

# Quality & Performance Report

## Appendix 1

Mark Garrick

Director of Strategy &  
Quality Development

# Material exceptions to report

# COVID-19 Activity Summary

## A&E

- Attendances were 9.1% lower than the previous month and 23.1% lower than October 2019. Ambulances are surging beyond pre-covid levels, reflecting increased acuity.
- 4 hr. performance in October of 73.0% was 7.0 percentage points higher than the same period last year.
- There were 49 12hour trolley waits with the majority of breaches due to closed beds as a result of COVID pandemic infection prevention measures.
- The number of patients presenting with 'COVID-19 like' symptoms across the sites increased in October to 4.9% of attendances (with many of these found not to have COVID once the swab results are available).

## Cancellations & Elective care

- 113 (1.2%) of operations were cancelled on the day of surgery compared to 339 (2.4%) same time last year. However, elective activity has significantly reduced compared to the same period last year.
- 28 day breaches reduced to 61 in September compared to 77 the previous month. However, the number of breaches will increase from next month, following cancellations of all Electives at QEHB and a pause in Gynaecology procedures at Good Hope implemented early October.
- The number of 52 week RTT Incomplete pathway breaches in September was 3,594. The size and growth rate of 52 week breaches is significantly increasing week on week. Clinical prioritisation process is continuing in divisions to ensure the highest risk patients are treated. Operationally, the patients are being managed on the waiting list and there is continued engagement with the CCG and NHSE/I.

# COVID-19 Activity Summary

	Total Tested*	Total Positives	Total Negative
<b>UHB</b>	<b>65,840</b>	<b>6,105</b>	<b>59,735</b>
Good Hope	9,415	1,179	8,236
Heartlands	20,909	2,232	18,677
Queen Elizabeth	34,552	2,498	32,054
Solihull	964	196	768

\* The Total tested or suspected = Total Positives + total negative

Reporting position on 16/11/20

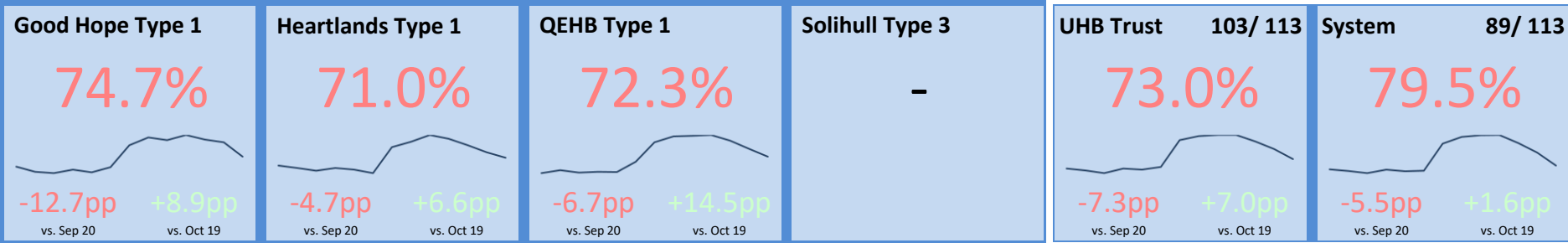
	Total Discharged	Total Deaths**
	(N.B. Patient deaths and those tested positive (but not admitted and sent home from ED) have been excluded from this count.)	(please note Total Deaths count was previously based on [Specimen Collection Site] like all other figures and now it is based on the patients [Mortality Site] )
<b>UHB</b>	<b>49,220</b>	<b>1,186</b>
Good Hope	7,803	306
Heartlands	17,625	404
Queen Elizabeth	22,987	411
Solihull	805	65

\*\* Total deaths = Only includes patients who have died after positive COVID-19 test

