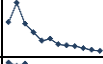
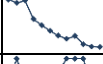

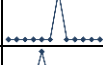
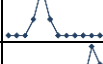
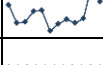
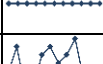
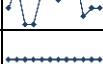
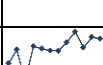
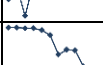
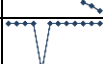
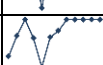
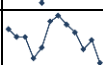
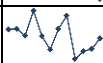
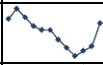



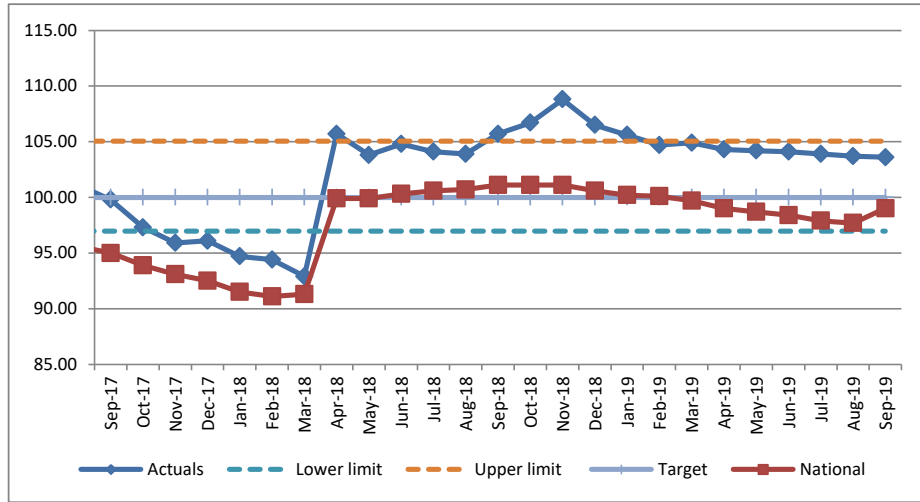


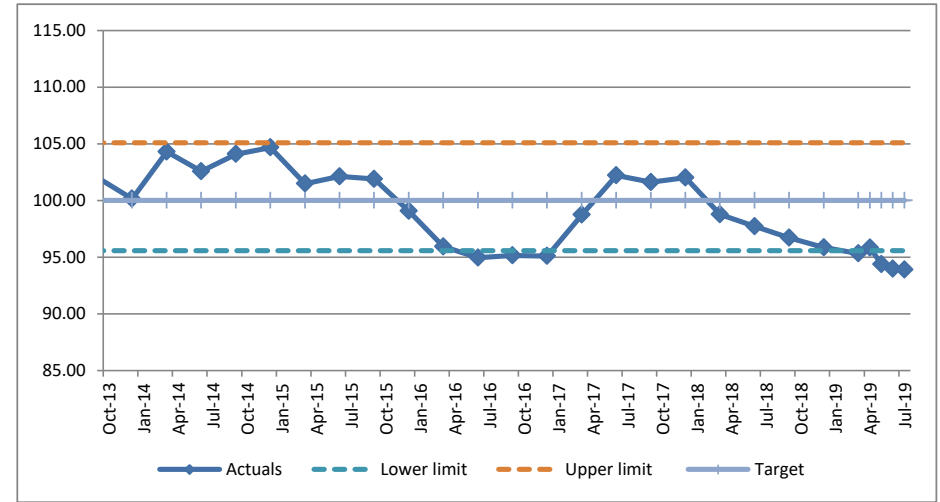
At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Oct-18 - Sep-19	103.6	-		A
		SHMI	100	Aug-18 - Jul-19	93.91	-		G
		Serious Incidents including Never Events (STEIS reportable) by reported date	2	Dec-19	22	0		G
		Never Events	0	Dec-19	1	0		G
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	Dec-19	3	0		G
	Quality	Safe Staffing Levels - overall fill rate	80.0%	Dec-19	101.9%	103.3%		G
		Same Sex Accommodation Standards breaches	0	Dec-19	0	0		G
		Clostridium difficile Hospital acquired cases	4	Dec-19	27	2		G
		MRSA bacteremia - Hospital acquired cases	0	Dec-19	0	0		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Nov-19	95.8%	96.2%		G
		Eligible patients asked case finding question, or diagnosis of dementia or delirium	≥90%	Nov-19	60.0%	29.9%		R
		Eligible patients having Dementia Diagnostic Assessment	≥90%	Nov-19	99.9%	100.0%		G
		Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice	≥90%	Nov-19	99.4%	100.0%		G
		Number of complaints	≤60	Dec-19	293	17		G
		Recommended Rate: Friends and Family Inpatients	97%	Dec-19	97.4%	97.4%		G
Recommended Rate: Friends and Family Accident and Emergency		87%	Dec-19	91.3%	93.4%		G	
Recommended Rate: Friends and Family Maternity		96%	Dec-19	93.7%	96.6%		G	
Recommended Rate: Friends and Family Staff		80%	Qtr2 Yr2019/20	81.7%	81.1%		G	

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours Total Trust	≥95%	Dec-19	90.4%	87.0%		R
		Number of trolley waits > 12 hours	0	Dec-19	24	4		R
		% of Ambulance handover > 30 minutes	3.0%	Dec-19	8.2%	10.0%		R
		% of Ambulance handover > 60 minutes	0.0%	Dec-19	0.5%	0.7%		R
	Referral to Treatment	18 weeks referral to treatment time - incomplete pathways	≥92%	Dec-19	-	86.0%		R
		Number of cases exceeding 52 weeks referral to treatment	0	Dec-19	-	0		G
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Dec-19	-	99.0%		G
	Cancer Access	62 days urgent referral to treatment	≥85%	Nov-19	76.5%	74.0%		R
62 day referral to treatment from screening		≥90%	Nov-19	78.1%	76.2%		R	
ORGANISATIONAL HEALTH	HR	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Jan-19 - Dec-19	4.5%	-		A
		Staff Turnover	≤0.9%	Dec-19	0.7%	0.9%		G
		Proportion of Temporary Staff	7.40%	Dec-19	7.7%	8.0%		A

