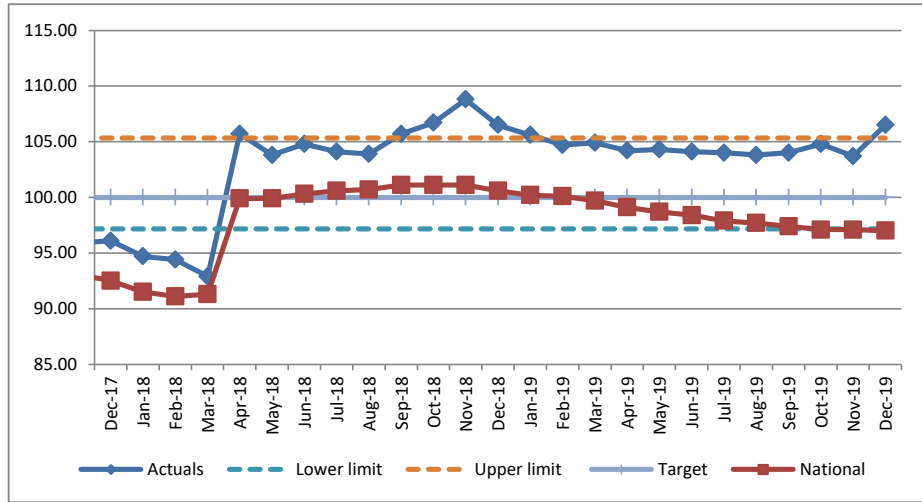


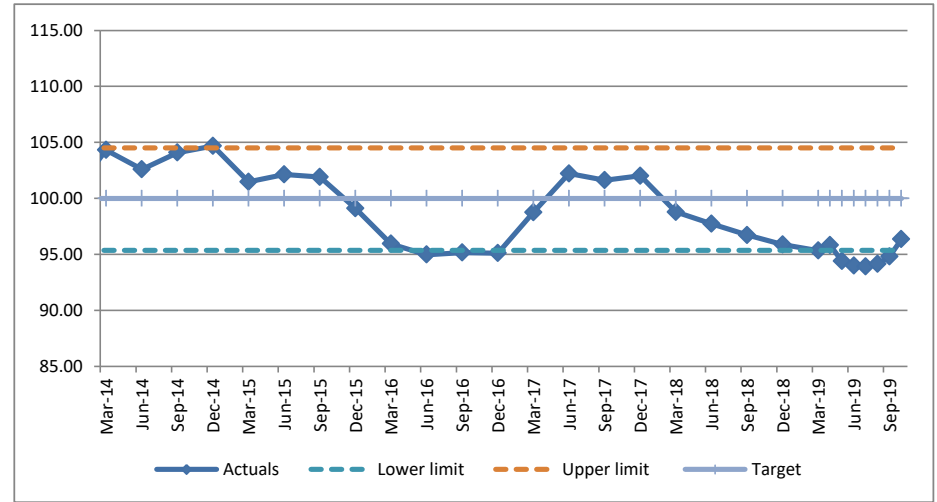
At a Glance	Indicator	Plan / Standard	Period	YTD Actuals	Monthly / Quarterly Actuals	Trend	RAG Rating	
QUALITY, SAFETY AND PATIENT EXPERIENCE	Patient Safety	Rolling 12 months HSMR (basket of 56 diagnosis groups)	100	Jan-19 - Dec-19	106.5	-		A
		SHMI	100	Nov-18 - Oct-19	96.35	-		G
		Serious Incidents including Never Events (STEIS reportable) by reported date	2	Mar-20	28	1		G
		Never Events	0	Mar-20	2	0		G
		NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)	0	Mar-20	3	0		G
	Quality	Safe Staffing Levels - overall fill rate	80.0%	Jan-20	102.7%	106.1%		G
		Same Sex Accommodation Standards breaches	0	Feb-20	0	0		G
		Clostridium difficile Hospital acquired cases	4	Mar-20	37	1		G
		MRSA bacteremia - Hospital acquired cases	0	Mar-20	0	0		G
		Eligible patients having Venous Thromboembolism (VTE) risk assessment	≥95%	Feb-20	95.8%	95.6%		G
		Eligible patients asked case finding question, or diagnosis of dementia or delirium	≥90%	Feb-20	58.8%	71.4%		R
		Eligible patients having Dementia Diagnostic Assessment	≥90%	Feb-20	99.9%	100.0%		G
		Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice	≥90%	Feb-20	99.6%	100.0%		G
		Number of complaints	≤60	Mar-20	351	13		G
		Recommended Rate: Friends and Family Inpatients	97%	Feb-20	97.4%	97.3%		G
Recommended Rate: Friends and Family Accident and Emergency		87%	Feb-20	91.8%	93.8%		G	
Recommended Rate: Friends and Family Maternity		96%	Feb-20	93.3%	85.0%		R	
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%	Mar-20	90.1%	87.7%		R
		Number of trolley waits > 12 hours	0	Mar-20	47	0		G
		% of Ambulance handover > 30 minutes	3.4%	Mar-20	8.1%	7.8%		R
		% of Ambulance handover > 60 minutes	0.0%	Mar-20	0.5%	0.3%		R
	Referral to Treatment	18 weeks referral to treatment time - incomplete pathways	≥92%	Mar-20	-	85.4%		R
		Number of cases exceeding 52 weeks referral to treatment	0	Mar-20	-	0		G
	Diagnostics	Diagnostic waiters, 6 weeks and over-DM01	≥99%	Mar-20	-	94.6%		R
	Cancer Access	62 days urgent referral to treatment	≥85%	Feb-20	76.6%	76.4%		R
62 day referral to treatment from screening		≥90%	Feb-20	80.5%	100.0%		G	
ORGANISATIONAL HEALTH	HR	WTE lost as a % of contracted WTE due to sickness absence within last 12 months	≤3.5%	Apr-19 - Mar-20	5.1%	-		R
		Staff Turnover	≤0.9%	Mar-20	0.7%	0.9%		G
		Proportion of Temporary Staff	7.40%	Mar-20	7.8%	7.9%		A

