

Code	Integrated Performance Measure		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Criteria for Traffic Lighting (Trajectory position)			Final Required Position	
1. QUALITY: HEADLINE MEASURES																			
HQU01	MRSA Bacteraemia (Attributed to Trust)		0	0											0	>0	>1	0	
HQU02	Clostridium Difficile Infections (Attributed to Trust)		1	2											<=3	>3	>=5	<=40	
HQU04	Patient Experience Survey		Annual Survey																
HQU05	Referral to Treatment: Admitted Patient Care 95th Percentile		34.28	32.14											<=23	>23	>=26	<=23	
HQU06	Referral to Treatment: Non-Admitted Patient Care 95th Percentile		16.43	15.43											<=18.3	>18.3	>=21	<=18.3	
HQU07	Referral to Treatment: Incomplete Pathways 95th Percentile		22.14	20.57											<=28	>28	>=31	<=28	
HQU08	Mixed Sex Accommodation Breaches		4	9											0	>0	>1	<=5	
HQU09	A&E Clinical Quality: Unplanned Re-attendance Rate		CIC		5.3%	5.2%									<=3%	>3%	>=5%	<=3%	
			WCH		5.4%	5.9%									<=3%	>3%	>=5%	<=3%	
HQU10	A & E Clinical Quality:	Adm 95th Percentile	CIC		07:17	07:01									<=4	>4	>=6	<=4	
		Adm Median Wait	CIC		03:10	03:21									<=3	>3	>4	<=3	
		Adm Single Longest Wait	CIC		11:31	11:23									<=6	>6	>10	<=6	
		Non -Adm 95th Percentile	CIC		03:27	03:36									<=4	>4	>6	<=4	
		Non-Adm Median Wait	CIC		01:15	01:13									<=3	>3	>4	<=3	
		Non-Adm Single Longest Wait	CIC		10:41	10:19									<=6	>6	>10	<=6	
	Total Time in the A&E Dept	Adm 95th Percentile	WCH		03:59	03:57									<=4	>4	>6	<=4	
		Adm Median Wait	WCH		02:04	02:04									<=3	>3	>4	<=3	
		Adm Single Longest Wait	WCH		09:26	10:40									<=6	>6	>10	<=6	
		Non-Adm 95th Percentile	WCH		02:51	02:50									<=4	>4	>=6	<=4	
		Non-Adm Median Wait	WCH		00:56	00:59									<=3	>3	>4	<=3	
		Non-Adm Single Longest Wait	WCH		11:15	06:38									<=6	>6	>10	<=6	
HQU11	A&E Clinical Quality: Left Without Being Seen Rate		CIC		1.8%	2.0%									<=3%	>3%	>=5%	<=3%	
			WCH		0.9%	1.7%									<=3%	>3%	>=5%	<=3%	
HQU12	A & E Clinical Quality:	95th Percentile	CIC		00:31	00:34									<=00:15	>00:15	>00:20	<=00:15	
		Median Wait	CIC		00:09	00:09									<=00:08	>00:08	>00:11	<=00:08	
		Single Longest Wait	CIC		06:59	02:04									<=00:20	>00:20	>00:30	<=00:20	
	(for patients arriving by emergency ambulance)	95th Percentile	WCH		00:23	00:26									<=00:15	>00:15	>00:20	<=00:15	
		Median Wait	WCH		00:05	00:06									<=00:08	>00:08	>00:11	<=00:08	
		Single Longest Wait	WCH		01:57	01:28									<=00:20	>00:20	>00:30	<=00:20	

