

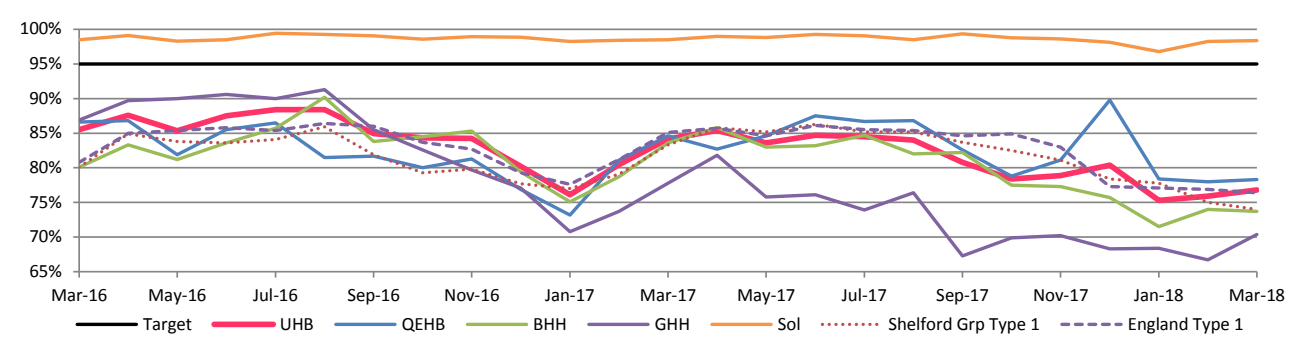
Performance Report

Lawrence Tallon
Director of Strategy, Planning and
Performance

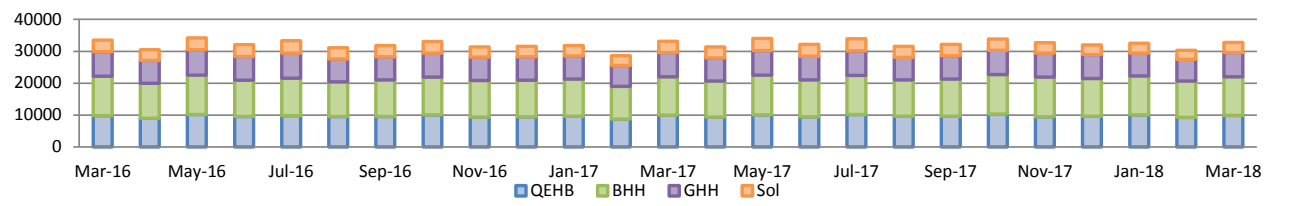
A&E 4 Hour Waits											Latest Period:		76.8%
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		95%
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	82.7%	84.6%	87.5%	86.7%	86.8%	82.6%	78.8%	81.1%	89.8%	78.4%	78.0%	78.3%	82.9%
BHH	85.8%	83.0%	83.2%	84.7%	82.0%	82.2%	77.5%	77.3%	75.7%	71.5%	74.0%	73.7%	79.2%
GHH	81.8%	75.8%	76.1%	73.9%	76.4%	67.3%	69.9%	70.2%	68.3%	68.4%	66.7%	70.4%	72.1%
Solihull	99.0%	98.8%	99.3%	99.1%	98.5%	99.3%	98.8%	98.6%	98.1%	96.8%	98.3%	98.4%	98.6%
UHB	85.4%	83.6%	84.7%	84.5%	84.0%	80.8%	78.4%	78.9%	80.4%	75.3%	75.9%	76.8%	80.8%

- Overall performance increased 0.9 pp to 76.8%.
- QEHB improved by 0.3 pp.
- GHH improved by 3.7 pp.
- Solihull fairly static at 98.4%.
- BHH fell 0.3 pp to 73.7%.
- Patterns of attendances varied across the sites.
- BHH average daily attendances fell by 12 per day (4.4%) and QEHB fell by 12 per day (3.7%).
- GHH and Solihull had 2 more attendances per day.
- Daily average admissions fell by 3.1% at QEHB but increased by 5.5% across the HGS sites.

A&E 4 Hour Wait Performance

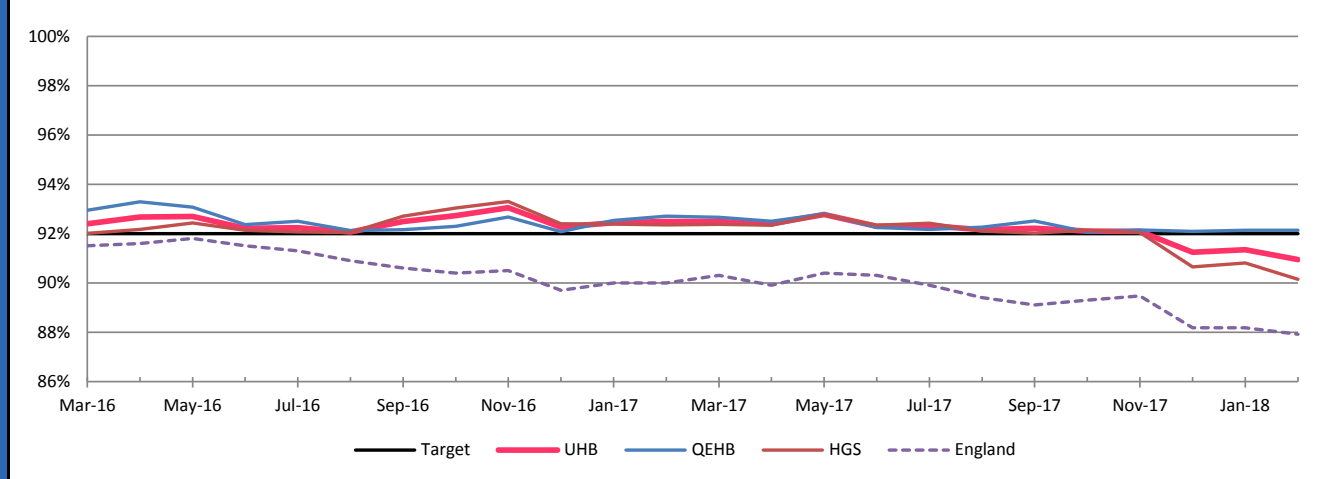


A&E Number of Attendances



RTT Incomplete Pathways											Latest Period:		90.9%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		92%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	92.5%	92.8%	92.3%	92.2%	92.3%	92.5%	92.1%	92.1%	92.1%	92.1%	92.1%		92.3%	
HGS	92.3%	92.8%	92.3%	92.4%	92.1%	92.0%	92.1%	92.0%	90.6%	90.8%	90.2%		91.8%	
UHB	92.4%	92.8%	92.3%	92.3%	92.2%	92.2%	92.1%	92.1%	91.2%	91.3%	90.9%		92.0%	

