



Wrightington,
Wigan and Leigh
NHS Foundation Trust

Board Performance Report

April 2017

Your hospitals, your health, our priority

Executive Summary

Objective	No Target	Green Metrics	Amber Metrics	Red Metrics	Total Metrics
1 : Harm Free	1	10	0	9	20
2 : Mortality	4	6	0	0	10
3 : Access	4	9	0	7	20
4 : Access - Cancer	0	16	0	0	16
5 : Access - A&E	2	0	0	1	3
6 : Finance	0	1	0	1	2
7 : Productivity	8	1	0	2	11
8 : Midwifery	2	12	0	7	21
9 : Patient Experience	2	11	0	2	15
10 : Workforce	1	0	0	2	3
11 : Board Assurance Framework	2	0	0	0	2
12 : NHSI	1	1	0	0	2

* Summary based on latest available data ~ RAG based on whether actual is achieving target






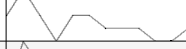
Highlights

A&E performance against the 4-hour national target improved for the third month in a row with 95% being achieved on 18 days. Performance against national waiting times remains strong across all specialities. All cancer tumour sites achieved the 62 day standard. Increasing numbers of patients reported to be involved in their discharge. VTE compliance has improved on last month and April saw no serious falls. PLACE inspections commenced in April.

Lowlights

Mortality rates remain high. Medical Staffing gaps are a concern, particularly in A&E. On the day Outpatient Hospital cancellations has increased, as has the follow up backlog for certain specialities. Bed pressures have been experienced on the Wrightington site linked to the high number of complex revision cases.

1 : Harm Free






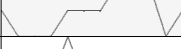

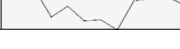
Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Harms: Grade 3-4 Pressure Ulcers	**	0	Apr-17	●	→	0	-	0	0		0
Harms: Number of Moderate Falls	<=0	2	Apr-17	●	↑	0	-	2	0		3
Harms: Number of Never Events	**	0	Apr-17	●	→	0	-	0	0		1
Harms: Number of Serious Falls	**	0	Apr-17	●	→	0	-	0	0		1
Harms: Number of Serious Incidents	<=0	3	Apr-17	●	→	3	Mar-17	3	0		5
Harms: Total	*	68	Apr-17		↓	111	Mar-17	68	41		111
Infections: Catheter Associated Urinary Tract	<=0	1	Apr-17	●	↑	0	Mar-17	1	0		1
Infections: Central Line	<=0	0	Apr-17	●	→	0	Mar-17	0	0		1
Infections: Clostridium Difficile (CDT)	<=0	1	Apr-17	●	→	1	Mar-17	1	0		4
Infections: Clostridium Difficile Lapses in Care	<=0	0	Apr-17	●	→	0	Mar-17	0	0		2
Infections: E-coli	<=0	1	Apr-17	●	↑	0	Mar-17	1	0		7
Infections: Klebsiella	**	0	Apr-17	●	→	0	-	0	0		0

Commentary

*Threshold not confirmed
 **Threshold not confirmed ~ based on assumption

Safety Thermometer was undertaken on 19/04/2017. 99.48% of the 383 patients surveyed had not suffered harm in hospital. Two patients had: one patient on CDW had experienced low level harm following a fall and Aspull ward recorded that a catheterised patient had acquired a urinary tract infection. 3 incidents met the external reporting criteria to the Strategic Executive Information System (StEIS) this month, including a Grade 3 Hospital Acquired Pressure Ulcer. 1 investigation report breached the deadline for submission to Commissioners. There was 1 MRSA Bacteraemia and 1 CDT reported.

