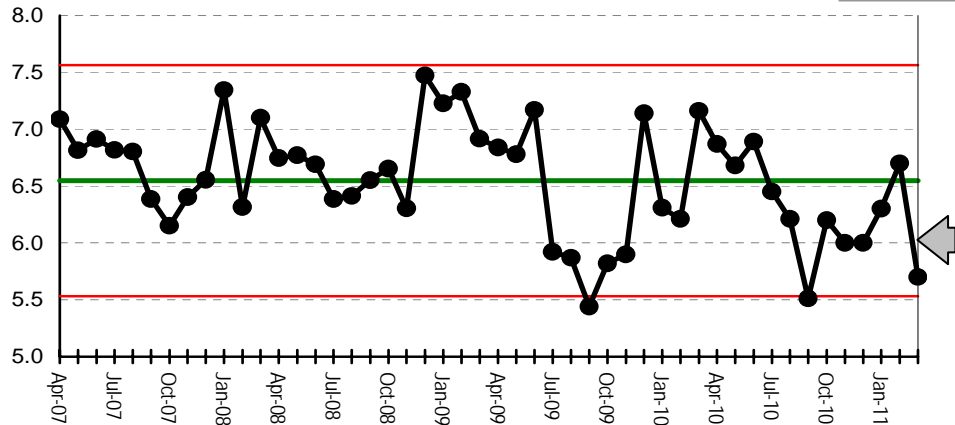


**Average Length of Stay (acute specialties only)**

low is good



source: PAS data

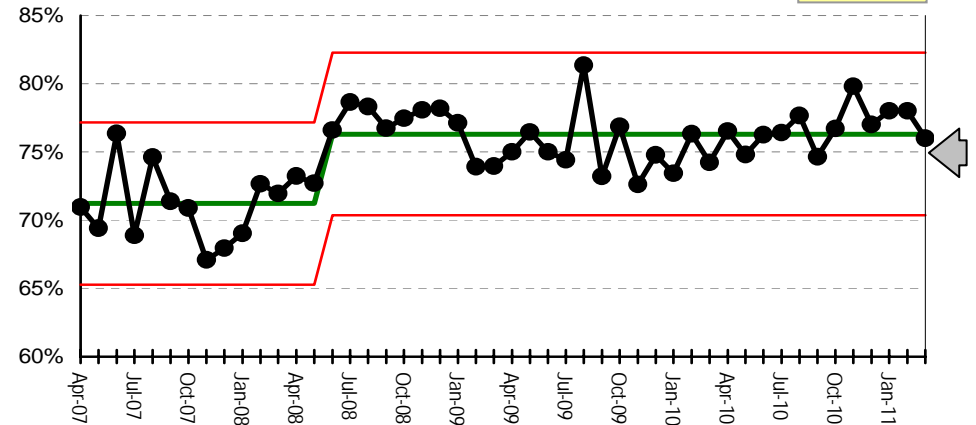
Green = in normal SPC parameters AND consistent progress to target (6 days / 0.8 days reduction)

Amber = no progress to target

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

**Day Case Surgery Rate**

high is



source: PAS data

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

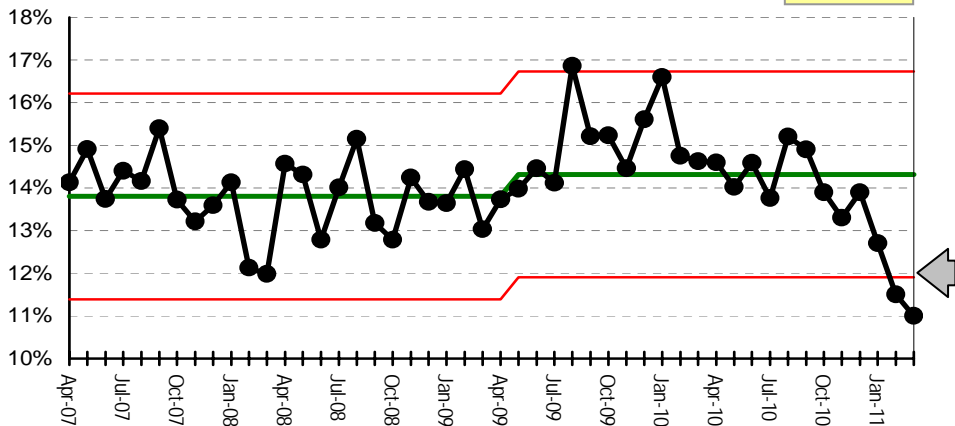
Amber = less 75% and no adverse SPC statistical tests met