RTT Incomplete Pathway Performance



Latest Month's RTT Incomplete Pathway Performance - Treatment Functions Below Target

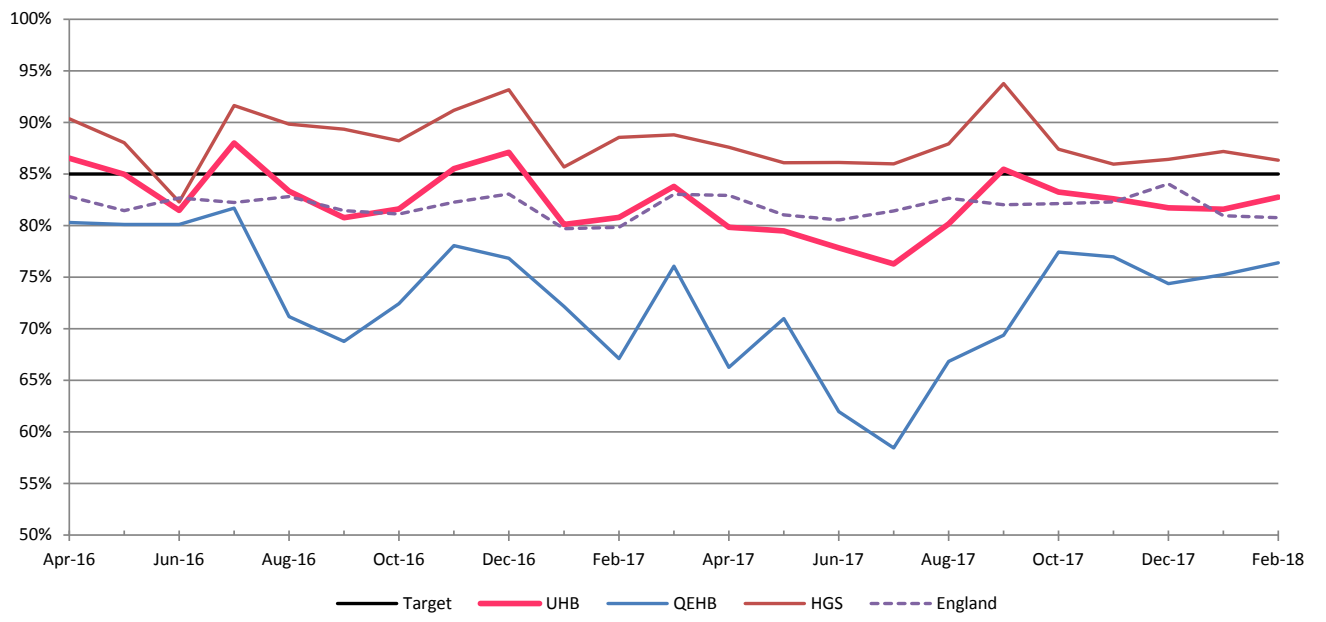
	Dermatology	ENT	Gen Surg	Gynaecology	Neurology	Neurosurg	Ophth'ology	Plastics	T&O	Urology
QEHB	93.7%	93.3%	85.3%	-	91.4%	84.1%	76.8%	96.0%	96.7%	92.9%
HGS	90.8%	90.4%	89.9%	91.4%	91.1%	-	92.4%	75.6%	73.2%	89.9%
UHB	92.2%	91.4%	88.4%	91.4%	91.3%	84.1%	86.3%	93.5%	76.4%	90.9%

- Trust performance fell by 0.4 pp to 90.9%.
- Still 2% significantly above England average.
- QEHB static at 92.1%.
- HGS fell 0.6 pp to 90.2%.
- Seven HGS treatment functions below 92%: Dermatology, ENT, Gen Surgery, Gynaecology, Neurology, Plastic Surgery, T&O and Urology.
- At QEHB General Surgery, Neurology, Neurosurgery and Ophthalmology below.
- Largest no. of breaches in T&O at HGS and Ophthalmology at QEHB.

Cancer - 62 Day GP Referrals											Latest Period:		82.8%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		85%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	66.2%	71.0%	62.0%	58.4%	66.8%	69.4%	77.4%	77.0%	74.4%	75.2%	76.4%		70.5%	
HGS	87.6%	86.1%	86.1%	86.0%	87.9%	93.8%	87.4%	85.9%	86.4%	87.2%	86.3%		87.4%	
UHB	79.8%	79.5%	77.8%	76.3%	80.1%	85.5%	83.2%	82.6%	81.7%	81.6%	82.8%		80.9%	

- Trust performance was 82.8%.
- HGS above target at 86.3%.
- QEHB improved to 76.4%.
- QEHB performance excluding tertiary referrals was 85.2%.
- If late tertiary referrals were to be reallocated in line with the national rules the Trust's performance would be 84.7%.