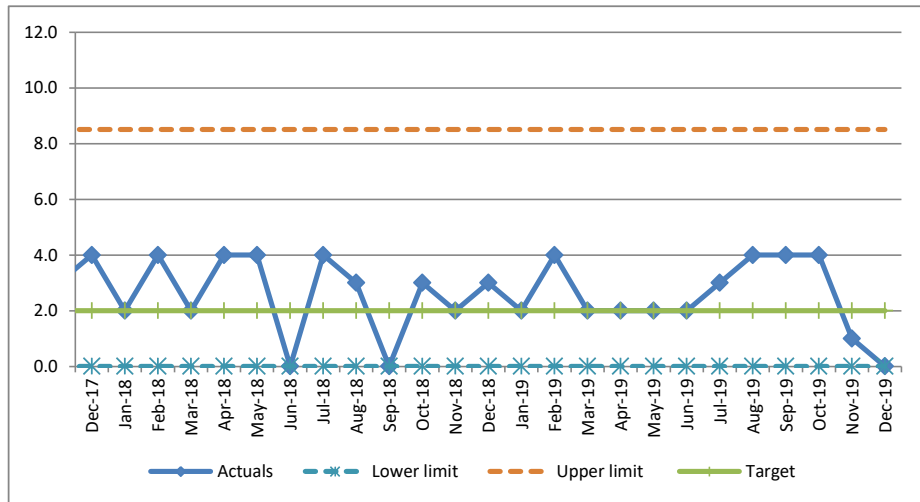
HSMR (basket of 56 diagnosis groups)



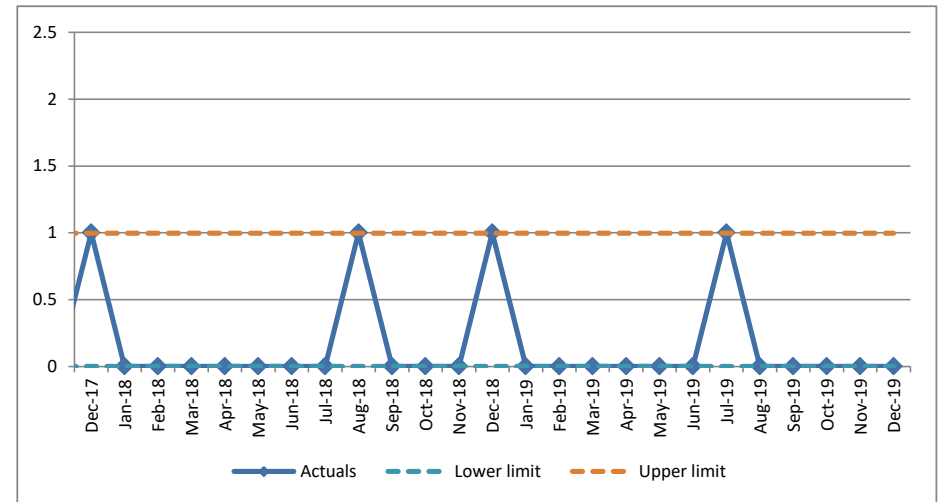
SHMI



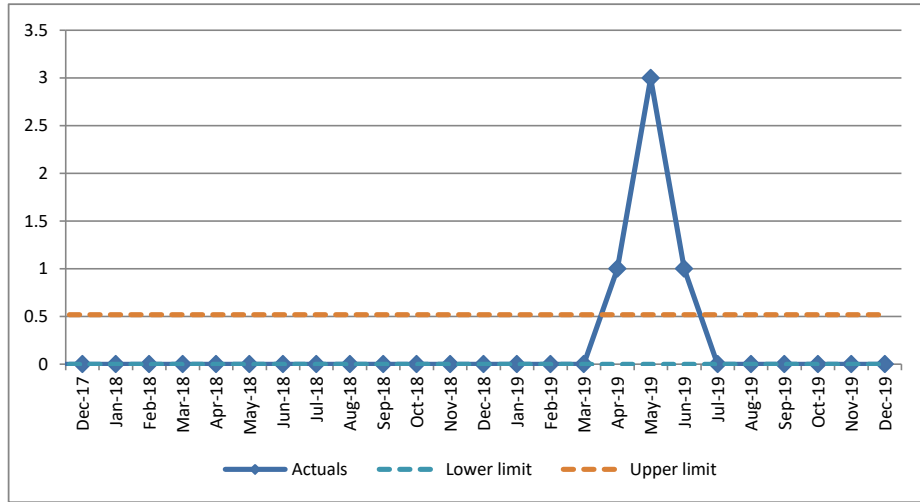
Serious Incidents including Never Events (STEIS reportable) by reported date



