

Gloucestershire CCG 2016/17 Integrated Performance Scorecard

Target	Principal Delivery Targets	2015-16 Outturn	Apr-16	May-16	Jun-16 / Q1	Jul-16	Aug-16	Sep-16 / Q2	Oct-16	Nov-16	Dec-16 / Q3	Jan-17	Feb-17	Mar-17 / Q4	Year / Quarter to date	Year End Forecast	
Unscheduled Care																	
Accident & Emergency																	
E.B.5	4-hour A&E target - Percentage of A&E attendances where the patient spent 4 hours or less in A&E from arrival to transfer, admission or discharge	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		GRH Attendances	6,926	7,621	7,355	7,638	7,232	7,136								43,908	43,908
		GRH Breaches	1,113	1,320	1,186	1,379	948	1,086								7,032	7,032
		GRH %	5	83.9%	82.7%	83.9%	81.9%	86.9%	84.8%							84.0%	84.0%
		CGH Attendances	3,851	4,233	3,988	4,331	4,103	4,167								24,673	24,673
		CGH Breaches	463	172	282	297	111	164								1,489	1,489
		CGH %	0	88.0%	95.9%	92.9%	93.1%	97.3%	96.1%							94.0%	94.0%
		GHNHSFT Attendances	10,777	11,854	11,343	11,969	11,335	11,303								68,581	68,581
		GHNHSFT Breaches	1,576	1,492	1,468	1,676	1,059	1,250								8,521	8,521
		GHNHSFT %	5	85.4%	87.4%	87.1%	86.0%	90.7%	88.9%							87.6%	87.6%
		GCS - MIU Atts	5,771	6,774	6,473	7,377	6,882	6,396								39,673	39,673
		GCS - MIU Breaches	25	17	22	30	31	27								152	152
		GCS - MIU %	0	99.6%	99.7%	99.7%	99.6%	99.5%	99.6%							99.6%	99.6%
		PC in ED Attendances	244	345	268	279	326	349								1,811	1,811
		PC in ED Breaches	0	0	0	0	0	0								0	0
		PC in ED %		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%	100.0%
		Overall ED Attendances	16,792	18,973	18,084	19,625	18,543	18,048								110,065	110,065
		Overall ED Breaches	1,601	1,509	1,490	1,706	1,090	1,277								8,673	8,673
Overall ED %		90.5%	92.0%	91.8%	91.3%	94.1%	92.9%							92.1%	92.1%		
E.B.S.5	12 hour trolley waits (no A&E attender should wait more than 12 hours from the decision to admit to admission)	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		GRH	0	0	0	0	0	0							1	1	
		CGH	0	0	0	0	0	0							0	0	
		GHNHSFT total	0	0	0	0	0	0							1	1	
		GCS - MIU	0	0	0	0	0	0							0	0	
Ambulance																	
E.B.15.i	Cat A 8 min response - The percentage of Category A RED 1 incidents, which resulted in an emergency response arriving at the scene of the incident within 8 minutes.	Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	
		SWASFT %	72.7%													72.7%	72.7%
		Glos %	63.2%													63.2%	63.2%
E.B.15.ii	Cat A 8 min response - The percentage of Category A RED 2 incidents, which resulted in an emergency response arriving at the scene of the incident within 8 minutes.	Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	
		SWASFT %	56.9%													56.9%	56.9%
		Glos %	54.9%													54.9%	54.9%
E.B.16	Cat A 19 min response - The percentage of calls resulting in an ambulance arriving at the scene of the incident within 19 minutes.	Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	
		SWASFT %	86.1%													86.1%	86.1%
		Glos %	87.2%													87.2%	87.2%
	SWASFT Ambulance Response Programme (Trial) - Red	SWASFT Red Responses	1,636	3,937	3,689	4,009	3,631								16,902	16,902	
		SWASFT Red Resp < 8 mins	1,092	2,718	2,577	2,644	2,510								11,541	11,541	
		SWASFT Red %	66.7%	69.0%	69.9%	66.0%	69.1%									68.3%	68.3%
		Red 50th Percentile (mins)	6.6	6.3	6.3	6.6	6.3									6.4	6.4
		Red 75th Percentile (mins)	9.2	9.0	8.8	9.6	8.9									9.1	9.1
		Red 95th Percentile (mins)	18.0	16.7	15.8	17.8	17.2									17.1	17.1
	SWASFT Ambulance Response Programme (Trial) - Amber	Total Amber Responses	19,350	53,454	50,855	54,357	52,236								230,252	230,252	
		Amber Transport Responses	3,879	9,099	8,530	8,997	7,522									38,027	38,027
		Amber T - 50th percentile (mins)	22.2	23.0	22.8	24.8	21.5									22.9	22.9
		Amber T - 75th percentile (mins)	42.8	44.5	43.0	48.1	42.7									44.2	44.2
		Amber T - 95th percentile (mins)	109.5	110.3	103.7	119.3	104.3									109.4	109.4
		Amber Response Responses	12,178	35,954	33,794	36,115	24,184									142,225	142,225
		Amber R - 50th percentile (mins)	19.7	22.3	21.8	23.1	20.5									21.5	21.5
		Amber R - 75th percentile (mins)	36.5	41.5	40.6	43.3	38.2									40.0	40.0
		Amber R - 95th percentile (mins)	85.2	94.6	91.5	100.6	86.2									91.6	91.6
		Amber F2F Responses	3,293	8,401	8,531	9,245	20,530									50,000	50,000
		Amber F2F - 50th percentile (mins)	15.2	16.7	17.2	18.8	19.8									17.5	17.5
		Amber F2F - 75th percentile (mins)	29.1	31.7	32.3	36.7	36.3									33.2	33.2
		Amber F2F - 95th percentile (mins)	74.6	78.9	77.5	95.6	86.8									82.7	82.7
			SWASFT Ambulance Response Programme (Trial) - Green	Total Green Responses	4,715	12,682	12,229	13,112	12,713								55,451
Green Face to Face Responses	670			1,593	1,424	1,410	1,064									6,161	6,161
Green F2F - 50th percentile (mins)	37.0			36.4	34.9	37.1	32.9									35.7	35.7
Green F2F - 75th percentile (mins)	77.1			79.4	69.2	76.4	79.3									76.3	76.3
Green F2F - 95th percentile (mins)	183.9			207.8	172.3	222.9	203.1									198.0	198.0
Green Transport Responses	571			1,469	1,385	1,531	1,853									6,809	6,809
Green T - 50th percentile (mins)	47.7			48.9	48.0	49.2	47.8									48.3	48.3