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HQU13	A & E Clinical Quality:	Median Wait	00:21	00:22												<=01:00	>01:00	>01:30	<=01:00	
		95th Percentile	05:05	02:43													<=01:54	>01:54	>02:51	<=01:54
		Single Longest Wait	67:49	105:47													Snapshot			
	Time to Treatment	Median Wait	00:17	00:18													<=01:00	>01:00	>01:30	<=01:00
		95th Percentile	01:23	01:33													<=01:54	>01:54	>02:51	<=01:54
		Single Longest Wait	43:28	61:43													Snapshot			
HQU14	Cancer: 2 Week Waits	All Cancers	93.2%	96.3%												>=93%	<93%	<88%	>=93%	
		Breast Symptomatic	89.8%	97.1%													>=93%	<93%	<88%	>=93%
HQU15	Cancer: 62 Day Waits	All Cancers: 2 month Urgent Referral to Treatment	84.7%	91.9%													>=85%	<85%	<80%	>=85%
		62 Day Wait For First Treatment - Screening	93.8%	76.9%													>=90%	<90%	<85%	>=90%
		62 Day Wait For First Treatment - Cons Upgrade	100%	nad													>=85%	<85%	<80%	>=85%
HQU16	Emergency Re-admissions (within 30 days)		5.7%	nad												<=6%	>6%	>8%	<=6%	
2. RESOURCES: HEADLINE MEASURES (Financial performance data in Section 4 of Performance Report)																				
HRS05_01	Acute G&A Bed Capacity - Average No of Available Daycase Beds		96	94												For Trending Purposes				
HRS05_02	Acute G&A Bed Capacity - Average No of Available Inpatient Beds		552	558																
HRS05_03	Acute G&A Bed Capacity - Total Available Beds		648	652																
HRS06	Non Elective G&A FFCE's		2264	2458																
HRS07	Referral to Treatment: Number of incomplete Pathways		13899	14235																
3. QUALITY: SUPPORTING MEASURES																				
SQU01	VTE Risk Assessment		90.1%	90.6%												>=90%	<90%	<85%	>=90%	
SQU04_01	A&E Clinical Quality: (Comp A)	Cellulitis	CIC	Quarterly Assessment																
		DVT		Quarterly Assessment																
		Cellulitis	WCH	Quarterly Assessment																
		DVT		Quarterly Assessment																
	A&E Clinical Quality: (Comp B)	Cellulitis	CIC	Quarterly Assessment																
		DVT		Quarterly Assessment																
		Cellulitis	WCH	Quarterly Assessment																
		DVT		Quarterly Assessment																
SQU04_02	A&E Clinical Quality: Consultant Sign Off		CIC	6 Monthly Audit (October and March)																
			WCH	6 Monthly Audit (October and March)																
SQU05	Cancer: 31 Day Waits	One month Wait For First Definitive Treatment	97.7%	97.5%												>= 96%	< 96%	<91%	>=96%	
		31 Day Wait for Subsequent Treatment - Surgery	90.9%	100.0%												>= 94%	< 94%	<89%	>=94%	
		31 Day Wait for Subsequent Treatment - Drugs	97.4%	100.0%												>= 94%	< 94%	<89%	>=94%	
		31 Day Wait for Subsequent Treatment - Palliative	nad	nad												>= 94%	< 94%	<89%	>=94%	
		31 Day Wait for Subsequent Treatment - R'therapy	95.1%	97.4%												>=94%	<94%	<89%	>=94%	

