

SELF-CERTIFICATION RETURNS
Organisation Name:
Oxford University Hospitals NHS Trust
Monitoring Period:
September 12
NHS Trust Over-sight self certification template

**Return to NHS South of England by 28 September
2012**

TFA Progress

Oct-12

Oxford University Hospitals NHS Trust

Select the Performance from the drop-down list

TFA Milestone (All including those delivered)		Milestone Date	Performance	Comments where milestones are not delivered or where a risk to delivery has been identified
1	Integration of NOC and creation of OUH	Nov-11	Fully achieved in time	
2	Submission of Draft 1 IBP, LTFM, update on Board development and Quality Action Plan	Dec-11	Fully achieved in time	
3	Submit sHDD material to SHA	Jan-12	Fully achieved in time	
4	Quality Peer Review by SHA	Apr-12	Fully achieved in time	
5	Submission of Draft 2 IBP, LTFM, draft consultation documents and update on sHDD actions	May-12	Fully achieved in time	
6	SHA to approve consultation	Jun-12	Fully achieved in time	
7	Public consultation	Jun-12	Fully achieved in time	Public consultation began in June and completes on 12 October.
8	2012/13 Performance & Financial Review	Jul-12	Fully achieved in time	
9	Independent HDD Phase 1	Jul-12	Fully achieved in time	HDD commenced 23 July. Reported to Board on 6 September.
10	2012/13 Performance & Finance Review	Oct-12	On track to deliver	
11	Submission of Draft 3 IBP, LTFM, outcome of consultation, legal confirmation of constitution, letter of support from commissioners	Nov-12	On track to deliver	Due for submission following 1 November 2012 Board meeting.
12	Board-to-Board with SHA approves application	Nov-12	On track to deliver	Scheduled for 15 November.
13	Independent HDD Phase 2	Dec-12	On track to deliver	Now scheduled to complete during October 2012.
14	SHA forwards application to DH	Jan-13	On track to deliver	Agreed September 2012 to submit by 1 February following DH rule change requiring submission on first day of month.
15				
16				

NHS Trust Governance Declarations : 2012/13 In-Year Reporting

Name of Organisation:	Oxford University Hospitals NHS Trust	Period:	September 2012
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Organisational risk rating

Each organisation is required to calculate their risk score and RAG rate their current performance, in addition to providing comment with regard to any contractual issues and compliance with CQC essential standards:

Key Area for rating / comment by Provider	Score / RAG rating*
Governance Risk Rating (RAG as per SOM guidance)	AG
Financial Risk Rating (Assign number as per SOM guidance)	3
Contractual Position (RAG as per SOM guidance)	G

* Please type in R, AR, AG or G and assign a number for the FRR

Governance Declarations

NHS Trusts must ensure that plans in place are sufficient to ensure compliance in relation to all national targets and including ongoing compliance with the Code of Practice for the Prevention and Control of Healthcare Associated Infections, CQC Essential standards and declare any contractual issues.

Supporting detail is required where compliance cannot be confirmed.

Please complete sign **one** of the two declarations below. If you sign declaration 2, provide supporting detail using the form below. Signature may be either hand written or electronic, you are required to print your name.

Governance declaration 1			
The Board is satisfied that plans in place are sufficient to ensure continuing compliance with all existing targets (after the application of thresholds), and with all known targets going forward. The board is satisfied that plans in place are sufficient to ensure ongoing compliance with the Code of Practice for the Prevention and Control of Healthcare Associated Infections (including the Hygiene Code) and CQC Essential standards. The board also confirms that there are no material contractual disputes.			
Signed by:		Print Name:	Sir Jonathan Michael FRCP
on behalf of the Trust Board	Acting in capacity as:	Chief Executive	
Signed by:		Print Name:	Dame Fiona Caldicott
on behalf of the Trust Board	Acting in capacity as:	Chairman	

Governance declaration 2			
For one or some of the following declarations Governance, Finance, Service Provision, Quality and Safety, CQC essential standards or the Code of Practice for the Prevention and Control of Healthcare Associated Infections the Board cannot make Declaration 1 and has provided relevant details below.			
The board is suggesting that at the current time there is insufficient assurance available to ensure continuing compliance with all existing targets (after the application of thresholds) and/or that it may have material contractual disputes.			
Signed by :		Print Name :	
on behalf of the Trust Board	Acting in capacity as:		
Signed by :		Print Name :	
on behalf of the Trust Board	Acting in capacity as:		