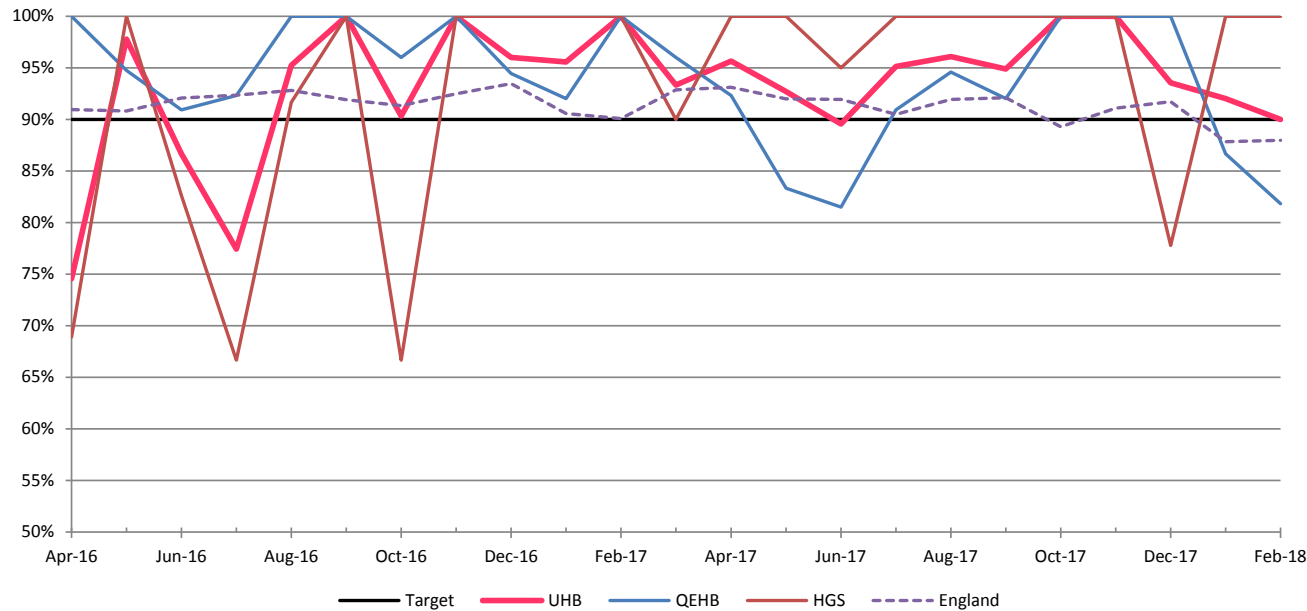
Cancer - 62 Day GP Referral Performance



Cancer - 62 Day Screening											Latest Period:		90.0%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		90%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	92.3%	83.3%	81.5%	90.9%	94.6%	92.0%	100%	100%	100%	86.7%	81.8%		91.8%	
HGS	100%	100%	95.0%	100%	100%	100%	100%	100%	77.8%	100%	100%		97.9%	
UHB	95.7%	92.7%	89.6%	95.1%	96.1%	94.9%	100%	100%	93.5%	92.0%	90.0%		94.5%	

- Target met overall with 90% performance.
- HGS achieved 100%.
- QEHB below target at 81.8% - this was only 1.0 breach of the target. This was due to patient choice.
- Provisional data shows QEHB on track to hit the target for Q4.

Cancer - 62 Day Screening Performance



6 Week Diagnostics

Latest Period:

99.7%

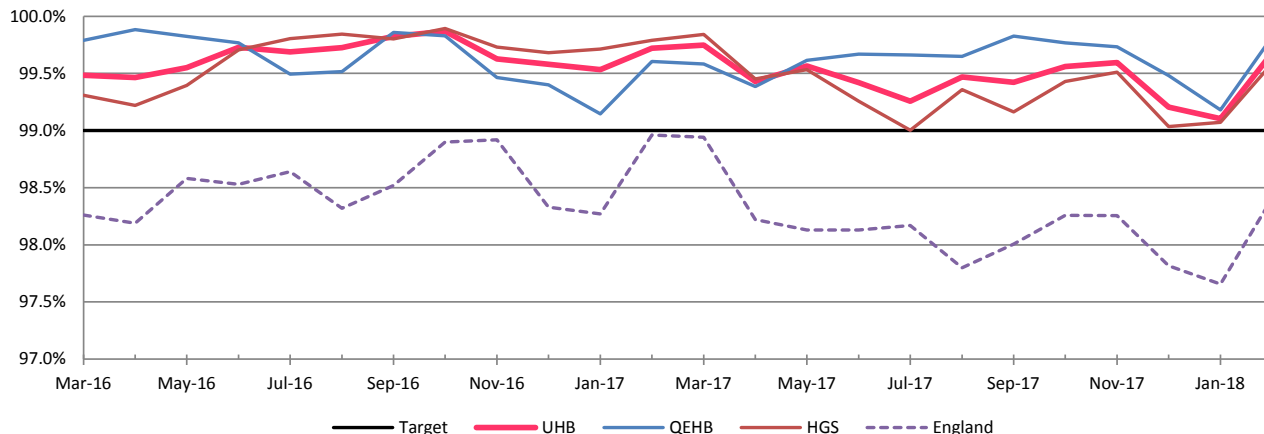
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)

Target:

99%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	99.4%	99.6%	99.7%	99.7%	99.6%	99.8%	99.8%	99.7%	99.5%	99.2%	99.8%		99.4%
HGS	99.5%	99.5%	99.3%	99.0%	99.4%	99.2%	99.4%	99.5%	99.0%	99.1%	99.6%		99.3%
UHB	99.4%	99.6%	99.4%	99.3%	99.5%	99.4%	99.6%	99.6%	99.2%	99.1%	99.7%		99.4%

6 Week Diagnostics Performance



Latest Month's 6 Week Diagnostics Performance - Modalities Below Target

	Colonoscopy	Cystoscopy	Gastroscopy	Sleep Studies	Urodynamics
QEHB	100.0%	98.7%	99.8%	100.0%	85.9%
HGS	95.8%	96.7%	98.1%	98.8%	97.0%
UHB	97.6%	97.4%	98.8%	99.5%	89.7%

- Target met overall with 99.7% performance.
- Five modalities below target at HGS, two at QEHB.