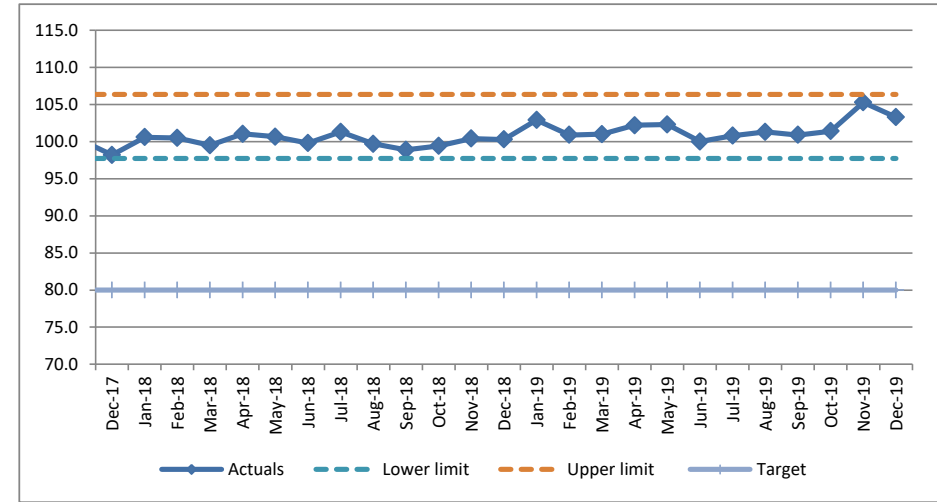
Never Events



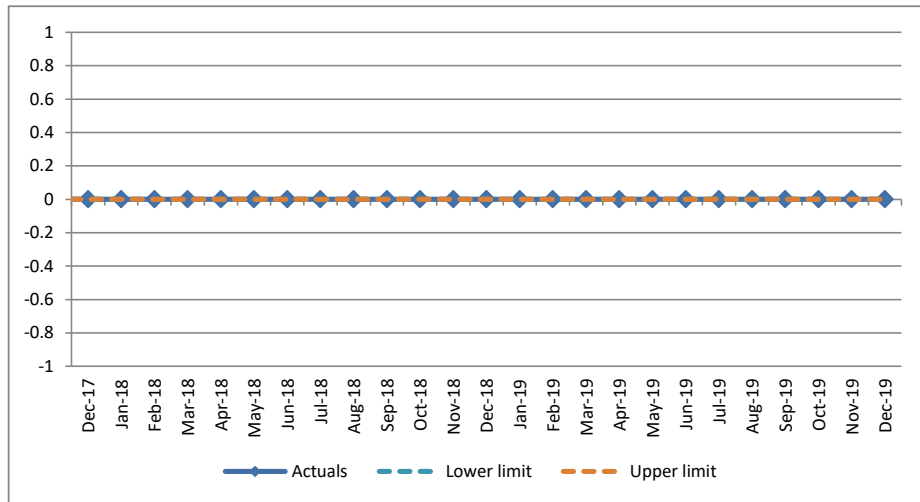
NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)



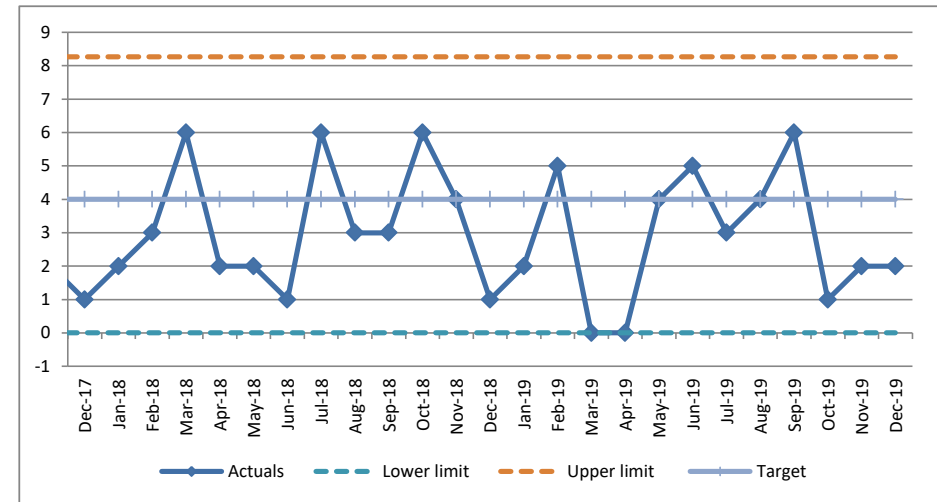
Safe Staffing Levels - overall fill rate



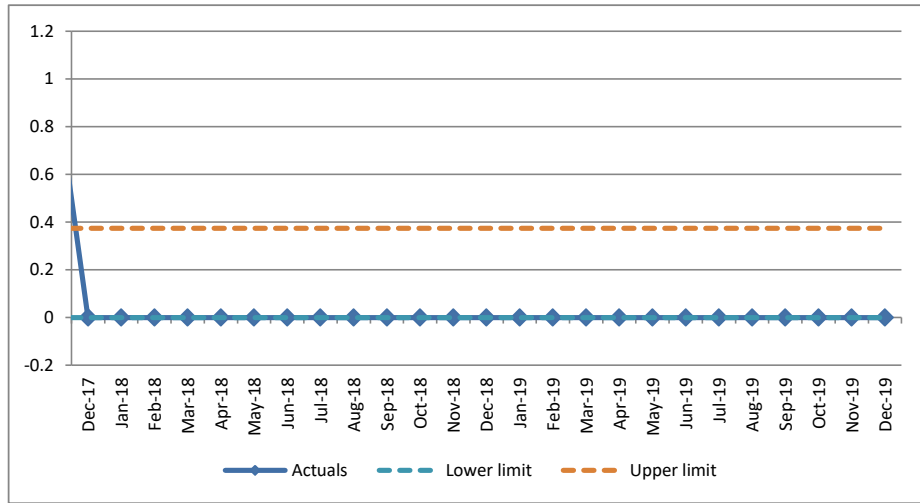
Same Sex Accommodation Standards breaches



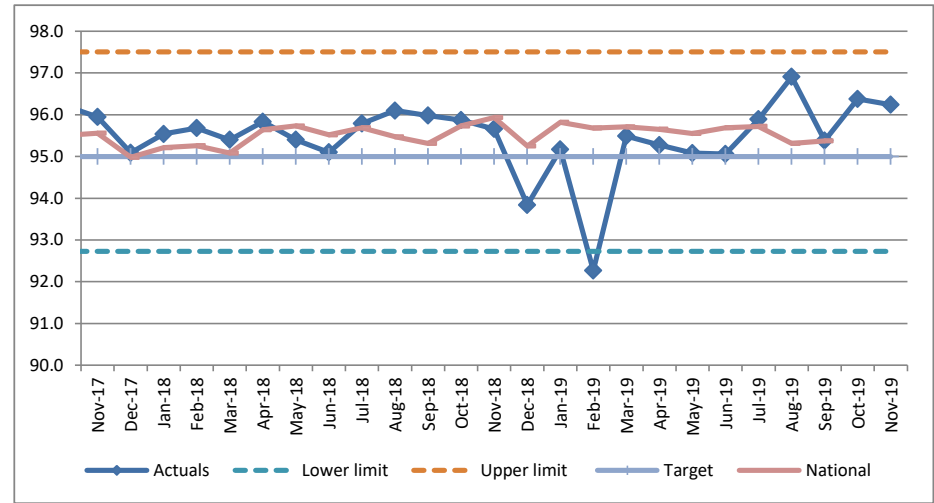
Clostridium difficile Hospital acquired cases