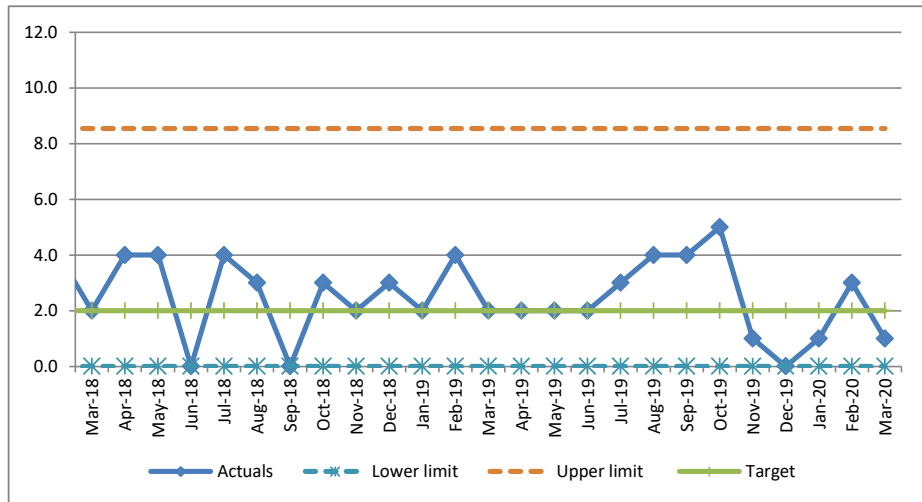
**HSMR (basket of 56 diagnosis groups)**



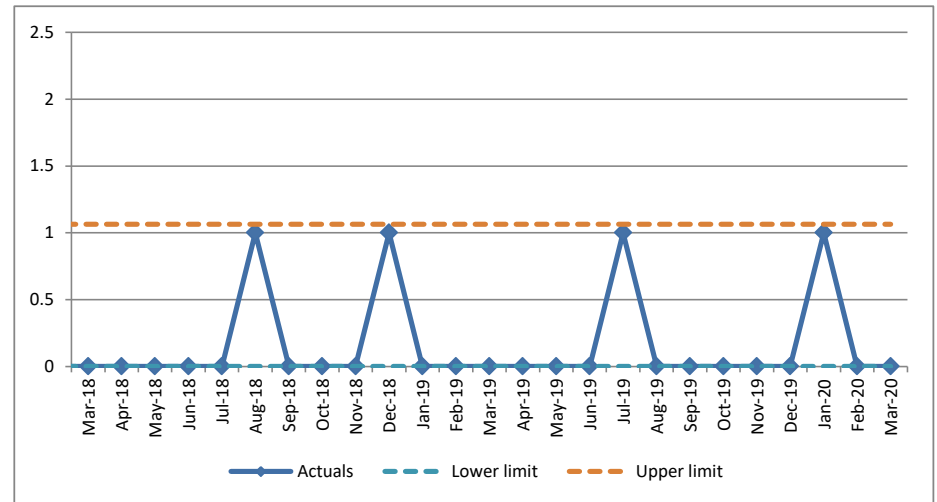
**SHMI**



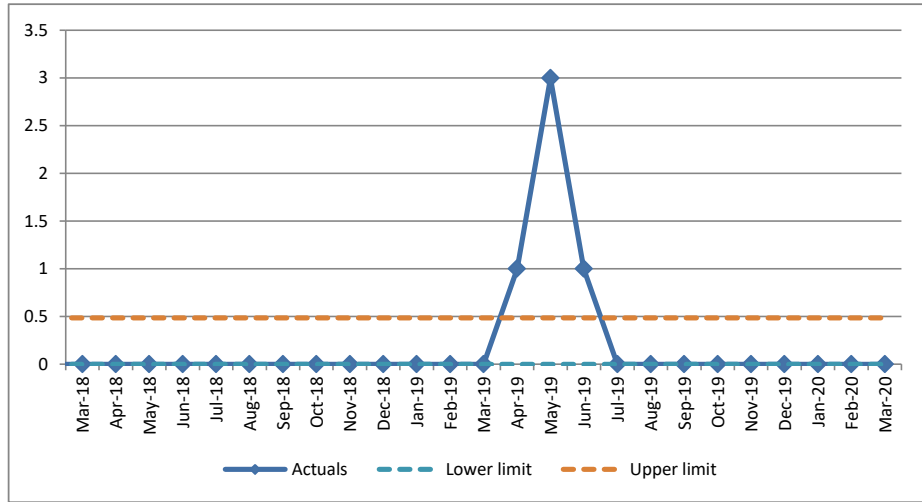
**Serious Incidents including Never Events (STEIS reportable) by reported date**