If Declaration 2 has been signed:

Please identify which targets have led to the Board being unable to sign declaration 1. For each area such as Governance, Finance, Contractual, CQC Essential Standards, where the board is declaring insufficient assurance please state the reason for being unable to sign the declaration, and explain briefly what steps are being taken to resolve the issue. Please provide an appropriate level of detail.

Target/Standard:	
The Issue :	
Action :	
Target/Standard:	
The Issue :	
Action :	

GOVERNANCE RISK RATINGS

Oxford University Hospitals NHS Trust

Insert YES, NO or N/A (as appropriate)

See 'Notes' for further detail of each of the below indicators

Area	Ref	Indicator	Sub Sections	Thresh- old	Weight- ing	Historic Data			Current Data				Comments where target not achieved	
						Qtr to Dec-11	Qtr to Mar-12	Qtr to Jun-12	Jul 12	Aug-12	Sep-12	Qtr to Sep-12		
Effectiveness	1a	Data completeness: Community services comprising:	Referral to treatment information	50%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	
			Referral information	50%										
		Treatment activity information	50%											
	1b	Data completeness, community services: (may be introduced later)	Patient identifier information	50%		N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	
Patients dying at home / care home			50%		N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
1c	Data completeness: identifiers MHMDS		97%	0.5	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
1c	Data completeness: outcomes for patients on CPA		50%	0.5	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
Patient Experience	2a	From point of referral to treatment in aggregate (RTT) – admitted	Maximum time of 18 weeks	90%	1.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	2b	From point of referral to treatment in aggregate (RTT) – non-admitted	Maximum time of 18 weeks	95%	1.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	2c	From point of referral to treatment in aggregate (RTT) – patients on an incomplete pathway	Maximum time of 18 weeks	92%	1.0	No	Yes	Yes	Yes	Yes	Yes	Yes	Returns based on historical data from Oct 2011 sourced from OXPAS for former ORH sites from Oct 2011 due to data quality issues within Cerner Millennium.	
	2d	Certification against compliance with requirements regarding access to healthcare for people with a learning disability		N/A	0.5	No	No	No	No	No	No	No	The Trust is currently implementing action plans to ensure compliance with these requirements.	
Quality	3a	All cancers: 31-day wait for second or subsequent treatment, comprising :	Surgery	94%	1.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Sept data is an extrapolation from Aug pending validated data.
			Anti cancer drug treatments	98%										
			Radiotherapy	94%										
	3b	All cancers: 62-day wait for first treatment:	From urgent GP referral for suspected cancer	85%	1.0	Yes	Yes	Yes	No	No	No	No		GP urgent referral figure was 83.8% in both July and Aug. Screening threshold passed in July at 100% but 76.5% in Aug. Sept data is an extrapolation from Aug pending validated data.
			From NHS Cancer Screening Service referral	90%										
	3c	All Cancers: 31-day wait from diagnosis to first treatment		96%	0.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Sept data is an extrapolation from Aug pending validated data.	
	3d	Cancer: 2 week wait from referral to date first seen, comprising:	all urgent referrals for symptomatic breast patients (cancer not initially suspected)	93%	0.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Sept data is an extrapolation from Aug pending validated data.
				93%										
	3e	A&E: From arrival to admission/transfer/discharge	Maximum waiting time of four hours	95%	1.0	Yes		No	No	Yes	Yes	No	Reporting paused for data quality reasons from Dec 2011. July's figure was 93.6%, improving to 95.9% in August and 98.1% in September. Performance for Q2 as a whole was above target at 96.0%.	
	3f	Care Programme Approach (CPA) patients, comprising:	Receiving follow-up contact within 7 days of discharge	95%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	
			Having formal review within 12 months	95%										
	3g	Minimising mental health delayed transfers of care		≤7.5%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	
	3h	Admissions to inpatients services had access to Crisis Resolution/Home Treatment teams		95%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	
3i	Meeting commitment to serve new psychosis cases by early intervention teams		95%	0.5	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
3j	Category A call – emergency response within 8 minutes		75%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
3k	Category A call – ambulance vehicle arrives within 19 minutes		95%	1.0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a		
Safety	4a	Clostridium Difficile	Are you below the ceiling for your monthly trajectory	Enter contractual ceiling	1.0	Yes	Yes	No	Yes	Yes	Yes	Yes	On target both in month (6 cases vs plan 7) and year to date (44 cases vs plan 46).	
	4b	MRSA	Are you below the ceiling for your monthly trajectory	Enter contractual ceiling	1.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	CQC Registration													
	A	Non-Compliance with CQC Essential Standards resulting in a Major Impact on Patients		0	2.0	No	No	No	No	No	No	No	No	
	B	Non-Compliance with CQC Essential Standards resulting in Enforcement Action		0	4.0	No	No	No	No	No	No	No	No	
C	NHS Litigation Authority – Failure to maintain, or certify a minimum published CNST level of 1.0 or have in place appropriate alternative arrangements		0	2.0	No	No	No	No	No	No	No	No		
TOTAL						1.5	0.5	2.5	2.5	1.5	1.5	2.5		
						AG	G	AR	AR	AG	AG	AR		