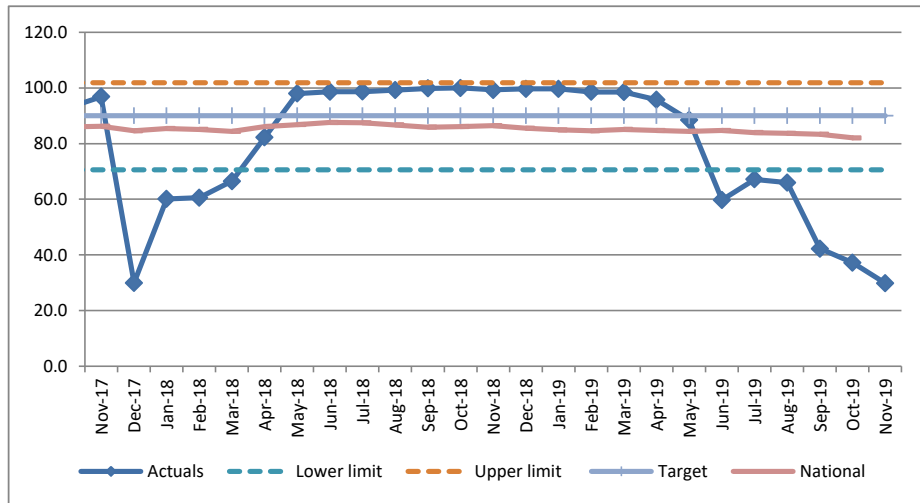
MRSA bacteremia - Hospital acquired cases



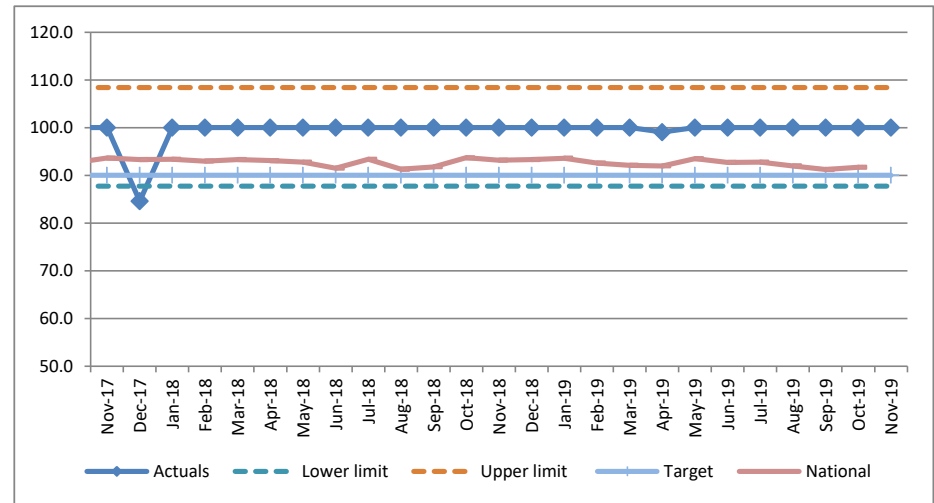
Eligible patients having Venous Thromboembolism (VTE) risk assessment



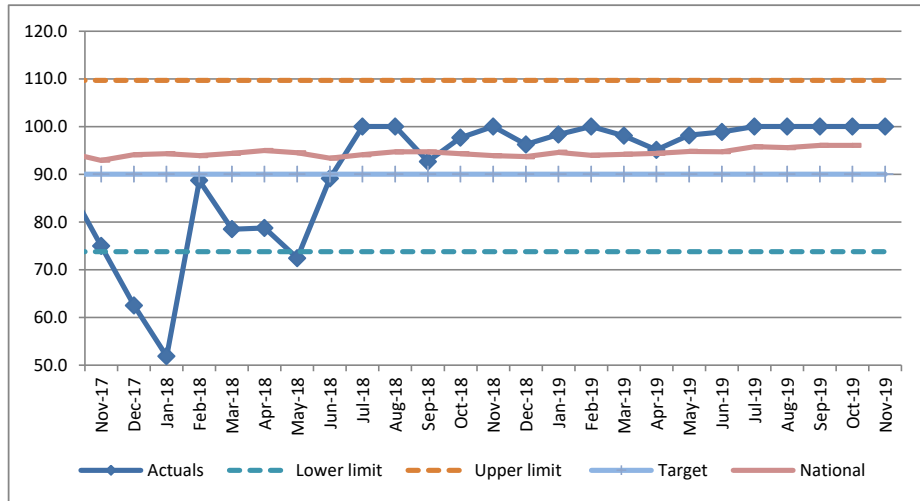
Eligible patients asked case finding question, or diagnosis of dementia or delirium



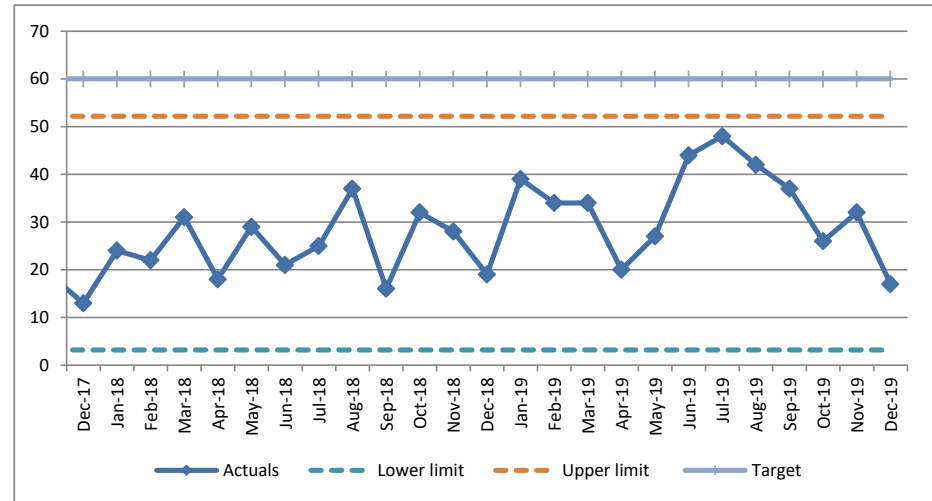
Eligible patients having Dementia Diagnostic Assessment