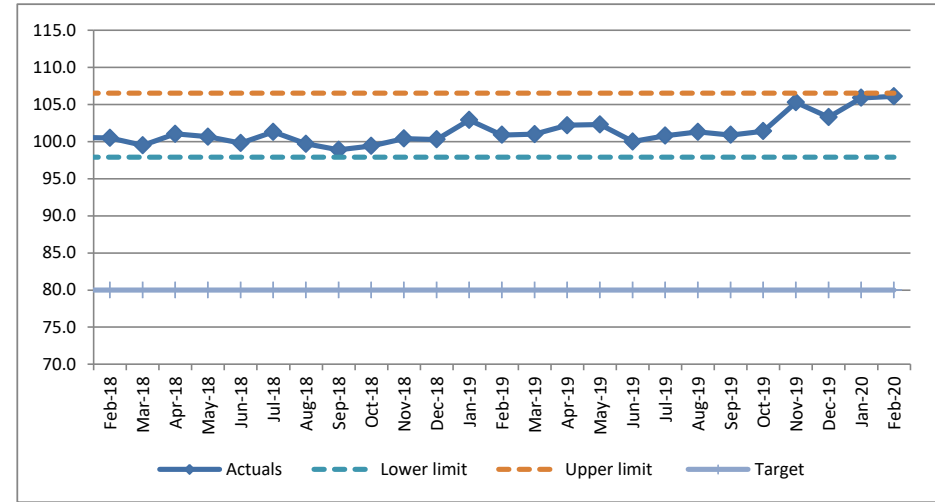
**Never Events**



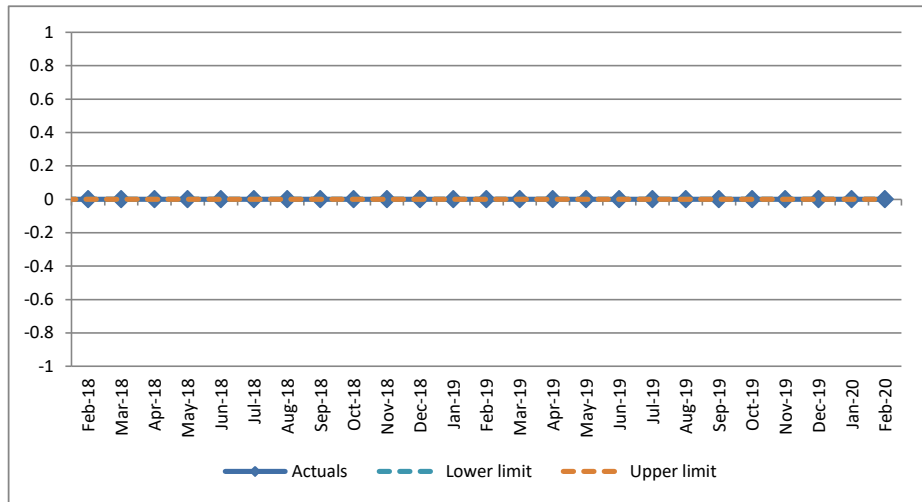
**NHSE/NHSI Improvement Patient Safety Alerts Compliance (Number open beyond deadline)**



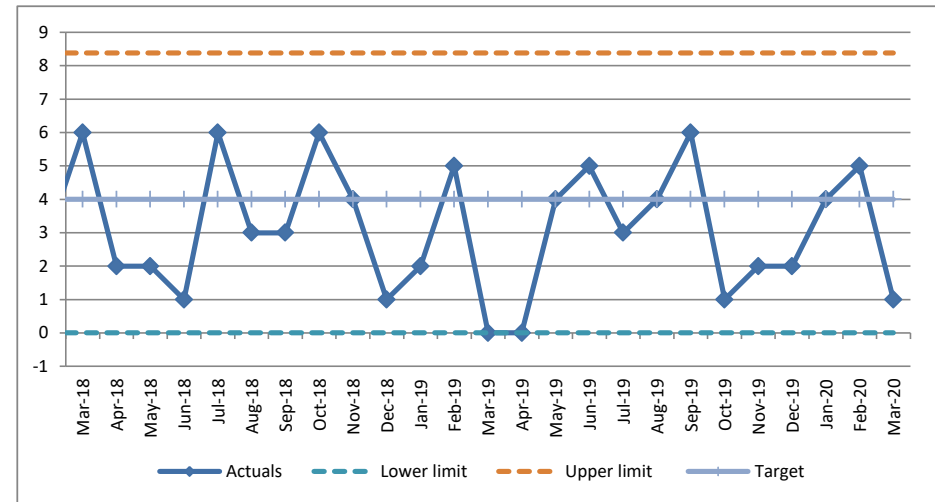
**Safe Staffing Levels - overall fill rate**



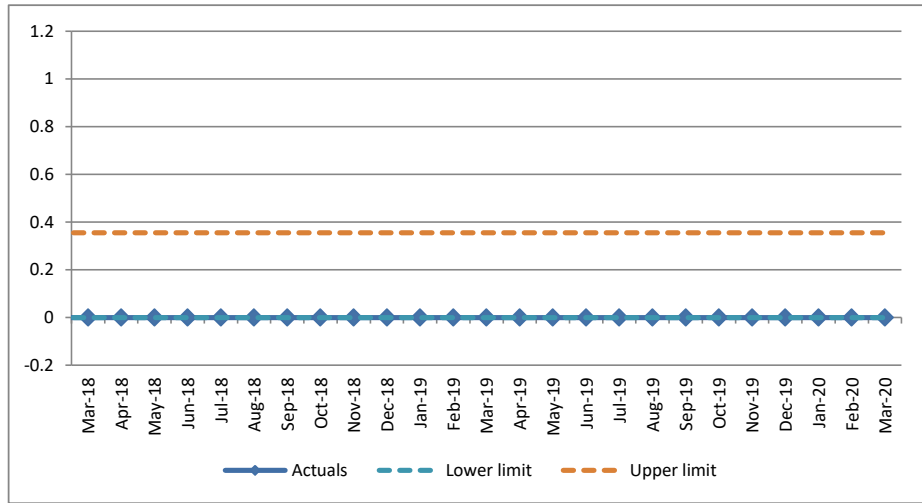
**Same Sex Accommodation Standards breaches**



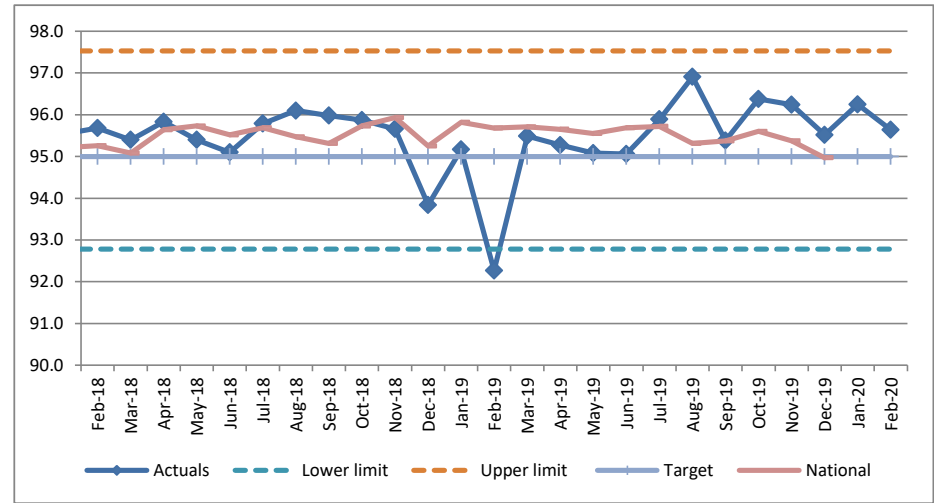
**Clostridium difficile Hospital acquired cases**



