

ITEM: 11/063
Doc: 08

Meeting: Trust Board
Date: 23 March 2011

Title: Dashboard Report

Executive Summary: The Board is presented with two dashboards under this item – acute services year end and community services year end. These are presented separately as they relate to performance of the services before integration occurred. These dashboards will be fully integrated to have one integrated performance presented to Trust Board from June 2011.

Trust year end performance for Acute Services is as follows:

Clinical Quality

- There is a separate infection report presented to Trust Board today
- All indicators are green rated at the year end

Patient Experience

- Complaints – there was an increase in the number of complaints for the fifth month running. A review of the complaints received does not indicate any particular theme in relation to complaints or any one department as standing out for particular attention. This item will be discussed further under the separate cover of patient feedback report at today's trust board.
- Single sex accommodation patient survey is demonstrating a positive improvement in patients reporting they are not sharing accommodation or bathroom facilities with members of the opposite sex.

Access and Targets

- The Trust has achieved compliance with all standards and targets except for the target for maternity bookings within 12 wks and 6 days. Performance in Jan was 79% and performance in February was 89.5%. Considerable work is being targeted at improving trust performance, however the Trust will not achieve the year end target of 90%. It is expected to achieve the target fully in 2011/12

Strategy

- Paediatric attendances to the emergency department will see a step change upwards if activity remains above the median next month as this will be the seventh month of increase.

Workforce & Efficiency (QIPP)

- Outpatient DNA rates for first attendances were 11% - the lowest in recent years

Finance

- See the main Finance report for detail on the Trust's financial performance.

Action: To discuss performance and consider changes proposed.

Report from: David Emmerson
Assistant Director of IM&T (Information Services)

Sponsor:	Fiona Smith Director of Planning & Performance
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Compliance with statute, directions, policy, guidance Lead: All directors	Reference: NHS Operating Framework CQC Annual Assessment
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