- RAG RATING :**
- GREEN** = Score less than 1
 - AMBER/GREEN** = Score greater than or equal to 1, but less than 2
 - AMBER / RED** = Score greater than or equal to 2, but less than 4
 - RED** = Score greater than or equal to 4

Overriding Rules - Nature and Duration of Override at SHA's Discretion

i)	Meeting the MRSA Objective	Greater than six cases in the year to date, and either: Breaches the cumulative year-to-date trajectory for three successive quarters Breaches its full year objective	No	No	No	No	No	No	No				
ii)	Meeting the C-Diff Objective	Greater than 12 cases in the year to date, and either: Breaches the cumulative year-to-date trajectory for three successive quarters Breaches its full year objective Reports important or significant outbreaks of C.difficile, as defined by the Health Protection Agency.	No	No	No	No	No	No	No				
iii)	RTT Waiting Times	Breaches: The admitted patients 18 weeks waiting time measure for a third successive quarter The non-admitted patients 18 weeks waiting time measure for a third successive quarter The incomplete pathway 16 weeks waiting time measure for a third successive quarter	No	No	No	No	No	No	No				
iv)	A&E Clinical Quality Indicator	Fails to meet the A&E target twice in any two quarters over a 12-month period and fails the indicator in a quarter during the subsequent nine-month period or the full year.	No	No	Yes	No	No	No	No	For Qtr to Jun-12: 2 failures during a 12 month period (Qtr to Dec-10, Qtr to Mar-11) and a failure in following 9 months (Qtr to Jun-12)			
v)	Cancer Wait Times	Breaches either: the 31-day cancer waiting time target for a third successive quarter the 62-day cancer waiting time target for a third successive quarter	No	No	No	No	No	No	No				
vi)	Ambulance Response Times	Breaches either: the category A 8-minute response time target for a third successive quarter the category A 19-minute response time target for a third successive quarter	N/a	N/a	N/a	N/a	N/a	N/a	N/a				
vii)	Community Services data completeness	Fails to maintain the threshold for data completeness for: referral to treatment information for a third successive quarter; service referral information for a third successive quarter, or; treatment activity information for a third successive quarter	N/a	N/a	N/a	N/a	N/a	N/a	N/a				
viii)	Any Indicator weighted 1.0	Breaches the indicator for three successive quarters.	No	No	No	No	No	No	No				
Number of Overrides Triggered						0.0	0.0	1.0	0.0	0.0	0.0	0.0	