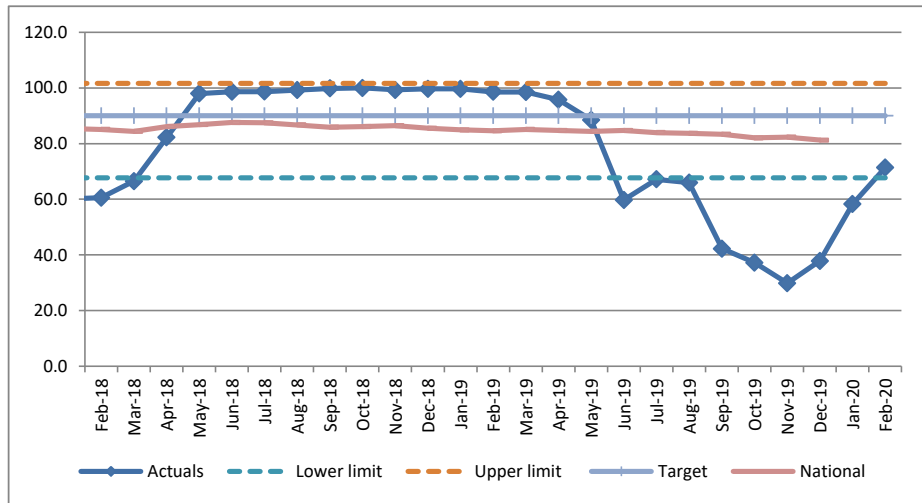
**MRSA bacteremia - Hospital acquired cases**



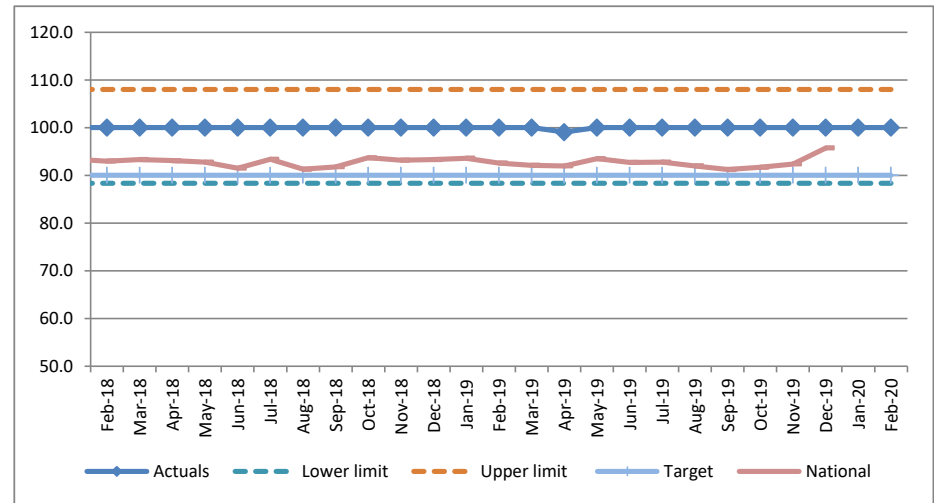
**Eligible patients having Venous Thromboembolism (VTE) risk assessment**



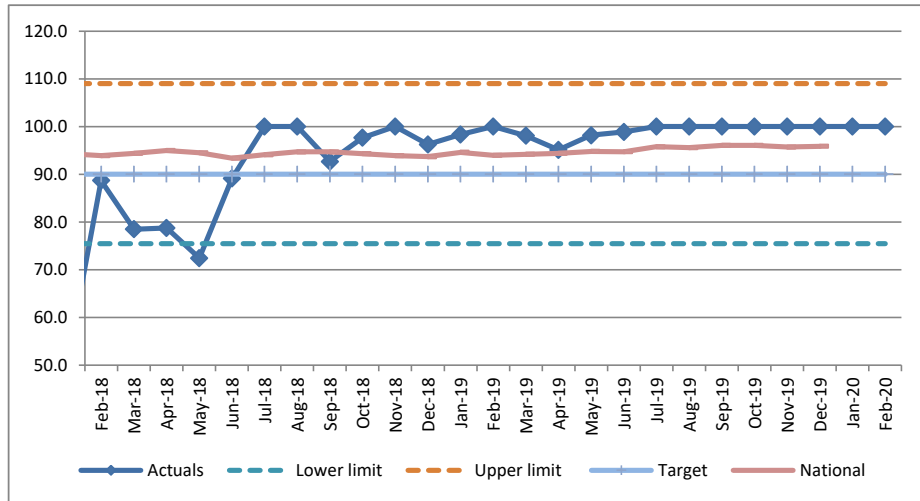
**Eligible patients asked case finding question, or diagnosis of dementia or delirium**



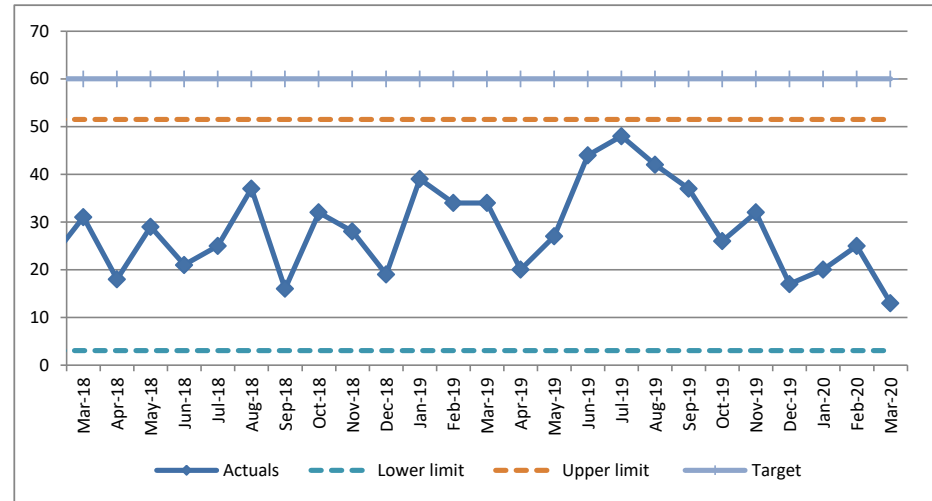
**Eligible patients having Dementia Diagnostic Assessment**