1 : Harm Free

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Infections: MRSA	<=0	0	Apr-17	●	↓	1	Mar-17	0	0		1
Infections: MSSA	<=0	0	Apr-17	●	↓	2	Mar-17	0	0		4
Infections: Pseudomonas	<=0	0	Apr-17	●	↑	0	-	0	1		1
Infections: Total	<=0	2	Apr-17	●	↓	4	Mar-17	2	3		9
Infections: Ventilator Acquired Pneumonia	<=0	0	Apr-17	●	→	0	Mar-17	0	0		0
Safety Thermometer	>=95%	99.5%	Apr-17	●	↑	98.4%	Mar-17	99.5%	98.0%		100.0%
Settled Clinical Litigation Cases	<=0	1	Apr-17	●	→	1	Mar-17	1	1		8
VTE Assessments (% of Admissions)	>=90%	86.2%	Apr-17	●	↓	89.0%	Mar-17	86.2%	76.3%		96.3%

Commentary

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2 : Mortality

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Deaths after Readmission	*	40	Apr-17		↓	41	Mar-17	40	23		68
Hospital Crude Death Rate	*	2.0%	Apr-17		↑	1.5%	Mar-17	2.0%	1.0%		2.0%
HSMR	<=0	114	Jan-17	●	→	111	Dec-16	0	0		104
HSMR Non Palliative Care	<=0	124	Jan-17	●	→	122	Dec-16	0	0		78
HSMR Palliative Care	<=0	89	Jan-17	●	→	90	Dec-16	0	0		28
HSMR Weekday	<=0	120	Jan-17	●	→	103	Dec-16	0	0		76
HSMR Weekend	<=0	92	Jan-17	●	→	124	Dec-16	0	0		29
Number of Hospital Deaths	<=0	124	Apr-17		↑	107	Mar-17	124	83		155
PFD Coroner Notifications	*	0	Apr-17		→	0	Mar-17	0	0		1
SHMI	<=0	114	Jan-17	●	→	0	-	0	0		0

Commentary

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The Trust's HSMR has increased in January 2017 to 114 in comparison with 110 in December 2016. Hospital crude death rates increased in April 2017 in comparison with March 2017. Mortality remains a principal risk for the Trust. The Mortality Group meets on the 1st June 2017. Attendance from AQUA and a GP Lead has been confirmed.

3 : Access

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
18 Weeks Incomplete Pathways	>=92%	95.6%	Apr-17	●	↓	95.7%	Mar-17	95.6%	-		-
Access - Patients over 26 week wait	*	281	Apr-17		↓	299	Mar-17	281	246		338
Access - Patients over 52 week wait	<=0%	0.0%	Apr-17	●	→	0.0%	Mar-17	0.0%	0.0%		0.0%
Diagnostics: Endoscopy - Colonoscopy	>=99%	95.1%	Apr-17	●	↓	97.3%	Mar-17	95.1%	92.0%		100.0%
Diagnostics: Endoscopy - Cystoscopy	>=99%	96.9%	Apr-17	●	↑	95.8%	Mar-17	96.9%	92.0%		100.0%
Diagnostics: Endoscopy - Flexi sigmoidoscopy	>=99%	98.7%	Apr-17	●	↑	95.7%	Mar-17	98.7%	87.0%		100.0%
Diagnostics: Endoscopy - Gastroscopy	>=99%	95.3%	Apr-17	●	↓	97.3%	Mar-17	95.3%	95.0%		100.0%
Diagnostics: Imaging - Barium Enema	>=99%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	100.0%		100.0%
Diagnostics: Imaging - Computed Tomography	>=99%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	100.0%		100.0%
Diagnostics: Imaging - DEXA Scan	>=99%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	100.0%		100.0%
Diagnostics: Imaging - Magnetic Resonance Imaging	>=99%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	100.0%		100.0%
Diagnostics: Imaging - Non-obstetric ultrasound	>=99%	99.9%	Apr-17	●	↑	99.9%	Mar-17	99.9%	99.0%		100.0%

Commentary

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Medicine achieved both 2ww cancer and 18 week RTT targets on aggregate. 6-week diagnostic performance is currently outstanding for April. OP Follow up back logs continued to decrease. March Stroke 90% stay was 79.31% however FYE achieved 84.33% against the 80% target. T&O achieved 18 weeks in March & April. Continued reduction in Rheumatology FU backlog. Increase in T&O FU backlog, plan to validate backlog and explore the virtual clinic model. Sustained high performance for radiology diagnostics. Surgery continues to meet the 18 week and diagnostic targets for all specialties. Access times and F...