FINANCIAL RISK RATING

Oxford University Hospitals NHS Trust

Insert the Score (1-5) Achieved for each Criteria Per Month

Criteria	Indicator	Weight	Risk Ratings					Reported Position		Normalised Position*		Comments where target not achieved
			5	4	3	2	1	Year to Date	Forecast Outturn	Year to Date	Forecast Outturn	
Underlying performance	EBITDA margin %	25%	11	9	5	1	<1	3	3	3	3	
Achievement of plan	EBITDA achieved %	10%	100	85	70	50	<50	5	5	5	5	
Financial efficiency	Net return after financing %	20%	>3	2	-0.5	-5	<-5	3	3	3	3	
	I&E surplus margin %	20%	3	2	1	-2	<-2	2	2	2	2	Planned surplus for the year is less than 1%, therefore this scores a 2.
Liquidity	Liquid ratio days	25%	60	25	15	10	<10	3	2	3	2	Liquidity includes a £57m working capital facility that would be available to the Trust once it is an FT.
Weighted Average		100%						3.0	2.8	3.0	2.8	
Overriding rules									3		3	
Overall rating								3	3	3	3	

Overriding Rules :

Max Rating	Rule				
3	Plan not submitted on time	No			
3	Plan not submitted complete and correct	No			
2	PDC dividend not paid in full	No			
2	One Financial Criterion at "1"				
3	One Financial Criterion at "2"		3		3
1	Two Financial Criteria at "1"				
2	Two Financial Criteria at "2"				

* Trust should detail the normalising adjustments made to calculate this rating within the comments box.

QUALITY

Oxford University Hospitals NHS Trust

Insert Performance in Month

Criteria			Unit	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Comments on Performance in Month
1	SHMI - latest data	Ratio		1.0	1.0	1.0	1.0	1.0	1.0							Figures are provided quarterly from NHS Information Centre as a rolling 12 month average 6 months in arrears. The value has improved from 1.00 to 0.98 in the latest data release.
2	Venous Thromboembolism (VTE) Screening	%		87.86	83.92	82.64	83.51	85.91	88.78	90.69	91.05	91.58	91.7	91.86	91.89	
3a	Elective MRSA Screening	%		2	0	0	0	0	0	0	0	0	1	0	0	The number of MRSA bacteraemia cases is shown (not %age). No split of elective/non-elective is available.
3b	Non Elective MRSA Screening	%														MRSA bacteraemia figures reported, as above.
4	Single Sex Accommodation Breaches	Number		8	0	0	26	0	0	0	0	0	0	0	0	
5	Open Serious Incidents Requiring Investigation (SIRI)	Number		1	2	2	5	5	1	6	5	2	6	1	2	
6	"Never Events" in month	Number		0	0	0	1	0	1	0	0	0	1	0	0	The 'never events' relate to retained items following surgery. The latest was identified and reported in July but related to an event in March prior to completion of planned actions.
7	CQC Conditions or Warning Notices	Number		0	0	0	0	0	0	0	0	0	0	0	0	
8	Open Central Alert System (CAS) Alerts	Number		9	13	12	7	10	10	14	12	17	16	23	27	Figures are total alerts open at month end for Medical Devices Agency, National Patient Safety Agency and Estates & Facilities Alerts.
9	RED rated areas on your maternity dashboard?	Number		1	2	-	-	-	-	1	1	1	0	0	1	The red flag in September is for for 3rd and 4th degree perineal tears.
10	Falls resulting in severe injury or death	Number		2	4	0	2	4	0	0	1	0	0	1		August data are the latest available as fully validated.
11	Grade 3 or 4 pressure ulcers	Number		2	3	6	8	2	4	5	0	1	3	2		Figures are for hospital-acquired pressure ulcers. August data are the latest available fully validated.
12	100% compliance with WHO surgical checklist	Y/N		N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Improved monitoring systems implemented from May 2012.
13	Formal complaints received	Number		74	74	58	101	102	97	73	92	68	74	60	66	
14	Agency as a % of Employee Benefit Expenditure	%		2.74	3.12	2.37	2.97	3.3	3.89	3.1	3.86	3.35	3.58	3.61	4.53	Agency spend in April - September 2012 was 3.83% of Employee Benefit Expenditure.
15	Sickness absence rate	%		3.71	3.88	3.69	3.69	3.62	3.13	3.1	3.08	2.86	3.08	2.92	2.83	Year-to-date figure at Month 6 is 2.95%.
16	Consultants which, at their last appraisal, had fully completed their previous years PDP	%							84.9							Appraisal period runs from October to March. Percentage shows appraisals completed in year for the substantive and honorary consultant body with whom OUH has a prescribed connection for revalidation purposes.

