

**NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
CORPORATE PERFORMANCE REPORT**

| | |
|---|---|
| Date of the meeting | 19/03/2014 |
| Author | P Dove – Head of Performance Intelligence |
| Sponsoring Board Member | P Vater – Chief Finance Officer |
| Purpose of Report | To note the progress against National and Local Performance Standards for 2013/14 |
| Recommendation | The Governing Body is asked to Note the report. |
| Stakeholder Engagement | N/A |
| Previous GB / Committee/s, Dates | N/A |

Monitoring and Assurance Summary

| | | | |
|---|--|--------------------------------|-----------|
| This report links to the following Assurance Domains | <ul style="list-style-type: none"> • Quality • Engagement • Outcomes • Governance • Partnership-Working • Leadership | | |
| I confirm that I have considered the implications of this report on each of the matters below, as indicated: | Yes [e.g. ✓] | Any action required? | |
| | | Yes Detail in report | No |
| All three Domains of Quality (Safety, Quality, Patient Experience) | ✓ | | ✓ |
| Board Assurance Framework / Risk Register | ✓ | | ✓ |
| Budgetary Impact | ✓ | | ✓ |
| Legal / Regulatory | ✓ | | ✓ |
| People / Staff | ✓ | | ✓ |
| Financial / Value for Money / Sustainability | ✓ | | ✓ |
| Information Management & Technology | ✓ | | ✓ |
| Equality Impact Assessment | ✓ | | ✓ |
| Freedom of Information | ✓ | | ✓ |

Initials: PD

1. Introduction

- 1.1 The Corporate Performance Report has been designed to incorporate all of the main performance targets of the Clinical Commissioning Group including the National Operating Framework Performance Measures. The detail below, and annexes attached, report on any significant underperformance for the Commissioner, and for the main NHS Foundation Trust providers.

2. Performance Report 2013/14

- 2.1 Performance information for 2013/14, where known, is set out in Appendix 1. The performance concerns are noted below:

18 Week Referral to Treatment (Lead Director – Jane Pike)

- 2.2 Foundation Trusts within the Dorset Clinical Commissioning Group health community are achieving national 18 week standards at aggregate level. There is however variation in performance at speciality level as shown below.
- 2.3 The following performance is noted for Referral to Treatment Admitted Specialty Compliance at Provider level (and therefore subject to various commissioning organisations), for the period ending 31 December 2013:

| RTT Specialty | RBH | Poole | DCH | Salisbury | Yeovil |
|-----------------------------|-----|-------|-----|-----------|--------|
| No of Specialties | 11 | 13 | 12 | 14 | 14 |
| No of Specialties Achieving | 9 | 12 | 11 | 14 | 13 |

- 2.4 Royal Bournemouth NHS Foundation Trust reported two specialties underperforming as at 31 December 2013 (General Surgery and Ophthalmology) for admitted pathways. Significant progress has been made by the NHS Foundation Trust in December 2013 where the Trust achieved both Urology and T&O despite challenges.
- 2.5 The weekly PTL continues to highlight an increasing pressure within Ophthalmology. The NHS Foundation Trust has confirmed a number of factors which has led to the deteriorating performance in this area such as inability to recruit to new and vacant posts and an increase in referrals to secondary care. The latter point is being investigated by the CCG.
- 2.6 The NHS Foundation Trust is currently providing additional activity to reduce the backlog and is exploring further options for securing further additional capacity.
- 2.7 Poole Hospital NHS Foundation Trust failed to achieve Neurology (small numbers within this specialty) while Dorset County Hospital NHS Foundation Trust failed to achieve Dermatology.
- 2.8 The following performance is noted for Referral to Treatment Non Admitted Specialty Compliance at Provider level (and therefore subject to various commissioning organisations) for the period ending 31 December 2013:

| RTT Specialty | RBH | Poole | DCH | Salisbury | Yeovil |
|-----------------------------|-----|-------|-----|-----------|--------|
| No of Specialties | 15 | 14 | 15 | 16 | 17 |
| No of Specialties Achieving | 15 | 13 | 14 | 15 | 14 |

- 2.9 Poole Hospital NHS Foundation Trust failed to achieve Ophthalmology while Dorset County Hospital NHS Foundation Trust failed to achieve General Surgery (94.9%).