Dementia Assessment and Referral

Latest Period:

Find: 88.0%
Assess: 95.2%
Refer: 100.0%

Responsible Director: Medical Director & Deputy Chief Executive

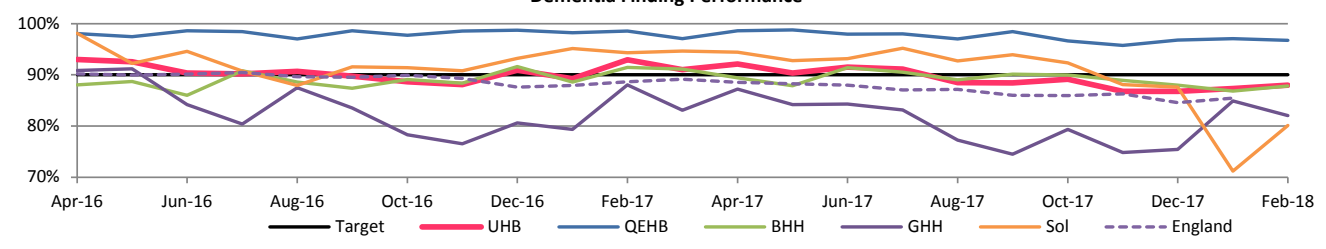
Target:

90%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB - Find	98.6%	98.8%	97.9%	98.0%	97.0%	98.4%	96.6%	95.7%	96.8%	97.0%	96.7%		97.4%
BHH - Find	89.4%	87.9%	91.4%	90.5%	89.0%	90.1%	90.0%	88.9%	88.0%	86.8%	87.8%		89.0%
GHH - Find	87.2%	84.2%	84.3%	83.1%	77.3%	74.5%	79.3%	74.8%	75.5%	84.9%	82.0%		80.5%
Solihull - Find	94.4%	92.8%	93.1%	95.2%	92.7%	94.0%	92.3%	88.1%	87.6%	71.2%	80.1%		88.5%
UHB - Find	92.1%	90.4%	91.5%	91.1%	88.5%	88.4%	89.1%	86.7%	86.8%	87.3%	88.0%		89.0%
QEHB - Assess	100%	100%	100%	100%	100%	100%	100%	100%	97.6%	100%	100%		99.7%
BHH - Assess	100%	87.2%	94.4%	86.2%	100%	100%	100%	92.6%	96.4%	78.3%	87.1%		91.9%
GHH - Assess	83.3%	100%	84.8%	92.6%	88.5%	100%	88.9%	100%	100%	100%	95.0%		93.6%
Sol - Assess	100%	100%	72.7%	88.9%	80.0%	100%	66.7%	77.8%	64.3%	83.3%	100%		81.6%
UHB - Assess	94.6%	95.3%	90.5%	92.9%	95.2%	100%	93.0%	94.9%	94.0%	92.9%	95.2%		94.3%
QEHB - Refer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
BHH - Refer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
GHH - Refer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
Sol - Refer	100%	100%	-	-	100%	100%	-	100%	100%	100%	100%		100%
UHB - Refer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

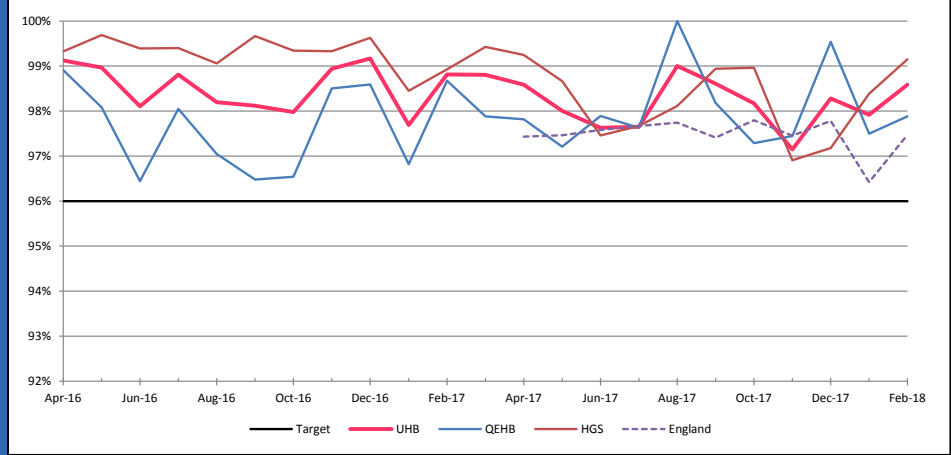
- Trust performance for the 'Find' element improved to 88% but remained below 90% target.
- Heartlands was close to the target with performance of 87.8%.
- Good Hope was 82.0%.
- Solihull was 80.1%.
- Trust achieved 'Assess' component overall.
- Heartlands was below target but this equated to only one additional patient under the 90% target.
- 'Refer' component was achieved with 100% compliance.

Dementia Finding Performance



Cancer - 31 Day First Treatment											Latest Period:	98.6%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:	96%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	97.8%	97.2%	97.9%	97.6%	100%	98.2%	97.3%	97.4%	99.5%	97.5%	97.9%		98.0%
HGS	99.2%	98.7%	97.5%	97.7%	98.1%	98.9%	99.0%	96.9%	97.2%	98.4%	99.2%		98.2%
UHB	98.6%	98.0%	97.6%	97.6%	99.0%	98.6%	98.2%	97.1%	98.3%	97.9%	98.6%		98.1%

Cancer - 31 Day First Treatment Performance



Cancer - 31 Day Subsequent Treatment (Chemotherapy)											Latest Period:	100.0%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:	98%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	98.5%	98.4%	96.5%	98.8%	100%	100%	100%	100%	100%	100%	100%		99.3%
HGS	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%		100%
UHB	99.1%	99.2%	98.2%	98.4%	100%	100%	100%	100%	100%	100%	100%		99.5%