Board Statements

Oxford University Hospitals NHS Trust

September 12

For each statement, the Board is asked to confirm the following:

	For CLINICAL QUALITY, that:	Response	
1	The Board is satisfied that, to the best of its knowledge and using its own processes and having had regard to the SHA's Provider Management Regime (supported by Care Quality Commission information, its own information on serious incidents, patterns of complaints, and including any further metrics it chooses to adopt), the trust has, and will keep in place, effective arrangements for the purpose of monitoring and continually improving the quality of healthcare provided to its patients.	Yes	
2	The board is satisfied that plans in place are sufficient to ensure ongoing compliance with the Care Quality	Yes	
3	The board is satisfied that processes and procedures are in place to ensure all medical practitioners providing care on behalf of the trust have met the relevant registration and revalidation requirements.	Yes	
	For FINANCE, that:	Response	
4	The board anticipates that the trust will continue to maintain a financial risk rating of at least 3 over the next 12 months.	Yes	
5	The board is satisfied that the trust shall at all times remain a going concern, as defined by relevant accounting standards in force from time to time.	Yes	
	For GOVERNANCE, that:	Response	
6	The board will ensure that the trust remains at all times compliant with has regard to the NHS Constitution.	Yes	
7	All current key risks have been identified (raised either internally or by external audit and assessment bodies) and addressed – or there are appropriate action plans in place to address the issues – in a timely manner.	Yes	
8	The board has considered all likely future risks and has reviewed appropriate evidence regarding the level of severity, likelihood of it occurring and the plans for mitigation of these risks.	Yes	
9	The necessary planning, performance management and corporate and clinical risk management processes and mitigation plans are in place to deliver the annual operating plan, including that all audit committee recommendations accepted by the board are implemented satisfactorily.	Yes	
10	An Annual Governance Statement is in place, and the trust is compliant with the risk management and assurance framework requirements that support the Statement pursuant to the most up to date guidance from HM Treasury (www.hm-treasury.gov.uk).	Yes	
11	The board is satisfied that plans in place are sufficient to ensure ongoing compliance with all existing targets (after the application of thresholds) as set out in the relevant GRR; and a commitment to comply with all known targets going forwards.	Yes	
12	The trust has achieved a minimum of Level 2 performance against the requirements of the Information Governance Toolkit.	No	
13	The board will ensure that the trust will at all times operate effectively. This includes maintaining its register of interests, ensuring that there are no material conflicts of interest in the board of directors; and that all board positions are filled, or plans are in place to fill any vacancies.	Yes	
14	The board is satisfied that all executive and non-executive directors have the appropriate qualifications, experience and skills to discharge their functions effectively, including setting strategy, monitoring and managing performance and risks, and ensuring management capacity and capability.	Yes	
15	The board is satisfied that: the management team has the capacity, capability and experience necessary to deliver the annual operating plan; and the management structure in place is adequate to deliver the annual operating plan.	Yes	
	Signed on behalf of the Trust:	Print name	Date
CEO		Sir Jonathan Michael FRCP	28-Sep
Chair		Dame Fiona Caldicott	28-Sep

