

TITLE	Berkshire Non – Financial Performance Indicators Reports
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 25 September 2012
WARD	None Specific

Name of Meeting		Paper Number	
Title of Paper			
Cluster Non-Financial Performance Report: July 2012			
Date of Paper		Date of Meeting	
23 rd August 2012			
Purpose of Paper			
To inform the Board of the latest non-financial performance.			
Summary			
<u>Berkshire East</u>			
Under performance: <ul style="list-style-type: none"> • Cat A response within 8 mins • High risk TIA patients being treated within 24 hours * • % of patients who spent 4 hours or less in A&E • Cervical Screening result turnaround times • Uptake on invitations from the Bowel Screening Programme (60-75) • Health Checks * • Number of health visitor WTEs 		High performance & improvement to green: <ul style="list-style-type: none"> • Cancer wait times * • Stroke patients spending 90% of time on a stroke unit • RTT – admitted % within 18 weeks 	
(* - New to this table)		(* - New to this table)	

Berkshire West

Under performance:

- Cat A response within 8 mins
- Ambulance Handovers completed within 15 mins
- Cancer wait times
- RTT treatment functions/specialties not achieved
- % of all adult inpatients who have had a VTE risk assessment *
- Number of smoking quitters *
- Health Checks *
- Breast feeding prevalence *
- Number of health visitor WTEs *

(* - New to this table)

High performance & improvement to green:

- No C. Diff. cases *
- Stroke patients spending 90% of time on a stroke unit *
- High risk TIA patients being treated within 24 hours *
- Breastfeeding coverage *

(* - New to this table)

New PCT level data:

- Unplanned hospitalisations for adults and under 19s for ambulatory care conditions
- Proportion of emergency admissions for acute conditions that should not usually require hospital admission

Data now at CCG level:

- Unplanned hospitalisations for adults and under 19s for ambulatory care conditions
- Proportion of emergency admissions for acute conditions that should not usually require hospital admission
- Cancer waits (East only)
- Health Checks (West only)
- RTT (West only)
- Diabetic Eye Screening

Please note that where data is only available up to 11/12, the colour coding has been applied according to the 11/12 criteria.

Recommendations

The Board is asked to

Note the level of compliance with the operating targets and the actions being taken to improve performance where necessary

Has the content of this paper been discussed with GPC leads and if so what was the outcome?

Yes

Financial implications

N/A

Has an Equality Impact Screening been undertaken? If so please attach

No

Please list any other committees or groups where this paper has been discussed

East and West Quality Federation Meetings

Narrative

Key

Rating	Definition
Red	Performance significantly below target
Amber	Performance just above or below target
Green	Performance significantly above target

Berkshire East

- Cat A response within 8 mins

Current period	YTD
Amber	Red

SCAS's (South Central Ambulance Service) performance for Berkshire East has improved compared to the previous two months, with performance for June at 74.7%, 0.3% short of achieving the 75% target.

At the SCAS board meeting held on the 25th July, it was reported that their performance in Berkshire was of concern and this had been underpinned by high levels of demand. SCAS have put in place focused action plans for Berkshire to strengthen clinical desk support, increasing resources and redirecting appropriate crew resources from Oxford into Berkshire. There is a Berkshire Red8 recovery plan in place which NHS Berkshire has requested but it has not been received. Therefore, it was decided at the contract meeting on 17th August that a Contract Query Notice will be served by the lead Commissioner against the Trust for the poor performance.

- Cancer waits

Current period	YTD
Green	Green

Berkshire East has achieved all of the cancer wait targets for Month 3.

- Stroke patients spending 90% of time on a stroke unit

Current period	YTD
Green	Green

The proportion of stroke patients who spent 90% of their stay in hospital on a dedicated stroke unit continued to remain above the 80% threshold for Q1 at 88.1%.

- High risk TIA patients being treated within 24 hours

Current period	YTD
Red	Green

Berkshire East performance in relation to high risk TIA patients being treated within 24 hours deteriorated during June 2012 to 50% from 87.5% in May against a threshold of 60%. This drop in performance occurred at Buckinghamshire Hospital. The PCT have requested that Bucks PCT investigate this with the Trust on our behalf and a response is currently awaited and continues to be chased at senior level.

- RTT - admitted % within 18 weeks

Current period	YTD

The percentage of admitted RTT pathways completed within 18 weeks continues to be above the 90% target for the second month in a row. The focus still continues to ensure this is sustained month on month. There is also increased focus on achieving this target by speciality. HWPFT have a plan in place to achieve 90% in all specialities excluding Trauma & Orthopaedics from July 2012 onwards. The exact date for delivery of T&O continues to be in discussion but the target is likely to be achieved at some point during Q4.