Cancer - 31 day Subsequent Treatment (Chemotherapy) Performance

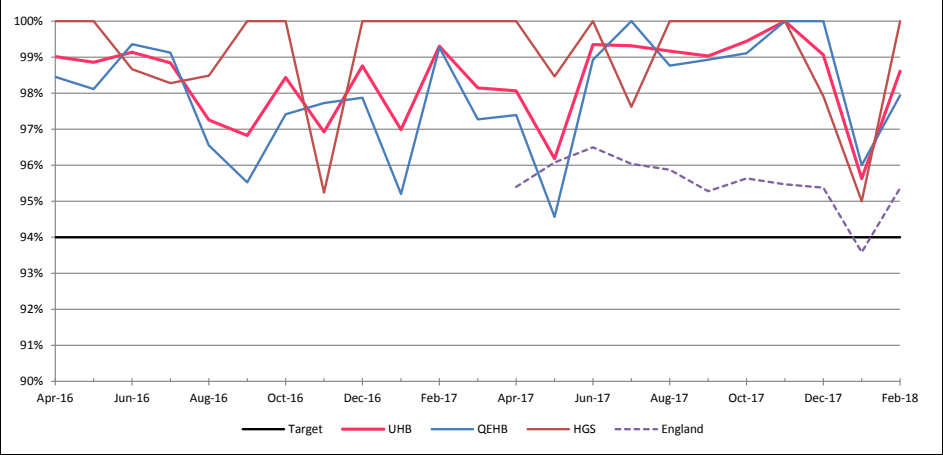


- 31 day first treatment target achieved with 97.2% performance.
- 31 day subsequent chemotherapy target also achieved with 100% performance

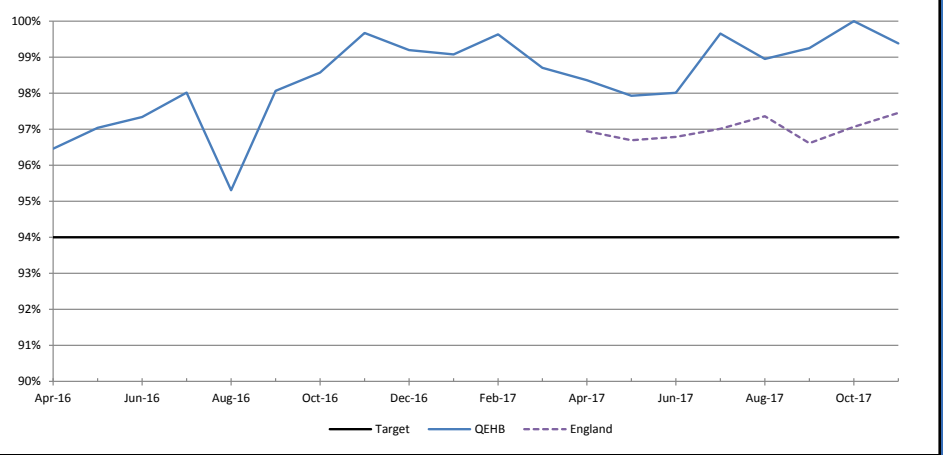
Cancer - 31 Day Subsequent Treatment (Surgery)											Latest Period:		98.6%
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		94%
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	97.4%	94.6%	98.9%	100%	98.8%	98.9%	99.1%	100%	100%	96.0%	97.9%		98.3%
HGS	100%	98.5%	100%	97.6%	100%	100%	100%	100%	97.9%	95.0%	100%		98.9%
UHB	98.1%	96.2%	99.3%	99.3%	99.2%	99.0%	99.4%	100%	99.1%	95.6%	98.6%		98.5%

Cancer - 31 Day Subsequent Treatment (Radiotherapy)											Latest Period:		99.7%
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		94%
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	98.4%	97.9%	98.0%	100%	98.9%	99.3%	100%	99.4%	98.1%	97.8%	99.7%		98.9%
HGS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
UHB	98.4%	97.9%	98.0%	99.7%	98.9%	99.3%	100%	99.4%	98.1%	97.8%	99.7%		98.9%

Cancer - 31 day Subsequent Treatment (Surgery) Performance



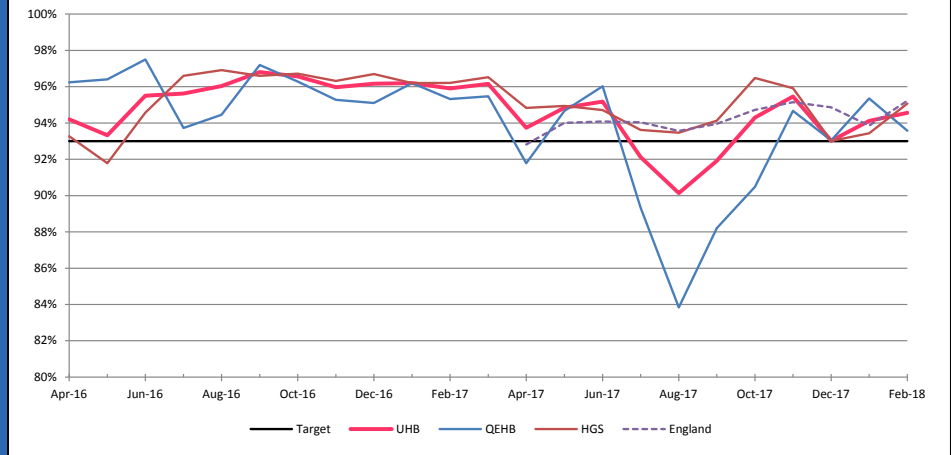
Cancer - 31 day Subsequent Treatment (Radiotherapy) Performance



- 31 day subsequent surgery target achieved with 98.6% performance.
- 31 day subsequent radiotherapy target also achieved with 99.7% performance