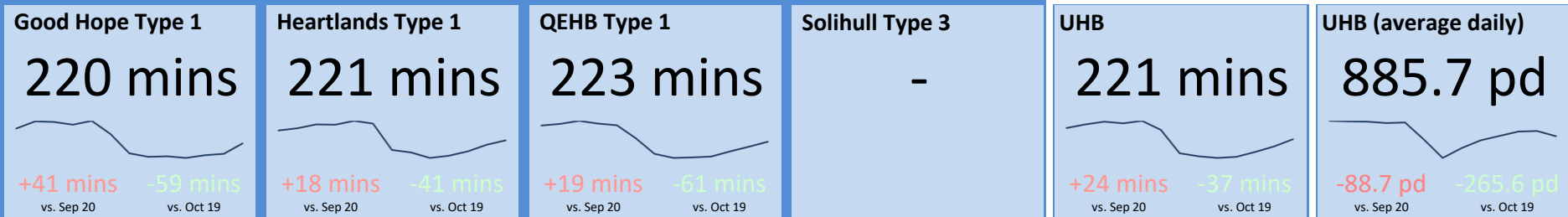
- As of 16 November, the Trust had conducted over 65,000 COVID-19 tests.
- A total of 59,735 tests have been negative.
- 49,220 patients have been discharged whilst 1,189 patients have sadly passed away across the sites.

## 4 Hour Wait Performance

**National Performance:**  
84.4%



## Average Time in A&E



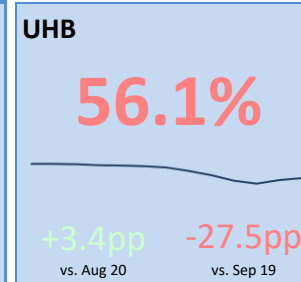
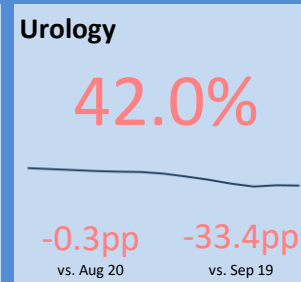
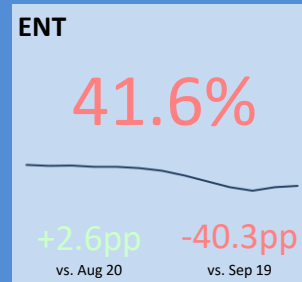
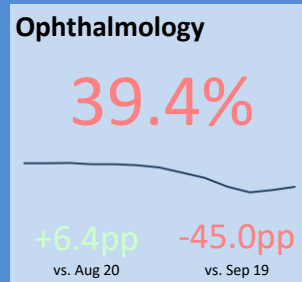
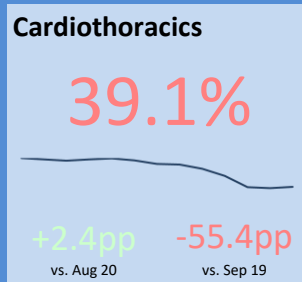
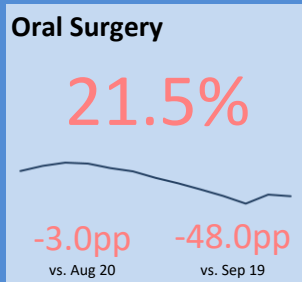
## Attendances

- 4 hour performance was 7.0pp higher than October 2019, but 7.3pp lower than September.
- All sites had a drop in performance compared to the previous month.
- Overall, the average time spent in A&E increased by 24mins, compared to September.
- There were 49 12 hr breaches in October; Heartlands (28), Good Hope (18), QEHB (3).
- ASK A&E usage increased by 22% compared to the previous month.

- In October 4.9% of attendances had 'COVID-19 like presentation' compared to 4.5% in the previous month.
- Ambulance handover delays are at their highest levels, reflecting the acuity of patients coming into hospitals.
- Ongoing changes to acute pathway in order to meet demand for the surge in COVID patients and improve patient care and experience.