9.2

2.10 Dorset CCG continues to monitor progress at speciality level for both admitted and non-admitted pathways and has requested a number of recovery trajectories and action plans. It should also be noted that NHS England and the CCG are requiring providers to achieve standards at individual specialty level, compared to the Monitor Compliance Framework which requires performance to be achieved at aggregate level.

2.11 The following performance is noted for Referral to Treatment on Incomplete Pathway Compliance at Provider level (and therefore subject to various commissioning organisations) for the most recent reported month:

| RTT Specialty | RBH | Poole | DCH | Salisbury | Yeovil |
|-----------------------------|-----|-------|-----|-----------|--------|
| No of Specialties | 16 | 16 | 15 | 16 | 17 |
| No of Specialties Achieving | 15 | 16 | 15 | 16 | 16 |

2.12 Indicative local targets have been set to ensure NHS Foundation Trust waiting list positions improve. The current position at the end of December 2013 indicates that the waiting list position across the local health community remains high across the majority of providers with notable increases at Dorset County Hospital NHS Foundation Trust and Royal Bournemouth Hospital NHS Foundation Trust. The table below indicates the latest waiting list position compared with 31 March 2013.

| RTT | RBH | Poole | DCH | Salisbury | Yeovil |
|------------------------|--------|-------|--------|-----------|--------|
| Target Number of Waits | 12,476 | 8,208 | 8,383 | 9,752 | 5,547 |
| Actual Number of Waits | 14,017 | 8,441 | 10,551 | 8,922 | 5,931 |

2.13 Dorset Clinical Commissioning Group reported no patients waiting over 52 weeks for treatment as at 31 December 2013. The following table shows the number of patients waiting in excess of 35 weeks for treatment at Provider level (and therefore subject to various commissioning organisations):

| RTT | RBH | Poole | DCH | Salisbury | Yeovil |
|-----------------------------------|-----|-------|-----|-----------|--------|
| Actual Number of Waits (Provider) | 29 | 2 | 14 | 3 | 19 |

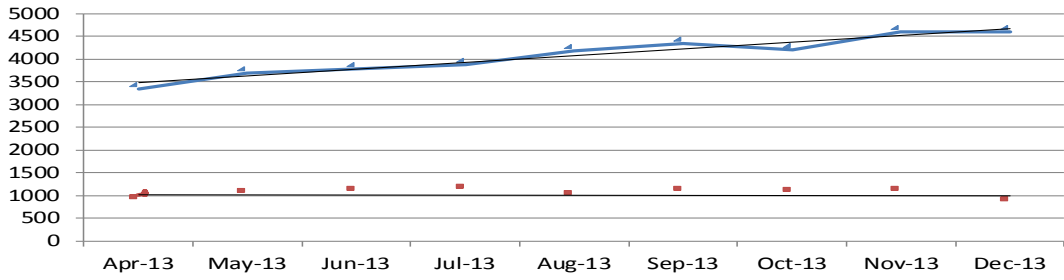
2.14 The performance of Dorset County Hospital NHS Foundation Trust and Yeovil Hospital NHS Foundation Trust for the period ending 31 December 2013 remains disappointing with a total of 33 patients waiting over 35 weeks for treatment compared with 20 as at 31 March 2013. The number of over 35 week waiters across the remaining providers has improved when compared to the reported position in March 2013.

2.15 The following graphs show the number of patients on the Incomplete Pathway, (the Inpatient and Outpatient waiting list) and the number of Primary Care Referrals for the period ending 31 December 2013, for Dorset CCG patients. Five specialties where the largest increase in the waiting list can be observed below.