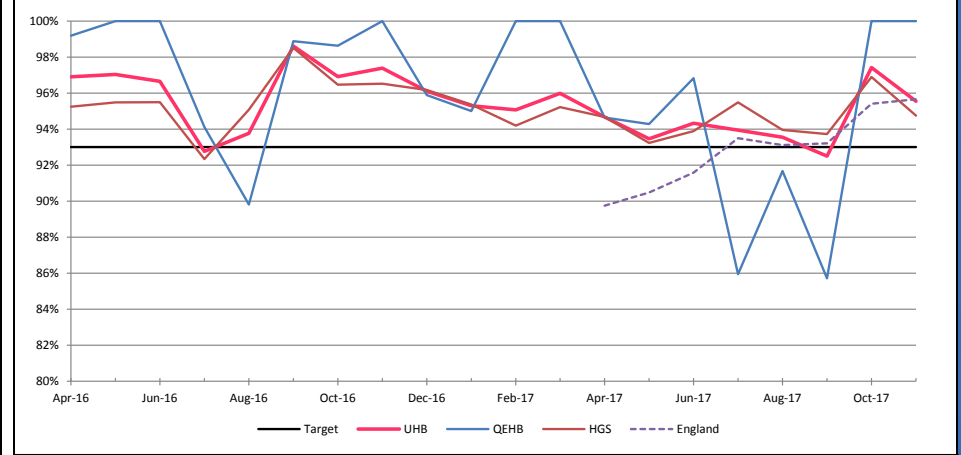
Cancer - 2 Week Wait (Suspected Cancer)											Latest Period:		94.6%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		93%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	91.8%	94.7%	96.0%	89.3%	83.8%	88.2%	90.5%	94.7%	93.0%	95.4%	93.6%		91.9%	
HGS	94.8%	94.9%	94.7%	93.6%	93.5%	94.1%	96.5%	95.9%	93.0%	93.4%	95.1%		94.5%	
UHB	93.7%	94.8%	95.2%	92.1%	90.1%	91.9%	94.3%	95.5%	93.0%	94.1%	94.6%		93.6%	

Cancer - 2 Week Wait (Suspected Cancer) Performance



Cancer - 2 Week Wait (Breast Symptoms)											Latest Period:		94.5%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		93%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	94.6%	94.3%	96.8%	85.9%	91.7%	85.7%	100%	100%	93.9%	96.9%	100%		94.6%	
HGS	94.7%	93.2%	93.9%	95.5%	94.0%	93.7%	96.9%	94.8%	94.2%	93.1%	93.6%		94.3%	
UHB	94.7%	93.5%	94.3%	93.9%	93.5%	92.5%	97.4%	95.6%	94.2%	93.8%	94.5%		94.4%	

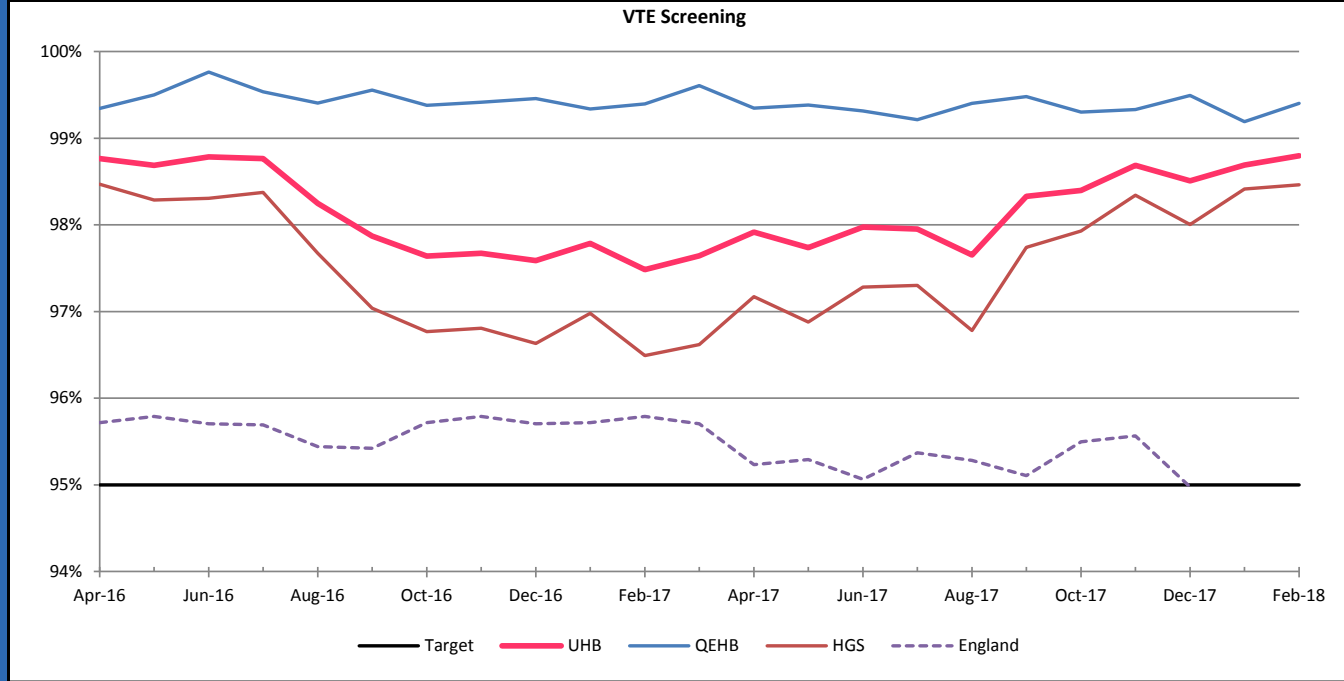
Cancer - 2 Week Wait (Breast Symptoms) Performance



- Both two week wait targets were achieved with improved performance.