## Incomplete Pathway Performance

**National Performance:**  
60.6%



## Longer Waits

**Waits over 52 weeks**

	No.	Ch'nge
Urology	819	+225
General Surgery	504	+172
ENT	472	+166
Other	456	+134
Ophthalmology	440	+167
<b>UHB</b>	<b>3,594</b>	<b>+1,158</b>

**Waits over 40 weeks**

	No.	Ch'nge
Ophthalmology	2156	+594
ENT	2098	+491
Urology	2069	+436
Other	1604	+409
General Surgery	1511	+412
<b>UHB</b>	<b>13,461</b>	<b>+3,047</b>

**Waits over 18 weeks**

	No.	Ch'nge
Ophthalmology	6,498	+422
ENT	6,010	+322
Other	5,583	+303
Urology	4,895	+431
General Surgery	3,629	+294
<b>UHB</b>	<b>42,571</b>	<b>+1,055</b>

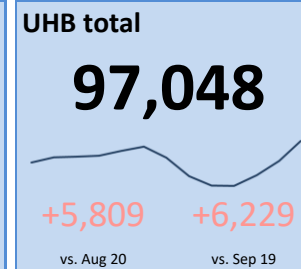
## Waiting list size

**Largest lists**

	No.	UHB %
Other	16,234	16.7%
Ophthalmology	10,729	11.1%
ENT	10,286	10.6%
General Surgery	8,918	9.2%
Urology	8,434	8.7%
<b>UHB</b>	<b>97,048</b>	

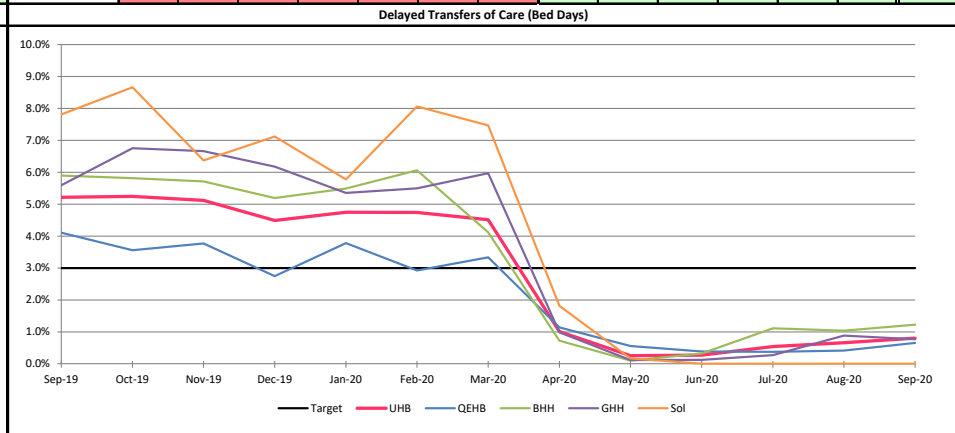
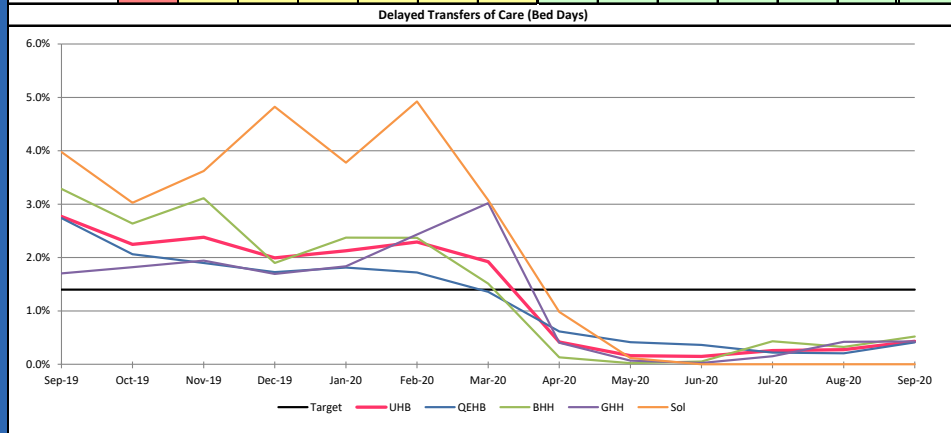
**Monthly change**

