QUALITY SCORECARD - JULY 2013

APPENDIX 1

Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

Safety	Target	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Trend
Infection Control - MRSA Bacteraemias (Cumulative)		0	0												
Infection Control - MRSA Screening															
Infection Control - Norovirus Outbreaks (Cumulative)		4	0												
Infection Control - C.Diff (Cumulative)		9	5												
MSSA (Cumulative)		8	0												
E.Coli (Cumulative)		14	24												
Infection Control - Handwashing audit compliance															
National Reporting and Learning System (% of low/no harm incidents)															
National Reporting and Learning System (% of severe harm incidents)															
NPSA Safety Alerts - Number outstanding		0	0												
Number of Serious Incidents Requiring Investigation (declared)		2	5												
No of Serious Incidents Requiring Investigation open outside of timescale		0	0												
Percentage of staff trained in safeguarding adults		78.8%	80.3%												
Staff trained in safeguarding children to level 1 (all staff as % of workforce)		79.8%	80.90%												
Staff trained in safeguarding children to level 2 (clinical staff as % of workforce)			71.7%												
Number of confirmed Never Events		0	0												
Emergency Department Ambulance Handover delays (61-90 mins)															
Hospital Standardise Mortality Indicator (HSMR)															
Summary-Level Hospital Mortality Indicator (SHMI)															
Compliance with WHO surgical site Checlist															
Effectiveness															
Patient falls resulting in a fracture or significant injury		0	2												
Stage 3 or 4 pressure Ulcer occurrence (acquired in care)		1	1												
Percentage of patients who fell more than once (as a % of falls)															
VTE % of risk assessments		92%	92.69%												
PROMS EQ5D average score (Groin) health gain															
PROMS EQ5D average score (Knee) health gain															
PROMS EQ5D average score (Hip) health gain															
Patient Experience															
Total number of Complaints		31	30												
Total number of Complaints acknowledged within 3 working days															
Percentage of cancelled Operations															
Breaches in same sex accomodation															
Patient satisfaction - Were you involved as much as you wanted to be in decisions about your care and treatment?															
Patient satisfaction - Did you find someone on the hospital staff to talk about your worries and fears?															
Patient satisfaction - Were you given enough privacy when discussing your condition or treatment?															
Patient satisfaction - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?															
Patient satisfaction -Did a member of staff tell you about medication side effects to watch for when you went home?															
Workforce															
Sickness absence rate monthly%															
Staff turnover rate %															
Mandatory Training %															
Appraisal %															

Poole Hospital NHS Foundation Trust

Safety	Target	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Trend
Infection Control - MRSA Bacteraemias (Cumulative)	1	0												0	
Infection Control - MRSA Screening	95%														
Infection Control - Norovirus Outbreaks (Cumulative)	N/A	11												11	
Infection Control - C.Diff (Cumulative)	19	2												2	
MSSA (Cumulative)	N/A	1												1	
E.Coli (Cumulative)	N/A	0												0	
Infection Control - Handwashing audit compliance		98%												98%	
National Reporting and Learning System (% of low/no harm incidents)	N/A	98%												98%	
National Reporting and Learning System (% of severe harm incidents)	0.70%	0.2%													
NPSA Safety Alerts - Number outstanding	0	0													
Number of Serious Incidents Requiring Investigation (declared)	N/A	1													
No of Serious Incidents Requiring Investigation open outside of timescale	0	0													
Percentage of staff trained in safeguarding adults		74%													
Staff trained in safeguarding children to level 1 (all staff as % of workforce)		76%													
Staff trained in safeguarding children to level 2 (clinical staff as % of workforce)		44%													
Staff trained in safeguarding children to level 3 (clinical staff as % of workforce)		37%													
Number of confirmed Never Events	0	1												1	
Emergency Department Ambulance Handover delays (61-90 mins)															
Hospital Standardise Mortality Indicator (HSMR)	<100	X													
Summary-Level Hospital Mortality Indicator (SHMI)	N/A	X													
Compliance with WHO surgical site Checlist		66%													
Effectiveness															
Patient falls resulting in a fracture or significant injury	0	2												2	
Stage 3 or 4 pressure Ulcer occurrence (acquired in care)	0	1												1	
Percentage of patients who fell more than once (as a % of falls)		11%													
VTE % of risk assessments		94%													
PROMS response rate		83%													
Patient Experience															
Total number of Complaints	N/A	44													
Total number of Complaints acknowledged within 3 working days	N/A	95%													
Percentage of cancelled Operations	N/A	2.24%													
Breaches in same sex accomodation	0	0													
Patient satisfaction - Were you involved as much as you wanted to be in decisions about your care and treatment?	7.25														
Patient satisfaction - Did you find someone on the hospital staff to talk about your worries and fears?	6.10														
Patient satisfaction - Were you given enough privacy when discussing your condition or treatment?	8.30														
Patient satisfaction - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	7.05														
Patient satisfaction -Did a member of staff tell you about medication side effects to watch for when you went home?	5.50														
Workforce															
Sickness absence rate %	<3.5	3.80%													
Staff turnover rate %	<11	0.64%													
Mandatory Training %		74%													
Appraisal %		X													