Performance Dashboard

Appendix 1

Trust Board - 10th July 2012

Code	Integrated Performance Measure		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Criteria for Traffic Lighting (Trajectory position)			Final Required Position	
SQU06	Strokes: Patients with 90% of their admission on a Stroke Ward		70.6%	71.9%												>=90%	<90%	<80%	>=90%
	Strokes: TIA Referrals Assessed & treated within 24 Hours		nad	nad												>=90%	<90%	<80%	>=90%
SQU10	Staff Engagement		Annual survey																
SQU11	Patient Reported Outcome Scores (PROMS)	Elective Hip Replacements	Available data to March 2011 only																
		Groin Surgery	Available data to March 2011 only																
		Hernia Surgery	Available data to March 2011 only																
		Varicose Vein Surgery	Available data to March 2011 only																
SQU17	Low Value Procedures		Under Development (nationally)																
SQU24	Referral to Treatment: Admitted Patients Median Wait		07:57	8.86												<=11.1	>11.1	>12.21	<= 11.1
SQU25	Referral to Treatment: Non-Admitted Patients Median Wait		04:86	5.00												<=6.6	>6.6	>7.26	<= 6.6
SQU26	Referral to Treatment: Incomplete Pathway Median Wait		05:71	5.00												<=7.2	>7.2	>7.92	<= 7.2
4. RESOURCES: SUPPORTING MEASURES (Some HR measures covered in Section 3 of the Performance Report)																			
SRS08	Length of Stay for Acute G&A Spells		4.9	5.0												<=4.8	>4.8	>6.0	<=4.8
SRS09	Daycase Rate (G&A)		80.8%	81.4%												>=80%	<80%	<70%	>=80%
SRS10	Delayed Transfers of Care		8.1%	8.0%												<=3.5%	>3.5%	>5.0%	<=3.5%
SRS11	GP Written Referrals to Hospital (G&A)		4786	5394												For Trending Purposes			
SRS12	Other Referrals For a First OP Appointment (G&A)		1194	1264															
SRS13	First OP Attendances Following GP Referral (G&A)		3846	4524															
SRS14	All First OP Attendances (G&A)		6378	7814															
SRS15	Elective FFCE's (G&A)		3064	3569															
SRS16	A&E Attendances	CIC	3611	3836															
		WCH	2575	2750															
SRS19	Staff Absences (Sickness absence rate)		4.7%	4.6%												<=3.5%	>3.5%	>5%	<=3.5%
SRS20	Temporary Staffing Costs (Including agency costs)		5.1%	6.7%												<=2%	>2%	>4%	<=2%
5. LOCAL MONITORING																			
	Data Quality on Ethnic Groups: Completeness of Trust IP Coding		93.7%	93.4%												>=85%	<85%	<60%	>=85%
	Thrombolysis: 60 minute call to needle time		50.0%	57.1%												>=68%	<68%	<48%	>=68%
Referral to Treatment	Percentage admitted patients treated with 18 weeks		85.1%	82.3%												>=90%	<90%	<85%	>=90%
	Percentage non-adm patients treated with 18 weeks		96.6%	97.0%												>=95%	<95%	<90%	>=95%
Cancelled operations	% Cancelled		1.4%	1.0%												<=0.8%	>0.8%	>1.5%	<=0.8%
	28 day rule		2.3%	0.0%												<=5%	> 5%	> 15%	<=5%
	Infant Health: Breastfeeding Initiation		66.8%	67.7%												>=68%	<68%	<63%	>=68%
	Infant Health: Smoking at Delivery		17.8%	13.4%												<=18.95%	>18.95%	>19.95%	<=18.95%
	No of patients waiting longer than 6 weeks for diagnostic tests		0	1												0	>0	>2	<=25
	Choose and Book slot availability		87.1%	83.0%												>=85%	< 85%	<7 0%	>=85%

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6. LOCAL PRODUCTIVITY METRICS																		
	Reduce inpatient length of stay (elective)	2.5	nad											<=3.1	>3.1	>3.6	<=3.1	
	Reduce inpatient length of stay (non-elective)	4.8	nad											<=4.2	>4.2	>4.8	<=4.2	
	Day Case rate for Basket of 25 procedures	83.2%	82.5%											>=80%	<80%	<70%	>=80%	
	Pre-operative bed days (elective)	6.7%	nad											<=6%	>6%	>11%	<=6%	
	Outpatient Follow-up to New (FU:N) Ratio	2.1	2.1											<=2	>2	>6	<=2	
	Outpatient Did Not Attend (DNA) rate	6.4%	6.1%											<=7%	>7%	>10%	<=7%	
7. LOCAL WORKFORCE METRICS																		
	Sickness \ Absence Cost (£000)	£411.8	£ 389.4											<=£286	>286	>£386	n/a	
	Turnover Rate (%)	1.19%	0.30%											<=1%	>1%	>1.5%	<=1%	
	KSF Development Reviews (Rolling Total)	60.6%	60.5%											>=80%	<80%	<50%	<=80%	
8. LOCAL QUALITY METRICS																		
	Risk Adjusted Mortality (CHKS data - Rolling Year)	103	nad											<=100	>100	>110	<100	
	Slips, Trips & Falls (inpatients)	96	105											<=100	>100	>110	<1200	
	MSSA (Attributed to Trust)	0	2											<=1	>1	>2	<=11	
9. ESTATE METRICS																		
	Planned Preventative Maintenance	CIC	99.59%	99.89%										>=80%	<80%	<70%	>=80%	
		WCH	96.37%	96.32%											>=80%	<80%	<70%	>=80%
	Maintenance Request Response Times	CIC	99.76%	99.69%										>=80%	<80%	<70%	>=80%	
		WCH	97.02%	99.84%											>=80%	<80%	<70%	>=80%
10. FACILITIES METRICS																		
	Catering: Waste Scores	CIC	5.02%	4.50%										<=6%	>6%	>9%	<=6.0%	
		WCH	5.47%	5.36%											<=6%	>6%	>9%	<=6.0%
	Domestic: Cleaning Audit (Quarterly Report)	CIC	Quarterly Assessment												>=95%	<95%	<90%	>=95%
		WCH	Quarterly Assessment													>=95%	<95%	<90%
	Portering: Request Response	CIC	92.36%	91.91%											>=90%	<90%	<80%	>=90%
		WCH	94.72%	95.94%												>=90%	<90%	<80%

