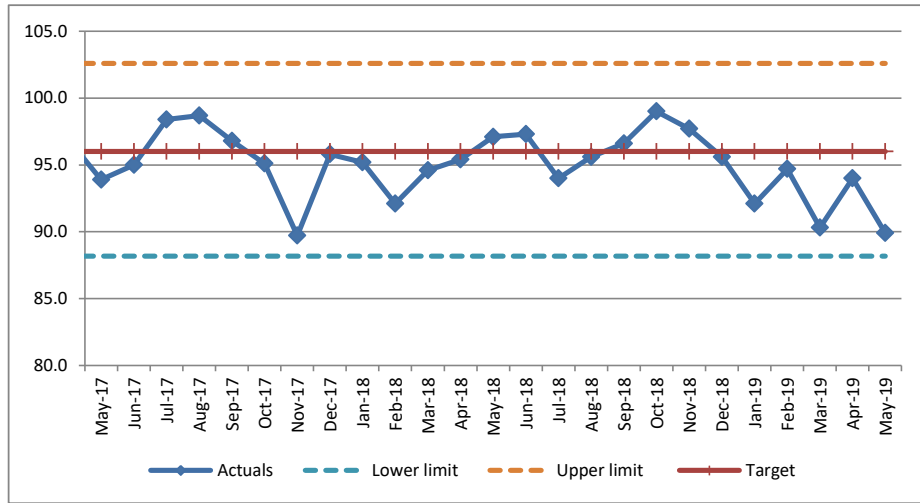
**Recommended Rate: Friends and Family Inpatients**



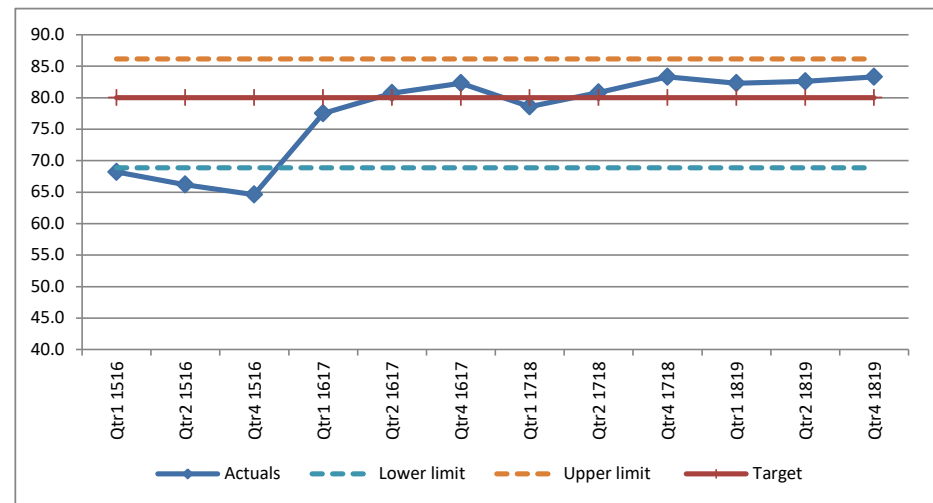
**Recommended Rate: Friends and Family Accident and Emergency**



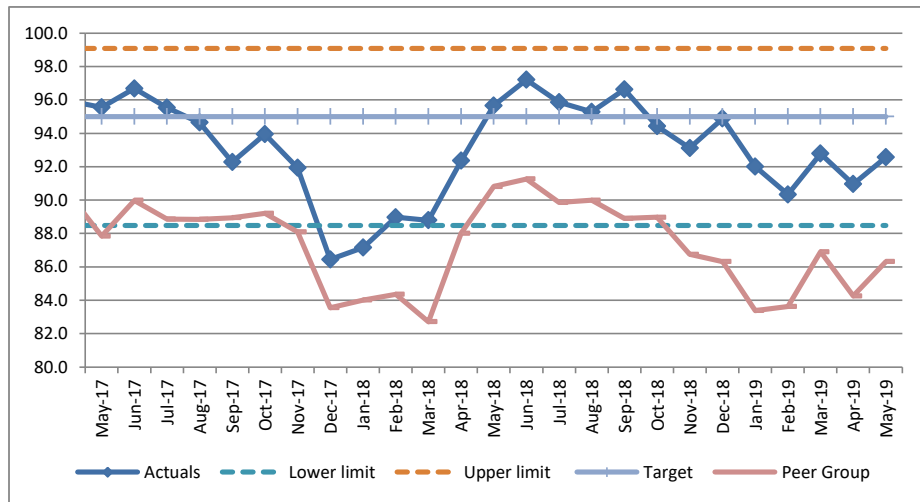
**Recommended Rate: Friends and Family Maternity**



