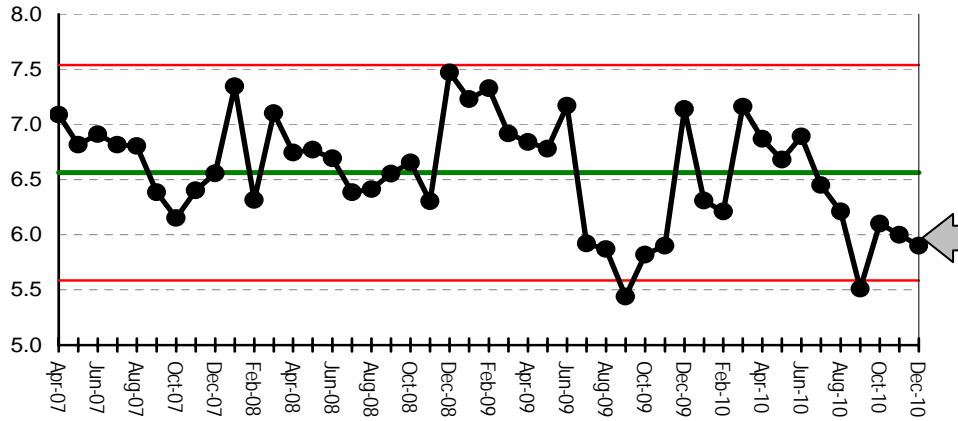


Average Length of Stay (acute specialties only)



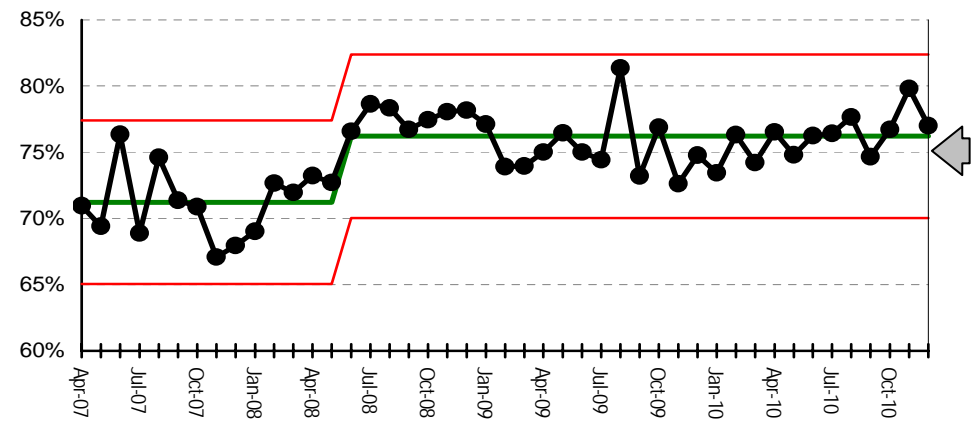
source: PAS data

Green = within normal SPC parameters AND consistent progress to target

Amber = no progress to target (6 days / 0.8 days reduction)

Red: upper control limit breach or run of 8 points above centre line (average)

Day Case Surgery Rate



source: PAS data

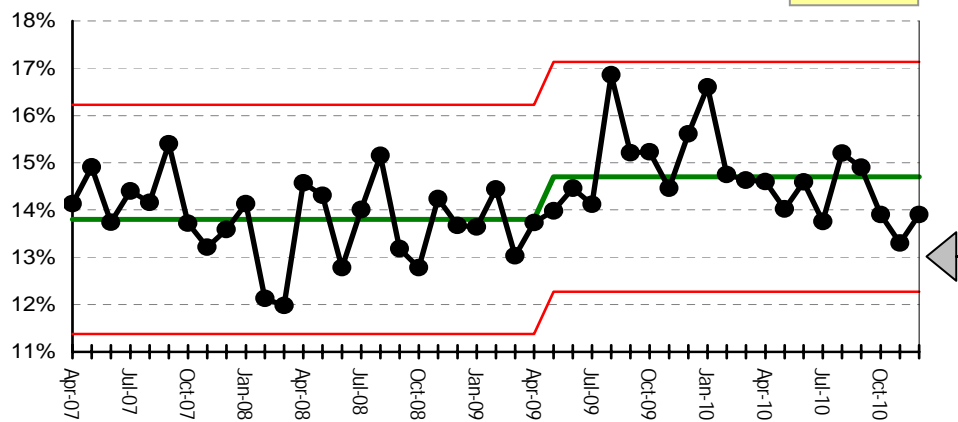
Green: achieving or above target $\geq 75\%$