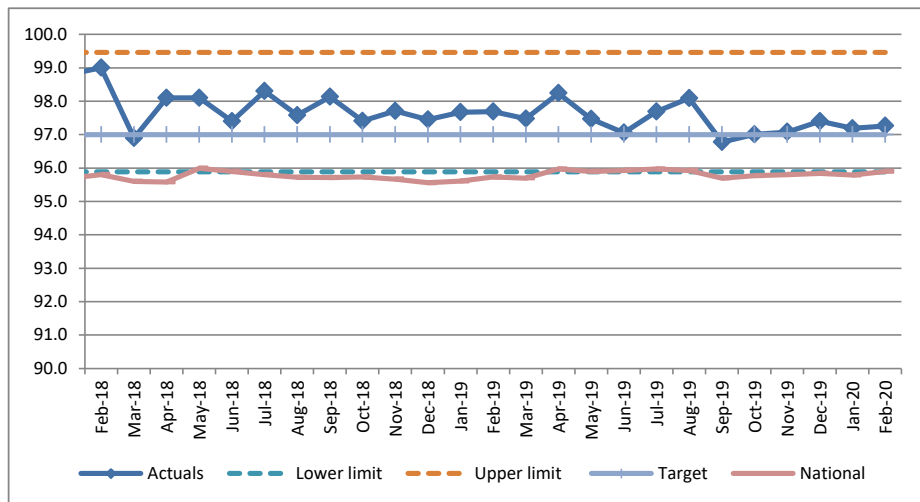
**Patients where the dementia outcome was positive or inconclusive, are referred for further diagnostic advice**



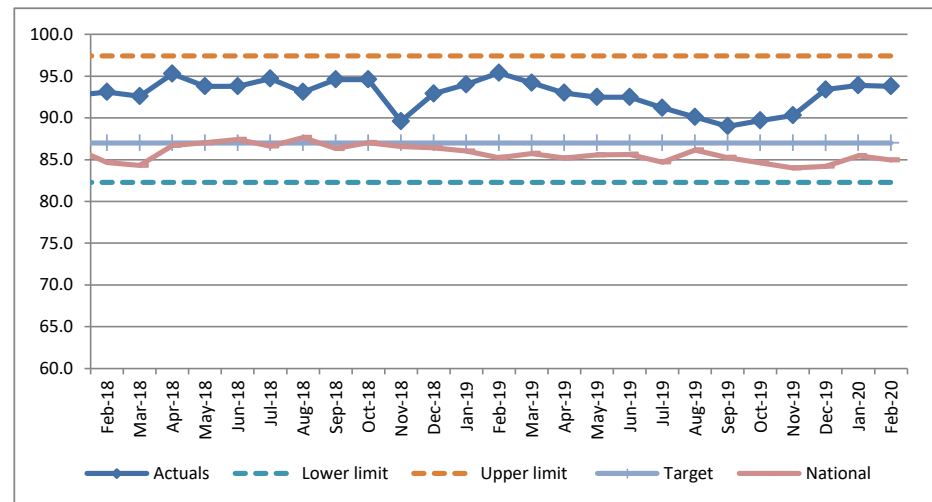
**Number of complaints**



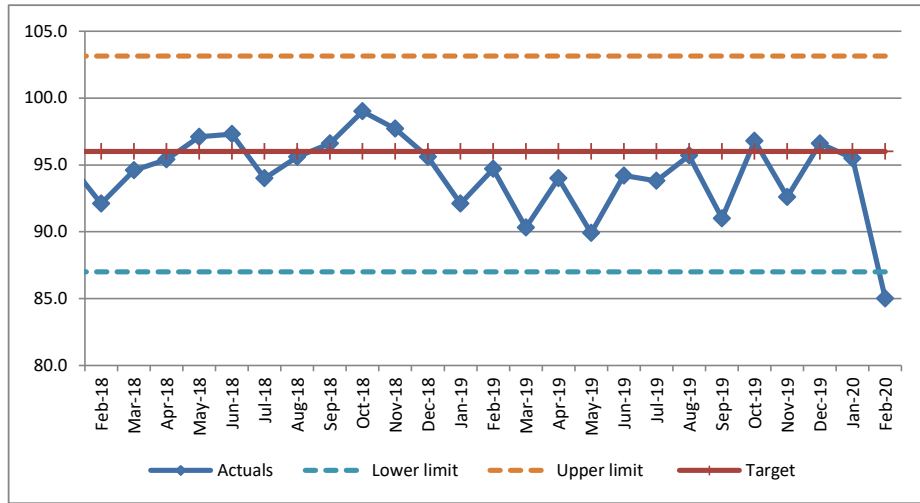
**Recommended Rate: Friends and Family Inpatients**



