

# PERFORMANCE & QIPP DASHBOARD

NOVEMBER 2011

Domain (target)	Trust Summary		IC & Acute Medicine		Surgery & Diagnostics		Women, Children & Families	
<b>National Targets</b>	Nov-11	YTD	Nov-11	YTD	Nov-11	YTD	Nov-11	YTD
Urgent Care: Total Time in ED (95th % Wait < 240 mins)	237 min	239 min	237 min	239 min				
Urgent Care: Total Time in ED - Admitted (95th % Wait < 240 mins)	239 min	352 min	239 min	352 min				
Urgent Care: Total Time in ED - Non-Admitted (95th % Wait < 240 mins)	228 min	236 min	228 min	236 min				
Urgent Care: Wait for Assessment (95th % Wait < 15 mins)	8 min	9 min	8 min	9 min				
Urgent Care: Wait for Treatment (Median < 60 mins)	75 min	79 min	75 min	79 min				
Urgent Care: Left Without Being Seen Rate (<5%)	3.3%	4.3%	3.3%	4.3%				
Urgent Care: Re-attendance Rate (>1% and <5%)	6.9%	8.0%	6.9%	8.0%				
18 Weeks: Admitted (95th % Wait < 23 weeks)	22.1 wk	20.0 wk	26.1 wk	22.8 wk	22.3 wk	20.5 wk	19.5 wk	17.8 wk
18 Weeks: Non-Admitted (95th % Wait < 18.3 weeks)	15.0 wk	14.3 wk	13.5 wk	13.3 wk	16.4 wk	16.1 wk	13.1 wk	12.6 wk
18 Weeks: Incomplete Pathways (95th % Wait < 28 weeks)	15.6 wk	25.0 wk	17.0 wk	19.4 wk	14.4 wk	26.9 wk	27.3 wk	27.3 wk
Diagnostic Wait: % Seen within 6 weeks (>99%)	99.6%	99.4%	95.0%	98.5%	100%	99.5%	100%	99.7%
Cancer: 14 days from urgent GP/breast referral (93%) (Oct)	97.7%	95.2%	94.3%	93.9%	98.3%	95.9%	100%	94.0%
Cancer: 31 days from decision to treat to treatment (96%) (Oct)	100%	99.6%	100%	100%	100%	99.4%	100%	100%
Cancer: 62 days from referral/upgrade to treatment (86%) (Oct)	97.8%	87.1%	100%	94.3%	100%	86.0%	50.0%	73.3%
Cancelled Operations (<0.8% of elective admissions)	0.37%	0.39%	0%	0.09%	0.09%	0.54%	2.28%	0.36%
Single-Sex Accommodation (0 mixed sex breaches)	0	9	0	9	0	0	0	0
Delayed Transfers of Care (<3.5% of beddays)	0.4%	1.1%						
Maternity Bookings within 12 weeks 6 days (90%)	91.5%	89.9%					91.5%	89.9%
Maternity: 1:1 care in established labour (100%) (July 2011)	100%	100%					100%	100%
Maternity: Smoking in pregnancy at delivery (<17%)	7.9%	8.0%					7.9%	8.0%
Maternity: Breastfeeding at birth	82.1%	84.1%					82.1%	84.1%
Health Visits: Prevalance of breastfeeding at 6-8wks (74%) (Q2)	75%	74%					75%	74%
Health Visits: New Birth Visits (Islington, 95% within 14 days)	65.9%	75.3%					65.9%	75.3%
Health Visits: New Birth Visits (Haringey, 95% within 28 days)	76.6%						76.6%	
Child Health: Immunisations (Islington)	In development							
Child Health: Immunisations (Haringey)	In development							
GUM: Patients offered appointment within 2 days (100%)	100%	100%					100%	100%
District Nursing: % planned deaths at home	In development							
IAPT: Number entering psychological therapies (Q3)	802	2111	802	2111				
IAPT: Number moving off sick pay & benefits (Q3)	20	114	20	114				
Monitor Community Services Governance Indicators: Referrals	9499	73979	6987	54158			2512	19821
Monitor Community Services Governance Indicators: Contacts	53509	412705	35838	279389			17671	133316

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Domain (target)	Trust Summary	IC & Acute Medicine	Surgery & Diagnostics	Women, Children & Families
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SLA Indicators	Nov-11	YTD	Nov-11	YTD	Nov-11	YTD	Nov-11	YTD
Outpatient Follow-Up Ratio (Median) - % excess follow-ups (<1%)	16%		27%		9%		24%	
Consultant to Consultant Activity (Median) - % excess firsts (<1%)	0.3%		0.6%		0.3%		0%	
Emergency Readmissions - from original elective admission (0 allowed)								
Emergency Readmissions - from original emergency admission (25% reduction from 2010/11)								
Excess Beddays (against SLA plan)								

## Local Targets

Formal Complaints Response Times - % responded on time (85%) (Oct 11)	65%		71%		38%		67%	
Consultant 7 Day Ward Rounds	N	N	N	N	N	N	Y	Y
Acute Medicine: Consultant presence 8am-8pm every day	N	N	N	N				
Surgery: Consultants with no elective work on call 7 days	N	N			N	N		
Discharge Before 11am (50% by Dec 11; 75% by Apr 12)								
Average Length of Stay (1 day reduction by March 2013)	5.1	5.4	7.5	7.7	3.7	4.2	1.6	1.6
Theatre Session Utilisation (95%)	78.4%	74.9%			78.4%	74.9%		
Acute Outpatient Slot Utilisation (TBC)	69%	71%	63%	62%	83%	84%	62%	69%
Outpatient Provider Cancellation Rates - Acute (2%)	In development							
Outpatient Provider Cancellation Rates - Community (2%)	In development							
Outpatient DNA Rate - Acute (8%)	13.9%	14.0%	14.7%	14.8%	14.8%	15.1%	11.9%	12.0%
Outpatient DNA Rate - Community Adult Services (8%)	8.6%	9.1%	8.6%	9.1%				
Outpatient DNA Rate - Community Children's Services (8%)	13.4%	14.8%					13.4%	14.8%
Outpatient Clinics: % waiting less than 15 minutes (98%)	63.2%	65.4%	56.6%	61.9%	56.2%	58.7%	73.8%	74.5%
Outpatient Follow-Up Ratio (Upper Quartile) - % excess follow-ups (<1%)	31%		39%		23%		44%	
Consultant to Consultant Activity (Upper Quartile) - % excess firsts (<1%)	2.3%		5.1%		1.9%		0%	
Community Average Waiting Times: Children (18 weeks)	12 wk	12 wk					12 wk	12 wk
Community Average Waiting Times: Adults (6 weeks)	4.8 wk	4.9 wk	4.8 wk	4.9 wk				
Drugs & Alcohol Service: 3 weeks waiting time (100%)	In development							
Drugs & Alcohol Service: % effective treatment (85%)	In development							
Drugs & Alcohol Service: planned exits (85%)	In development							
Drugs & Alcohol Service: TOPS (80%)	In development							
Data Quality: NHS Number Completeness - Acute (YTD only to Oct 11)		97.2%						
Data Quality: NHS Number Completeness - Community	99.9%	99.9%						
Data Quality: Outcomes Not Recorded - Acute	29	113	14	90	2	7	13	16
Data Quality: Outcomes Not Recorded - Community	5.9%	4.4%	6.0%	4.2%			5.8%	5.5%

■ Above standard 
 ■ near miss/at risk 
 ■ below standard 
 ■ not applicable