	No.	%
Other	+1,129	+7.5%
General Surgery	+1,076	+13.7%
ENT	+971	+10.4%
Trauma & Ortho	+754	+12.8%
Urology	+700	+9.1%
<b>UHB</b>	<b>+5,809</b>	<b>+6.4%</b>

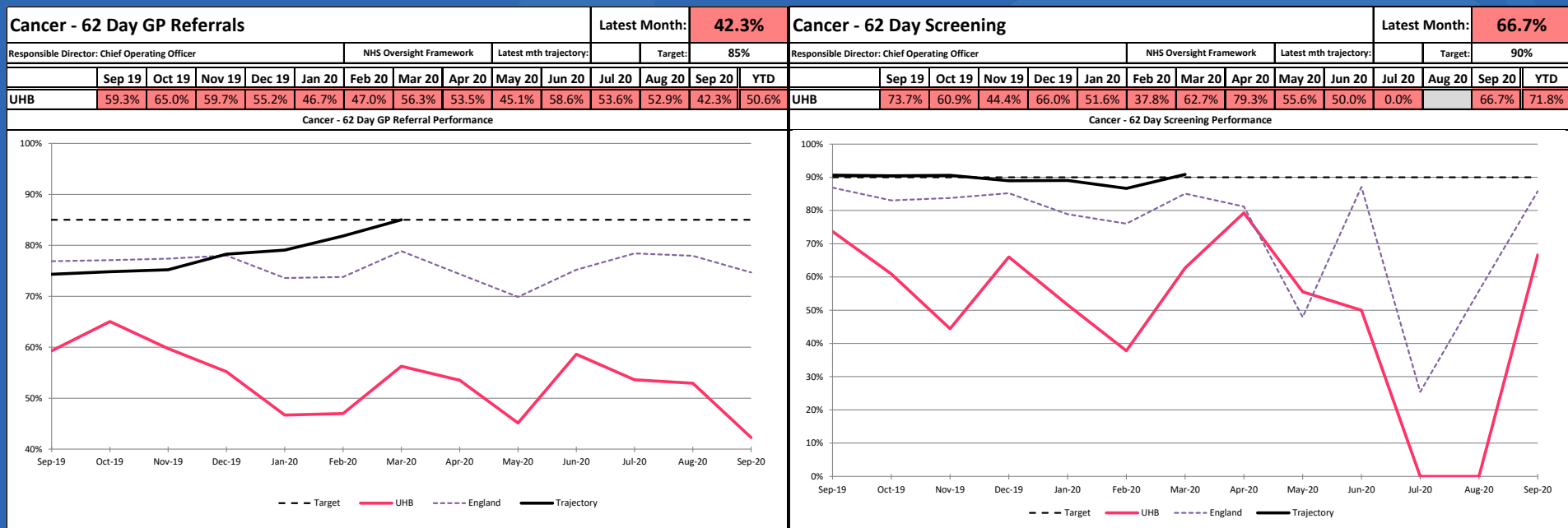


- Overall incomplete RTT performance improved to 56.1%.
- Cancellations of elective surgery and outpatient appointments in response to COVID-19 continue to significantly affect performance.
- There were 3,594 x 52 week breaches in September, an increase of 1,158(47.5%) compared to the previous month.
- The RTT waiting list was 5,809 higher than the previous month.