3 : Access

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Diagnostics: Physiological Measurement - Audiology - Audiology Assessments	>=99%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	97.0%		100.0%
Diagnostics: Physiological Measurement - Cardiology - echocardiography	>=99%	97.8%	Apr-17	●	↓	100.0%	Mar-17	97.8%	98.0%		100.0%
Diagnostics: Physiological Measurement - Cardiology - electrophysiology	>=99%	0.0%	Apr-17			0.0%	Mar-17	0.0%	-		-
Diagnostics: Physiological Measurement - Neurophysiology - peripheral neurophysiology	>=99%	93.8%	Apr-17	●	↓	100.0%	Mar-17	93.8%	90.0%		100.0%
Diagnostics: Physiological Measurement - Respiratory physiology - sleep studies	>=99%	0.0%	Apr-17			0.0%	Mar-17	0.0%	-		-
Diagnostics: Physiological Measurement - Urodynamics - pressures & flows	>=99%	100.0%	Apr-17	●	↑	97.9%	Mar-17	100.0%	98.0%		100.0%
Outpatient Follow up Backlog	*	13,736	Apr-17		↓	12,829	Mar-17	13,736	-		-
Stroke - High Risk TIA Patients Treated within 24 Hrs	>=60%	78.6%	Apr-17	●	↓	84.8%	Mar-17	78.6%	50.0%		100.0%
Stroke - Stroke Patients spending 90% of their Hospital Stay on a Stoke unit	>=80%	79.3%	Mar-17	●	↓	80.0%	Feb-17	79.3%	76.0%		92.0%

Commentary

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Medicine achieved both 2ww cancer and 18 week RTT targets on aggregate. 6-week diagnostic performance is currently outstanding for April. OP Follow up back logs continued to decrease. March Stroke 90% stay was 79.31% however FYE achieved 84.33% against the 80% target. T&O achieved 18 weeks in March & April. Continued reduction in Rheumatology FU backlog. Increase in T&O FU backlog, plan to validate backlog and explore the virtual clinic model. Sustained high performance for radiology diagnostics. Surgery continues to meet the 18 week and diagnostic targets for all specialties. Access times and F...

4 : Access - Cancer

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
All Cancers: 31 day wait for diagnosis to first treatment	>=96%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	99.0%		100.0%
All Cancers: 31 day wait for second or subsequent treatment: anti cancer drug treatments	>=98%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	92.0%		100.0%
All Cancers: 31 day wait for second or subsequent treatment: surgery	>=94%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	91.0%		100.0%
All Cancers: 62 day wait for first treatment from consultant screening service referral	>=90%	97.4%	Apr-17	●	↓	100.0%	Mar-17	97.4%	97.0%		100.0%
All Cancers: 62 day wait for first treatment from urgent GP referral to treatment	>=85%	89.9%	Apr-17	●	↓	98.1%	Mar-17	89.9%	82.0%		98.0%
Cancer - Breast 62 Day Wait	>=85%	100.0%	Mar-17	●	→	100.0%	Feb-17	0.0%	100.0%		100.0%
Cancer - Colorectal 62 Day Wait	>=85%	100.0%	Mar-17	●	→	100.0%	Feb-17	0.0%	60.0%		100.0%
Cancer - Gynaecology 62 Day Wait	>=85%	100.0%	Mar-17	●	↑	55.6%	Feb-17	0.0%	0.0%		100.0%
Cancer - Haematology 62 Day Wait	>=85%	100.0%	Mar-17	●	→	100.0%	Feb-17	0.0%	67.0%		100.0%
Cancer - Head & Neck 62 Day Wait	>=85%	100.0%	Mar-17	●	↑	60.0%	Feb-17	0.0%	33.0%		100.0%
Cancer - Lung 62 Day Wait	>=85%	100.0%	Mar-17	●	↑	60.0%	Feb-17	0.0%	50.0%		100.0%
Cancer - Skin 62 Day Wait	>=85%	100.0%	Mar-17	●	→	100.0%	Feb-17	0.0%	100.0%		100.0%

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

All 14, 31 and 62-day Cancer Waiting times targets have been achieved for March 2017. All tumour specific pathways exceeded the 85% target for the 62-day standard and our full year compliance for patients treated within 62 days of being referred as a suspected cancer was 90% compared to the national average of 82%. One patient breached the 62-day standard in March, the patient was scheduled for treatment but this had to be postponed due to patient fitness. Further investigations and treatment needed to be carried out before surgery could go ahead.