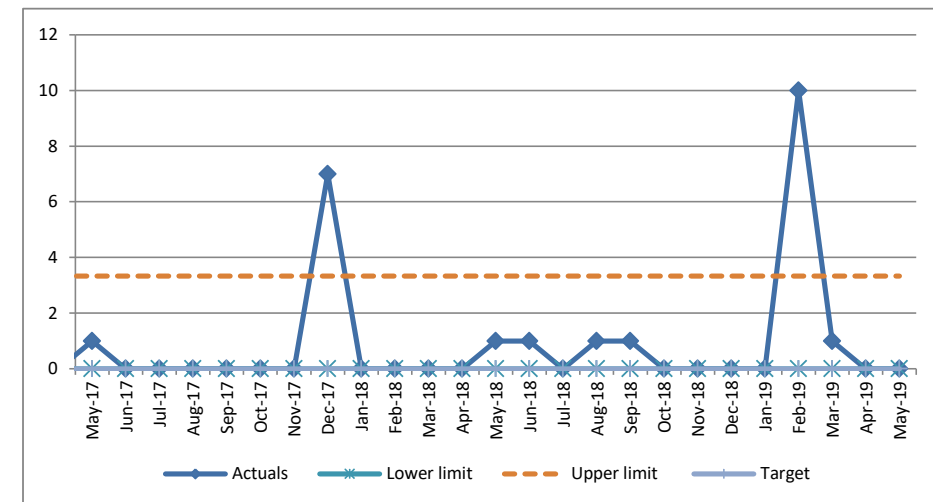
**Recommended Rate: Friends and Family Staff**



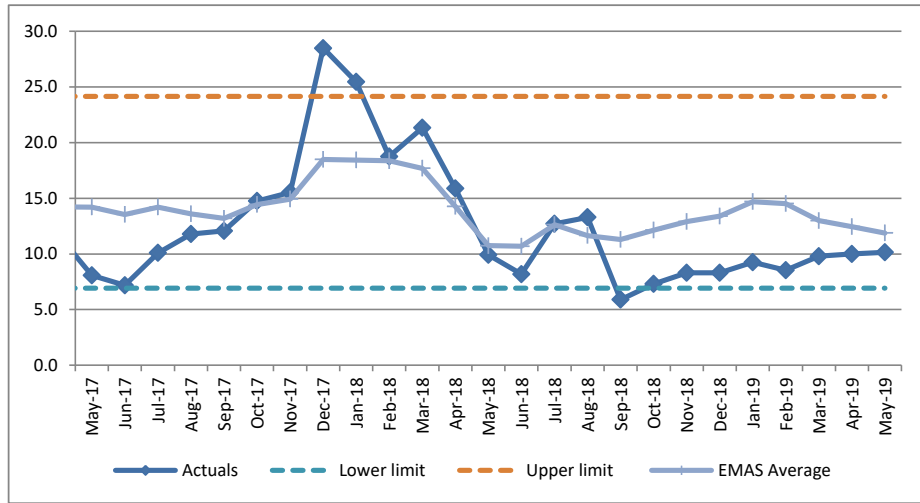
**Emergency access within four hours Total Trust**