Delayed Transfers of Care (NHS & Joint)													Latest Month:		0.4%		Delayed Transfers of Care (All)													Latest Month:		0.8%	
Responsible Director: Chief Operating Officer													Target:		1.4%		Responsible Director: Chief Operating Officer													Target:		3.0%	
	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	YTD		Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	YTD				
QEHB	2.7%	2.1%	1.9%	1.7%	1.8%	1.7%	1.4%	0.6%	0.4%	0.4%	0.2%	0.2%	0.4%	0.4%	QEHB	4.1%	3.6%	3.8%	2.7%	3.8%	2.9%	3.3%	1.1%	0.6%	0.4%	0.4%	0.4%	0.7%	0.6%				
BHH	3.3%	2.6%	3.1%	1.9%	2.4%	2.4%	1.5%	0.1%	0.0%	0.1%	0.4%	0.3%	0.5%	0.2%	BHH	5.9%	5.8%	5.7%	5.2%	5.5%	6.1%	4.1%	0.7%	0.1%	0.3%	1.1%	1.0%	1.2%	0.7%				
GHH	1.7%	1.8%	1.9%	1.7%	1.8%	2.4%	3.0%	0.4%	0.1%	0.0%	0.2%	0.4%	0.4%	0.2%	GHH	5.6%	6.8%	6.7%	6.2%	5.4%	5.5%	6.0%	1.0%	0.1%	0.1%	0.3%	0.9%	0.8%	0.5%				
Solihull	4.0%	3.0%	3.6%	4.8%	3.8%	4.9%	3.1%	1.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%	Solihull	7.8%	8.7%	6.4%	7.1%	5.8%	8.1%	7.5%	1.8%	0.2%	0.0%	0.0%	0.0%	0.0%	0.5%				
UHB	2.8%	2.2%	2.4%	2.0%	2.1%	2.3%	1.9%	0.4%	0.2%	0.1%	0.3%	0.3%	0.4%	0.3%	UHB	5.2%	5.2%	5.1%	4.5%	4.7%	4.7%	4.5%	1.0%	0.3%	0.3%	0.5%	0.7%	0.8%	0.6%				