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11. REFERRAL TO TREATMENT ANALYSIS BY SPECIALTY																	
	Admitted Patient Care: Percentage treated within 18 weeks																
	Surgery	95.0%	90.1%											>=90%	<90%	<85%	>=90%
	Urology	90.7%	93.4%											>=90%	<90%	<85%	>=90%
	Orthopaedics	90.1%	90.1%											>=90%	<90%	<85%	>=90%
	ENT	90.4%	92.0%											>=90%	<90%	<85%	>=90%
	Ophthalmology	34.9%	27.9%											>=90%	<90%	<85%	>=90%
	Oral Surgery	88.9%	92.6%											>=90%	<90%	<85%	>=90%
	General Medicine	100.0%	100.0%											>=90%	<90%	<85%	>=90%
	Gastroenterology	97.9%	99.1%											>=90%	<90%	<85%	>=90%
	Cardiology	95.0%	100.0%											>=90%	<90%	<85%	>=90%
	Dermatology	91.0%	92.9%											>=90%	<90%	<85%	>=90%
	Respiratory Medicine	100.0%	100.0%											>=90%	<90%	<85%	>=90%
	Rheumatology	nad	nad											>=90%	<90%	<85%	>=90%
	Elderly Care	nad	nad											>=90%	<90%	<85%	>=90%
	Gynaecology	79.1%	82.7%											>=90%	<90%	<85%	>=90%
	Other	100.0%	98.1%											>=90%	<90%	<85%	>=90%
	Non-admitted Patient Care: Percentage treated within 18 weeks																
	Surgery	96.1%	96.8%											>=95%	<95%	<90%	>=95%
	Urology	96.4%	95.1%											>=95%	<95%	<90%	>=95%
	Orthopaedics	95.3%	96.5%											>=95%	<95%	<90%	>=95%
	ENT	99.2%	99.3%											>=95%	<95%	<90%	>=95%
	Ophthalmology	95.9%	95.6%											>=95%	<95%	<90%	>=95%
	Oral Surgery	90.2%	89.8%											>=95%	<95%	<90%	>=95%
	General Medicine	100.0%	100.0%											>=95%	<95%	<90%	>=95%
	Gastroenterology	95.7%	96.4%											>=95%	<95%	<90%	>=95%
	Cardiology	96.9%	99.4%											>=95%	<95%	<90%	>=95%
	Dermatology	95.7%	98.4%											>=95%	<95%	<90%	>=95%
	Respiratory Medicine	100.0%	100.0%											>=95%	<95%	<90%	>=95%
	Rheumatology	99.3%	100.0%											>=95%	<95%	<90%	>=95%
	Elderly Care	100.0%	100.0%											>=95%	<95%	<90%	>=95%
	Gynaecology	97.5%	97.4%											>=95%	<95%	<90%	>=95%
	Other	99.7%	99.7%											>=95%	<95%	<90%	>=95%