Dorset County Hospital NHS Foundation Trust

Safety	Target	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Trend
Infection Control - MRSA Bacteraemias (Cumulative)		0	0												
Infection Control - MRSA Screening - Elective		98.6%	97.0%												
Infection Control - MRSA Screening - Non Elective		97.0%	97.5%												
Infection Control - Norovirus Outbreaks (Cumulative)		1	0												
Infection Control - C.Diff (Cumulative)		1	3												
MSSA (Cumulative)		1	0												
E.Coli (Cumulative)		0	1												
Infection Control - Handwashing audit compliance		97.7%	98.3%												
National Reporting and Learning System (% of low/no harm incidents)		94%													
National Reporting and Learning System (% of severe harm incidents)		0.9%													
NPSA Safety Alerts - Number outstanding		0	0												
Number of Serious Incidents Requiring Investigation (declared)		2	0												
No of Serious Incidents Requiring Investigation open outside of timescale		0	0												
Percentage of staff trained in safeguarding adults															
Staff trained in safeguarding children to level 1 (all staff as % of workforce)															
Staff trained in safeguarding children to level 2 (clinical staff as % of workforce)															
Number of confirmed Never Events		1	0												
Emergency Department Ambulance Handover delays (61-90 mins)		39	16												
Hospital Standardise Mortality Indicator (HSMR)		96.3	one month in arrears												
Summary-Level Hospital Mortality Indicator (SHMI)		Six months in arrears													
Compliance with WHO surgical site Checlist		98.90%	98.1%												
Effectiveness															
Patient falls resulting in a fracture or significant injury		0	2												
Stage 3 or 4 pressure Ulcer occurrence (acquired in care)		2	3												
Percentage of patients who fell more than once (as a % of falls)															
VTE % of risk assessments		97.8%	97.70%												
PROMS EQ5D average score (Groin) health gain															
PROMS EQ5D average score (Knee) health gain															
PROMS EQ5D average score (Hip) health gain															
Patient Experience															
Total number of Complaints		72	62												
Total number of Complaints acknowledged within 3 working days															
Percentage of cancelled Operations		0.66%	0.59%												
Breaches in same sex accomodation		0	0												
Patient satisfaction - Were you involved as much as you wanted to be in decisions about your care and treatment?		46.0%													
Patient satisfaction - Did you find someone on the hospital staff to talk about your worries and fears?		61.0%													
Patient satisfaction - Were you given enough privacy when discussing your condition or treatment?		27.0%													
Patient satisfaction - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?		63.0%													
Patient satisfaction -Did a member of staff tell you about medication side effects to watch for when you went home?		21.0%													
Workforce															
Sickness absence rate %															
Staff turnover rate %															
Mandatory Training %															
Appraisal %															

Dorset Healthcare University NHS Foundation Trust

Safety	Target	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Trend
Infection Control - MRSA Bacteraemias (Cumulative)	0	0													
Infection Control - MRSA Screening															
Infection Control - Norovirus Outbreaks (Cumulative)		1													
Infection Control - C.Diff		0													
Infection Control - Handwashing audit compliance															
National Reporting and Learning System (% of low/no harm incidents)															
National Reporting and Learning System (% of severe harm incidents)															
NPSA Safety Alerts - Number outstanding															
Number of Serious Incidents Requiring Investigation (declared)															
No of Serious Incidents Requiring Investigation open outside of timescale															
Percentage of staff trained in safeguarding adults															
Staff trained in safeguarding children to level 1 (all staff as % of workforce)															
Staff trained in safeguarding children to level 2 (clinical staff as % of workforce)															
Number of confirmed Never Events	0	0													
Hospital Standardise Mortality Indicator (HSMR)		Not applicable													
Summary-Level Hospital Mortality Indicator (SHMI)		Not applicable													
Compliance with WHO surgical site Checlist		Not applicable													
Effectiveness															
Patient falls resulting in a fracture or significant injury															
Stage 3 or 4 pressure Ulcer occurrence (acquired in care)															
Percentage of patients who fell more than once (as a % of falls)															
VTE % of risk assessments															
Patient Experience															
Total number of Complaints															
Total number of Complaints acknowledged within 3 working days															
Breaches in same sex accomodation	0	0													
Patient Experience - Health and Social Care Workers															
Patient Experience - Medications															
Patient Experience - Talking Therapies															
Patient Experience - Care Co-ordinator															
Patient Experience - Care Planning															
Patient Experience - Care review															
Patient Experience - Crisis Care															
Patient Experience - Day to Day Living															
Patient Experience - Overall															
Workforce															
Sickness absence rate %															
Staff turnover rate %															
Mandatory Training %															
Appraisal %															

