				<u>Period</u>	<u>Performance</u>	Period Nov-15 -	<u>Performance</u>	<u>Trend</u>	Rating	Standard
	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	SFH			Oct-16	92.6	**********	G	Υ
Patient Safety	Rolling 12 months HSMR Weekend (basket of 56 diagnosis groups)	100	SFH			Jul-15 - Jun-16	96.6	and and	G	Υ
	Rolling 12 months HSMR Sepsis	100	SFH			Nov-15 - Oct-16	78.0	Marine.	G	
	SHMI	100	SFH			May-16	95.9		G	Υ
	Emergency c-section rate (crude rate)	23	SFH			Oct-16	13.7	~	G	Υ
	Emergency c-section rate (standardised ratio)	100	SFH			Oct-16	92.0	~~~	G	Y
	Emergency re-admissions within 28 days	100	SFH			Nov-15 - Oct-16	99.5	~~	G	Υ
	Serious Incidents per 1000 OBDs (STEIS reportable)	≤0.11	SFH			Dec-16	0.0	$\sqrt{M_{\Lambda}}$	G	
	Never Events	0						•••••	G	Υ
	NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0						• • • • • • • • • • • • • • • • • • • •		Υ
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Quality								Λ/		Y
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	Harm-free SFH care Eligible patients having Venous Thromboembolism (VTE) risk		SFH			Dec-16	95.4%	~ \ ~~\ _{\\\\}		
	assessment	≥95%	Nat	Sep-16	95.4%	Nov-16	95.0%	V V	G	Y
	Eligible patients having Dementia Screening	≥90%	Nat	Nov-16	89.1%	Nov-16	90.8%	<u> </u>	G	
Patient Experience	% complaint responses dispatched within appropriate number of days	≥90%	SFH			Dec-16	98.0%		G	Υ
	Number of complaints	≤60	SFH			Dec-16	21	/ • • • • • • • • • • • • • • • • • • •	G	
	Reopened complaints	8	SFH			Dec-16	2	···/ /	G	
	Response Rate: Friends and Family Inpatients	≥24.1%	SFH	Dec-16	22.6%	Dec-16	15.6%	V \-\/ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	R	
	Recommended Rate: Friends and Family Inpatients	-	SFH	Dec-16	95.0%	Dec-16	97.1%	V V V	NT	Υ
	Response Rate: Friends and Family Accident and Emergency	≥12.8%	SFH	Dec-16	11.0%	Dec-16	3.0%	~ / \ /	R	
	Recommended Rate: Friends and Family Accident and Emergency	-	SFH	Dec-16	86.0%	Dec-16	86.1%	/ \~ \~	NT	Υ
	Recommended Rate: Friends and Family Maternity	-	SFH			Dec-16	91.5%	~~ \/	NT	Υ
	Recommended Rate: Friends and Family Staff	-	SFH			Qtr2	80.7%		NT	Υ
Emergency Access	Emergency access within four hours	≥95%	Nat	Dec-16	86.2%	Jan-17	92.3%	\mathcal{N}	R	Υ
	12 hour trolley waits	0	Nat			Jan-17	0	••••••	G	
	Ambulance handover > 30 minutes	0	Nat			Jan-17	793	1	R	
	Ambulance handover > 60 minutes Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	Nat			Jan-17	80		R	
Referral to Treatment		0	Nat			Jan-17	4	~~~\\	R	
	18 weeks referral to treatment time - incomplete pathways	≥92%	Nat	Dec-16	89.7%	Jan-17	92.4%	7	G	Υ
	Number of cases exceeding 52 weeks referral to treatment	0	Nat			Jan-17	2	V	R	
Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Nat	Dec-16	98.3%	Jan-17	97.8%		R	
Cancelled Operations	Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	Nat			Jan-17	0.7%	1	G	
	Breaches of the 28 day guarantee following a Last minute (on the day)									
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	Patient Experience Emergency Access Referral to Treatment Diagnostics Cancelled Operations	Emergency re-admissions within 28 days Serious Incidents per 1000 OBDs (STEIS reportable) 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 Amsa bacteremia - Hospital acquired cases Falls per 1000 OBDs resulting in harm (moderate and above) Harm-free SFH care Eligible patients having Venous Thromboembolism (VTE) risk assessment Eligible patients having Dementia Screening % complaint responses dispatched within appropriate number of days Number of complaints Reopened complaints Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Maternity Recommended Rate: Friends and Family Staff Emergency Access Ambulance handover > 30 minutes Ambulance handover > 60 minutes Specialities exceeding 18 wk referral to treatment time (incomplete pathways) Number of cases exceeding 52 weeks referral to treatment Diagnostics Diagnostic waiters, 6 weeks and over-DM01 Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions Breaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operations Urgent operations cancelled