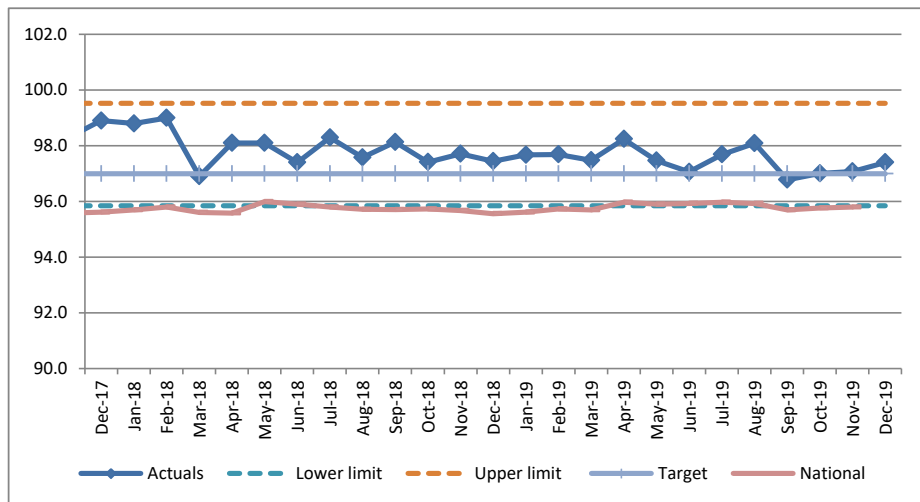
Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice



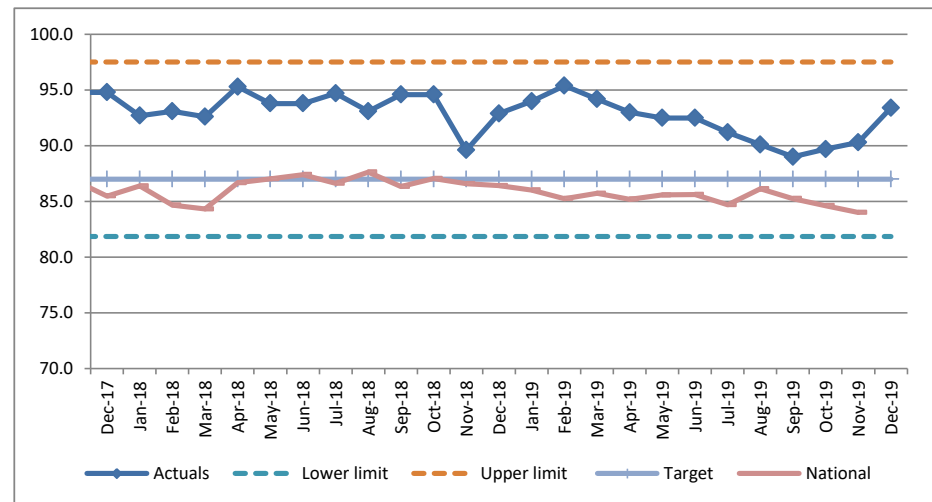
Number of complaints



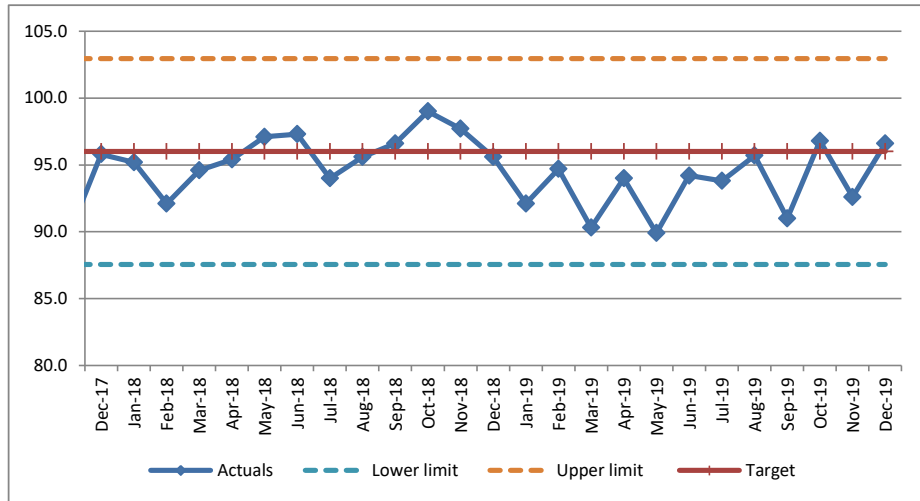
Recommended Rate: Friends and Family Inpatients