Quality Scorecard - Acute Providers through Associate Commissioning

	SALISBURY					YEOVIL					SOUTH WEST AMBULNACE				
	Period	Target	Actual	Period Indicator	Trend	Period	Target	Actual	Period Indicator	Trend	Period	Target	Actual	Period Indicator	Trend
Safety															
Infection Control - MRSABacteraemias (Cumulative)	Mar-13	3	3		↓	Mar-13	1	1		→					
Infection Control - MRSA screening	Q3	95%	91%		→										
Infection Control - C.Diff (Cumulative)	Mar-13	25	25		↑	Mar-13	28	10		→					
MSSA (Cumulative)	Mar-13	N/A	22			Mar-13	N/A	15							
E.Coli (Cumulative)	Jan-13	N/A	86			Mar-13	N/A	76							
Infection Control - Handwashing audit compliance	Mar-13	95%	92%		→	not contractual requirement-not provided									
National Reporting and Learning System (consistency of reporting)	Mar-13	6/6	6/6		→	Mar-13	6/6	6/6		↓	Mar-13	6/6	6/6		→
National Reporting and Learning System (% of sever harm incidents)	Mar-13	1.00%	0.80%		↓	Mar-13	1.00%	0.10%		↑	Mar-13	1.90%	0.00%		↓
Medication errors	Not Contractual Requirement					Q4	20%reduction from 08/09 baseline	122		↑					
Safety Alerts - Number outstanding	Mar-13	0	0		→	Mar-13	0	0		→	Mar-13	0	0		→
Number of Serious Untoward Incidents (declared)	Mar-13	N/A	13 (YTD)		→	Q3	N/A	7			Mar-13		9		→
Number of Serious Incidents open outside of timescale	Not Contractual Requirement					Q3	0	10		↑	Dec-12	0	0		→
Percentage of staff trained in safeguarding adults	Not Contractual Requirement					Q4		315 (% unavailable)							
Percentage of staff trained in safeguarding children	Not Contractual Requirement					Q4		349 (% unavailable)							
Number of Never Events	Mar-13	0	2		→	YTD	0	1 (shared)		→	Mar-13	0	0		→
Standardised Hospital Mortality Indicator (SHMI)	Nov-12	N/A	105			Mar-13		102							
Effectiveness															
Patient falls	Q4		5 (high harm)		↑	Q4	20% reduction on 08/09 baseline	86		↓					
Pressure Ulcer occurrence	Q4	0	2 (grade 3 or 4)		↑	Q4	20% reduction on 08/09 baseline	57		↓					
VTE % of risk assessments (UNIFY data)	Q4	95%	98%		↑	TBC	TBC	TBC		↑					
Patient Experience															
Total number of Complaints	Q3	N/A	75		→	Q4	N/A	66		↑	YTD	N/A	343		↓
Total number of Complaints acknowledged within 3 working days	not provided					not provided									
Breaches in same sex accomodation	Q4	0	0		→	Q3	0	0		↑					
Patient satisfaction - Were you involved as much as you wanted to be in decisions about your care and treatment?	2011	7.25	7.0		↓	2011	7.25	7.6		↑					
Patient satisfaction - Did you find someone on the hospital staff to talk about your worries and fears?	2011	6.10	6.0		↑	2011	6.10	6.3		↑					
Patient satisfaction - Were you given enough privacy when discussing your condition or treatment?	2011	8.30	8.6		↑	2011	8.30	8.4		↓					
Patient satisfaction - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	2011	7.05	6.5		→	2011	7.05	6.2		↓					
Patient satisfaction -Did a member of staff tell you about medication side effects to watch for when you went home?	2011	5.50	5.1		↓	2011	5.50	5.0		↑					

red text=not updated since previous report

Key
- Failing to achieve compliance/achieving trajectory/target
- Partial acheivement of target/trajectory
- Achieving compliance/achieving trajectory/target
- Information currently unavailable
- Not scored due to no target

SHMI target = PO upper limit

For Patient satisfaction the average between lowest and highest scoring trusts has been used to reflect target