4 : Access - Cancer

Metric Title	Target	Latest Period			Trend	Previous Period			YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period	Min.		Sparkline Chart	Max.	
Cancer - Upper GI 62 Day Wait	>=85%	100.0%	Mar-17	●	↑	73.3%	Feb-17	0.0%	40.0%		100.0%	
Cancer - Urology 62 Day Wait	>=85%	92.9%	Mar-17	●	↓	94.1%	Feb-17	0.0%	82.0%		100.0%	
Two week wait from referral to date first seen: all urgent cancer referrals (cancer suspected)	>=93%	97.1%	Apr-17	●	↓	97.5%	Mar-17	97.1%	97.0%		99.0%	
Two week wait from referral to date first seen: symptomatic breast patients (cancer not initially sus...)	>=93%	94.4%	Apr-17	●	↓	95.1%	Mar-17	94.4%	94.0%		99.0%	

Commentary

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All 14, 31 and 62-day Cancer Waiting times targets have been achieved for March 2017. All tumour specific pathways exceeded the 85% target for the 62-day standard and our full year compliance for patients treated within 62 days of being referred as a suspected cancer was 90% compared to the national average of 82%. One patient breached the 62-day standard in March, the patient was scheduled for treatment but this had to be postponed due to patient fitness. Further investigations and treatment needed to be carried out before surgery could go ahead.

5 : Access - A&E

Metric Title	Target	Latest Period			Trend	Previous Period			Rolling 12 Months		
		Actual	Period	RAG		Actual	Period	YTD Actual	Min.	Sparkline Chart	Max.
4 Hour A&E Breach Performance %	>=95%	93.0%	Apr-17	●	↑	87.9%	Mar-17	93.0%	77.0%		94.0%
Average Daily A&E Attendances	*	241.7	Apr-17		↓	249.7	Mar-17	241.7	213.0		276.5
Number of AE Attendances	>=0	7,250	Apr-17		↑	7,741	Mar-17	7,250	6,604		8,249

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

WWL is the second-best performing A&E in Greater Manchester for type 1 attendances. Compliance against the National 95% standard in April is the highest it has been for 10 months. Overall demand on A&E has not reduced when compared with the previous year.

6 : Finance

Metric Title	Latest Period					Previous Period			Rolling 12 Months		
	Target	Actual	Period	RAG	Trend	Actual	Period	YTD Actual	Min.	Sparkline Chart	Max.
CIP (In Month)	>=0	-334	Apr-17	●	↑	-778	Mar-17	-334	-858,000		339,000
UOR (Use of Resource)	>=0	2	Apr-17	●	↑	1	Mar-17	2	1		2

Commentary

Not currently provided

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

7 : Productivity

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
2nd Hospital Cancelled Urgent Operation	<=0	0	Apr-17	●	→	0	Mar-17	0	0		0
Average Spell LOS (Elective)	*	3.2	Apr-17			3.5	Mar-17	3.2	2.9		3.5
Average Spell LOS (Non Elective)	*	4.0	Apr-17			4.1	Mar-17	4.0	4.0		5.0
Cancelled Operations %	*	1.2%	Apr-17		↓	1.5%	Mar-17	1.2%	1.0%		3.0%
Delayed Transfer of Care Days	*	187	Apr-17		↑	190	Mar-17	190	187		187
Delayed Transfers of Care	*	36	Apr-17		↑	64	Mar-17	64	36		36
Hospital Cancelled OP Appointments %	<=5%	7.2%	Apr-17	●		6.4%	Mar-17	7.2%	6.0%		7.0%
Hospital Cancelled OP Appointments < 6 weeks	<=0%	5.2%	Apr-17	●		4.8%	Mar-17	5.2%	16.0%		17.0%
Number of IP Discharges	*	6,116	Apr-17		↑	7,020	Mar-17	6,116	6,231		7,259
Number of Weekend Discharges	*	1,052	Apr-17		↑	956	Mar-17	1,052	821		1,148
Theatre Effectiveness %	*	66.4%	Apr-17		↓	66.5%	Mar-17	66.4%	63.0%		67.0%