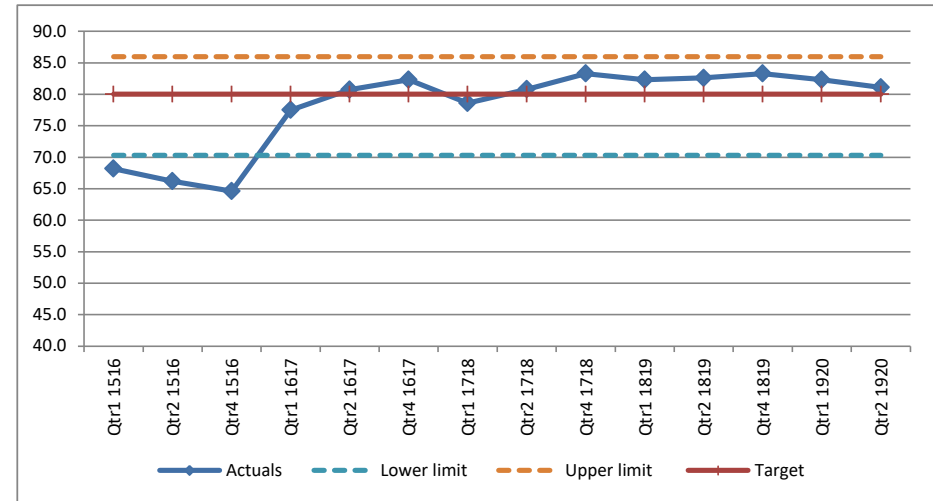
Recommended Rate: Friends and Family Accident and Emergency



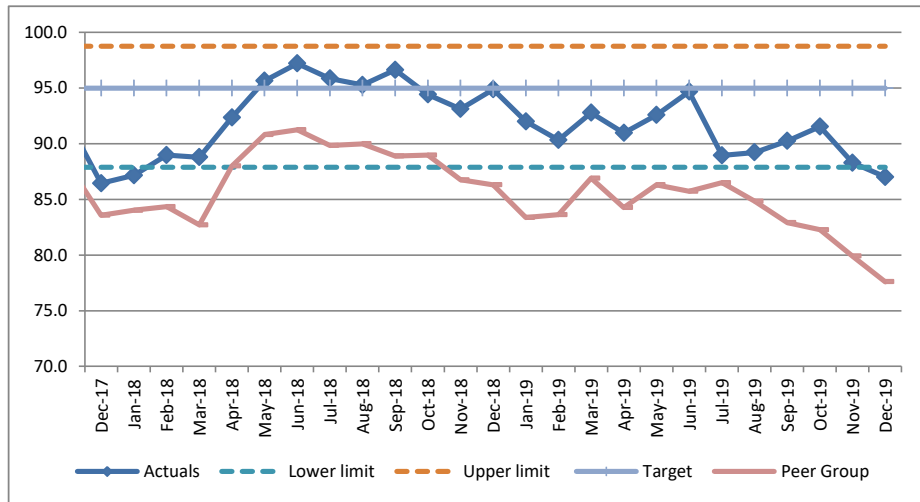
Recommended Rate: Friends and Family Maternity



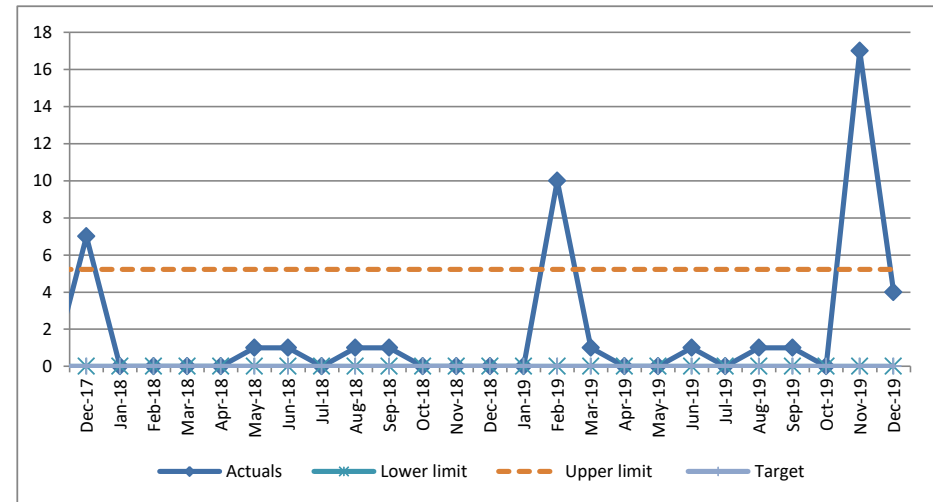
Recommended Rate: Friends and Family Staff



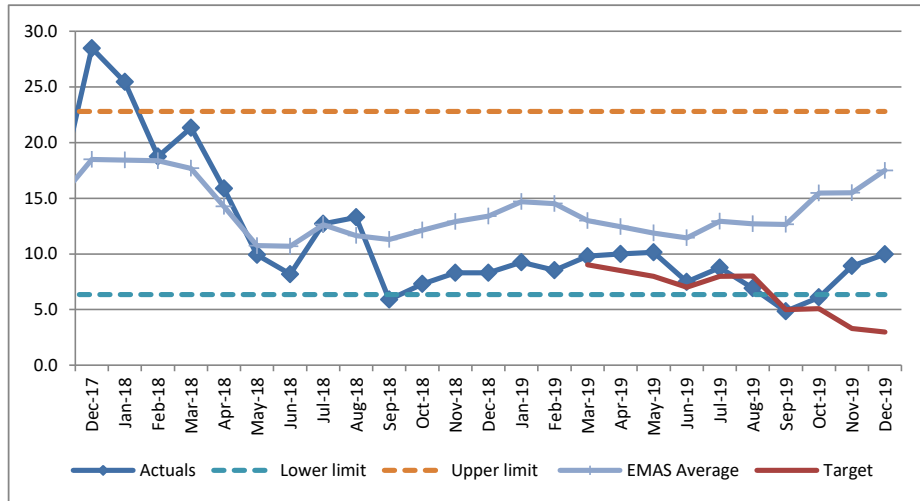
Emergency access within four hours Total Trust



