

At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	Information Services Comments	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Mar-16 - Feb-17	95.96	-		G	
		Rolling 12 months HSMR Sepsis	100	Mar-16 - Feb-17	75.12	-		G	
		SHMI	100	Yr2016_17 Qtr 2	-	94.04		G	
		Emergency c-section rate (crude rate)	23.0%	Feb-17	11.1%	10.3%		G	
		Emergency c-section rate (standardised ratio)	100.0%	Feb-17	74.4%	69.3%		G	
		Emergency re-admissions within 28 days	100	Mar-16 - Feb-17	102.4	-		A	
		Serious Incidents (STEIS reportable) by reported date	NT	May-17	4	3		NT	
		Never Events	0	Apr-17	0	0		G	
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	May-17	0	0		G	
	Quality	Safe Staffing Levels - overall fill rate	NT	May-17	98.8%	99.6%		NT	
		Same Sex Accommodation Standards breaches	0	May-17	0	0		G	
		Clostridium difficile Hospital acquired cases	4	May-17	4	1		G	April 2017 reduced from 4 to 3 following PQSB
		MRSA bacteremia - Hospital acquired cases	0	May-17	0	0		G	
		Falls per 1000 OBDs resulting in Moderate or Severe Harm	0.8	May-17	0.1	0.1		G	
		Falls per 1000 OBDs resulting in Low or No Harm	NT	May-17	5.8	5.2		NT	
		Harm-free SFH care	≥95%	Apr-17	95.2%	95.2%		G	
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Apr-17	92.8%	92.8%		A	
Eligible patients having Dementia Screening		≥90%	Apr-17	97.0%	97.0%		G		

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QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Experience	% complaint responses dispatched within appropriate number of days	≥90%	May-17	98.0%	98.0%		G		
		Number of complaints	≤60	May-17	44	22		G		
		Reopened complaints	8	May-17	4	1		G		
		Response Rate: Friends and Family Inpatients	≥24.1%	May-17	29.4%	30.4%		G		
		Recommended Rate: Friends and Family Inpatients	NT	May-17	98.1%	97.8%		NT		
		Response Rate: Friends and Family Accident and Emergency	≥12.8%	May-17	3.5%	3.5%		R		
		Recommended Rate: Friends and Family Accident and Emergency	NT	May-17	86.8%	86.3%		NT		
		Recommended Rate: Friends and Family Maternity	NT	May-17	95.5%	93.9%		NT		
		Recommended Rate: Friends and Family Outpatients	NT	May-17	94.2%	93.8%		NT		
		Recommended Rate: Friends and Family Staff	NT	Qtr4 Yr2016/17	83.1%	96.0%		NT		
OPERATIONAL STANDARDS	Emergency Access	Emergency access within four hours	≥95%	May-17	95.7%	95.6%		G		
		% of 12 all trolley waits > 12 hours	0	May-17	0.02%	0.04%		R		
		% of Ambulance handover > 30 minutes	0	May-17	9.8%	8.1%		R		
		% of Ambulance handover > 60 minutes	0	May-17	0.4%	0.3%		R		
	Referral to Treatment	Specialities exceeding 18 wk referral to treatment time (incomplete pathways)	0	May-17	-	5		R		
		18 weeks referral to treatment time - incomplete pathways	≥92%	May-17	-	93.0%		G		
		Number of cases exceeding 52 weeks referral to treatment	0	May-17	-	7		R		
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	May-17	-	99.5%		G		
	Cancelled Operations		Last minute (on the day) non-clinical cancelled elective operations as a % of elective admissions	≤0.8%	Apr-17	0.5%	0.5%		G	unable to report on theatres
			Breaches of the 28 day guarantee following a Last minute (on the day) non clinical cancelled elective operation	≤5.0%	Mar-17	6.7%	6.7%		R	unable to report on theatres

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	Urgent operations cancelled more than once	0	Apr-17	0	0		G	unable to report on theatres	
OPERATIONAL STANDARDS	#NoF	% of #NoF achieving BPT	NT	Mar-17	74.8%	70.0%		NT	process for capturing BPT by the BSU has been altered, information will be available from next month
	CCU	Non-medical critical care transfers	NT	May-17	0	0		NT	
	Cancer Access	2 week GP referral to 1st outpatient appointment	≥93%	Apr-17	92.4%	92.4%		R	
		31 day diagnosis to treatment	≥96%	Apr-17	99.0%	99.0%		G	
		31 day second or subsequent treatment (drug)	≥98%	Apr-17	100.0%	100.0%		G	
		31 day second or subsequent treatment (surgery)	≥94%	Apr-17	100.0%	100.0%		G	
		62 days urgent referral to treatment	≥85%	Apr-17	86.3%	86.3%		G	
		62 day referral to treatment from screening	≥90%	Apr-17	100.0%	100.0%		G	
14 days referral for breast symptoms to assessment	≥93%	Apr-17	91.7%	91.7%		R			
ORGANISATIONAL HEALTH	HR	% of eligible staff appraised within last 12 months	≥95%	Jun-16 - May-17	92.0%	-		A	
		WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Jun-16 - May-17	3.7%	-		A	
		% eligible staff attending core mandatory training within the last 12 months	≥90%	Jun-16 - May-17	91.0%	-		G	
		Staff Turnover	≤1.0%	May-17	0.9%	0.6%		G	
		Proportion of Temporary Staff	NT	Apr-17	7.0%	7.1%		NT	