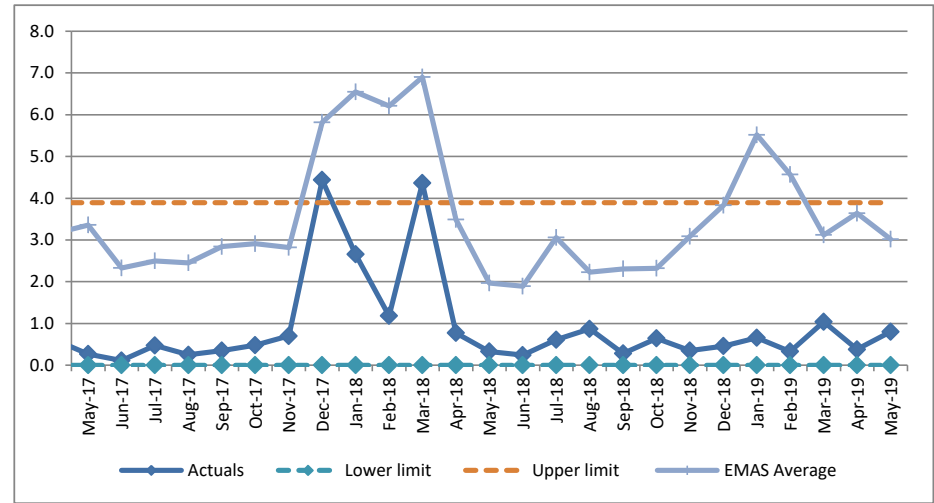
**Number of trolley waits > 12 hours**



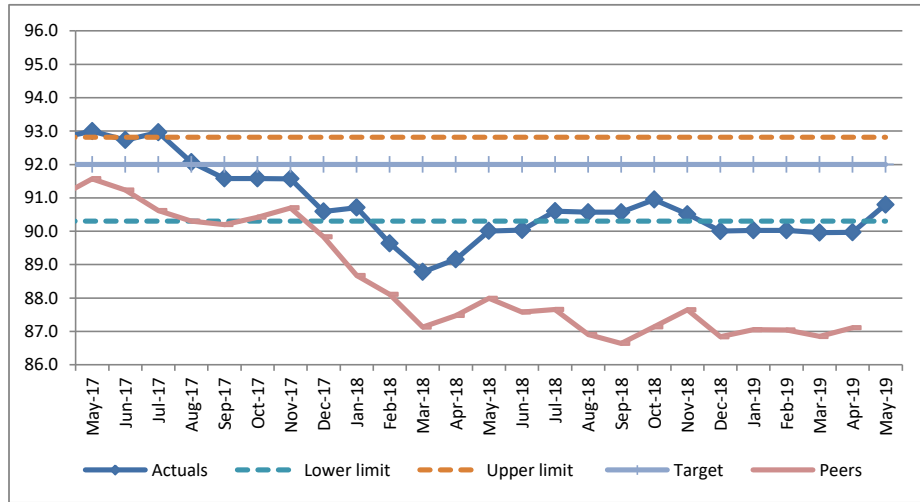
**Ambulance handover > 30 minutes**



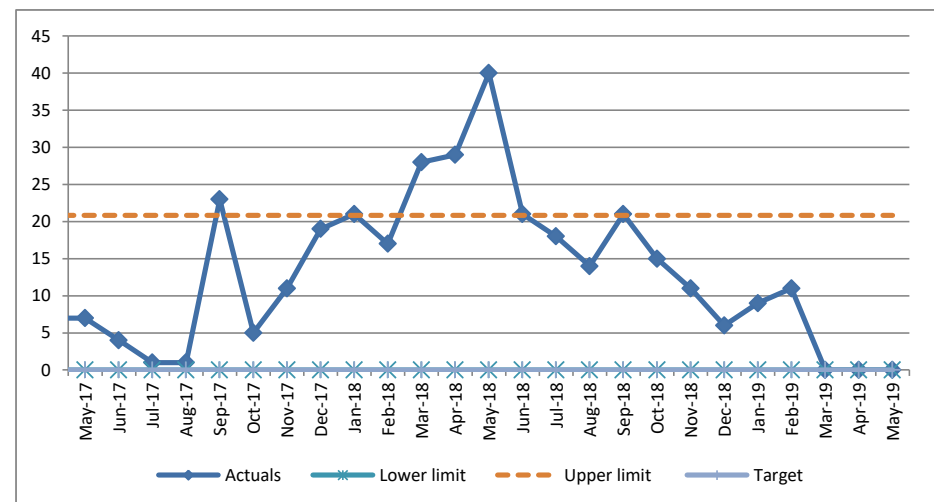
**Ambulance handover > 60 minutes**



**18 weeks referral to treatment time - incomplete