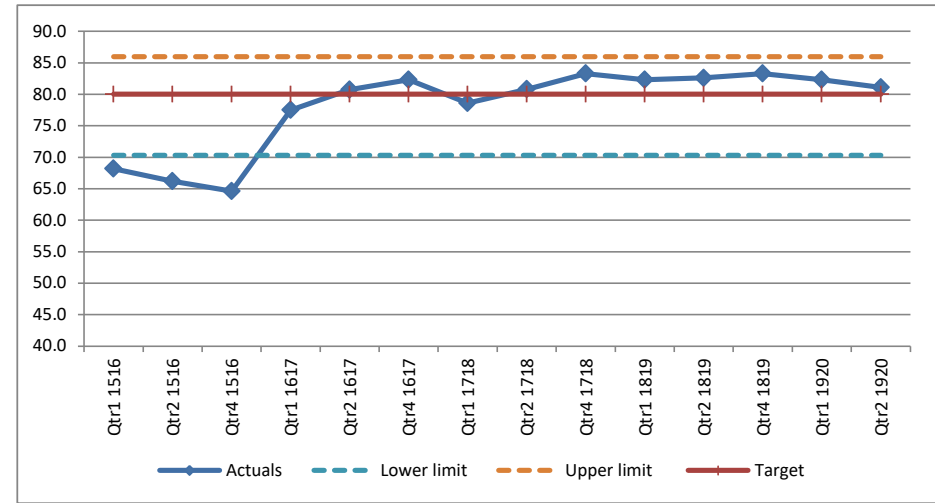
**Recommended Rate: Friends and Family Accident and Emergency**



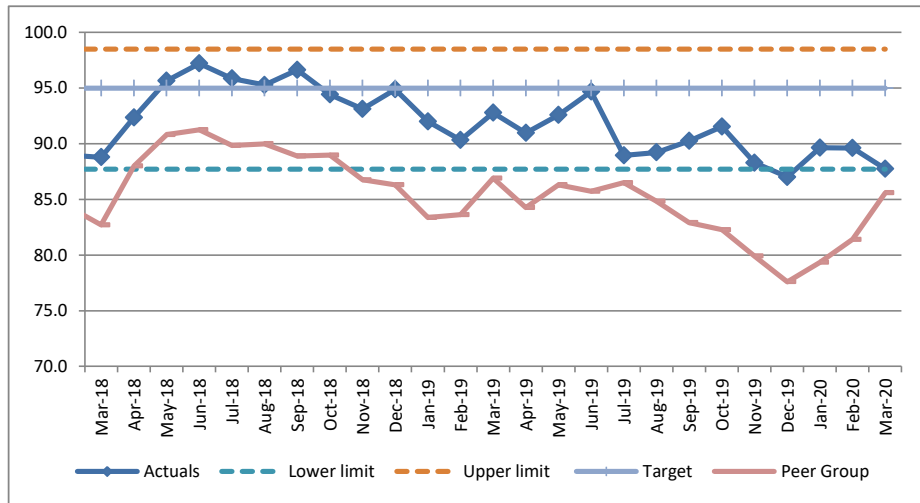
**Recommended Rate: Friends and Family Maternity**



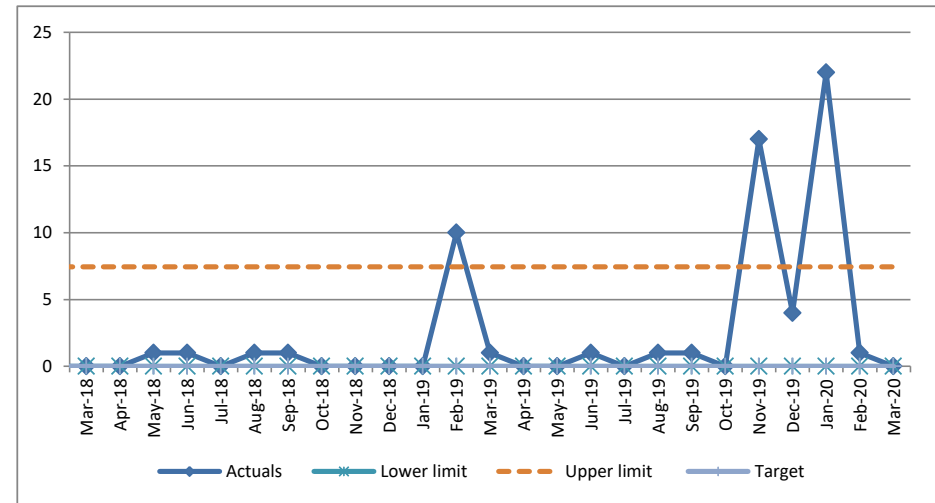
**Recommended Rate: Friends and Family Staff**



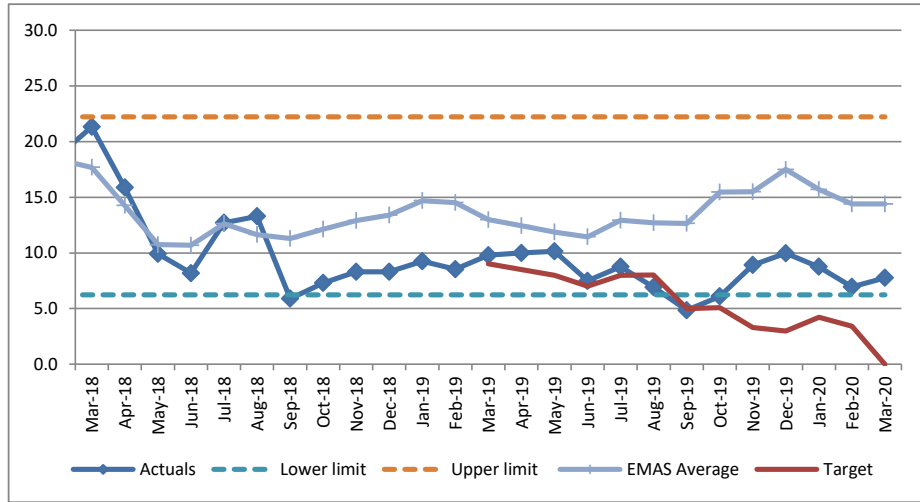
**Emergency access within four hours Total Trust**