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

All access targets achieved for Specialist Services. Continued challenge of all clinical variation to maximise productivity, reduce requirement for additional activity and deliver block. Theatre effectiveness at RAEI was 62% which was an improvement on March 17. Theatre turnaround times on the RAEI site improved.

8 : Midwifery

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Maternal admissions to ICU	<=2	1	Apr-17	●	↑	0	Mar-17	1	0		1
Maternal Readmissions within 30 Days	<=5	0	Apr-17	●	→	0	Mar-17	0	0		3
Maternity Complaints	<=2	3	Apr-17	●	↑	0	Mar-17	3	0		3
Maternity: 3rd/4th degree tears	<=2%	0.5%	Apr-17	●	↓	2.1%	Mar-17	0.5%	0.0%		2.0%
Maternity: Average post-natal length of stay	<=1.5	1.7	Apr-17	●	→	1.7	Mar-17	1.7	1.5		2.4
Maternity: Booked by 12.6 Weeks	>=90%	97.2%	Mar-17	●	↑	92.3%	Feb-17	0.0%	88.0%		97.0%
Maternity: Elective Caesarean Sections	<=15%	10.5%	Apr-17	●	↑	9.4%	Mar-17	10.5%	7.0%		15.0%
Maternity: Emergency / Non Elective Caesarean Sections	<=17%	14.4%	Apr-17	●	↓	14.8%	Mar-17	14.4%	13.0%		20.0%
Maternity: Episiotomy with normal birth	<=6%	4.3%	Apr-17	●	↑	3.5%	Mar-17	4.3%	2.0%		6.0%
Maternity: Induction of Labour	<=30%	39.2%	Apr-17	●	↑	38.9%	Mar-17	39.2%	24.0%		41.0%
Maternity: Initiation of breastfeeding	>=53%	52.0%	Apr-17	●	↓	52.9%	Mar-17	52.0%	49.0%		58.0%
Maternity: Instrumental Deliveries	<=10%	7.6%	Apr-17	●	↑	6.6%	Mar-17	7.6%	6.0%		15.0%

Commentary

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IOL rate remains above National average due to revised thresholds of reduced fetal movements/ fetal growth pathways. Increase is keeping with National trends. Regional review of the reduced fetal movement pathway is being undertaken however normal birth rate remains above national average at 67%. Reduction this month of women choosing to birth/labour in water. Midwives will ensure women are aware of choices of analgesia in labour including using water for analgesia and birth. Initiation of breast feeding although below the 53% target a small but steady increase has been sustained in 2017.

8 : Midwifery

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Maternity: Midwife / Birth Ratio	<=	1.26	Apr-17			1.26	Mar-17	1.26	-		-
Maternity: New Claims	*	0	Apr-17		→	0	Mar-17	0	0		0
Maternity: Normal Deliveries	>=65%	67.5%	Apr-17	●	↓	69.3%	Mar-17	67.5%	58.0%		69.0%
Maternity: Skills drills/2 day Mandatory Training Attendance	>=32%	8.0%	Apr-17	●	↓	10.0%	Mar-17	8.0%	0.0%		96.0%
Maternity: Still Births (>24 weeks)	<=1	0	Apr-17	●	↓	1	Mar-17	0	0		4
Maternity: Total Births	>=240	209	Apr-17	●	↓	244	Mar-17	209	204		262
Maternity: Total Caesarean Sections	<=27%	24.9%	Apr-17	●	↑	24.2%	Mar-17	24.9%	23.0%		32.0%
Maternity: Total monthly bookings	>=240	246	Mar-17	●	↓	254	Feb-17	0	0		280
Maternity: Water Births	>=8	7	Apr-17	●	↓	16	Mar-17	7	7		24

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IOL rate remains above National average due to revised thresholds of reduced fetal movements/ fetal growth pathways. Increase is keeping with National trends. Regional review of the reduced fetal movement pathway is being undertaken however normal birth rate remains above national average at 67%. Reduction this month of women choosing to birth/labour in water. Midwives will ensure women are aware of choices of analgesia in labour including using water for analgesia and birth. Initiation of breast feeding although below the 53% target a small but steady increase has been sustained in 2017.