pathways**

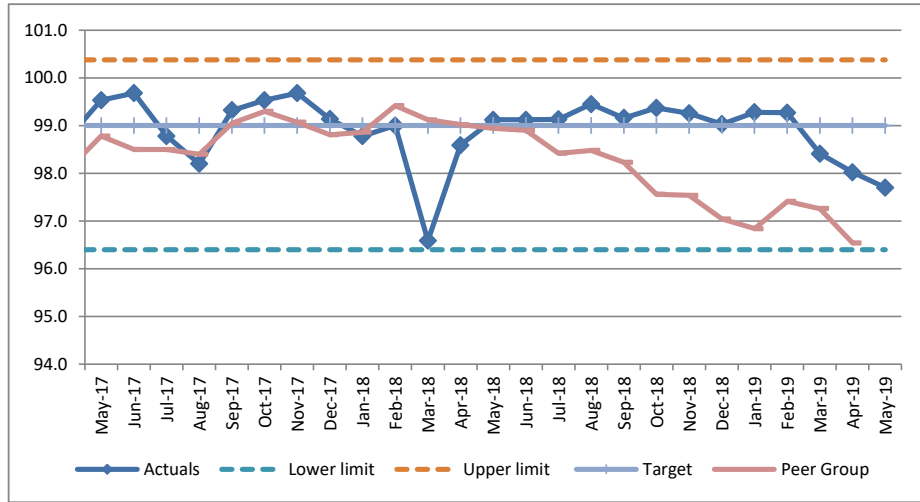


**Number of cases exceeding 52 weeks referral to treatment**

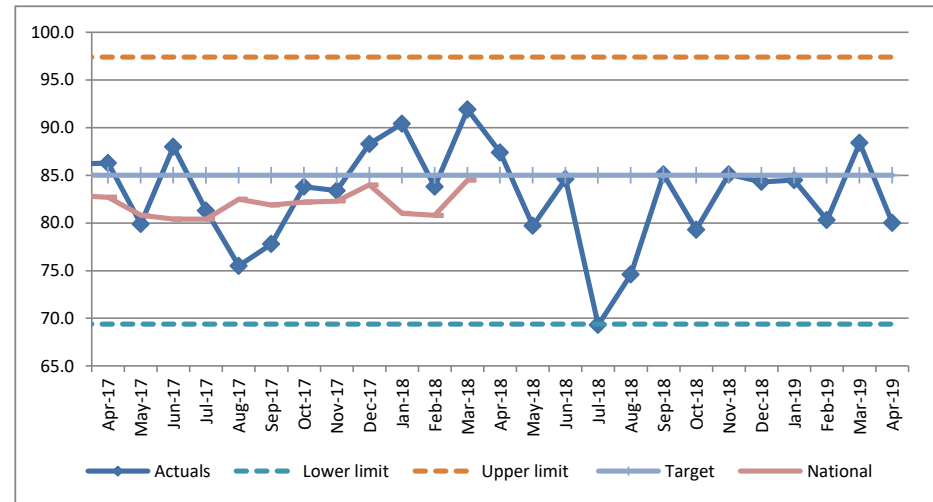




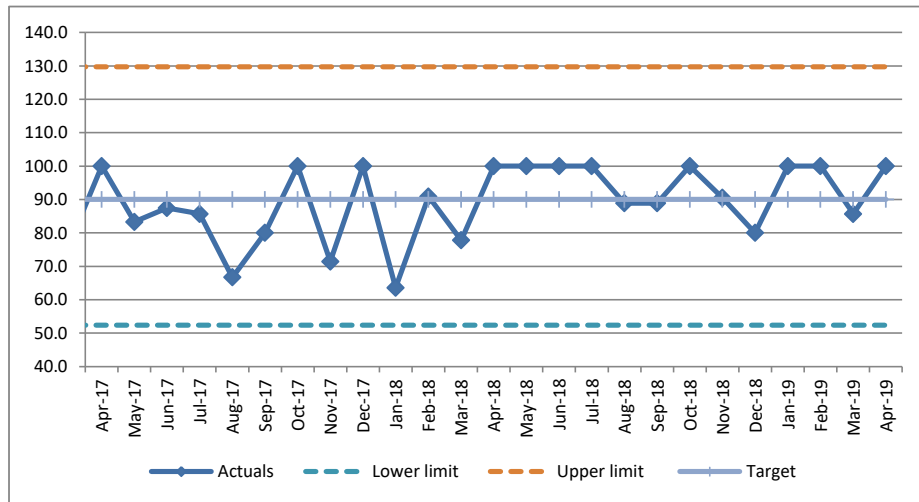
**Diagnostic waiters, 6 weeks and over-DM01**



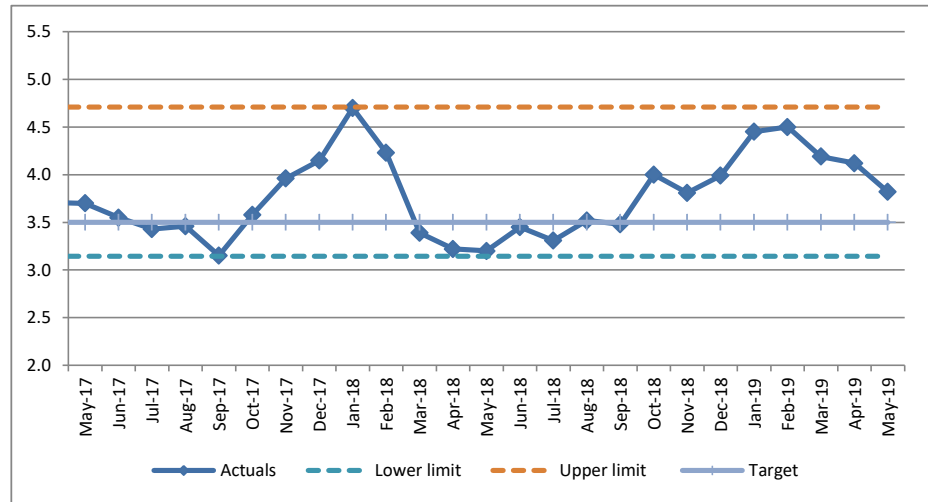