Amber = less 75% and no adverse SPC statistical tests met

Red: lower control limit breach or run of 8 points below centre line (average)

DNA Rate (Outpatients)

First appointment



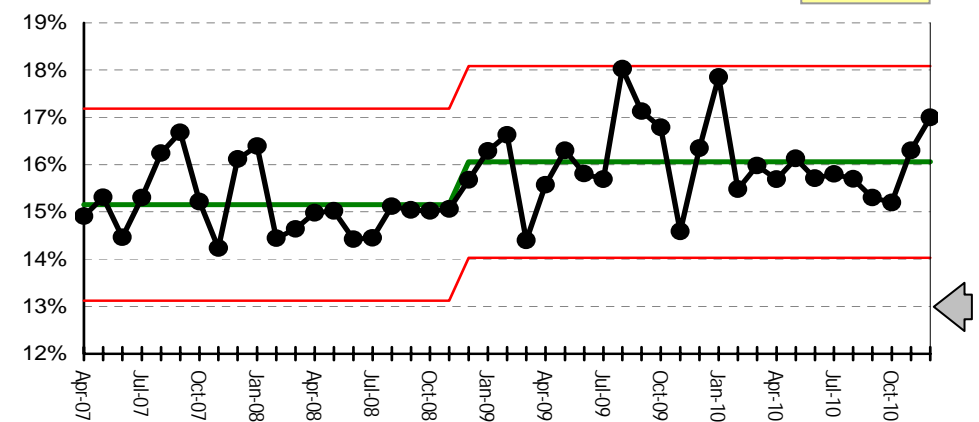
source: PAS data

Green = within normal SPC parameters AND consistent progress to target

Amber = no progress to target

Red: upper control limit breach or run of 8 points above centre line (average)

Follow-up appointment



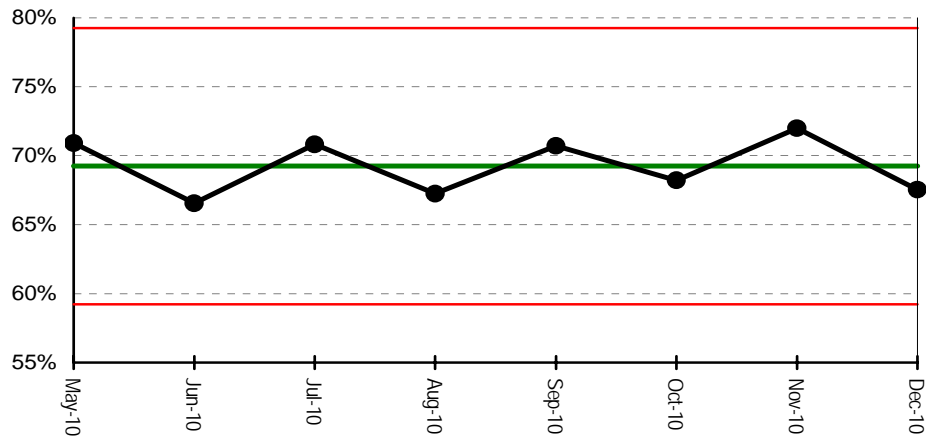
source: PAS data

Green = within normal SPC parameters AND consistent progress to target

Amber = no progress to target (No national benchmark - therefore London DGH benchmark = 13%)

Red: upper control limit breach or run of 8 points above centre line (average)