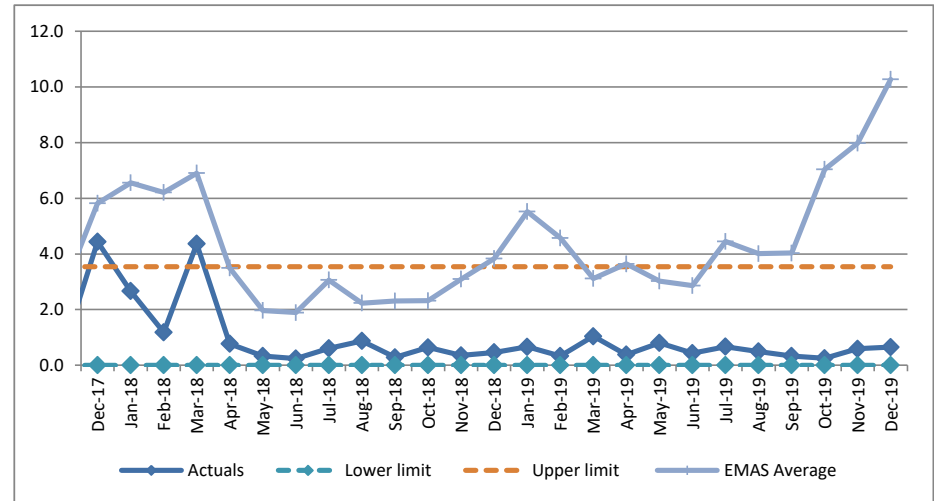
Number of trolley waits > 12 hours



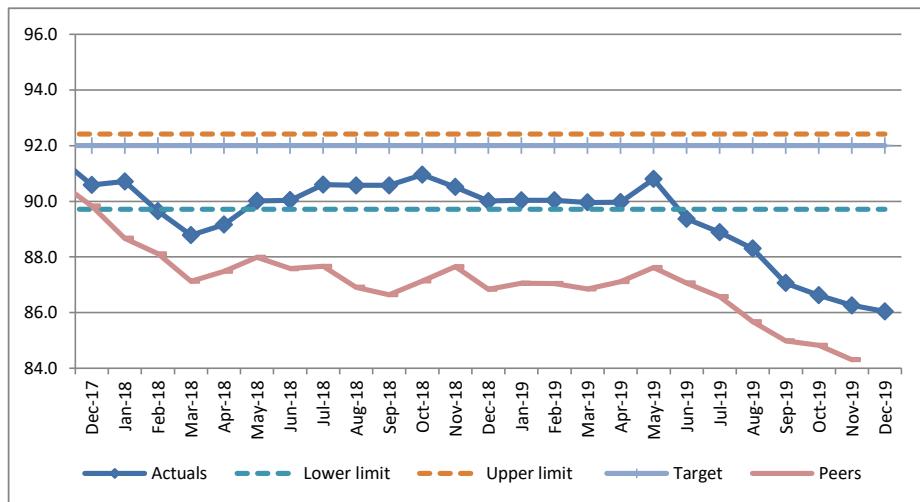
Ambulance handover > 30 minutes



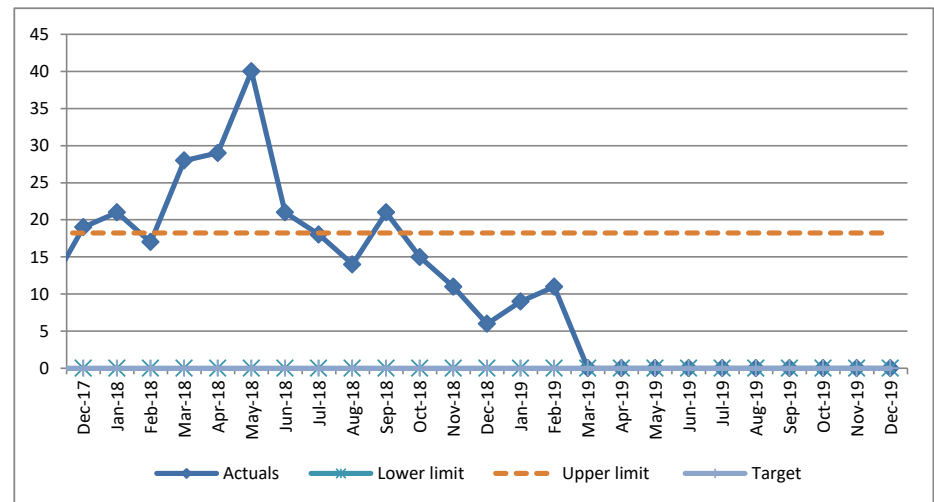
Ambulance handover > 60 minutes



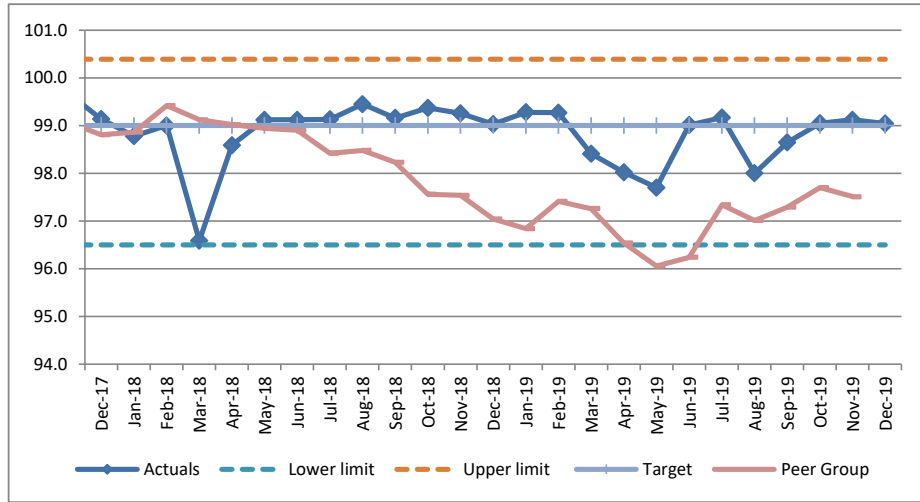
18 weeks referral to treatment time - incomplete pathways