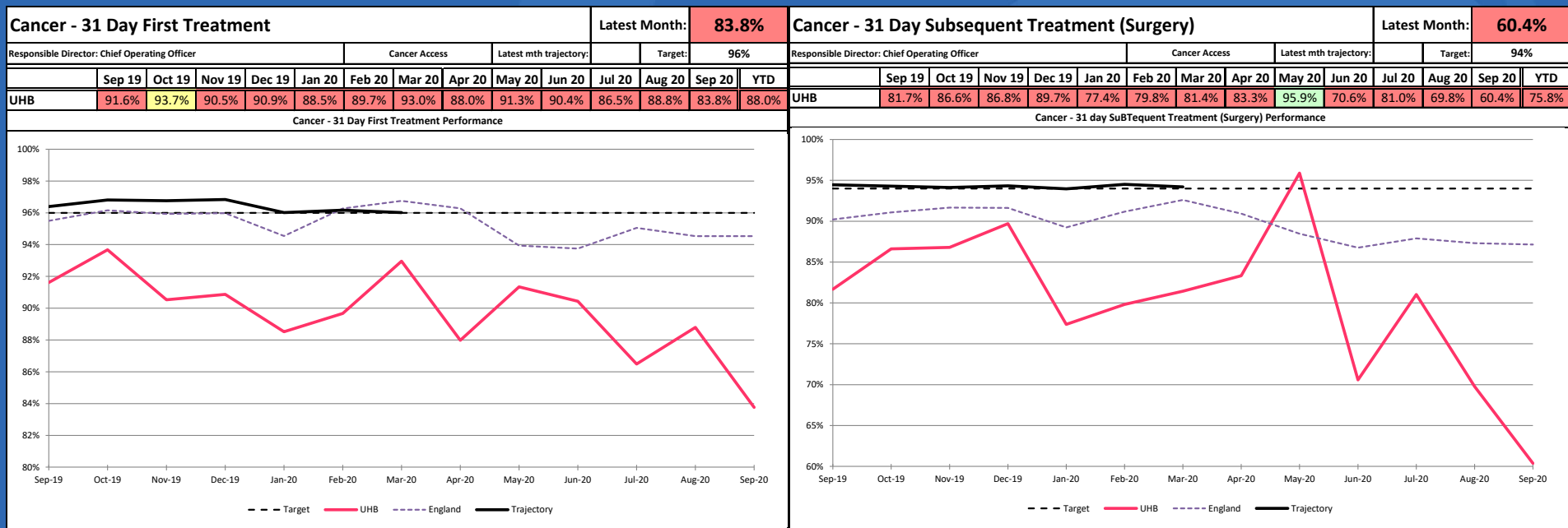


- The overall percentage of NHS and joint delays largely remained static in September at 0.4%.
- The total percentage delay was 0.8% .
- Although current delays remain low, delays are expected to increase from October across the sites due to a surge in COVID-19 patients.
- Nationally, CHC assessments were reinstated on 1<sup>st</sup> of September, which may impact on future performance and the current low levels of delays experienced.



- The 62 day performance for GP referrals fell to 42.3% whilst screening was 66.7%.
- Elective capacity is being prioritised for patients with the highest clinical need; primarily those with cancer and other serious clinical conditions that require urgent treatment.
- In September there was a 41% overall increase in 62day GP treatment numbers compared to August.
- It is important to note that as services were restored after the first wave of COVID-19 and elective activity increased, performance will deteriorate in the short-term owing to patients already past their target date.

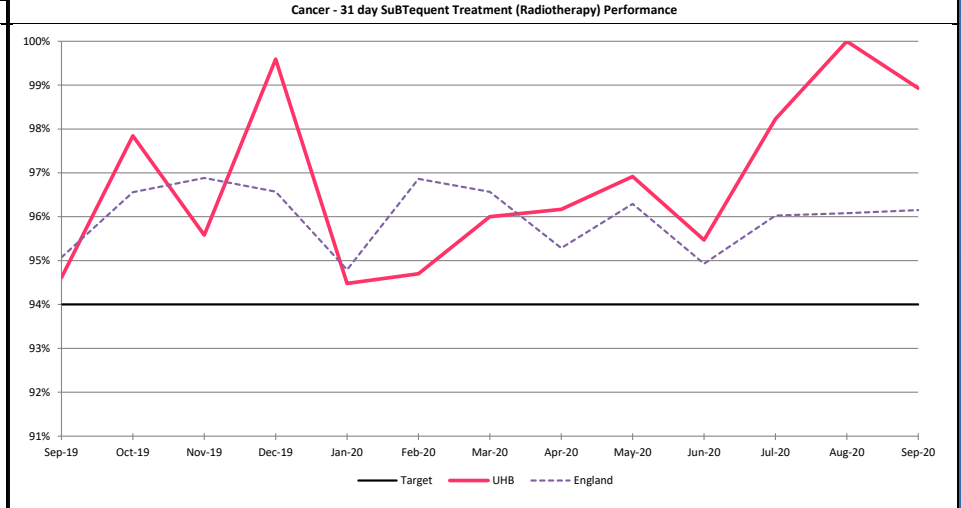
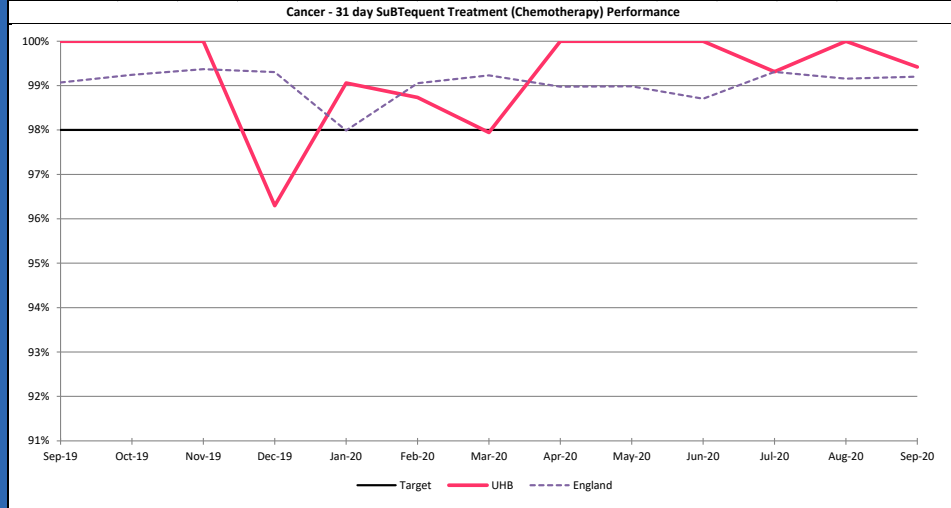