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		Green T - 75th percentile (mins)	88.8	99.1	90.6	97.7	97.3								94.7	94.7
		Green T - 95th percentile (mins)	218.3	230.7	199.8	234.9	226.7								222.1	222.1
		Green Hear & Treat Responses	2,062	6,198	5,620	6,327	6,076								26,283	26,283
		Green H - 50th percentile (mins)	5.6	6.4	6.0	7.3	5.9								6.2	6.2
		Green H - 75th percentile (mins)	15.4	17.7	17.7	23.5	17.4								18.3	18.3
		Green H - 95th percentile (mins)	51.2	58.2	63.5	74.6	61.5								61.8	61.8
E.B.S.7	Ambulance handover delays - 30 to 60 mins (GHNHSFT)	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	172	198	154	216	141								881	881
E.B.S.7	Ambulance handover delays - over 60 mins (GHNHSFT)	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	1	4	10	12	9								36	36
E.B.S.8	Clear up delays of over 30 minutes	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	225	285	265	302	295								1372	1,372
E.B.S.8	Clear up delays of over 1 hour	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	27	16	29	24	22								118	118
Delayed Transfers of Care (DTC)																
Local	Number of Delayed Transfers of Care for acute patients	Acute target	14	14	14	14	14	14	14	14	14	14	14	14	14	14
		Acute actual	23	12	16	35	22								22	22
Local	Reimbursable Days for Acute DTCs (Attributable to Social Services)	Acute only	0	0	0	0	0								0	0
Local	Number of Delayed Transfers of Care for non-acute patients	Non-acute target	10	10	10	10	10	10	10	10	10	10	10	10	10	10
		Non-acute actual	2	3	4	5	8									0.0
Harmoni 111																
Local	Calls answered within 60 seconds	Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
		Actual	92.4%	85.6%	92.2%	93.5%	91.3%	95.8%								
Local	Calls abandoned after 30 seconds	Target	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%
		Actual	1.7%	3.3%	1.5%	1.2%	2.0%	0.6%								
Local	Calls triaged	Target	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%
		Actual	84%	81.7%	81.3%	80.7%	79.2%	80.9%								
Local	% calls referred to ED	Target	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
		Actual	6.0%	6.4%	6.1%	6.3%	6.6%	6.5%								
Local	Calls warm transferred	Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
		Actual	38.2%	26.9%	32.3%	34.1%	29.0%	44.4%								
Local	Longest wait for an answer	Target	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00
		Actual	-	00:10:46	00:11:19	00:09:29	00:08:47	00:12:46								
Local	Longest wait for a call back	Target	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00	00:10:00
		Actual	-	00:05:12	00:06:31	00:05:20	00:05:03	00:09:06								
Planned Care																
Acute Care Referral to Treatment																
E.B.1	Percentage of admitted non adjusted pathways treated within 18 Weeks	Target	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Actual		83.4%	82.9%	78.7%	80.0%								81.3%	81.3%
E.B.S.4	Number of completed admitted non adjusted pathways greater than 52 weeks	Target	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Actual	-	3	5	6	5									
E.B.2	Percentage of non - admitted pathways treated within 18 Weeks	Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
		Actual		91.4%	91.5%	91.4%	89.8%								91.0%	91.0%
E.B.S.4	Number of completed non-admitted pathways greater than 52 weeks	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	-	2	3	10	13									0
Local	Number of specialties where non-admitted standard was not delivered	Actual	-	14	14	14	14									
E.B.3	Percentage of incomplete Pathways that have waited less than 18 Weeks	Target	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%
		Actual		92.7%	92.7%	92.8%	92.0%								92.6%	92.6%
E.B.S.4	Number of incomplete pathways greater than 52 weeks	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Actual	-	10	12	9	13									
Local	Number of specialties where incomplete standard was not delivered	Actual	-	9	7	7	6									
Cancelled Operations																
E.B.S.2	Cancelled operations - Number of patients who have had an operation cancelled, on or after the day of admission, for non-	Target	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Local	who are treated within 8 Weeks	Actual	100.0%	90.0%	100.0%	100.0%									97.5%	97.5%
Local	Percentage of patients referred to the Diabetic Nursing Service who are treated within 8 Weeks	Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
		Actual	95.8%	95.0%	100.0%	95.9%										96.7%