- % of patients who spent 4 hours or less in A&E

Current period	YTD

The quarter to date position for 4 hour A&E performance at HWPFT is currently below the 95% threshold at 94.8%. Daily conference calls continue with HWPFT as well as regular senior level meetings where actions to address and recover performance have been discussed. It is expected that performance will recover so that quarter 2 is achieved.

- All women to receive results of cervical screening tests within two weeks

Current period

The latest Cervical Screening result turnaround times for Berkshire East have seen an improvement on the previous month of 2.7%. Berkshire East is now achieving 97.3% uptake against the locally set target of 98%.

The previous month's under performance was linked to 4 individual GP practices and these practices have been investigated. The cytology lab at HWPFT has now contacted all the practices where problems have occurred with mismatched or inadequate samples, highlighting the specific errors in sample taking e.g. no labels on sample pots. The cervical screening nurse co-ordinator is now supporting the practices to ensure improvements are made.

- Uptake on invitations from the Bowel Screening Programme (60-75)

Current period

The latest Bowel Screening uptake data for Berkshire East has seen a marginal deterioration on the previous month of 0.1%. Berkshire East is now achieving 47.6% uptake against the locally set target of 60%.

Bowel screening performance is generally lower than the 60% target nationally. On a local level, the Bowel screening provider has provided an action plan to improve this target. The plan includes health promotion initiatives in the community. Progress against the plan will be reported in the near future and improvements are anticipated once the plan has been implemented over the next six months.

- Number of people aged 40-74 who have received a health check

Current period	11/12

Funding to roll out the programme across East Berkshire has been confirmed and plans are underway. A Project Manager who will co-ordinate the roll out started on the 1st August and a Project Administrator will start on the 3rd September. A revised project plan has been produced which includes the agreement of the LES and marketing of the programme in September. By October it is envisioned that the contract will have been agreed with GPs and the programme will go live. The health check invites will be sent out from October and checks will begin to be undertaken in December. It is envisaged that the health check targets will be achieved for Quarter 4 of the financial year.

- Number of health visitor WTEs

Current period

The actual whole time equivalent (wte) for Berkshire East as reported to SHA for month 3 (June) was 53.4. The current trainees will be available for inclusion in October after training and if they take up their offers of employment.

The additional pressure we have had since April 1st is due to the fact that we previously included the numbers of flexible staff in post to deliver the service, these staff members have now had to be removed from the total. Therefore our actual figure of 53.4 wte for June takes account of this.

Berkshire West

- Cat A response within 8 mins

Current period	YTD

SCAS's (South Central Ambulance Service) performance for Berkshire West has improved compared to the previous two months, with performance for June at 75.0%, therefore achieving the 75% target.

At the SCAS board meeting held on the 25th July, it was reported that their performance in Berkshire was of concern and this had been underpinned by high levels of demand. SCAS have put in place focused action plans for Berkshire to strengthen clinical desk support, increasing resources and redirecting appropriate crew resources from Oxford into Berkshire. There is a Berkshire Red8 recovery plan in place which NHS Berkshire has requested but it has not been received. Therefore, it was decided at the contract meeting on 17th August that a Contract Query Notice will be served by the lead Commissioner against the Trust for the poor performance.

- Ambulance Handovers completed within 15 mins

Current period	YTD

The percentage of ambulance handovers completed within 15 minutes at RBFT continues to be below trajectory. As a result, a Contract Query Notice has been served against the trust which requires a remedial action plan to be developed and agreed before the end of August 2012.

- Cancer Wait Times

Current period

The PCT and RBFT continue to work closely on a remedial action plan across all the Cancer Standards. Progress has been made across the different target areas during June 12 with the majority being achieved with the exception of the 2ww and 62 day screening standards not being achieved.

RBFT are revising the action plan for the 2ww standard to identify a new date for recovery which should be during Quarter 2.

The 62 day screening standard under achievement was stated as being due to patient choice during the month of June. The service has slots available across the cluster but BW patients are choosing to wait longer in order to have the procedure done closer to home (at RBFT). Early indicative data for July suggests an improvement although the focus now needs to be on sustaining an achievement across a prolonged period of time.

- Stroke patients spending 90% of time on a stroke unit

Current period	YTD

The proportion of stroke patients who spent 90% of their stay in hospital on a dedicated stroke unit improved during Q1 to be above the 80% threshold for Q1 at 83.8%. This improvement was as a result of increased focus within the trust for all stroke patients and particularly any potential breaches on the horizon.