9 : Patient Experience Latest Period

Metric Title	Target	Actual	Period	RAG	Trend	Previous Period		YTD Actual	Rolling 12 Months		
						Actual	Period		Min.	Sparkline Chart	Max.
Number of Complaints Upheld by Ombudsman	*	0	Apr-17		↓	2	Mar-17	0	0		2
Percentage of Complaints Responded to on Time	*	75.0%	Apr-17		↑	71.0%	Mar-17	75.0%	71.0%		92.0%
RTPS: Did you find someone to talk to about your worries and fears?	>=90%	92.4%	Apr-17	●	↑	90.9%	Mar-17	92.4%	89.0%		97.0%
RTPS: Do you know which Doctor/Consultant is treating or looking after you?	>=90%	84.1%	Apr-17	●	↓	86.4%	Mar-17	84.1%	80.0%		92.0%
RTPS: Do you think the hospital staff did everything they could to help control your pain?	>=90%	93.8%	Apr-17	●	↓	97.0%	Mar-17	93.8%	93.0%		98.0%
RTPS: During your stay have you been treated with compassion by the hospital staff?	>=90%	97.2%	Apr-17	●	↓	98.5%	Mar-17	97.2%	96.0%		100.0%
RTPS: Has there been healthy food on the hospital menu?	>=90%	95.2%	Apr-17	●	↓	97.7%	Mar-17	95.2%	87.0%		98.0%
RTPS: Have staff treating and examining you introduced themselves?	>=90%	96.5%	Apr-17	●	↑	88.6%	Mar-17	96.5%	89.0%		99.0%
RTPS: Have you always had access to a call bell when you needed it?	>=90%	97.2%	Apr-17	●	↑	95.5%	Mar-17	97.2%	94.0%		100.0%
RTPS: Have you been given enough privacy when being examined treated or discussing your care?	>=90%	100.0%	Apr-17	●	↑	97.0%	Mar-17	100.0%	97.0%		100.0%
RTPS: Have you been given the care you felt you required when you needed it most?	>=90%	96.5%	Apr-17	●	↓	97.7%	Mar-17	96.5%	93.0%		98.0%
RTPS: Have you been involved as much as you wanted to be about your discharge home?	>=90%	73.8%	Apr-17	●	↑	66.7%	Mar-17	73.8%	54.0%		74.0%

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

In relation to the Real Time Patient Survey results, there has been an improvement in 7 out of 13 questions this month. This included staff introducing themselves and patients being involved in decisions about their care and treatment. The pain control question had the largest decrease. Patient knowledge of which consultant is treating them dipped. Involvement in discharge remains red but did see an in-month improvement. Discharge Always Events are in development. 18 of the 24 complaint responses were sent within the timescales agreed with the complainant at the start of the complaints process (75%). N...

9 : Patient Experience Latest Period

Metric Title	Target	Latest Period			Trend	Previous Period			Rolling 12 Months		
		Actual	Period	RAG		Actual	Period	YTD Actual	Min.	Sparkline Chart	Max.
RTPS: Have you been involved as much as you wanted to be in decisions about your care and treat...	>=90%	95.2%	Apr-17	●	↑	85.6%	Mar-17	95.2%	84.0%		96.0%
RTPS: Have you been offered a choice of food during your stay?	>=90%	98.6%	Apr-17	●	↓	99.2%	Mar-17	98.6%	94.0%		99.0%
RTPS: If your family or someone else close to you wanted to talk to a doctor did they have enough op...	>=90%	95.2%	Apr-17	●	↑	90.1%	Mar-17	95.2%	89.0%		96.0%

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

In relation to the Real Time Patient Survey results, there has been an improvement in 7 out of 13 questions this month. This included staff introducing themselves and patients being involved in decisions about their care and treatment. The pain control question had the largest decrease. Patient knowledge of which consultant is treating them dipped. Involvement in discharge remains red but did see an in-month improvement. Discharge Always Events are in development. 18 of the 24 complaint responses were sent within the timescales agreed with the complainant at the start of the complaints process (75%). N...