Mental Health and Learning Disabilities

Adults of Working Age

E.B.S.3	Proportion of those patients on a Care Programme Approach (CPA) discharged from inpatient care who are followed up within 7 days	Target			95.0%			95.0%			95.0%			95.0%	95.0%	95.0%
		Glos			98.2%											

Improving Access to Psychological Therapies (IAPT)

E.A.3	The proportion of people who have depression and/or anxiety disorders who receive psychological therapies	Glos target			3.75%			7.5%			11.25%			15.0%	3.75%	3.8%
		Glos actual			2.1%											2.1%
E.A.S.2	The proportion of people who complete therapy who are moving towards recovery	Glos target			25.8%			33.5%			41.2%			50.0%	50.0%	50.0%
		Glos actual			53.0%										53.0%	53.0%
E.H.1_B1	The proportion of people that wait 6 weeks or less from referral to their 1st IAPT treatment appointment against the no. of people who enter treatment in the reporting period.	Glos target			75.1%			75.1%			75.1%			75.1%	75.1%	75.1%
		Glos actual		-	35.0%										35.0%	35.0%
E.H.1_B2	The proportion of people that wait 18 weeks or less from referral to their 1st IAPT treatment appointment against the no. of people who enter treatment in the reporting period.	Glos target			95.1%			95.1%			95.1%			95.1%	95.1%	95.1%
		Glos actual		-	90.0%										90.0%	90.0%

Quality

Quality Indicators

E.B.S.1	Eliminate mixed-sexed accommodation breaches at all providers sites (patients)	CCG		60	0	26	19	17									
		GHFT		69	0	30	23	18									
		Care Services		0	0	0	0	0									
		2gether		0	0	0	0	0									
	Number of Never Events	GHT		0	0	0	1	0									
		Care Services		0	0	0	0	0									
		2gether		0	0	0	0										
		SWAST		-	-	-	-	-	-	-	-	-	-	-	-	-	
	Percentage of all adult inpatients who have had a VTE risk assessment	Target		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	
		GHNHSFT		94.0%	92.5%	94.0%	93.2%	93.2%									
		GCS		95.4%	96.0%	91.5%	96.7%	97.9%									

Cleanliness and HCAs

Methicillin Resistant Staphylococcus Aureus (MRSA)

E.A.S.4	Number of MRSA infections (Health Community)	Glos HC target		0	0	0	0	0	0	0	0	0	0	0	0	0
		Glos HC actual		3	1	0	1	1	0							6
	Number of post 48 hours MRSA infections post 48 hours (Acute Trust)	GHNHSFT target		0	0	0	0	0	0	0	0	0	0	0	0	0
		GHNHSFT actual		1	0	0	0	0	0							1

Clostridium Difficile (C.Diff)

E.A.S.5	Number of total C Diff infections (Health Community)	Glos HC target		15	12	12	16	16	8	12	10	9	16	16	15	142	157
		Glos HC actual		14	17	17	11	15	20							94	94
	Number of post 48 hour C Diff infections (Acute Trust)	GHNHSFT target		3	3	3	4	4	2	3	2	2	4	3	4	33	37
		GHNHSFT actual		5	3	1	4	1	4							18	18

Local Priorities

LP1	Reduction in COPD admission	Glos HC target														
		Glos HC actual	n/a													
LP2	Injuries due to falls per 100,000 population ages 65+	Glos HC target														
		GHNHSFT actual	2,236													
LP3		Glos HC target														
		GHNHSFT actual	n/a													