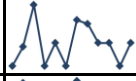

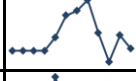
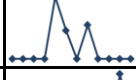

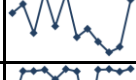

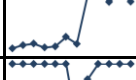
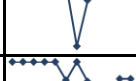




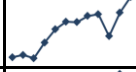
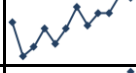
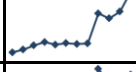
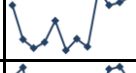
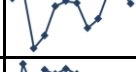





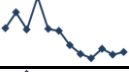
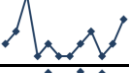



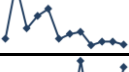
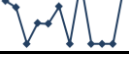

















At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Jul-16 - Jun-17	101.45	-		A
	Rolling 12 months HSMR Sepsis	100	Jul-16 - Jun-17	71.81	-		G	
	SHMI	100	Apr-16 - Mar-17	98.75	-		G	
	Emergency c-section rate (crude rate)	23.0%	Jun-17	13.9%	14.8%		G	
	Emergency c-section rate (standardised ratio)	100.0%	Jun-17	94.3%	100.5%		A	
	Emergency re-admissions within 30 days	NT	Jun-17	7.8%	7.8%		NT	
	Serious Incidents (STEIS reportable) by reported date	NT	Sep-17	13	1		NT	
	Never Events	0	Sep-17	0	0		G	
	NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	Sep-17	0	0		G	
	Safe Staffing Levels - overall fill rate	NT	Sep-17	99.5%	97.9%		NT	
	Same Sex Accommodation Standards breaches	0	Sep-17	0	0		G	
	Clostridium difficile Hospital acquired cases	4	Sep-17	21	2		G	
	MRSA bacteremia - Hospital acquired cases	0	Sep-17	1	0		G	
	E.Coli bacteraemia blood stream infection - Hospital acquired cases	NT	Sep-17	30	7		NT	

At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY	Quality	Falls per 1000 OBDs resulting in Moderate or Severe Harm	0.8	Sep-17	0.1	0.1		G
		Falls per 1000 OBDs resulting in Low or No Harm	NT	Sep-17	5.4	5.4		NT
		Avoidable Hospital Acquired Grade 2 Pressure Ulcers per 1000 OBDs	NT	Sep-17	0.14	0.06		NT
		Avoidable Hospital Acquired Grade 3 Pressure Ulcers per 1000 OBDs	NT	Sep-17	0.01	0.00		NT
		Avoidable Hospital Acquired Grade 4 Pressure Ulcers per 1000 OBDs	NT	Sep-17	0.01	0.00		NT
		Harm-free SFH care	≥95%	Sep-17	95.4%	96.9%		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Aug-17	94.5%	95.2%		G
		Eligible patients having Dementia Screening	≥90%	Aug-17	96.9%	96.1%		G
		Patients with a diagnosis of dementia or delirium or to whom case finding is applied	≥90%	Aug-17	98.7%	100.0%		G
		Patients where the dementia outcome was positive or inconclusive, are referred on to specialist services	≥90%	Aug-17	77.6%	88.5%		R

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Experience	% complaint responses dispatched within appropriate number of days	≥90%	Sep-17	96.8%	96.0%		G
		Number of complaints	≤60	Sep-17	103	11		G
		Reopened complaints	8	Sep-17	13	2		G
		Response Rate: Friends and Family Inpatients	≥24.1%	Sep-17	30.2%	37.1%		G
		Recommended Rate: Friends and Family Inpatients	NT	Sep-17	98.4%	98.7%		NT
		Response Rate: Friends and Family Accident and Emergency	≥12.8%	Sep-17	9.0%	17.1%		G
		Recommended Rate: Friends and Family Accident and Emergency	NT	Sep-17	92.5%	93.9%		NT
		Recommended Rate: Friends and Family Maternity	NT	Sep-17	96.6%	96.8%		NT
		Recommended Rate: Friends and Family Outpatients	NT	Sep-17	93.8%	92.6%		NT
		Recommended Rate: Friends and Family Staff	NT	Qtr1 Yr2017/18	78.6%	78.6%		NT

At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours	≥95%	Sep-17	95.1%	92.3%		R
		% of 12 all trolley waits > 12 hours	0	Sep-17	0.01%	0.00%		G
		% of Ambulance handover > 30 minutes	0	Sep-17	10.1%	12.1%		R
		% of Ambulance handover > 60 minutes	0	Sep-17	0.3%	0.4%		R
	Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Sep-17	-	7		R
		18 weeks referral to treatment time - incomplete pathways	≥92%	Sep-17	-	91.6%		R
		Number of cases exceeding 52 weeks referral to treatment	0	Sep-17	-	23		R
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Sep-17	-	99.3%		G
	Cancelled Operations	Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	Sep-17	0.3%	0.3%		G
		Breaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operation	≤5.0%	Sep-17	3.9%	10.0%		R
Urgent operations cancelled more than once		0	Sep-17	0	0		G	
#NoF	% of #NoF achieving BPT	NT	Aug-17	64.2%	75.9%		NT	
CCU	Non-medical critical care transfers	NT	Sep-17	0	0		NT	

At a Glance		Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating
OPERATIONAL STANDARDS	Cancer Access	2 week GP referral to 1st outpatient appointment	≥93%	Aug-17	95.4%	96.4%		G
		31 day diagnosis to treatment	≥96%	Aug-17	98.7%	98.9%		G
		31 day second or subsequent treatment (drug)	≥98%	Aug-17	100.0%	100.0%		G
		31 day second or subsequent treatment (surgery)	≥94%	Aug-17	95.1%	66.7%		R
		62 days urgent referral to treatment	≥85%	Aug-17	82.2%	75.5%		R
		62 day referral to treatment from screening	≥90%	Aug-17	87.1%	66.7%		R
		14 days referral for breast symptoms to assessment	≥93%	Aug-17	97.3%	100.0%		G
ORGANISATIONAL HEALTH	HR	% of eligible staff appraised within last 12 months	≥95%	Oct-16 - Sep-17	93.00%	-		A
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Oct-16 - Sep-17	3.15%	-		G
		% eligible staff attending core mandatory training within the last 12 months	≥90%	Oct-16 - Sep-17	92.00%	-		G
		Staff Turnover	≤1.0%	Sep-17	0.85%	0.80%		G
		Proportion of Temporary Staff	NT	Sep-17	7.22%	7.56%		NT