10 : Workforce

Metric Title	Target	Latest Period			Trend	Previous Period			YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period	Min.		Sparkline Chart	Max.	
Sickness absence - Total	<=	3.8%	Mar-17		↓	4.1%	Feb-17	0.0%	4.0%		5.0%	
Temporary Staff Spend	<=0	1,147	Apr-17	●	↓	1,344	Mar-17	1,147	998		1,344	
Total Pay vs. Budget	<=0	264	Apr-17	●	↑	-25	Mar-17	264	-44		858	

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

The rolling 12 month absence rate for the period Apr 16 - Mar 17 has decreased marginally to 4.20% (compared to 4.25% for the period Mar 16 - Feb 17). The in-month sickness for February 17 has also decreased to 3.77% (compared to 4.11% in February 17). The vacancy rate for Apr 17 was 6.05% (compared to 3.22% in Mar 17) and the % increase is as a result of the budget being re-set at month 1. Temp spend in Apr 17 has decreased to £1,147k compared to £1,344k in Mar 17 (a decrease of £197k). The highest temp spend category was Agency at £357k, however, there has been an in month agency spend decr...

11 : BAF

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
Metrics to be confirmed	*	0	Mar-17		→	0	Feb-17	0	-		-

Commentary

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption

The above report relates to the last month's position. The current BAF is being finalised and will be reported on when available.

12 : NHSI

Metric Title	Target	Latest Period			Trend	Previous Period		YTD Actual	Rolling 12 Months		
		Actual	Period	RAG		Actual	Period		Min.	Sparkline Chart	Max.
18 Weeks Incomplete Pathways	>=92%	95.6%	Apr-17	●	↓	95.7%	Mar-17	95.6%	-		-
All Cancers: 31 day wait for diagnosis to first treatment	>=96%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	99.0%		100.0%
All Cancers: 31 day wait for second or subsequent treatment: anti cancer drug treatments	>=98%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	92.0%		100.0%
All Cancers: 31 day wait for second or subsequent treatment: surgery	>=94%	100.0%	Apr-17	●	→	100.0%	Mar-17	100.0%	91.0%		100.0%
All Cancers: 62 day wait for first treatment from consultant screening service referral	>=90%	97.4%	Apr-17	●	↓	100.0%	Mar-17	97.4%	97.0%		100.0%
All Cancers: 62 day wait for first treatment from urgent GP referral to treatment	>=85%	89.9%	Apr-17	●	↓	98.1%	Mar-17	89.9%	82.0%		98.0%
Certification regarding learning disability	>=0	1	Apr-17	●	→	1	Mar-17	1	1		1
Infections: Clostridium Difficile (CDT)	<=0	1	Apr-17	●	→	1	Mar-17	1	0		4
Infections: Clostridium Difficile Lapses in Care	<=0	0	Apr-17	●	→	0	Mar-17	0	0		2
NHSI NRLS Quarterly Benchmarking	<=0	1	Apr-17		↓	2	Mar-17	1	1		2
Two week wait from referral to date first seen: all urgent cancer referrals (cancer suspected)	>=93%	97.1%	Apr-17	●	↓	97.5%	Mar-17	97.1%	97.0%		99.0%
Two week wait from referral to date first seen: symptomatic breast patients (cancer not initially sus...)	>=93%	94.4%	Apr-17	●	↓	95.1%	Mar-17	94.4%	94.0%		99.0%

Commentary

Not currently provided

*Threshold not confirmed
**Threshold not confirmed ~ based on assumption