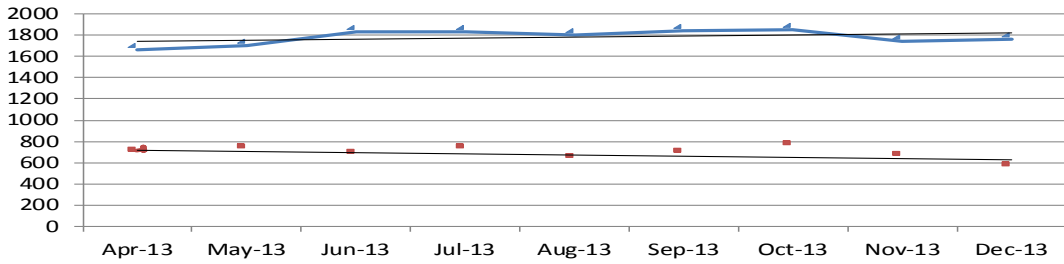
2.16 It should be noted the following graphs detailing referrals only include those referrals from Primary Care and therefore will not include secondary care generated referrals.

◆ Number on Waiting List
 ■ Primary Care Referrals
 — Linear (Primary Care Referrals)
 — Linear (Number on Waiting List)

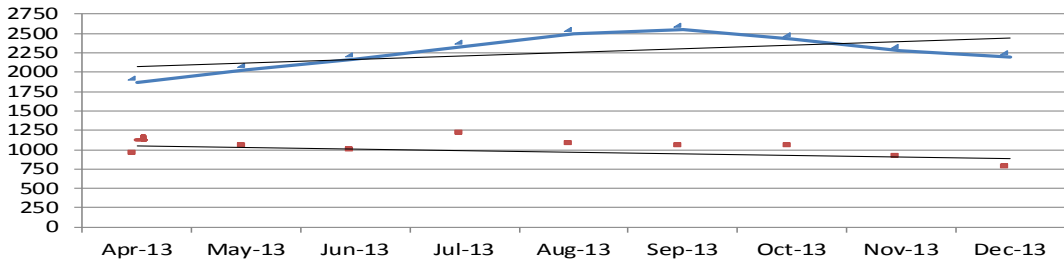
Trauma & Orth Waiting List & Referrals



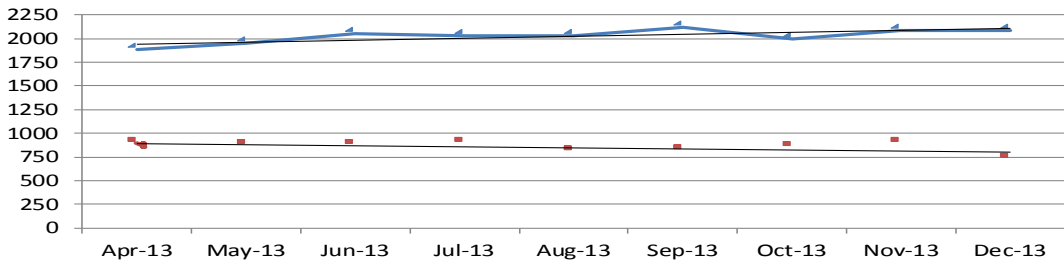
ENT Waiting List & Referrals



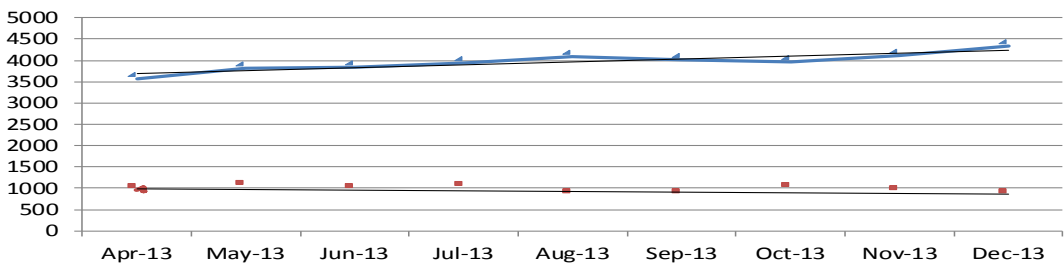
Dermatology Waiting List & Referrals



Gynaecology Waiting List & Referrals



Ophthalmology Waiting List & Referrals



- 2.17 It is apparent that whilst GP initiated referrals have been maintained over the past year the waiting list position continues to increase. Ophthalmology and Trauma and Orthopaedics are two areas which highlight this.
- 2.18 The Dermatology waiting list is now showing the effect of a recent reduction in GP initiated referrals.