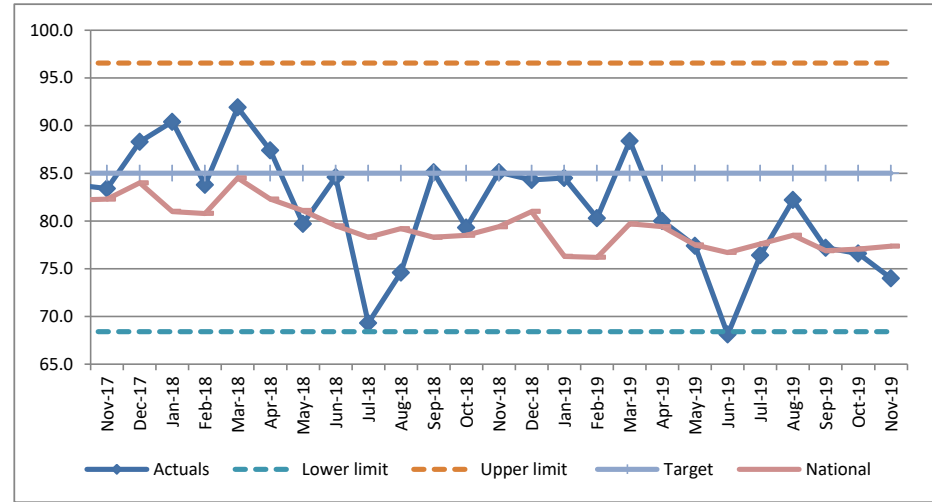
Number of cases exceeding 52 weeks referral to treatment



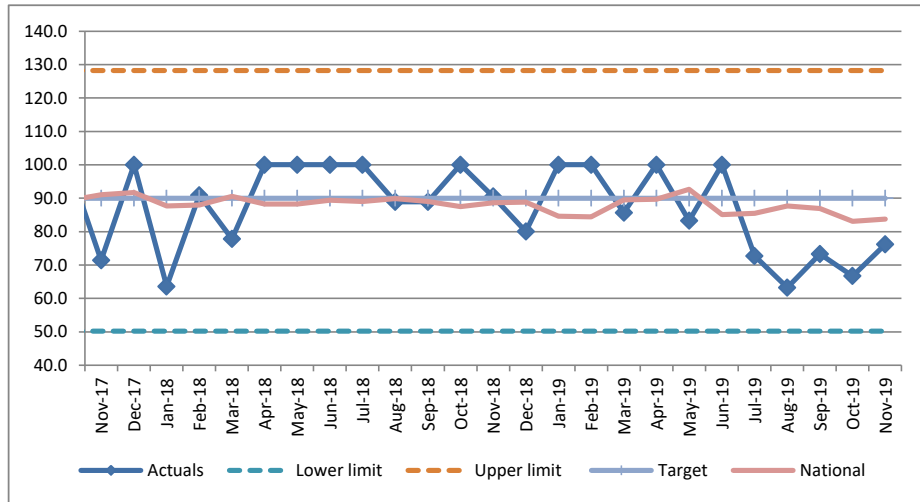
Diagnostic waiters, 6 weeks and over-DM01



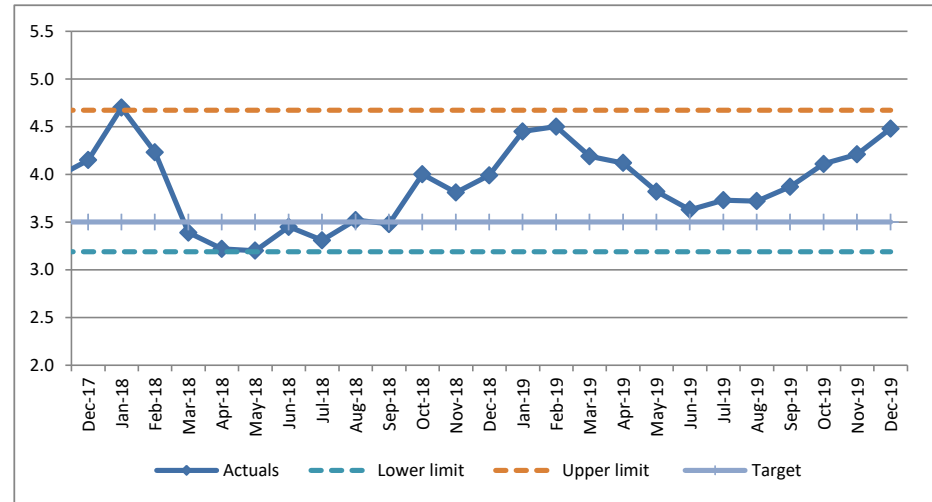
62 days urgent referral to treatment



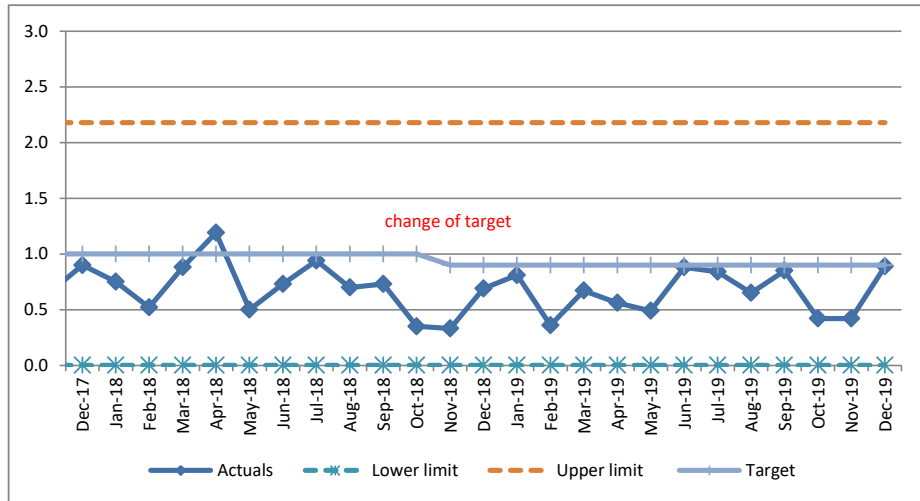
62 day referral to treatment from screening



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



Staff Turnover



Proportion of Temporary Staff