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11. REFERRAL TO TREATMENT ANALYSIS BY SPECIALTY (Cont)																	
	Admitted Patient Care: 95th Percentile (Weeks)																
	Surgery	18.00	24.71											<=23	>23	>25.3	<=23
	Urology	24.86	18.14											<=23	>23	>25.3	<=23
	Orthopaedics	28.00	27.57											<=23	>23	>25.3	<=23
	ENT	23.86	21.57											<=23	>23	>25.3	<=23
	Ophthalmology	55.43	42.71											<=23	>23	>25.3	<=23
	Oral Surgery	20.71	21.71											<=23	>23	>25.3	<=23
	General Medicine	8.86	9.86											<=23	>23	>25.3	<=23
	Gastroenterology	13.71	15.57											<=23	>23	>25.3	<=23
	Cardiology	14.57	13.43											<=23	>23	>25.3	<=23
	Dermatology	35.14	28.43											<=23	>23	>25.3	<=23
	Respiratory Medicine	6.71	1.71											<=23	>23	>25.3	<=23
	Rheumatology	nad	nad											<=23	>23	>25.3	<=23
	Elderly Care	nad	nad											<=23	>23	>25.3	<=23
	Gynaecology	40.71	33.71											<=23	>23	>25.3	<=23
	Other	17.00	15.71											<= 23	>23	>25.3	<=23
	Non Admitted Patient Care: 95th Percentile (Weeks)																
	Surgery	9.14	14.14											<=18.3	>18.3	>20.13	<=18.3
	Urology	16.43	16.86											<=18.3	>18.3	>20.13	<=18.3
	Orthopaedics	17.43	16.43											<=18.3	>18.3	>20.13	<=18.3
	ENT	10.29	12.86											<=18.3	>18.3	>20.13	<=18.3
	Ophthalmology	16.43	15.86											<=18.3	>18.3	>20.13	<=18.3
	Oral Surgery	21.00	21.57											<=18.3	>18.3	>20.13	<=18.3
	General Medicine	11.14	13.86											<=18.3	>18.3	>20.13	<=18.3
	Gastroenterology	17.71	17.43											<=18.3	>18.3	>20.13	<=18.3
	Cardiology	11.29	11.57											<=18.3	>18.3	>20.13	<=18.3
	Dermatology	16.86	14.86											<=18.3	>18.3	>20.13	<=18.3
	Respiratory Medicine	16.14	14.00											<=18.3	>18.3	>20.13	<=18.3
	Rheumatology	10.00	10.14											<=18.3	>18.3	>20.13	<=18.3
	Elderly Care	12.71	9.14											<=18.3	>18.3	>20.13	<=18.3
	Gynaecology	15.57	12.71											<=18.3	>18.3	>20.13	<=18.3
	Other	10.43	11.14											<=18.3	>18.3	>20.13	<=18.3

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11. REFERRAL TO TREATMENT ANALYSIS BY SPECIALTY (Cont)																	
	Admitted Patient Care: Median Wait (Weeks)																
	Surgery	5.86	6.14											<=11.1	>11.1	>12.21	<=11.1
	Urology	8.00	9.00											<=11.1	>11.1	>12.21	<=11.1
	Orthopaedics	13.14	11.86											<=11.1	>11.1	>12.21	<=11.1
	ENT	8.29	8.86											<=11.1	>11.1	>12.21	<=11.1
	Ophthalmology	23.57	24.14											<=11.1	>11.1	>12.21	<=11.1
	Oral Surgery	7.43	11.29											<=11.1	>11.1	>12.21	<=11.1
	General Medicine	5.29	3.57											<=11.1	>11.1	>12.21	<=11.1
	Gastroenterology	5.57	4.43											<=11.1	>11.1	>12.21	<=11.1
	Cardiology	5.57	5.43											<=11.1	>11.1	>12.21	<=11.1
	Dermatology	15.00	11.86											<=11.1	>11.1	>12.21	<=11.1
	Respiratory Medicine	1.14	1.43											<=11.1	>11.1	>12.21	<=11.1
	Rheumatology	nad	nad											<=11.1	>11.1	>12.21	<=11.1
	Elderly Care	nad	nad											<=11.1	>11.1	>12.21	<=11.1
	Gynaecology	5.86	4.71											<=11.1	>11.1	>12.21	<=11.1
	Other	9.00	8.86											<=11.1	>11.1	>12.21	<=11.1
	Non Admitted Patient Care: Median Wait (Weeks)																
	Surgery	2.29	1.86											<=6.6	>6.6	>7.26	<=6.6
	Urology	6.29	5.86											<=6.6	>6.6	>7.26	<=6.6
	Orthopaedics	4.71	4.29											<=6.6	>6.6	>7.26	<=6.6
	ENT	4.00	4.14											<=6.6	>6.6	>7.26	<=6.6
	Ophthalmology	5.43	6.29											<=6.6	>6.6	>7.26	<=6.6
	Oral Surgery	10.29	9.57											<=6.6	>6.6	>7.26	<=6.6
	General Medicine	7.86	7.43											<=6.6	>6.6	>7.26	<=6.6
	Gastroenterology	7.57	8.57											<=6.6	>6.6	>7.26	<=6.6
	Cardiology	7.86	7.00											<=6.6	>6.6	>7.26	<=6.6
	Dermatology	7.14	6.29											<=6.6	>6.6	>7.26	<=6.6
	Respiratory Medicine	4.57	5.00											<=6.6	>6.6	>7.26	<=6.6
	Rheumatology	5.86	5.86											<=6.6	>6.6	>7.26	<=6.6
	Elderly Care	4.14	2.71											<=6.6	>6.6	>7.26	<=6.6
	Gynaecology	4.00	5.14											<=6.6	>6.6	>7.26	<=6.6
	Other	4.14	4.14											<=6.6	>6.6	>7.26	<=6.6