- High risk TIA patients being treated within 24 hours

Current period	YTD

Berkshire West performance for the percentage of high risk TIA patients being treated within 24 hours continued to remain above the 60% threshold for Q1 at 96.5%.

- RTT treatment functions/specialties not achieved

Current period	YTD

RTT performance continues to be monitored very closely at RBFT. It appears that the number of patients waiting has significantly increased during June but this may be due to poor data quality as a result of the implementation of the new patient administration system during

June. RBFT continue to do extensive patient validation to improve the data quality of their returns but in the meantime it is difficult to ascertain if an RTT speciality failure is due to data quality or if there is a real performance issue. When the July data is reported, the PCT will require more detail into any breaches as even poor data quality cannot be accepted for long periods of time.

- Number of Clostridium Difficile – Whole Health Economy

Current period	YTD

The limit for 12/13 is 194 in the West and the YTD performance is 28 cases. We are still on track to achieve the year-end target. Looking at the month by month plan Berkshire West are now back in line with the monthly trajectory as June's limit was 16 cases and 4 cases were reported for the month. Ribotyping continues to be undertaken for all cases. As well as, mini root cause analyses for each case and the lessons learnt which are shared. Prescribing patterns continue to be identified on a monthly basis and higher levels of antibiotic prescribing are being driven down. Environmental and hand hygiene training is also being reinvigorated.

- % of all adult inpatients who have had a VTE risk assessment

Current period

RBFT are currently significantly under performing on this measure as during June only 66.7% of all inpatients were recorded as having had a VTE risk assessment. The current acceptable threshold is 90%. According to the trust, the new patient management system that was implemented in June 2012 is responsible for this drop in performance.

VTE Risk assessments were previously undertaken on paper and flagged on the Bed Manager system (Bedman). They should now be undertaken and recorded on the electronic system. Since the new system was implemented, the percentage of risk assessments showing as completed has fallen. A number of actions have been identified and these include adding a prompt on the drug chart to complete the VTE risk assessment. Consultants will now be required to ensure that VTE risk assessments are completed electronically. A Report on the number of VTE risk assessments captured electronically will be run weekly and reviewed by clinicians and clinical teams. The trust aims to have the actions completed and be back at 90% by the end September 2012.

- Number of smoking quitters

Current period	11/12 forecast

The smoking cessation service has not reached the annual performance target for the second year in a row. Berkshire West achieved 2287 quitters against the target of 2474. Significant performance monitoring was applied over this period and performance did not improve. This prolonged under performance has led to the decision to re-commission the service. A new provider has been identified to deliver the service from 1st October 2012. It is expected that the new 'payment by results' model, outlined in the new contract, will lead to improvements in activity and performance.

- Health Checks



Berkshire West PCT has not achieved the quarterly target of 2750 eligible people receiving a Cardiovascular Health Check as only 1768 were completed during quarter one. The reasons for this under performance have been identified and the main reason is that GP practices did not send out the target number of invitations recommended by the programme team. Only 3442 invitations were sent out in quarter one against the target of 6133 invitations per quarter. It is thought that this was due to the fact that a number of practices have reduced staff capacity due to long term illnesses and unfilled positions. There have also been some problems with inaccurate data uploads as a result of inaccurate read code entry onto clinical systems and this is being investigated to determine how this can be improved in future uploads of data.

- Breastfeeding at 6-8 weeks

Coverage



Prevalence



Berkshire West PCT has now achieved the 95% coverage target which measures the number of babies who had a feeding method recorded at the 6-8 week check. The reasons for the improved performance include the fact that an electronic data recording system for breastfeeding coverage at 6 – 8 weeks has now been established in general practice. There are challenges still encountered each quarter to ensure the high coverage target or 95% is achieved. The actions taken to address these challenges, has included reminding practices of the codes to use and following up with each practice by phone and email each quarter regarding their missing records. This approach is time consuming and it is hoped by Q2 the new system will be working more efficiently. Although still below target, the percentage of babies who have been recorded as being partially or fully breastfed at the 6-8 week check continues to rise due to the success of the implementation of the Baby Friendly Initiative. Funding for this initiative is due to end in March 2013, if progress is to be sustained and continued improvement seen, further investment may be needed.

- Number of health visitor WTEs



The actual whole time equivalent (wte) for Berkshire West as reported to SHA for month 3 (June) was 58.4. The current trainees will be available for inclusion in October after training and if they take up their offers of employment.

The additional pressure we have had since April 1st is due to the fact that we previously included the numbers of flexible staff in post to deliver the service, these staff members have now had to be removed from the total. Therefore our actual figure of 58.4 wte for June takes account of this.