

# PERFORMANCE & QIPP DASHBOARD

DECEMBER 2011

Domain (target)	Trust Summary		IC & Acute Medicine		Surgery & Diagnostics		Women, Children & Families	
	Dec-11	YTD	Dec-11	YTD	Dec-11	YTD	Dec-11	YTD
<b>National Targets</b>								
Urgent Care: Total Time in ED (95th % Wait < 240 mins)	238 min	239 min	238 min	239 min				
Urgent Care: Total Time in ED - Admitted (95th % Wait < 240 mins)	274 min	346 min	274 min	346 min				
Urgent Care: Total Time in ED - Non-Admitted (95th % Wait < 240 mins)	233 min	236 min	233 min	236 min				
Urgent Care: Wait for Assessment (95th % Wait < 15 mins)	5 min	8 min	5 min	8 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%)	3.5%	4.2%	3.5%	4.2%				
Urgent Care: Re-attendance Rate (>1% and <5%)	7.5%	7.9%	7.5%	7.9%				
18 Weeks: Admitted (95th % Wait < 23 weeks)	22.8 wk	20.2 wk	52.1 wk	24.5 wk	23.7 wk	20.8 wk	19.2 wk	17.8 wk
18 Weeks: Non-Admitted (95th % Wait < 18.3 weeks)	14.1 wk	14.3 wk	12.6 wk	13.2 wk	15.4 wk	16.1 wk	13.7 wk	12.6 wk
18 Weeks: Incomplete Pathways (95th % Wait < 28 weeks)	16.9 wk	24.5 wk	19.9 wk	19.5 wk	15.2 wk	26.4 wk	13.0 wk	27.0 wk
Diagnostic Wait: % Seen within 6 weeks (>99%)	100%	99.5%	99.5%	98.6%	100%	99.6%	100%	99.7%
Cancer: 14 days from urgent GP/breast referral (93%) (Nov)	95.9%	95.5%	88.3%	93.2%	96.7%	96.0%	100%	94.8%
Cancer: 31 days from decision to treat to treatment (96%) (Nov)	97.4%	99.3%	100%	100%	96.7%	99.0%	100%	100%
Cancer: 62 days from referral/upgrade to treatment (86%) (Nov)	91.3%	86.9%	100%	95.0%	94.3%	87.2%	50.0%	57.9%
Cancelled Operations (<0.8% of elective admissions)	0.5%	0.4%	1.1%	0.2%	0.2%	0.4%	1.0%	0.7%
Single-Sex Accommodation (0 mixed sex breaches)	0	9	0	9	0	0	0	0
Delayed Transfers of Care (<3.5% of beddays)	1.2%	1.9%						
Diagnostic Services: Cervical Cytology Turnaround Times (98% within 14 days)	100%				100%			
Diagnostic Services: Histopathology Turnaround Times (80% within 10 days) November data	84%				84%			
Diagnostic Services: General Cytology Turnaround Times (80% within 7 days) November data	99%				99%			
Maternity Bookings within 12 weeks 6 days (90%)	89.9%	89.9%					89.9%	89.9%
Maternity: 1:1 care in established labour (100%) (Nov 2011)	100%	100%					100%	100%
Maternity: Smoking in pregnancy at delivery (<17%)	9.9%	8.0%					9.9%	8.0%
Maternity: Breastfeeding at birth (78%)	89.8%	91.3%					89.8%	91.3%
Health Visits: Prevalance of breastfeeding at 6-8wks (74%) (Q3)	75%	74%					75%	74%
Health Visits: New Birth Visits (Islington, 95% within 14 days)	53.6%	72.9%					53.6%	72.9%
Health Visits: New Birth Visits (Haringey, 95% within 28 days)	81.3%						81.3%	
Child Health: Immunisations - Islington (80%) (Q2)	84.8%	83.8%					84.8%	83.8%
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				
Community Dentistry Indicator(s)	In development							
Monitor Community Services Governance Indicators: Referrals	7478	88060	5347	66098			2131	21962
Monitor Community Services Governance Indicators: Contacts	42732	470358	31078	345386			11654	124972

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## SLA Indicators

	Dec-11	YTD	Dec-11	YTD	Dec-11	YTD	Dec-11	YTD
Outpatient Follow-Up Ratio (Median) - % excess follow-ups (<1%)	17%		32%		11%		9%	
Consultant to Consultant Activity (Median) - % excess firsts (<1%)	<1%		2.7%		<1%		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%) (Nov 11)	88%		93%		77%		86%	
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 Apr 12)	25.7%	20.6%	29.6%	23.1%	19.6%	16.8%	21.2%	19.1%
Average Length of Stay (1 day reduction by March 2013)	6.1	6.2	7.2	7.6	4.2	4.2		
Theatre Session Utilisation (95%)	78.0%				78.0%			
Acute Outpatient Slot Utilisation (TBC)	In development							
Outpatient Provider Cancellation Rates - Acute (2%)	In development							
Outpatient Provider Cancellation Rates - Community (2%)	In development							
Outpatient DNA Rate - Acute (8%)	14.0%	14.1%	14.0%	15.4%	15.8%	15.2%	13.7%	12.9%
Outpatient DNA Rate - Community Adult Services (8%)	9.0%	9.0%	9.0%	9.0%				
Outpatient DNA Rate - Community Children's Services (8%)	14.3%	14.4%					14.3%	14.4%
Outpatient Clinics: % waiting less than 15 minutes (98%)	64.0%	65.2%	58.4%	61.6%	52.9%	58.2%	76.9%	74.6%
Outpatient Follow-Up Ratio (Upper Quartile) - % excess follow-ups (<1%)	32%		44%		25%		30%	
Consultant to Consultant Activity (Upper Quartile) - % excess firsts (<1%)	3.7%		4.2%		4.4%		1.1%	
Community Average Waiting Times: Children (18 weeks)	12.1 wk	12.4 wk					12.1 wk	12.4 wk
Community Average Waiting Times: Adults (6 weeks)	5.0 wk	4.9 wk	5.0 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 Nov 11)		97.2%						
Data Quality: NHS Number Completeness - Community	99.9%	99.9%						
Data Quality: Outcomes Not Recorded - Acute	0.20%		0.2%		<0.1%		0.4%	
Data Quality: Outcomes Not Recorded - Community	6.0%		9.1%				6.0%	

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