**62 days urgent referral to treatment**



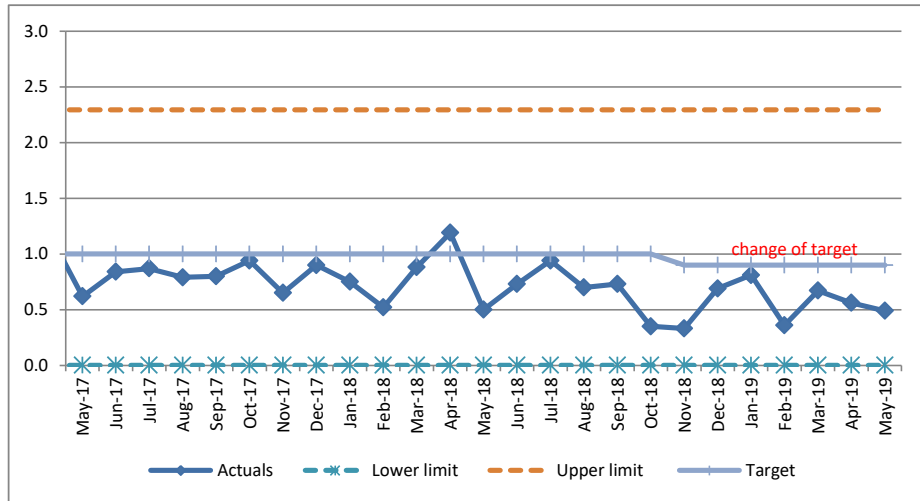
**62 day referral to treatment from screening**



**WTE lost as a % of contracted WTE due to sickness absence within last 12 months**



### Staff Turnover



### Proportion of Temporary Staff

