

## Report of Wokingham CCG Governing Body – 6 January 2015

Title	M7 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

<b>Under performance:</b>	<b>High performance &amp; improvement to green:</b>
<ul style="list-style-type: none"> <li>• Improved Reporting of Medication Errors</li> <li>• Cdiff</li> <li>• Ambulance Response Times</li> <li>• RTT waits over 52 weeks</li> <li>• Ambulance Handover and Crew Clear Delays</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia Diagnosis Rate</li> <li>• MRSA</li> <li>• Referral to Treatment 18 weeks</li> <li>• Diagnostics % waiting 6 weeks or more</li> <li>• % of patients who spent 4 hours or less in A&amp;E</li> </ul>

### Recommendation

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

Improved Reporting of Medication Errors	Current Period	YTD
	Red	Red

There is a quality premium standard relating to improved reporting of medication errors at local providers. The CCG has agreed a target with RBFT to increase the number of medication errors by 10% in quarters two to four as a demonstration of an open culture of reporting and learning. RBFT are currently not on track with the required increase to achieve the target and therefore have an action plan in place which includes actions relating to leadership and training.

Dementia Diagnosis Rate	Current Period	YTD
	Green	Green

Wokingham CCG has a target to diagnose 53.3% of dementia patients by the end of the year. Current performance for October shows that 53.3% of dementia patients have been diagnosed.

MRSA	Current Period	YTD
	Green	Red

Wokingham CCG had no cases of MRSA bacteraemia reported during October 2014.

Cdiff	Current Period	YTD
	Red	Green

Wokingham CCG had five Clostridium Difficile cases reported during October against a monthly trajectory of 3. This means there have been 22 cases year to date against a trajectory of 26.

Referral to Treatment (RTT) within 18 Weeks	Current Period	YTD
	Green	Green

Wokingham CCG achieved all aggregate RTT standards in October. The CCG position excludes those patients seen and waiting at RBFT however as the Trust has not submitted an RTT return for October. This is due to a reporting holiday until January 2015 that has been agreed by Monitor and NHS England while the Trust improves the quality of reporting of the waiting list.

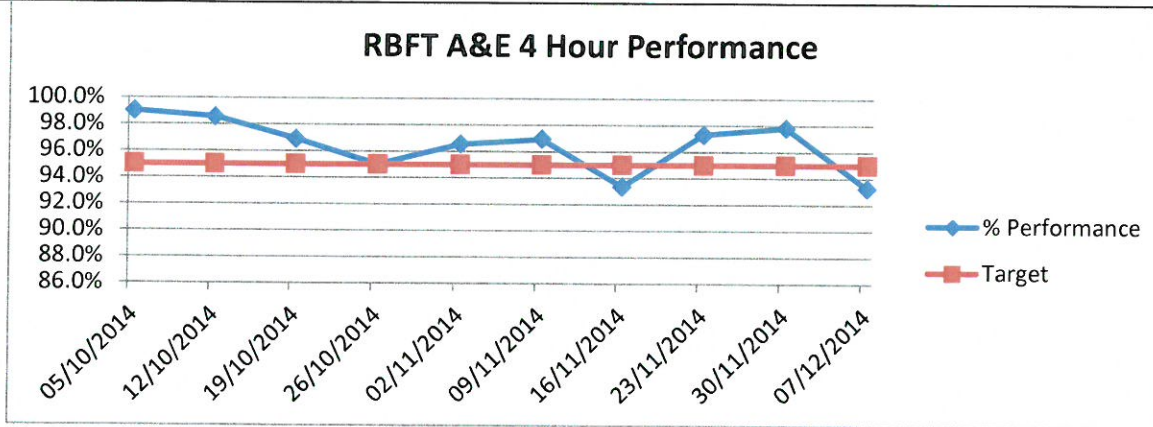
Diagnostics % waiting 6 weeks or more	Current Period	YTD
	Green	Red

At the end of October, 0.3% of the Wokingham CCG patients waiting for a diagnostic test had waited longer than 6 weeks against a target of 1%. YTD performance remains above

target due to underperformance in the first half of the year at 11.2%.

<b>% of Patients Who Spent 4 Hours or Less in A&amp;E</b>	Current Period	YTD
	Green	Green

During November, 96.3% of patients spent 4 hours or less in Accident and Emergency at RBFT and the target for this indicator is 95%. The YTD position remains above target at 95.7%.



<b>Ambulance response times</b>	Current Period	YTD
	Red	Red

Across Berkshire West, all 3 of the ambulance response time targets were not achieved in October. This was due to a number of pressures including staff capacity and an overall increase in activity. A number of actions have been put in place to improve performance including changes to staff rotas, implementation of a new health care professional service model and a review of processes at the Emergency Operations Centre (EOC).

<b>RTT waits over 52 weeks</b>	Current Period	YTD
	Red	Red

At the end of October, there were three patients on an incomplete RTT pathway who had waited longer than 52 weeks for treatment from Wokingham CCG. These patients were waiting for Plastic Surgery treatment at OUH. The lead Commissioner has a recovery plan in place with OUH which is monitored closely and it is expected that there will be zero 52 week waits from April 2015.

<b>Ambulance Handover and Crew Clear Delays</b>	Current Period	YTD
	Red	Red

During October, 11 ambulances were delayed longer than 30 minutes and 2 ambulances over an hour for handover to the A&E department at RBFT. When compared to other local Trusts, RBFT have significantly lower numbers of breaches in this area.

During October, SCAS had 52 crew clear delays at RBFT over 30 minutes and 6 over an hour. These breaches result in a fine to SCAS for the delay and these are being addressed via the contractual meetings with the Trust.

### Glossary

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