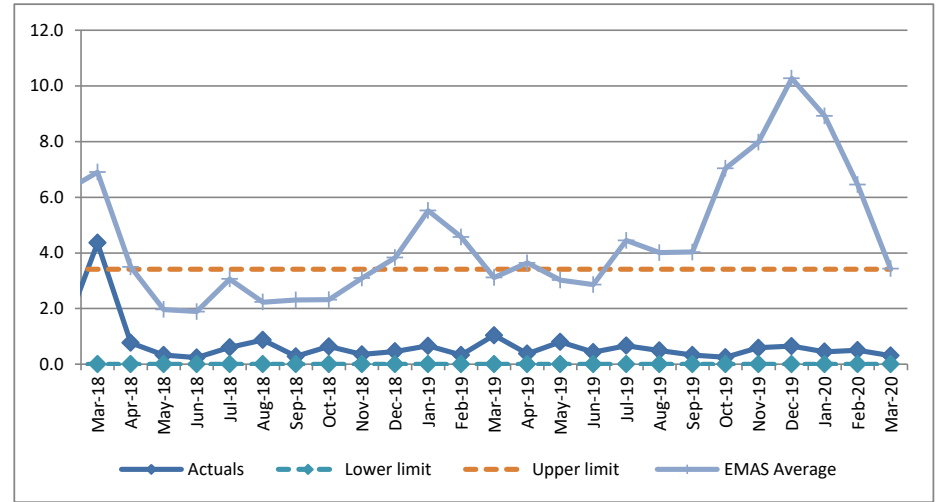
**Number of trolley waits > 12 hours**



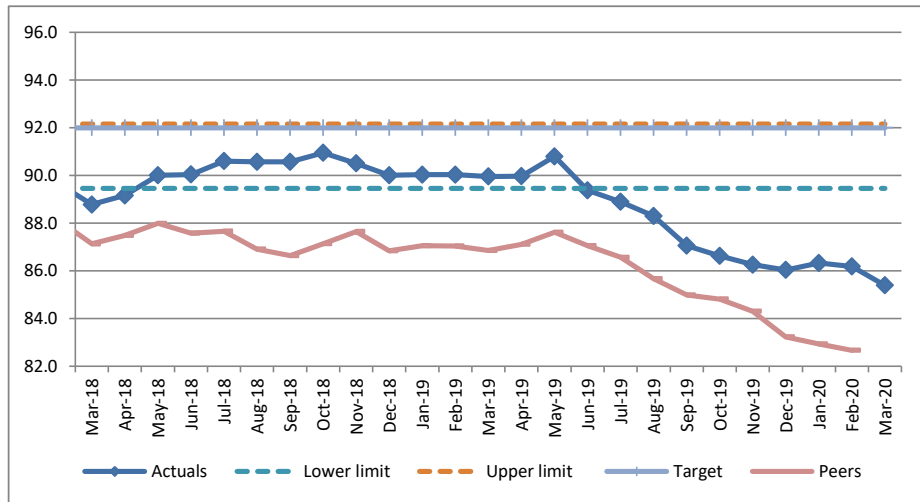
**Ambulance handover > 30 minutes**



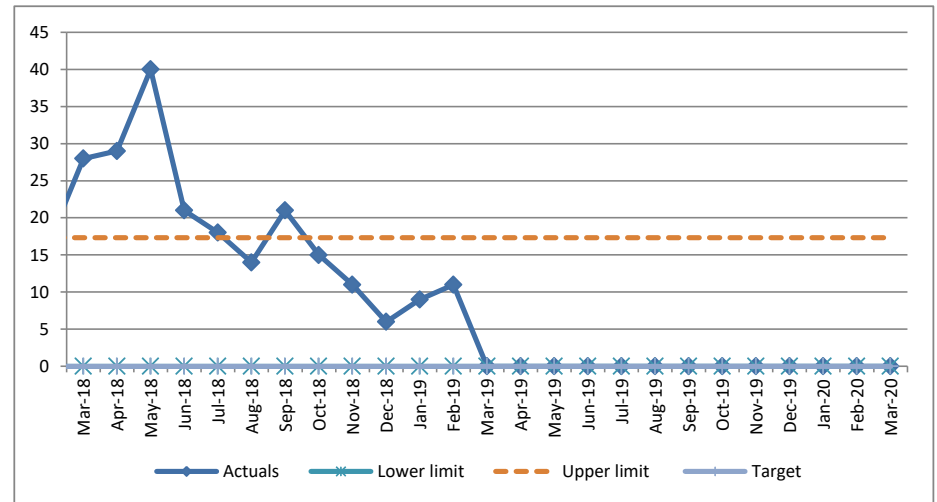
**Ambulance handover > 60 minutes**



**18 weeks referral to treatment time - incomplete pathways**

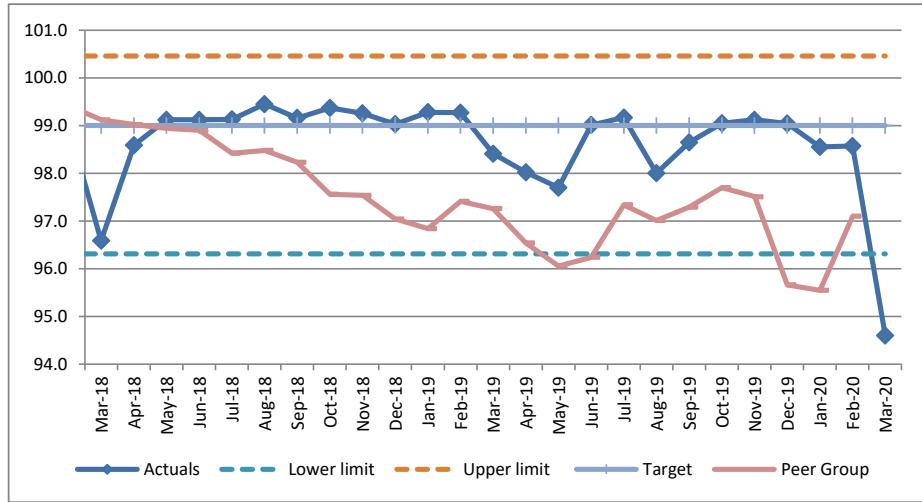


**Number of cases exceeding 52 weeks referral to treatment**

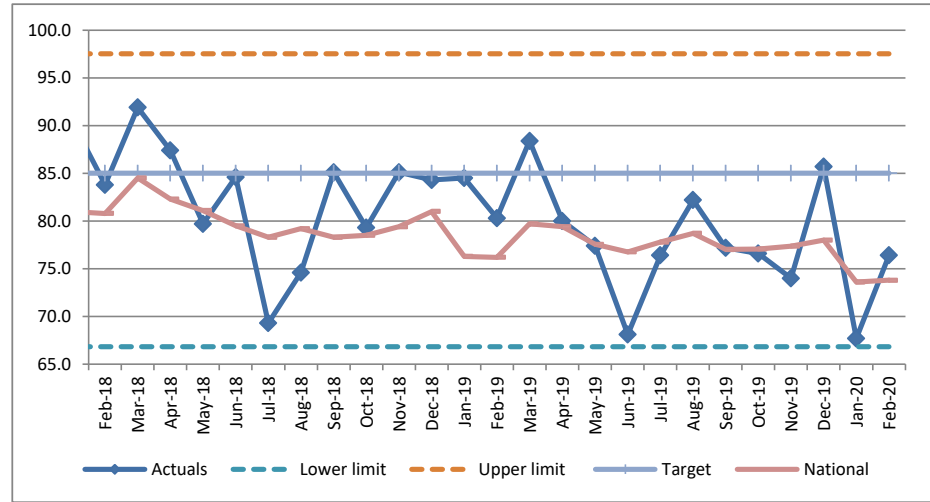