Diagnostic Performance

- 2.19 The following table shows the performance of organisations across Dorset and providers on the health community boundary. The percentages details below show the percentage of patients waiting over 6 weeks for treatment against the total waiting list.

| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-----------------------------------|-------------------|------|------|------|------|------|------|------|------|-------|
| 6 Week Active Diagnostic Breaches | Dorset County | 1.2% | 1.0% | 1.0% | 0.3% | 0.3% | 0.2% | 2.7% | 6.1% | 11.1% |
| | Poole | 0.3% | 0.1% | 0.6% | 0.7% | 1.0% | 3.8% | 0.8% | 0.8% | 4.9% |
| | Royal Bournemouth | 0.5% | 0.3% | 0.4% | 0.3% | 0.9% | 0.6% | 0.8% | 0.2% | 1.0% |
| | DHUFT | 0.0% | 0.0% | 0.5% | 0.0% | 0.0% | 0.2% | 0.8% | 0.0% | 1.6% |
| | Salisbury | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Yeovil | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.7% | 1.0% | 1.1% |

- 2.20 Dorset County Hospital NHS Foundation Trust reported that 11.1% of all patients waiting over 6 weeks for treatment in December 2013, against a 1% threshold. The NHS Foundation Trust has reported concerns for a number of months in relation to DEXA scans where the Trust has experienced an increase in referrals coupled with the sick leave followed by resignation of the DEXA practitioner. The NHS Foundation Trust has confirmed that they are seeking to work in collaboration with another provider or secure a suitable locum while permanent recruitment processes are completed.
- 2.21 Poole Hospital NHS Foundation Trust reported that 4.9% of all patients waited over 6 weeks for treatment in December 2013, against a 1% threshold. The NHS Foundation Trust reported these delays in MRI (demand and capacity) and Endoscopy (equipment issues). The latter area is expected to improve marginally in January 2014 with further improvement in February 2014 when the equipment issues are resolved.
- 2.22 Dorset Healthcare University Foundation Trust reported that 1.6% of patients breached the 6 week target in December 2013 which is currently being investigated.

Quality and Infection Control (Lead Director Suzanne Rastrick)

- 2.23 For the period ending 31 December 2013 all local providers with the exception of Yeovil District Hospital NHS Foundation Trust have reported one cases of MRSA thus failing to achieve the national objective.
- 2.24 Performance against nationally set C DIFF objectives is currently disappointing. Dorset CCG has reported a reduction in the number of cases to the period ending 31 December 2013 (when compared to previous year) however the reduction is not significant. Provisional information for the period ending 31 January 2014 indicates that Dorset CCG is likely to achieve the CCG objective for 2013/14.

- 2.25 Dorset County Hospital NHS Foundation has reported 21 cases in the first nine months of 2013/14, compared to the 2013/14 full year objective of 18 cases. Dorset CCG has issued the NHS Foundation Trust with a contract query notice with a view to seeking remedial action
- 2.26 There were nine cases of Mixed Sex Accommodation in December 2013 at Salisbury Healthcare NHS Foundation Trust.
- 2.27 NHS England continues to publish Friends and Family *Test* information, the most recent information published is up to December 2013.

| Trust name | Nov-13 | | | Dec-13 | | |
|---|--------------------------|--------------------|-------------------------|--------------------------|--------------------|-------------------------|
| | Inpatient response rates | A&E response rates | Combined response rates | Inpatient response rates | A&E response rates | Combined response rates |
| England | 31.3% | 15.2% | 20.9% | 28.8% | 15.3% | 19.9% |
| Salisbury NHS Foundation Trust | 54.9% | 20.2% | 32.7% | 51.0% | 16.3% | 28.8% |
| Yeovil District Hospital NHS Foundation Trust | 41.2% | 5.8% | 18.2% | 37.8% | 7.3% | 17.8% |
| Dorset County Hospital NHS Foundation Trust | 22.7% | 18.2% | 20.0% | 29.0% | 19.2% | 23.1% |
| Poole Hospital NHS Foundation Trust | 38.5% | 5.6% | 15.1% | 44.2% | 2.3% | 14.1% |
| Royal Bournemouth And Christchurch Hospitals NHS Foundation Trust | 38.7% | 14.8% | 21.9% | 34.5% | 16.0% | 21.6% |