more than once	Emergency re-admissions within 28 days Serious Incidents per 1000 OBDs (STEIS reportable) 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 OCIOSTRIGIUM (Incidence of the Same Sex Accommodation Standards breaches) Clostridium difficile Hospital acquired cases MRSA bacteremia - Hospital acquired cases OCIOSTRIGIUM (Incidence of Same Sex Accommodation Standards breaches) Alarm-free SFH care Eligible patients having Venous Thromboembolism (VTE) risk assessment Eligible patients having Dementia Screening % complaint responses dispatched within appropriate number of days Number of complaints Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Accident and Emergency Recommended Rate: Friends and Family Accident and Emergency Recommended Rate: Friends and Family Maternity Recommended Rate: Friends and Family Maternity - Recommended Rate: Friends and Family Maternity - Recommended Rate: Friends and Family Maternity - Recommended Rate: Friends and Family Staff - Emergency Access Ambulance handover > 60 minutes O Specialities exceeding 18 wk referral to treatment time (incomplete pathways) Diagnostics Diagnostics waters, 6 weeks and over-DM01 1 as triinute (on the day) non-clinical cancelled elective operations as a special elective admissions For eaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operations Cancelled Urgent operations cancelled more than once	Emergency re-admissions within 28 days Serious incidents per 1000 OBDs (STEIS reportable) Never Events Never Events Never Events NisE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline) Safe Staffing Levels - overall fill rate Same Sex Accommodation Standards breaches O Nat Clostridium difficile Hospital acquired cases MRSA bacteremia - Hospital acquired cases MRSA bacteremia - Hospital acquired cases O Nat Falls per 1000 OBDs resulting in harm (moderate and above) Belligible patients having Venous Thromboembolism (VTE) risk assessment Eligible patients having Dementia Screening Scomplaint responses dispatched within appropriate number of days Complaints Reopened complaints Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Inpatients Response Rate: Friends and Family Inpatients Recommended Rate: Friends and Family Accident and Emergency Access Ambulance handover > 30 minutes Ambulance handover > 60 minutes Specialities exceeding 18 wk referral to treatment time (incomplete pathways) Diagnostics Diagnostics Diagnostics Diagnostics Diagnostics Diagnostics Diagnostics vaced on the day) non-clinical cancelled elective operations as a sole clearly and concerning cancelled operations O Nat Pathon.	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At	a Glance	<u>Indicator</u>	<u>Standard</u>	Set by	<u>Period</u>	National Performance	<u>Period</u>	<u>Performance</u>	<u>Trend</u>	RAG Rating	SOF Standard
ORGANISATIONAL HEALTH	ccu	Non-medical critical care transfers	-	SFH			Jan-17	0	•••••	NT	
	Cancer Access	2 week GP referral to 1st outpatient appointment	≥93%	Nat	Dec-16	95.5%	Dec-16	97.9%		G	Υ
		31 day diagnosis to treatment	≥96%	Nat	Dec-16	97.9%	Dec-16	99.0%	M	G	
		31 day second or subsequent treatment (drug)	≥98%	Nat	Dec-16	99.5%	Dec-16	100.0%		G	
		31 day second or subsequent treatment (surgery)	≥94%	Nat	Dec-16	99.5%	Dec-16	100.0%		G	
		62 days urgent referral to treatment	≥85%	Nat	Dec-16	82.9%	Dec-16	88.4%	1 June	G	Υ
		62 day referral to treatment from screening	≥90%	Nat	Dec-16	93.5%	Dec-16	86.4%	$\bigwedge \bigvee \bigvee$	R	Υ
		14 days referral for breast symptoms to assessment	≥93%	Nat	Dec-16	95.2%	Dec-16	95.2%	~~~ <u>~</u>	G	
	HR	% of eligible staff appraised within last 12 months	≥98%	SFH			Jan-17	93.0%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	А	
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	SFH			Jan-17	4.4%	_\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	R	Υ
		% eligible staff attending core mandatory training within the last 12 months	≥90%	SFH			Jan-17	92.0%	, and a second	G	
		Staff Turnover	≤1.0%	SFH			Jan-17	0.9%	$\sim \sim \sim$	G	Υ
		Proportion of Temporary Staff	-	SFH			Jan-17	7.5%		NT	Υ