

NHS Dorset Clinical Commissioning Group - Business Intelligence

**Corporate Performance Report  
March 2015**

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Data source: Performance Data  
Date published: 06/05/2015



**Supporting people in Dorset to lead healthier lives**

NHS Dorset Clinical Commissioning Group - Organisational Standards - March 2015, or latest monthly performance									
Operational Standards	Indicator Definition	CCG	RBH	PHT	DCH	DHUFT	Salisbury	Yeovil	SWAST
Referral To Treatment waiting times for non-urgent consultant-led treatment	Admitted patients to start treatment within a maximum of 18 weeks from referral (specialty level)								
	Non-admitted patients to start treatment within a maximum of 18 weeks from referral (specialty level)								
	Patients on incomplete non-emergency pathways (yet to start treatment) should have been waiting no more than 18 weeks from referral (specialty level)								
	Zero tolerance of over 52 week waiters								
Cancer waits – 2 week wait	Maximum two-week wait for first outpatient appointment for patients referred urgently with suspected cancer by a GP								
	Maximum two-week wait for first outpatient appointment for patients referred urgently with breast symptoms (where cancer was not initially suspected)								
Cancer waits – 31 days	Maximum one month (31-day) wait from diagnosis to first definitive treatment for all cancers								
	Maximum 31-day wait for subsequent treatment where that treatment is surgery								
	Maximum 31-day wait for subsequent treatment where that treatment is an anti-cancer drug regimen								
	Maximum 31-day wait for subsequent treatment where the treatment is a course of radiotherapy								
Cancer waits – 62 days	Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer								
	Maximum 62-day wait from referral from an NHS screening service to first definitive treatment for all cancers								
	Maximum 62-day wait for first definitive treatment following a consultant's decision to upgrade the priority of the patient (all cancers)								
Category A ambulance calls	Category A Red 1 calls resulting in an emergency response arriving within 8minutes								
	Category A Red 2 calls resulting in an emergency response arriving within 8minutes								
	Category A calls resulting in an ambulance arriving at the scene within 19 minutes								
111 Service	Calls answered within 60 seconds (following completion of the initial answerphone message)								
Ambulance Handovers	All handovers between ambulance and A&E must take place within 15 minutes								
Ambulance Crews	Following handover between ambulance and A&E ambulance crew should be ready to accept new calls within 15 minutes								
Diagnostic test waiting times	Patients waiting for a diagnostic test should have been waiting no more than 6 weeks from referral								
A&E waits	Patients should be admitted, transferred or discharged within 4hours of their arrival at an A&E department								
	No waits from decision to admit to admission (trolley waits) over 12 hours								
Cancelled Operations	All patients who have operations cancelled, on or after the day of admission (including the day of surgery), for non-clinical reasons to be offered another binding date within 28 days, or the patient's treatment to be funded at the time and hospital of the patient's choice.								
	No urgent operation to be cancelled for a 2nd time								
Mental Health	Care Programme Approach (CPA): The proportion of people under adult mental illness specialties on CPA who were followed up within 7 days of discharge from psychiatric in-patient care during the period								
IAPT/Steps to Wellbeing	Proportion of people who have depression and/or anxiety disorders who receive psychological therapies								
	Proportion of people who complete treatment who are moving to recovery								
Prescribing	Failure to Publish Formulary	To Be Confirmed							