Notes

Ref	Indicator	Details
Thresholds		The SHA will not utilise a general rounding principle when considering compliance with these targets and standards, e.g. a performance of 94.5% will be considered as failing to achieve a 95% target. However, exceptional cases may be considered on an individual basis, taking into account issues such as low activity or thresholds that have little or no tolerance against the target, e.g. those set between 99-100%.
1a	Data Completeness: Community Services	Data completeness levels for trusts commissioned to provide community services, using Community Information Data Set (CIDS) definitions, to consist of: - Referral to treatment times – consultant-led treatment in hospitals and Allied Healthcare Professional-led treatments in the community; - Community treatment activity – referrals; and - Community treatment activity – care contact activity. While failure against any threshold will score 1.0, the overall impact will be capped at 1.0. Failure of the same measure for three quarters will result in a red-rating. Numerator: all data in the denominator actually captured by the trust electronically (not solely CIDS-specified systems). Denominator: all activity data required by CIDS.
1b	Data Completeness Community Services (further data):	The inclusion of this data collection in addition to Monitor's indicators (until the Compliance Framework is changed) is in order for the SHA to track the Trust's action plan to produce such data. This data excludes a weighting, and therefore does not currently impact on the Trust's governance risk rating.
1c	Mental Health MDS	Patient identity data completeness metrics (from MHMDS) to consist of: - NHS number; - Date of birth; - Postcode (normal residence); - Current gender; - Registered General Medical Practice organisation code; and - Commissioner organisation code. Numerator: count of valid entries for each data item above. (For details of how data items are classified as VALID please refer to the data quality constructions available on the Information Centre's website: www.ic.nhs.uk/services/mhmds/dq) Denominator: total number of entries.
1d	Mental Health: CPA	Outcomes for patients on Care Programme Approach: • Employment status: Numerator: the number of adults in the denominator whose employment status is known at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting, in a financial year. Include only those whose assessments or reviews were carried out during the reference period. The reference period is the last 12 months working back from the end of the reported month. Denominator: the total number of adults (aged 18-69) who have received secondary mental health services and who were on the CPA at any point during the reported month. • Accommodation status: Numerator: the number of adults in the denominator whose accommodation status (i.e. settled or non-settled accommodation) is known at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting. Include only those whose assessments or reviews were carried out during the reference period. The reference period is the last 12 months working back from the end of the reported month. Denominator: the total number of adults (aged 18-69) who have received secondary mental health services and who were on the CPA at any point during the reported month. • Having a Health of the Nation Outcome Scales (HoNOS) assessment in the past 12 months: Numerator: The number of adults in the denominator who have had at least one HoNOS assessment in the past 12 months. Denominator: The total number of adults who have received secondary mental health services and who were on the CPA during the reference period.
2a-c	RTT	Performance is measured on an aggregate (rather than specialty) basis and trusts are required to meet the threshold on a monthly basis. Consequently, any failure in one month is considered to be a quarterly failure. Failure in any month of a quarter following two quarters' failure of the same measure represents a third successive quarter failure and should be reported via the exception reporting process. Will apply to consultant-led admitted, non-admitted and incomplete pathways provided. While failure against any threshold will score 1.0, the overall impact will be capped at 2.0. The measures apply to acute patients whether in an acute or community setting. Where a trust with existing acute facilities acquires a community hospital, performance will be assessed on a combined basis. The SHA will take account of breaches of the referral to treatment target in 2011/12 when considering consecutive failures of the referral to treatment target in 2012/13. For example, if a trust fails the 2011/12 admitted patients target at quarter 4 and the 2012/13 admitted patients target in quarters 1 and 2, it will be considered to have breached for three quarters in a row.
2d	Learning Disabilities: Access to healthcare	Meeting the six criteria for meeting the needs of people with a learning disability, based on recommendations set out in Healthcare for All (DH, 2008): a) Does the trust have a mechanism in place to identify and flag patients with learning disabilities and protocols that ensure that pathways of care are reasonably adjusted to meet the health needs of these patients? b) Does the trust provide readily available and comprehensible information to patients with learning disabilities about the following criteria: - treatment options; - complaints procedures; and - appointments? c) Does the trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities? d) Does the trust have protocols in place to routinely include training on providing healthcare to patients with learning disabilities for all staff? e) Does the trust have protocols in place to encourage representation of people with learning disabilities and their family carers? f) Does the trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate the findings in routine public reports? Note: trust boards are required to certify that their trusts meet requirements a) to f) above at the annual plan stage and in each month. Failure to do so will result in the application of the service performance score for this indicator.
3a	Cancer: 31 day wait	31-day wait: measured from cancer treatment period start date to treatment start date. Failure against any threshold represents a failure against the overall target. The target will not apply to trusts having five cases or less in a quarter. The SHA will not score trusts failing individual cancer thresholds but only reporting a single patient breach over the quarter.. Will apply to any community providers providing the specific cancer treatment pathways
3b	Cancer: 62 day wait	62-day wait: measured from day of receipt of referral to treatment start date. This includes referrals from screening service and other consultants. Failure against either threshold represents a failure against the overall target. The target will not apply to trusts having five cases or less in a quarter. The SHA will not score trusts failing individual cancer thresholds but only reporting a single patient breach over the quarter. Will apply to any community providers providing the specific cancer treatment pathways. National guidance states that for patients referred from one provider to another, breaches of this target are automatically shared and treated on a 50:50 basis. These breaches may be reallocated in full back to the referring organisation(s) provided the SHA receive evidence of written agreement to do so between the relevant providers (signed by both Chief Executives) in place at the time the trust makes its monthly declaration to the SHA. In the absence of any locally-agreed contractual arrangements, the SHA encourages trusts to work with other providers to reach a local system-wide agreement on the allocation of cancer target breaches to ensure that patients are treated in a timely manner. Once an agreement of this nature has been reached, the SHA will consider applying the terms of the agreement to trusts party to the arrangement.
3c	Cancer	Measured from decision to treat to first definitive treatment. The target will not apply to trusts having five cases or fewer in a quarter. The SHA will not score trusts failing individual cancer thresholds but only reporting a single patient breach over the quarter. Will apply to any community providers providing the specific cancer treatment pathways.