- 31 day first treatment performance fell by 5.0pp to 83.8%, whilst the majority of breaches continue to be in Urology (29). However, there has been a 54% increase in 31 day first treatment activity compared to August.
- Although subsequent surgery overall performance deteriorated by 9.4pp to 60.4% , there was an increase in activity of 23% compared to August.
- All cancer cases are being clinically prioritised in line with trust-wide approach to maximising theatre capacity in order to ensure most urgent cases are treated irrespective of waiting time.

Cancer - 31 Day Subsequent Treatment (Chemotherapy)											Latest Month:		99.4%	
Responsible Director: Chief Operating Officer				Cancer Access			Latest mth trajectory:				Target:		98%	
Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	YTD	
100.0%	100.0%	100.0%	96.3%	99.1%	98.7%	97.9%	100.0%	100.0%	100.0%	99.3%	100.0%	99.4%	99.7%	

Cancer - 31 Day Subsequent Treatment (Radiotherapy)											Latest Month:		98.9%	
Responsible Director: Chief Operating Officer				Cancer Access			Latest mth trajectory:				Target:		94%	
Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	YTD	
94.6%	97.8%	95.6%	99.6%	94.5%	94.7%	96.0%	96.2%	96.9%	95.5%	98.2%	100.0%	98.9%	97.5%	



- Both 31 day subsequent chemotherapy and radiotherapy performance remained above target at 99.4% and 98.9%, respectively.

# VTE Screening

Latest Month:

**98.3%**

Responsible Director: Medical Director

Clinical Quality

Target:

95%

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	YTD
QEHB	98.8%	98.9%	98.5%	98.6%	98.9%	98.8%	98.7%	99.0%	99.3%	98.5%	98.4%	98.6%	98.6%	98.7%
BHH	98.0%	98.5%	99.2%	97.3%	96.7%	97.2%	97.2%	97.4%	98.5%	98.4%	98.7%	99.3%	99.0%	98.7%
GHH	97.8%	97.9%	98.9%	97.9%	97.0%	96.4%	96.6%	98.4%	97.8%	96.7%	96.6%	97.4%	97.5%	97.3%
Sol	98.7%	99.0%	99.4%	98.1%	97.7%	98.0%	98.4%	99.8%	99.4%	98.5%	96.2%	97.7%	97.1%	97.9%
<b>UHB</b>	<b>98.4%</b>	<b>98.6%</b>	<b>98.9%</b>	<b>97.9%</b>	<b>97.7%</b>	<b>97.8%</b>	<b>97.8%</b>	<b>98.5%</b>	<b>98.7%</b>	<b>98.1%</b>	<b>97.9%</b>	<b>98.4%</b>	<b>98.3%</b>	<b>98.3%</b>

- Performance for the Trust remained above target at 98.3%.

VTE Screening