- 2.28 The following points can be noted from the above data;
- Dorset County Hospital NHS Foundation Trust recorded a combined response rate of 23.1% with both Inpatient and Accident & Emergency response rates higher than the national average
 - Poole Hospital NHS Foundation Trust recorded a 44% response rate from Inpatient admissions however only 2.3% responded within Accident and Emergency. This response rate ranks Poole Hospital NHS Foundation Trust in the bottom decile nationally
 - Royal Bournemouth Hospital NHS Foundation Trust has recorded response rates above the national average in both areas.

Urgent and Emergency Care (Lead Director Jane Pike)

- 2.29 Performance remained positive across Emergency Departments throughout quarter 4 2013 when benchmarked nationally. However, based on the retrospectively agreed new measurement of quarterly performance both Poole Hospital NHS Foundation Trust and Dorset County Hospital NHS Foundation Trust failed to achieve the 95% standard in quarter 3, with 94.94% and 94.98% respectively. Current performance across Dorset CCG is pleasing with the exception of Poole Hospital NHS Foundation. The NHS Foundation Trust is unlikely to achieve the 95% quarterly standard for quarter 4.
- 2.30 South Western Ambulance Services NHS Foundation Trust is currently failing a key national standard for the period ending 31 December 2013. Performance across the entire provider (which includes the old South Western Ambulance Services NHS Foundation Trust and Great Western Ambulance Service Trust) indicates a significant underperformance of the Red 1 standard. The NHS Foundation Trust has indicated that the main concern with this standard is the relatively low number of Red 1 activations per day in unpredictable locations, and with the area covered by the Trust largely rural, the achievement of this target is very challenging.

- 2.31 Performance in Dorset against the Red 1 standard is particularly strong where 83% of activations are responded to within 8 minutes. South Western Ambulance Services NHS Foundation Trust continues to achieve all ambulance standards across Dorset CCG for the period ending 31 December 2013.

Dorset Healthcare University Foundation Trust (Lead Director Jane Pike)

Mental Health Services

- 2.32 As at December 2013, DHUFT are reporting that 66.6% of Mental Health Targets are being met compared to 81.25% as at 30 November 2013, these exceptions are primarily around indicators relating to, number of people in receipt of specialist mental health being recorded as employed, responses to emergency referrals achieved by the crisis response team within 3-4 hours, reducing the rate of admissions, individuals accessing Crisis Resolution and Home Treatment services who have an individualized care plan, percentage of patient being compulsory admitted, Memory assessment service percentage of initial assessment and treatment completed within 4 weeks of referral. Dorset CCG has formally raised concerns that the NHS Foundation Trusts achievement rate is currently only achieving 50% and the NHS Foundation Trust has confirmed that they are working towards improving this.

Children and Young People Services

- 2.33 As at December 2013, DHUFT are reporting that 90% of Children and Young Peoples service targets are being met. Exceptions include, Breastfeeding Prevalence at 6-8 weeks, number of four-week quitters who attended NHS stop smoking service, percentage of looked after children in Bournemouth & Poole receiving Review Health Assessments, school nursing non face to face contacts.

Community Health Services

- 2.34 As at December 2013, DHUFT are reporting that 92.9% of Community Health Services targets are being met. Exceptions include Delayed Transfers from Acute hospitals for reasons attributable to Dorset Healthcare, delayed transfers of care from community hospitals, waits for pulmonary rehab assessment, Referral to Treatment 18 weeks (2 specialties did not achieve 18 weeks).
- 2.35 A full list of all exceptions and actions being implemented to improve individual areas are detailed in the full Dorset Healthcare Performance report.

Author's name and Title : Phil Dove, Head of Performance Intelligence
Date : 27th February 2014
Telephone Number : 01202 541621

| APPENDICES | | | | |
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| | | Appendix 1 | Corporate Performance Report | |
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