Notes

Ref	Indicator	Details
3d	Cancer	<p>Measured from day of receipt of referral – existing standard (includes referrals from general dental practitioners and any primary care professional). Failure against either threshold represents a failure against the overall target. The target will not apply to trusts having five cases or fewer in a quarter. The SHA will not score trusts failing individual cancer thresholds but only reporting a single patient breach over the quarter. Will apply to any community providers providing the specific cancer treatment pathways.</p> <p>Specific guidance and documentation concerning cancer waiting targets can be found at: http://www.connectingforhealth.nhs.uk/nhais/cancerwaiting/documentation</p>
3e	A&E	Waiting time is assessed on a site basis: no activity from off-site partner organisations should be included. The 4-hour waiting time indicator will apply to minor injury units/walk in centres.
3f	Mental	<p>7-day follow up: Numerator: the number of people under adult mental illness specialties on CPA who were followed up (either by face-to-face contact or by phone discussion) within seven days of discharge from psychiatric inpatient care. Denominator: the total number of people under adult mental illness specialties on CPA who were discharged from psychiatric inpatient care.</p> <p>All patients discharged to their place of residence, care home, residential accommodation, or to non-psychiatric care must be followed up within seven days of discharge. Where a patient has been transferred to prison, contact should be made via the prison in-reach team.</p> <p>Exemptions from both the numerator and the denominator of the indicator include: - patients who die within seven days of discharge; - where legal precedence has forced the removal of a patient from the country; or - patients discharged to another NHS psychiatric inpatient ward.</p> <p>For 12 month review (from Mental Health Minimum Data Set): Numerator: the number of adults in the denominator who have had at least one formal review in the last 12 months. Denominator: the total number of adults who have received secondary mental health services during the reporting period (month) who had spent at least 12 months on CPA (by the end of the reporting period OR when their time on CPA ended).</p> <p>For full details of the changes to the CPA process, please see the implementation guidance Refocusing the Care Programme Approach on the Department of Health's website.</p>
3g	Mental Health: DTOC	<p>Numerator: the number of non-acute patients (aged 18 and over on admission) per day under consultant and non-consultant-led care whose transfer of care was delayed during the month. For example, one patient delayed for five days counts as five. Denominator: the total number of occupied bed days (consultant-led and non-consultant-led) during the month.</p> <p>Delayed transfers of care attributable to social care services are included.</p>
3h	Mental Health: I/P and CRHT	<p>This indicator applies only to admissions to the foundation trust's mental health psychiatric inpatient care. The following cases can be excluded: - planned admissions for psychiatric care from specialist units; - internal transfers of service users between wards in a trust and transfers from other trusts; - patients recalled on Community Treatment Orders; or - patients on leave under Section 17 of the Mental Health Act 1983.</p> <p>The indicator applies to users of working age (16-65) only, unless otherwise contracted. An admission has been gate-kept by a crisis resolution team if they have assessed the service user before admission and if they were involved in the decision-making process, which resulted in admission.</p> <p>For full details of the features of gate-keeping, please see Guidance Statement on Fidelity and Best Practice for Crisis Services on the Department of Health's website. As set out in this guidance, the crisis resolution home treatment team should: a) provide a mobile 24 hour, seven days a week response to requests for assessments; b) be actively involved in all requests for admission: for the avoidance of doubt, 'actively involved' requires face-to-face contact unless it can be demonstrated that face-to-face contact was not appropriate or possible. For each case where face-to-face contact is deemed inappropriate, a declaration that the face-to-face contact was not the most appropriate action from a clinical perspective will be required; c) be notified of all pending Mental Health Act assessments; d) be assessing all these cases before admission happens; and e) be central to the decision making process in conjunction with the rest of the multidisciplinary team.</p>
