

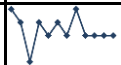
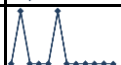

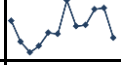



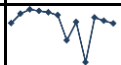
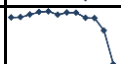

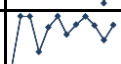


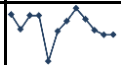
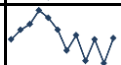


At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Apr-18 - Mar-19	94.9	-		G
		SHMI	100	Jan-18 - Dec-18	95.87	-		G
		Serious Incidents including Never Events (STEIS reportable) by reported date	2	Jun-19	6	2		G
		Never Events	0	Jun-19	0	0		G
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	Jun-19	3	1		R
	Quality	Safe Staffing Levels - overall fill rate	80.0%	Jun-19	101.5%	100.0%		G
		Same Sex Accommodation Standards breaches	0	Jun-19	0	0		G
		Clostridium difficile Hospital acquired cases	4	Jun-19	9	5		R
		MRSA bacteremia - Hospital acquired cases	0	Jun-19	0	0		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	May-19	95.2%	95.1%		G
		Eligible patients asked case finding question, or diagnosis of dementia or delirium	≥90%	May-19	92.3%	88.5%		R
		Eligible patients having Dementia Diagnostic Assessment	≥90%	May-19	99.6%	100.0%		G
		Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice	≥90%	May-19	96.9%	98.2%		G
		Number of complaints	≤60	Jun-19	91	44		G
		Recommended Rate: Friends and Family Inpatients	97%	Jun-19	97.6%	97.1%		G
		Recommended Rate: Friends and Family Accident and Emergency	87%	Jun-19	92.7%	92.5%		G
Recommended Rate: Friends and Family Maternity		96%	Jun-19	92.4%	94.2%		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

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%	Jun-19	92.7%	94.7%		R
		Number of trolley waits > 12 hours	0	Jun-19	1	1		R
		% of Ambulance handover > 30 minutes	7.01%	Jun-19	9.2%	7.5%		R
		% of Ambulance handover > 60 minutes	0	Jun-19	0.5%	0.4%		R
		18 weeks referral to treatment time - incomplete pathways	≥92%	Jun-19	-	89.4%		R
		Number of cases exceeding 52 weeks referral to treatment	0	Jun-19	-	0		G
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Jun-19	-	99.0%		G
	62 days urgent referral to treatment	≥85%	May-19	78.7%	77.4%		R	
	62 day referral to treatment from screening	≥90%	May-19	91.2%	83.3%		R	
	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Jul-18 - Jun-19	3.6%	-		A	
	Staff Turnover	≤0.9%	Jun-19	0.6%	0.9%		G	
	Proportion of Temporary Staff	7.30%	Jun-19	7.3%	7.4%		A	