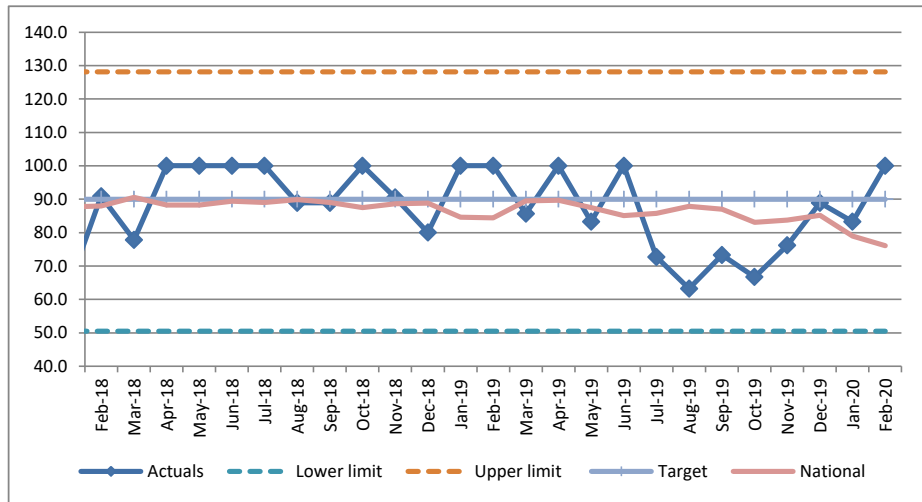
**Diagnostic waiters, 6 weeks and over-DM01**



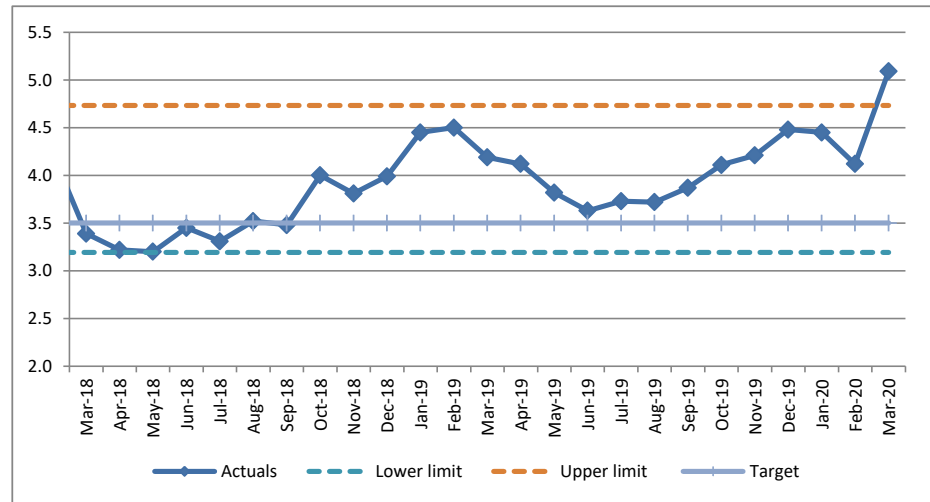
**62 days urgent referral to treatment**



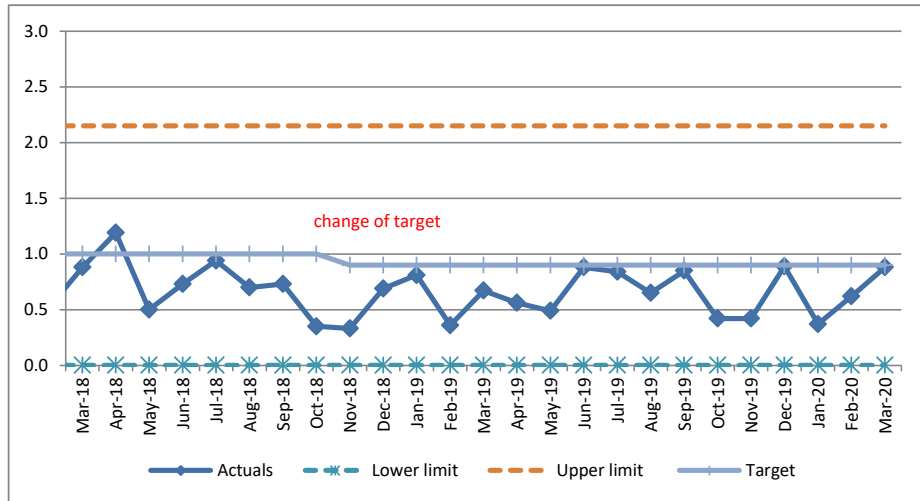
**62 day referral to treatment from screening**



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



### Staff Turnover



### Proportion of Temporary Staff