3i	Mental Health	Monthly performance against commissioner contract. Threshold represents a minimum level of performance against contract performance, rounded down.
3j-k	Ambulance Cat A	<p>For patients with immediately life-threatening conditions.</p> <p>The Operating Framework for 2012-13 requires all Ambulance Trusts to reach 75 per cent of urgent cases, Category A patients, within 8 minutes. From 1 June 2012, Category A cases will be split into Red 1 and Red 2 calls: • Red 1 calls are patients who are suffering cardiac arrest, are unconscious or who have stopped breathing. • Red 2 calls are serious cases, but are not ones where up to 60 additional seconds will affect a patient's outcome, for example diabetic episodes and fits.</p> <p>Ambulance Trusts will be required to improve their performance to show they can reach 80 per cent of Red 1 calls within 8 minutes by April 2013.</p>
4a	C.Diff	<p>Will apply to any inpatient facility with a centrally set C. difficile objective. Where a trust with existing acute facilities acquires a community hospital, the combined objective will be an aggregate of the two organisations' separate objectives. Both avoidable and unavoidable cases of C. difficile will be taken into account for regulatory purposes.</p> <p>Where there is no objective (i.e. if a mental health trust without a C. difficile objective acquires a community provider without an allocated C. difficile objective) we will not apply a C. difficile score to the trust's governance risk rating.</p> <p>Monitor's annual de minimis limit for cases of C. difficile is set at 12. However, Monitor may consider scoring cases of <12 if the Health Protection Agency indicates multiple outbreaks. Where the number of cases is less than or equal to the de minimis limit, no formal regulatory action (including scoring in the governance risk rating) will be taken.</p> <p>If a trust exceeds the de minimis limit, but remains within the in-year trajectory for the national objective, no score will be applied. If a trust exceeds both the de minimis limit and the in-year trajectory for the national objective, a score will apply. If a trust exceeds its national objective above the de minimis limit, the SHA will apply a red rating and consider the trust for escalation.</p> <p>If the Health Protection Agency indicates that the C. difficile target is exceeded due to multiple outbreaks, while still below the de minimis, the SHA may apply a score.</p>
4b	MRSA	<p>Will apply to any inpatient facility with a centrally set MRSA objective. Where a trust with existing acute facilities acquires a community hospital, the combined objective will be an aggregate of the two organisations' separate objectives.</p> <p>Those trusts that are not in the best performing quartile for MRSA should deliver performance that is at least in line with the MRSA objective target figures calculated for them by the Department of Health. We expect those trusts without a centrally calculated MRSA objective as a result of being in the best performing quartile to agree an MRSA target for 2012/13 that at least maintains existing performance.</p> <p>Where there is no objective (i.e. if a mental health trust without an MRSA objective acquires a community provider without an allocated MRSA objective) we will not apply an MRSA score to the trust's governance risk rating.</p> <p>Monitor's annual de minimis limit for cases of MRSA is set at 6. Where the number of cases is less than or equal to the de minimis limit, no formal regulatory action (including scoring in the governance risk rating) will be taken.</p> <p>If a trust exceeds the de minimis limit, but remains within the in-year trajectory for the national objective, no score will be applied. If a trust exceeds both the de minimis limit and the in-year trajectory for the national objective, a score will apply. If a trust exceeds its national objective above the de minimis limit, the SHA will apply a red rating and consider the trust for escalation.</p>