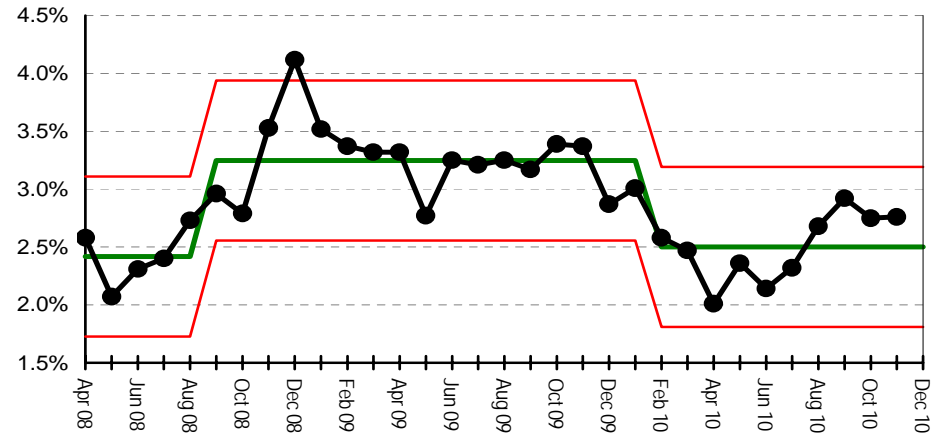
Theatre Utilisation



source: ORMIS
Standard = TBC

Sickness Absence Rate *

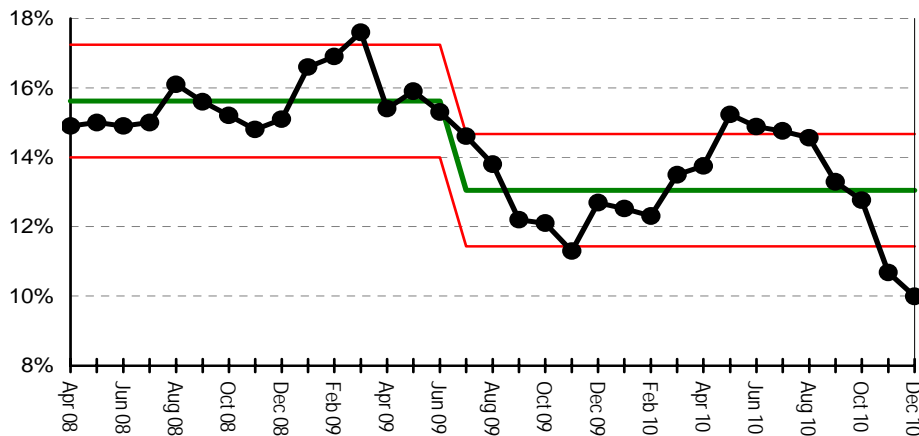
low is good



source: ESR
Standard = 2%

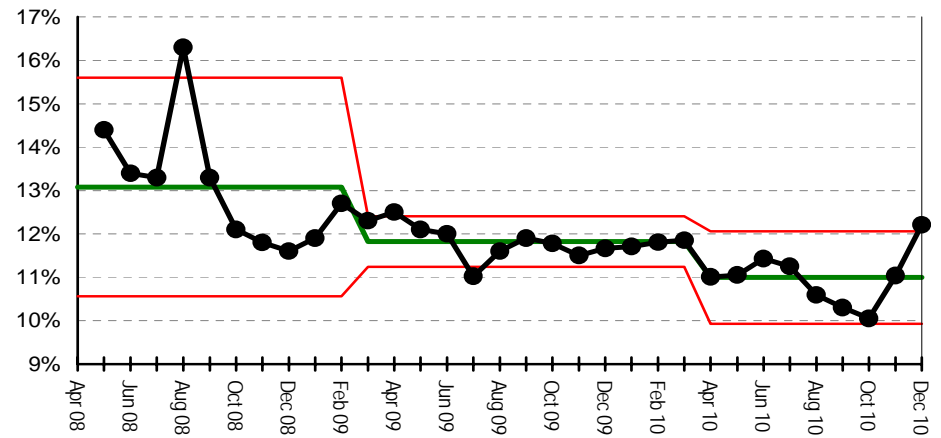
* Sickness is now directly from ESR, backdated to April 08. This has changed the previous figures as they did not take WTEs into account.

Vacancy Rate



source: ESR
Standard = 13%

Turnover



source: ESR

Standard: Target to be within normal SPC parameter AND progress to downward step change