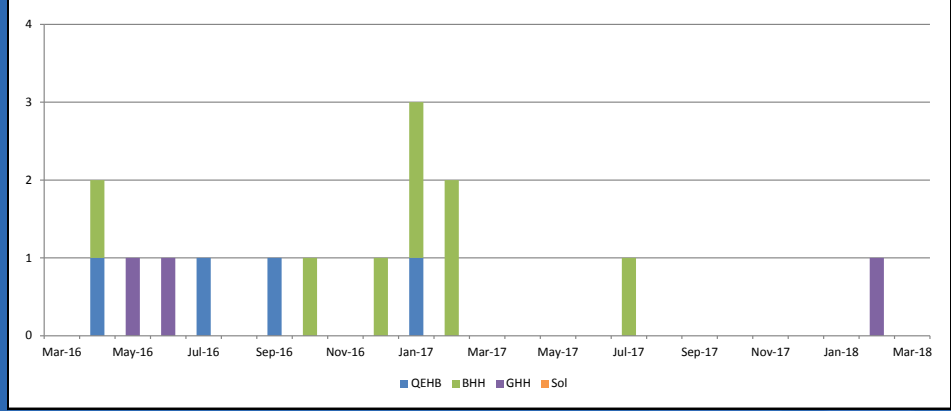
VTE Screening											Latest Period:		98.8%	
Responsible Director: Medical Director & Deputy Chief Executive											Target:		95%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	99.3%	99.4%	99.3%	99.2%	99.4%	99.5%	99.3%	99.3%	99.5%	99.2%	99.4%		99.3%	
HGS	97.2%	96.9%	97.3%	97.3%	96.8%	97.7%	97.9%	98.3%	98.0%	98.4%	98.5%		97.7%	
UHB	97.9%	97.7%	98.0%	98.0%	97.7%	98.3%	98.4%	98.7%	98.5%	98.7%	98.8%		98.2%	

- The Trust continues to achieve this measure with HGS seeing a fairly steady improvement since August 2017.



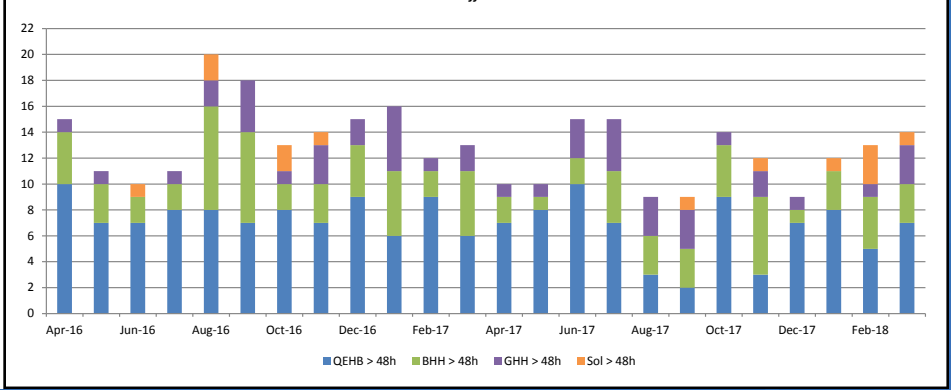
MRSA Bacteraemias											Latest Period:	0	
Responsible Director: Interim Chief Nurse											Target:	0	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	0	0	0	0	0	0	0	0	0	0	0	0	0
BHH	0	0	0	1	0	0	0	0	0	0	0	0	1
GHH	0	0	0	0	0	0	0	0	0	0	1	0	1
Solihull	0	0	0	0	0	0	0	0	0	0	0	0	0
UHB	0	0	0	1	0	0	0	0	0	0	1	0	2

MRSA Bacteraemias



Clostridium Difficile Infections													Latest Period:	14 / TBC
Responsible Director: Interim Chief Nurse													Target:	10.5 Preventable
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB > 48h	7	8	10	7	3	2	9	3	7	8	5	7	76	
QEHB Prvntble	1	1	0	1	0	1	1	0	1	0	0	0	TBC	
HGS > 48h	3	2	5	8	6	7	5	9	2	4	8	7	66	
HGS Prvntble	1	1	2	2	0	2	0	1	0	0	1	1	11	
UHB > 48h	10	10	15	15	9	9	14	12	9	12	13	14	142	
UHB Prvntble	2	2	2	3	0	3	1	1	1	0	1	0	17	

Clostridium Difficile Infections



- There have been no further cases of MRSA bacteraemia.
- There were 7 Post-48-hour *Clostridium difficile* infections (CDI) at QEHB in March: 3 at Heartlands, 3 at Good Hope and 1 at Solihull.
- One CDI at HGS was identified as resulting from a lapse of care.
- QEHB will achieve its full-year contractual trajectory for preventable CDI cases.

Mixed Sex Accommodation

Latest Period:

3

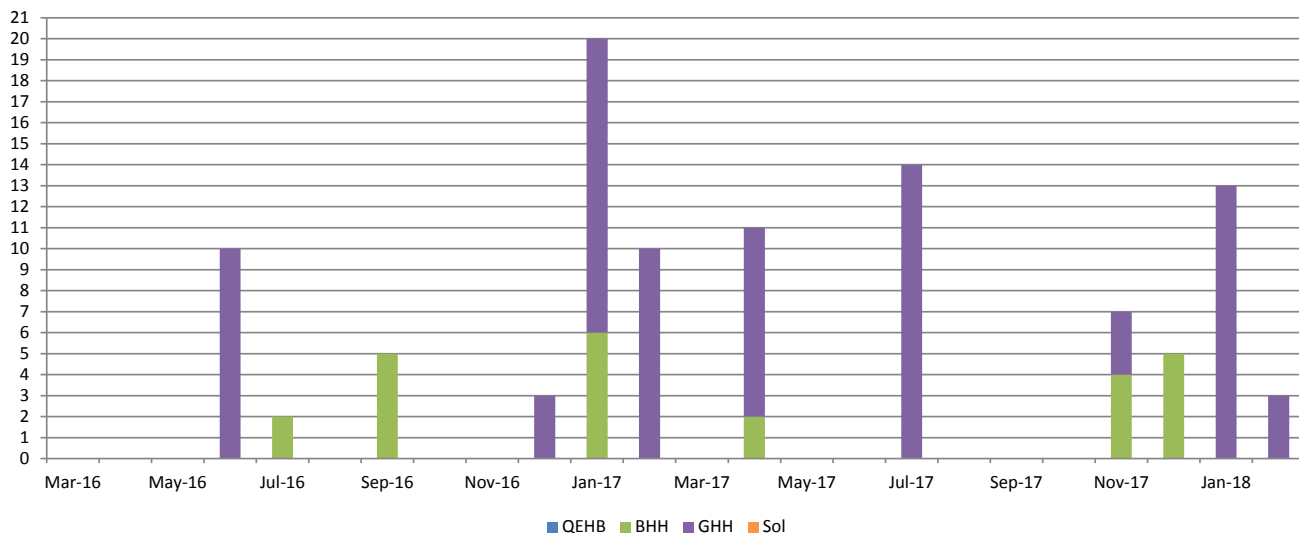
Responsible Director: Interim Chief Nurse

