

Trust Board meeting: Thursday 12 January 2012
 TB2012.19

Title	Operational Performance Report Month 10
--------------	---

Status	A paper for noting by the Board outlining current performance and the issues impacting on the integrity and quality of data.
History	This is a regular report to the Board

Board Lead(s)	Mr Paul Brennan, Director of Clinical Services			
Key purpose	Strategy	Assurance	Policy	Performance

Summary

1	This paper presented the key metrics being used during 2011/2012 to score the acute hospitals performance.
2	The overall composite weighted score has now been calculated. In quarter 3 the Trust scored 2.78 on the overall performance matrix, well within the range of "performing" (the range being 2.4 to 3). To achieve overall on the ED section the trust needs to achieve, as a minimum, the total time in ED (4hour/95%) and one of the patient focus measures (unplanned re-attendance rate or left without being seen rate).
3	The data quality (DQ) issues referred to in the December report are continue, and the Trust is still yet to report performance data from Millennium. The weekly reporting of the year to date average (prior to Millennium go-live) has continued to the present.
4	A plan is in place to address the issues with the support of BT, Cerner, and the SHA has been provided with the details of the steps being taken. Close contact is being maintained with the SHA to ensure that agreed timetables/deadlines for reporting are met. Plans include additional 'on the ground' support for staff in the emergency department.
	Data quality problems are being experienced with the RTT returns but detailed plans are in place to monitor the situation closely and to identify performance and data issues. Additional training is being provided on the system so that the correct pathways are being completed and clinics are 'checked out' properly. Weekly performance meetings continue to focus on the management of the waiting lists and elective admissions.
5	Cancelled operations cannot be reported currently because problems with the procedure catalogues have resulted poor quality data at the patient level for validation of the cancellations to be undertaken. Again, plans are in place to resolve these issues.
6	The Trust continues to report 4 MRSA infections for the year to date and continues to track below the tolerance for CDiff infections.
7	As reported last month the December return that was submitted was produced from the October data.
8	The trust has been granted an extension to get the January data submitted correctly. The overall number of "clock stops" still appears to be low compared to pre-Millennium "clock stops".
9	Cancer figures for January are provisional, but show that the targets have been delivered, with the exception of the 62 day referral from treatment to screening which is currently 1% below the target level..
10	Delayed transfers of care are proving hard to reduce, but during December the position has improved slightly to 9.1% of occupied bed days. This level of DToCs

	<p>will continue to cause increasing operational difficulty during the winter months. However, the OUH continues to work with colleagues across the local health and social care network.</p> <p>The total number of DTOCs across the system has continued to rise since the New Year and currently (19 February 20912) stands at 197.</p>
--	--

Performance Framework for Acute Trusts 2011-12

		Performing Thresholds	April	May	June	July	August	September	October	November	December	January	February	March	
ORH	2011-12	Four-hour maximum wait in A&E from arrival to admission, transfer or discharge	95%	94.6%	96.5%	95.3%	97.6%	96.9%	94.9%	95.7%	93.9%	95.6%	95.6%		
		Four-hour maximum wait in A&E from arrival to admission, transfer or discharge- Quarterly		Q1 95.47%			Q2 96.33%			Q3 95.13%			Q4 (To date) 95.6%		
		Left without being seen rate	5%	Assessed from Quarter 2 2011-12 onwards			3.64%	2.90%	3.52%	3.42%	3.31%	N/A	N/A		
		Unplanned reattendance rate Unplanned re-attendance at A&E within 7 days of original attendance	5%				2.49%	2.37%	1.94%	2.07%	2.30%	N/A	N/A		
		Time to initial Assessment	15 minutes				60	56	60	68	68	N/A	N/A		
		Time to treatment-Median	60 minutes				88	79	88	87	87	N/A	N/A		
		Cancelled ops - breaches of 28 days readmission guarantee as % of cancelled ops	5%	4.17%	0.00%	0.00%	4.84%	12.20%	0.00%	1.12%	8.33%	6.33%			
		MRSA	6	0	1	0	0	0	1	2	0	0	0		
		C Diff	137	5	5	8	7	14	9	14	8	8	7		
		RTT - admitted - 95th percentile	<=23	23.9	24.9	22.2	22.4	22.1	22.3	22.0	21.9	22.0			
		RTT - non-admitted - 95th percentile	<=18.3	15.7	15.6	16.3	16.3	16.4	16.0	16.2	16.0	16.2			
		RTT - incomplete - 95th percentile	<=28	21.6	16.6	16.1	16.2	16.0	17.0	16.4	17.5	16.4			
		RTT - admitted - 90% in 18 weeks	90%	87%	89%	90%	90%	91%	91%	90%	90%	90%			
		RTT - non-admitted - 95% in 18 weeks	95%	97%	97%	96%	97%	97%	97%	97%	97%	97%			
		2 week GP referral to 1st outpatient	93%	91.6%	92.6%	96.5%	96.9%	99.1%	98.2%	98.6%	98.5%	98.1%	94.5%		
		2 week GP referral to 1st outpatient - breast symptoms	93%	74.5%	95.3%	98.9%	100.0%	99.4%	100.0%	99.0%	95.9%	98.7%	100.0%		
		31 day second or subsequent treatment - surgery ~	94%	98.2%	93.5%	98.5%	96.4%	100.0%	97.5%	100.0%	95.2%	98.1%	95.6%		
		31 day second or subsequent treatment - drug ~	98%	100.0%	97.8%	100.0%	98.6%	100.0%	100.0%	100.0%	97.6%	100.0%	100.9%		
		31 day diagnosis to treatment for all cancers ~	96%	97.0%	95.9%	96.4%	97.1%	99.1%	97.8%	97.7%	98.4%	98.3%	96.2%		
		Proportion of patients waiting no more than 31 days for second or subsequent cancer treatment (radiotherapy treatments)	94%	93.1%	93.9%	97.7%	96.2%	97.6%	96.6%	87.2%	97.4%	99.0%	96.8%		
		62 day referral to treatment from screening	90%	78.3%	87.5%	87.0%	100.0%	85.7%	92.3%	84.6%	95.7%	94.1%	88.9%		
		62 day referral to treatment from hospital specialist	85%	NA	NA	100.0%	NA	NA	NA	NA	NA	NA	NA		
		62 days urgent GP referral to treatment of all cancers	85%	81.4%	84.9%	88.0%	86.0%	86.5%	90.8%	88.1%	89.6%	86.0%	88.2%		
		Patients that have spent more than 90% of their stay in hospital on a stroke unit	80%	72.1%	72.9%	86.7%	86.4%	82.0%	81.1%	90.5%	80.8%	86.9%	86.7%		
		Delayed transfers of care	3.50%	7.00%	7.68%	5.12%	9.41%	10.64%	8.70%	11.49%	11.10%	10.84%	9.10%		