

TITLE	Wokingham Clinical Commissioning Group Performance Outcomes Report July 2014
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 14 July 2014
WARD	None Specific

REPORT OF THE WOKINGHAM CCG GOVERNING BODY 1 JULY 2014

Title	M1 2014-15 Performance Outcomes Report
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Purpose	To inform the Governing Body of the performance against CCG Clinical Indicators
Previously considered by	None
Risk and Assurance	As detailed within report
Legal implications/regulatory requirements	None
Public Sector Equality Duty	N/A
Links to the NHS Constitution (relevant patient/staff rights) <i>All NHS organisations are required by law to take account of the NHS Constitution in performing their NHS functions</i>	All
Consultation, public engagement & partnership working implications/impact	N/A

Executive Summary

Under performance:	High performance & improvement to green:
<ul style="list-style-type: none"> • Diagnostics % waiting 6 weeks or more • Referral to Treatment Waits over 52 weeks • Ambulance Handover Delays • 111 Metrics 	<ul style="list-style-type: none"> • Friends and Family Test • MRSA • Cdiff • Referral to Treatment 18 weeks • % of patients who spent 4 hours or less in A&E • Ambulance response times

This is the first report for 2014-15 performance. The reporting format has changed slightly from last

year as have the indicators within the report. The changes reflect the new national planning guidance that identifies the operating standards that CCGs are accountable for delivering in 2014-15.

Recommendation

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

Friends and Family Test	Current Period	YTD
	Green	Green
<p>RBFT continue to perform well on the friends and family test with inpatient response rates at 31.3% and A&E response rates at 19.1%, both against a target of 15% in April. The patient satisfaction scores from the friends and family test have also improved with inpatients at 79 and A&E and 63 with scores last year averaging around 64 and 58 respectively.</p>		
MRSA	Current Period	YTD
	Green	Green
<p>Wokingham CCG had no cases of MRSA bacteraemia reported during April 2014.</p>		
Cdiff	Current Period	YTD
	Green	Green
<p>Wokingham CCG had one Clostridium Difficile cases reported during April against a monthly trajectory of 3.</p>		
Referral to Treatment (RTT) within 18 Weeks	Current Period	YTD
	Green	Green
<p>Wokingham CCG achieved all RTT aggregate RTT standards in April.</p> <p>There continue to however be concerns when reviewing speciality level performance at RBFT for Ophthalmology. The trajectory for July is currently not on track to be achieved and as a result Executive level meetings are taking place with the Trust to develop a new action plan.</p>		

Diagnostics % waiting 6 weeks or more	Current Period	YTD
	Red	Red

At the end of April, 26.3% of the Wokingham CCG patients waiting for a diagnostic test had waited longer than 6 weeks against a target of 1%. The RBFT action plan has 3 components within it, MRI, CT and Ultrasound. MRI and CT are on track to recover performance from July onwards as there is additional capacity on site from mobile scanners to clear the backlog of patients waiting and these scanners are going to be on site until September. The ultrasound backlog is not on track with trajectory due to inability to recruit staff, despite advertising 3 times. Remedial actions are in place with agency and locum staff to backfill the vacancy and to provide additional capacity to clear the backlog. A review of the scheduling of ultrasounds has now taken place and permanent additional capacity has been released as a result. There is also a plan to outsource around 250 ultrasounds a month to the independent sector. The Trust is currently remodelling the ultrasound trajectory to determine if the July timescale is still realistic. Weekly meetings are currently taking place to ensure the action plan progresses. The Trust has also confirmed that all cancers and urgents are being accommodated as per the clinical requirement, e.g. cancers within 2 weeks.

% of Patients Who Spent 4 Hours or Less in A&E	Current Period	YTD
	Green	Green

During May, 96.4% of patients spent 4 hours or less in Accident and Emergency at RBFT and the target for this indicator is 95%. The quarter to date position up until 8th June is 95.6% and therefore the quarter is on track to be achieved.

Ambulance response times	Current Period	YTD
	Green	Green

Across Berkshire West the ambulance response time targets were achieved for April.

Variation from CCG to CCG within Berkshire West continues to be monitored with focus on reducing the length of the longest waits.

RTT waits over 52 weeks	Current Period	YTD
	Red	Red

During April, there were two patients on a non-admitted pathway who waited longer than 52 weeks for treatment. One of these was at Ashford and St Peters Hospital and the other was at Barts Healthcare Trust in London. Both of these have been queried with the appropriate Trust and Ashford and St Peters have confirmed that the wait was reported incorrectly and Barts Healthcare Trust is yet to respond and have therefore been chased.

Ambulance handover delays	Current Period	YTD
	Red	Red
<p>During April, 20 ambulances were delayed longer than 30 minutes and two ambulances over an hour for handover to the A&E department at RBFT. Each of the breaches resulted in a fine to RBFT.</p>		

111 Metrics	Current Period	YTD
	Red	Red
<p>Performance against the metrics for the 111 service with SCAS has now been included within the performance report. These metrics are measured on a Berkshire Wise basis rather than CCG. The % of calls answered within 60 seconds has recently deteriorated for the 111 service due to a number of factors including;</p> <ul style="list-style-type: none"> • increasing patient demand and changing profile of the timing of the peak of the calls and therefore the staffing profile has not matched to demand • SCAS has reported an increased level of out of area calls that take longer to process than local calls (10-15% against a national 5% level) • Staffing issues for SCAS with short term sickness and absence • The addition of new contracts into Bicester which included Bucks CCGs (moving from NHS Direct) in January and Luton and Beds in February • There continues to be a high attrition rate of 15-20% of staff so SCAS are constantly recruiting and training new call handlers and therefore are often running with vacancies <p>A recovery plan is in place with SCAS to address the above issues and performance is expected to recover in July.</p>		

Glossary

CCG	Clinical Commissioning Group
CQN	Contract Query Notice
RTT	Referral to Treatment
CQUIN	Commissioning for Quality and Innovation
CQRG	Clinical Quality Review Group
EPR	Electronic Patient Record
CVD	Cardiovascular Disease
NEL	Non-Elective
HCAI	Healthcare Acquired Infection
CDiff	Clostridium Difficile
MRSA	Methicillin-Resistant Staphylococcus Aureus
A&E	Accident & Emergency
2ww	Two week wait
MSA	Mixed Sex Accommodation
CPA	Care Programme Approach
OOH	Out of Hours
IAPT	Improved Access to Psychological Therapies
COPD	Chronic Obstructive Pulmonary Disease
VTE	Venous Thrombus Embolism
TIA	Transient Ischemic Attack
C&B or CaB	Choose & Book
OP	Outpatient
RBFT	Royal Berkshire Foundation Trust
GWH	Great Western Hospital (Swindon)
HHFT	Hampshire Hospitals Foundation Trust