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

**DNA Rate (Outpatients)**

**First appointment**

low is good



source: PAS data

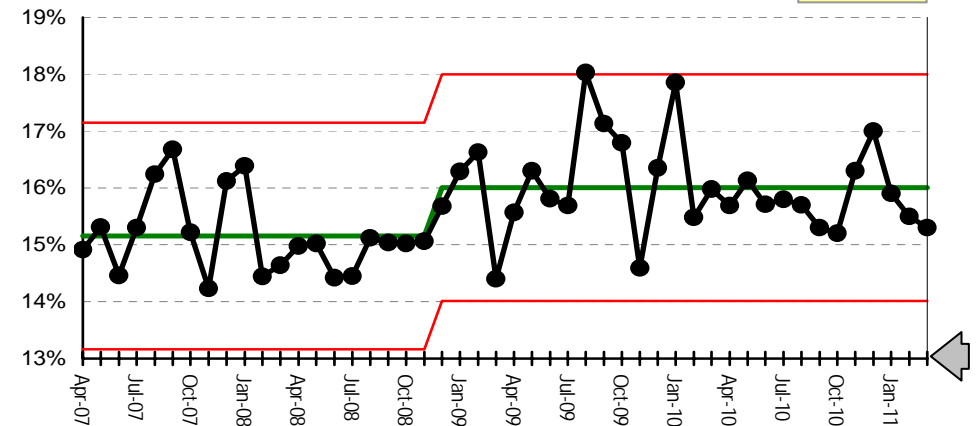
Green = within normal SPC parameters AND consistent progress to trust target of 12%

Amber = no progress to target

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

**Follow-up appointment**

low is good



source: PAS data

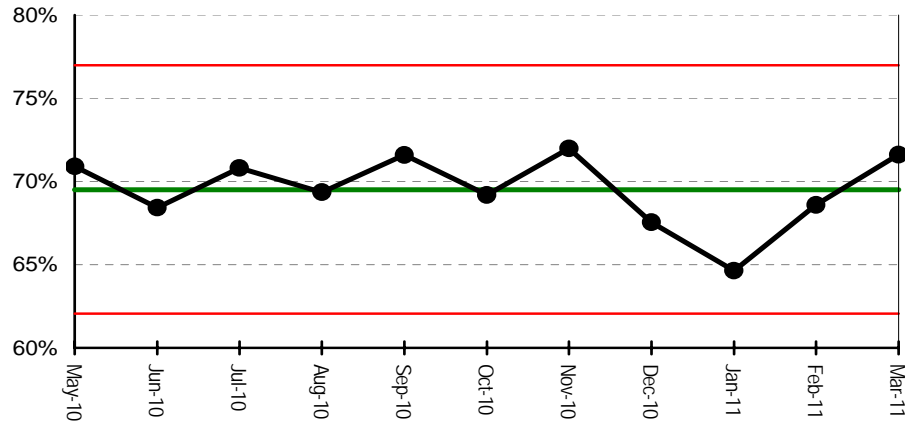
Green = within normal SPC parameters AND consistent progress to target

