

Whittington Health Trust Board

27 February 2013

Title:	Month10 Performance Dashboard and Exception Report		
Agenda item:	13/026	Paper	5
Action requested:	For Trust Board to note performance		
Executive Summary:	<p>The Performance Dashboard attached informs the Trust Board about performance at month 10 – January 2013 (or the latest month available).</p> <p>Areas of improvement</p> <p>a) New birth visits – this continues to improve. In Haringey 91.8% were completed within 14 days.</p> <p>Areas of concern</p> <p>a) Emergency Department – the four hour target performance against 95% target performed poorly in the first two weeks of January due to some key pressure periods on bed capacity, high numbers of attendances and specific periods of high acuity attendances. Performance was 94.5% in January, and 94.92% YTD (at 18/2/13). Winter pressures funding bids were successful and this should relieve pressure. Performance remains fragile.</p> <p>b) Cancer access – two week wait and 2 week wait for breast symptoms were missed in December. The key reason for breast symptoms is patient choice. For main 2 week waits patient choice is an issue but delays in endoscopy have been the key cause of other breaches. A detailed action plan is in place. We forecast meeting the main 14 days target by year end. However the breast symptoms target is at risk due to the patient choice issue.</p> <p>c) Diagnostic waits - patients waiting for endoscopies are experiencing long waits. Extra clinical capacity has been arranged to ensure that we clear the backlog of waits by the end of March and reduce waiting times to within the six week standard for routine patients.</p> <p>d) Complaints response times – performance dropped again</p>		

		<p>in December and is still significantly short of target. There is a comprehensive action plan in place to improve performance and we forecast achieving 65% by year end and achieving the 80% target by end of Q1 13/14.</p> <p>e) Mandatory training – the 90% by end 2012 target was not met and remains at 84%. Efforts are continuing to ensure we meet the target as soon as possible. Attention is particularly focused on IG training which needs to be at 95% by 28 March in line with IG Framework Level 2 accreditation.</p> <p>f) Appraisals – The recorded appraisal rates increased from 34% to 45% but still well short of target. Weekly tracking of progress is taking place and monitored at director and Chief Operating Officer level. The 90% target by end of financial year is at risk.</p> <p>Performance Management Framework</p> <p>The final draft of this document will be presented to Trust Board in March 2013.</p>					
Summary of recommendations:		For Trust Board to note performance					
Fit with WH strategy:		The Performance dashboard is a key monitoring tool for achieving Whittington Health strategic goals, especially goal 3 – Efficient and Effective Care					
Reference to related / other documents:		<p>In completing this report, I confirm that the implications associated with the proposed action shown above have been considered – any exceptions are reported in the Supporting Information:</p> <p>Implications for the NHS Constitution, CQC registration Financial, regulatory and legal implications of proposed action Risk management, Annual Plan/IBP Moving Ahead – how does this report support any of the Trust's 5 Strategic Goals</p>					
Date paper completed:		18 February 2013					
Author name and title:		Naser Turabi Head of Performance		Director name and title:		Maria da Silva, Chief Operating Officer	
Date paper seen by ET	19.2.2013	Equality Impact Assessment complete?	n/a	Risk assessment undertaken?	n/a	Legal advice received?	n/a