Target:

0

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	0	0	0	0	0	0	0	0	0	0	0		0
BHH	2	0	0	0	0	0	0	4	5	0	0		11
GHH	9	0	0	14	0	0	0	3	0	13	3		42
Solihull	0	0	0	0	0	0	0	0	0	0	0		0
UHB	11	0	0	14	0	0	0	7	5	13	3		53

Mixed Sex Accommodation Breaches (Patients Affected)



- One breach of mixed sex accommodation guidance in February involving three patients at Good Hope.
- There was a clinical need to place a female patient into triage for monitoring when there were already two male patients bedded in that area at the time due to capacity issues on site.
- There was nowhere else to safely place the female patient at the time.
- All attempts to preserve the privacy and dignity of the patients were made and patients moved to same sex accommodation as soon as possible.

Delayed Transfers of Care (NHS & Joint)

Latest Period:

1.4%

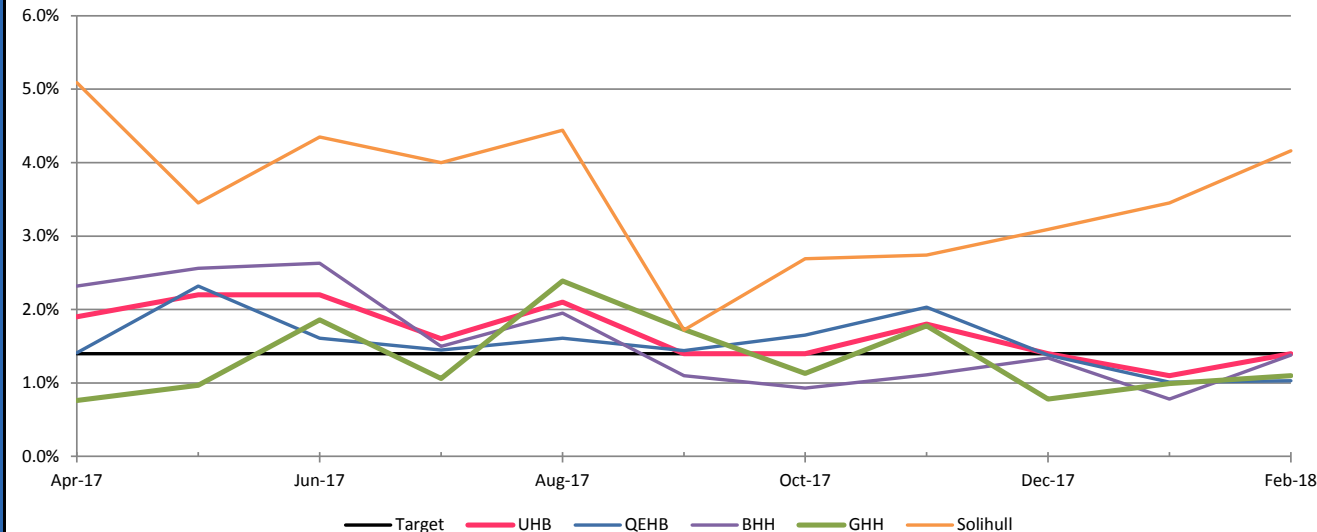
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)

Target:

1.4%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
QEHB	1.4%	2.3%	1.6%	1.5%	1.6%	1.4%	1.7%	2.0%	1.4%	1.0%	1.0%		1.5%
BHH	2.3%	2.6%	2.6%	1.5%	2.0%	1.1%	0.9%	1.1%	1.3%	0.8%	1.4%		1.6%
GHH	0.8%	1.0%	1.9%	1.1%	2.4%	1.7%	1.1%	1.8%	0.8%	1.0%	1.1%		1.3%
Solihull	5.1%	3.5%	4.4%	4.0%	4.4%	1.7%	2.7%	2.7%	3.1%	3.5%	4.2%		3.6%
UHB	1.9%	2.2%	2.2%	1.6%	2.1%	1.4%	1.4%	1.8%	1.4%	1.1%	1.4%		1.7%

Delayed Transfers of Care (Bed Days)



- Indicator now uses the new national definition of measuring total bed days delayed over the month rather than the number of patients on a census date. This gives a better picture of delays over the entire month.
- % occupied bed days that were occupied by a patient whose transfer of care was delayed increased for reasons other than social care increased from 1.1% to 1.4%.
- Solihull Hospital has the highest proportion of bed days occupied by patients whose transfer is delayed.

Delayed Transfers of Care (All)											Latest Period:		4.0%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)											Target:		3.0%	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
QEHB	5.6%	6.2%	7.1%	6.6%	6.0%	5.8%	5.8%	5.6%	4.3%	4.1%	3.9%		5.5%	
BHH	3.8%	3.9%	5.6%	3.5%	4.2%	3.0%	2.8%	3.5%	2.9%	2.3%	3.4%		3.5%	
GHH	3.1%	2.9%	5.0%	2.5%	5.0%	3.3%	3.1%	4.3%	2.5%	3.6%	3.6%		3.5%	
Solihull	8.8%	8.8%	9.1%	7.2%	6.5%	2.6%	3.2%	4.7%	4.0%	5.9%	7.4%		6.2%	
UHB	4.8%	5.1%	6.4%	4.9%	5.3%	4.2%	4.2%	4.6%	3.5%	3.6%	4.0%		4.6%	

- Increase in social care-related delays as well as NHS and joint led to an increase in % of delayed bed days to 4.0% in February.
- National data submissions at HGS from 1 April 2018 have been amended to further improve the robustness of the data as there has been a level of under reporting.
- This is expected to lead to a significant increase of up to 100% in the reported rate for HGS from April.

Delayed Transfers of Care (Bed Days)