Code	Integrated Performance Measure	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Criteria for Traffic Lighting (Trajectory position)	Final Required Position
11. REFERRAL TO TREATMENT ANALYSIS BY SPECIALTY (Cont)															
	Incomplete Pathways: 95th Percentile Wait (Weeks)														
	Surgery	24.14	24.14											<=28 >28 >30.8 <=28	
	Urology	22.14	23.43											<=28 >28 >30.8 <=28	
	Orthopaedics	22.00	20.86											<=28 >28 >30.8 <=28	
	ENT	16.00	16.00											<=28 >28 >30.8 <=28	
	Ophthalmology	29.57	26.43											<=28 >28 >30.8 <=28	
	Oral Surgery	18.71	17.57											<=28 >28 >30.8 <=28	
	General Medicine	12.00	12.57											<=28 >28 >30.8 <=28	
	Gastroenterology	16.57	16.14											<=28 >28 >30.8 <=28	
	Cardiology	14.29	15.29											<=28 >28 >30.8 <=28	
	Dermatology	19.00	16.29											<=28 >28 >30.8 <=28	
	Respiratory Medicine	14.14	15.14											<=28 >28 >30.8 <=28	
	Rheumatology	12.00	14.00											<=28 >28 >30.8 <=28	
	Elderly Care	10.86	12.43											<=28 >28 >30.8 <=28	
	Gynaecology	24.06	21.43											<=28 >28 >30.8 <=28	
	Other	13.57	14.00											<=28 >28 >30.8 <=28	

	Incomplete Pathways: Median Wait (Weeks)														
	Surgery	5.71	5.00											<=7.2 >7.2 >7.92 <=7.2	
	Urology	6.57	5.43											<=7.2 >7.2 >7.92 <=7.2	
	Orthopaedics	6.14	6.00											<=7.2 >7.2 >7.92 <=7.2	
	ENT	4.57	4.29											<=7.2 >7.2 >7.92 <=7.2	
	Ophthalmology	7.86	7.14											<=7.2 >7.2 >7.92 <=7.2	
	Oral Surgery	6.57	5.57											<=7.2 >7.2 >7.92 <=7.2	
	General Medicine	4.14	4.14											<=7.2 >7.2 >7.92 <=7.2	
	Gastroenterology	5.00	4.29											<=7.2 >7.2 >7.92 <=7.2	
	Cardiology	5.00	5.14											<=7.2 >7.2 >7.92 <=7.2	
	Dermatology	5.57	5.14											<=7.2 >7.2 >7.92 <=7.2	
	Respiratory Medicine	4.14	3.14											<=7.2 >7.2 >7.92 <=7.2	
	Rheumatology	4.00	3.29											<=7.2 >7.2 >7.92 <=7.2	
	Elderly Care	3.00	3.14											<=7.2 >7.2 >7.92 <=7.2	
	Gynaecology	5.57	5.14											<=7.2 >7.2 >7.92 <=7.2	
	Other	4.00	4.29											<=7.2 >7.2 >7.92 <=7.2	

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