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

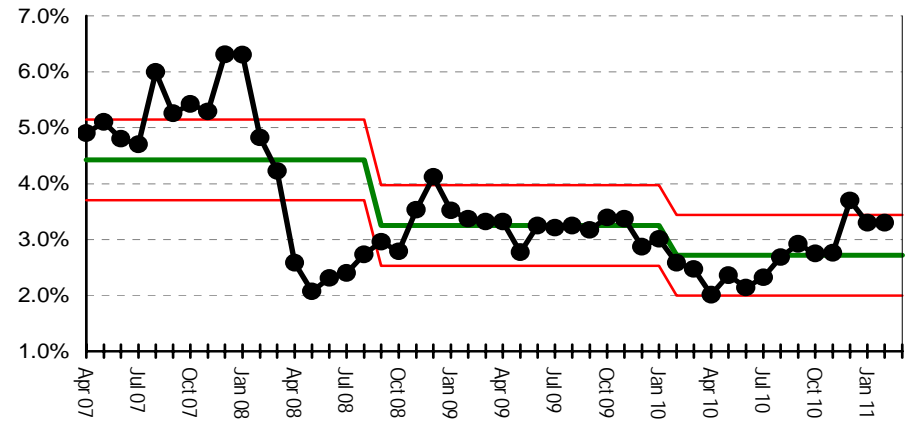
high is



source: ORMIS  
Standard = TBC

Sickness Absence Rate \*

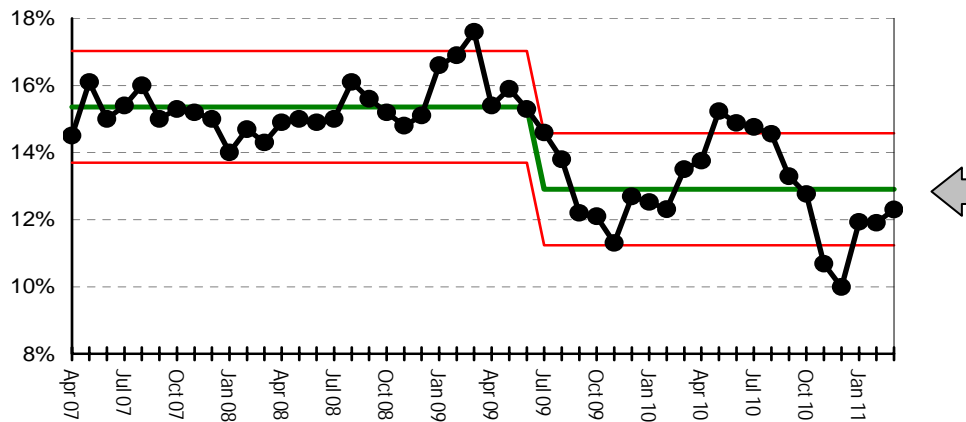
low is good



source: ESR  
Standard = 2.5%

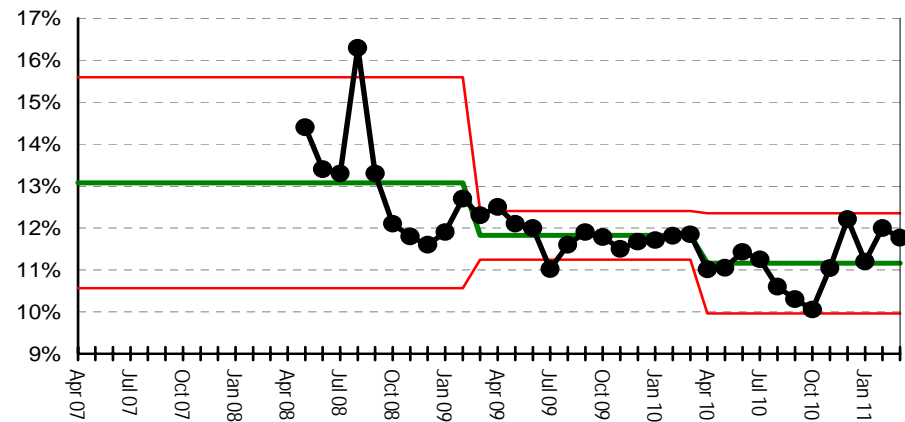
\* Sickness is now directly from ESR, backdated to April 08. This has changed the previous figures as they did not take WTEs into account.

Vacancy Rate



source: ESR  
Standard = 13%

Turnover



source: ESR

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