

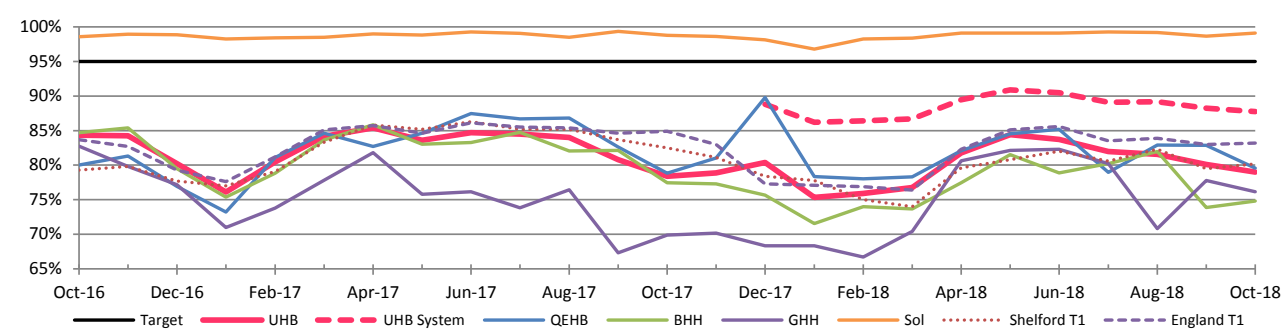
# Performance Report Council of Governors – November 2018

Lawrence Tallon  
Director of Strategy, Planning and  
Performance

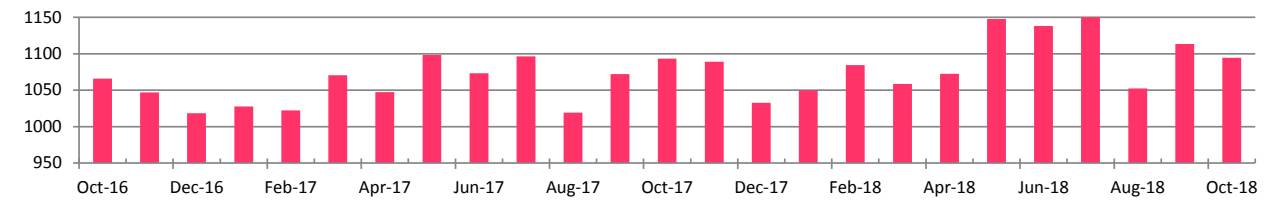
<b>A&amp;E 4 Hour Waits</b>	<b>Latest Period:</b>	<b>Internal Type 1 &amp; 3</b>	<b>79.0%</b>
		<b>System Type 1, 3 &amp; 5</b>	<b>87.7%</b>
<b>Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)</b>		<b>Single Oversight Framework</b>	<b>Target: 95%</b>

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
QEHB T1	81.1%	89.8%	78.4%	78.0%	78.3%	82.1%	84.5%	85.2%	79.0%	82.9%	82.9%	79.6%	<b>82.3%</b>
BHH T1	77.3%	75.7%	71.5%	74.0%	73.7%	77.5%	81.5%	78.9%	80.2%	82.0%	73.9%	74.8%	<b>78.4%</b>
GHH T1	70.2%	68.3%	68.4%	66.7%	70.4%	80.6%	82.1%	82.3%	80.2%	70.8%	77.8%	76.2%	<b>78.7%</b>
Solihull T3	98.6%	98.1%	96.8%	98.3%	98.4%	99.1%	99.1%	99.1%	99.3%	99.2%	98.7%	99.1%	<b>99.1%</b>
<b>UHB T1 &amp; T3</b>	<b>78.9%</b>	<b>80.4%</b>	<b>75.3%</b>	<b>75.9%</b>	<b>76.8%</b>	<b>81.8%</b>	<b>84.4%</b>	<b>83.7%</b>	<b>82.0%</b>	<b>81.6%</b>	<b>80.1%</b>	<b>79.0%</b>	<b>81.8%</b>

**A&E 4 Hour Wait Performance**



**Daily Average Attendances**



- Overall Trust performance fell 1.1pp to 79.0%.
- System performance decreased 0.5pp to 87.7%
- Daily attendances fell by 1.7% from Sept. Solihull fell by 7.0%, Heartlands by 2.1% and Good Hope by 1.1%. QEHB was static.
- Significant difference in performance between first and second halves of month at QEHB. For 3-9 Oct performance was 64.7%, subsequent weeks were 73.6%, 87.7% and 85.2%.
- IT problems disrupted City and Sandwell hospitals for a number of days.
- Three 12 hour breaches at Heartlands on 28 October.

# RTT Incomplete Pathways

Latest Period:

**87.6%**

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

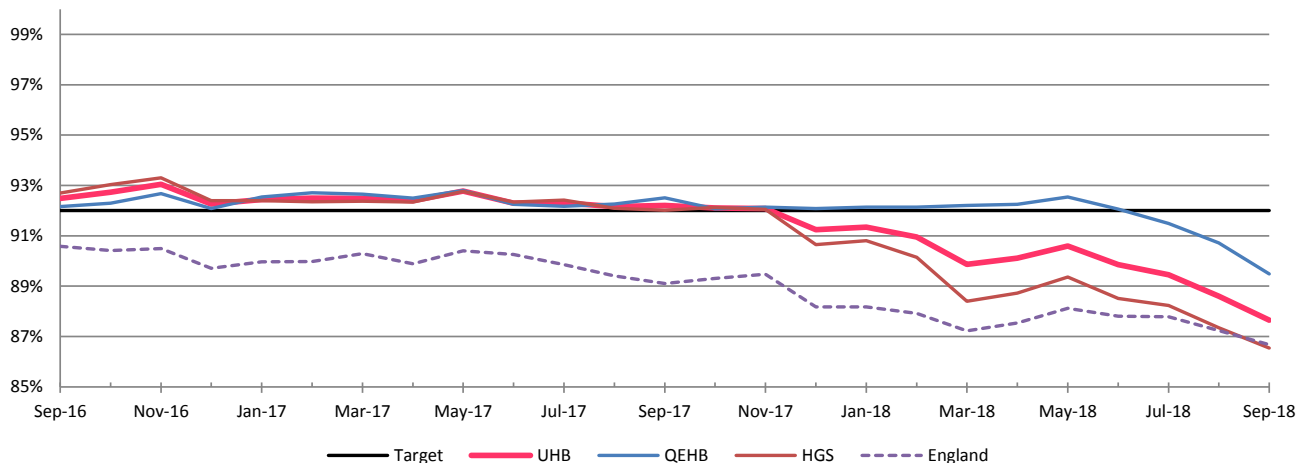
Single Oversight Framework

Target:

92%

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
QEHB	92.1%	92.1%	92.1%	92.1%	92.1%	92.2%	92.3%	92.5%	92.1%	91.5%	90.7%	89.5%	91.4%
HGS	92.1%	92.0%	90.6%	90.8%	90.2%	88.4%	88.7%	89.4%	88.5%	88.2%	87.3%	86.5%	88.1%
UHB	92.1%	92.1%	91.2%	91.3%	90.9%	89.9%	90.1%	90.6%	89.9%	89.5%	88.6%	87.6%	89.4%

RTT Incomplete Pathway Performance



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

	ENT	Gen Surg	Gynaecology	Neurology	Neurosurg	Ophth'ology	Oral Surgery	Other	CT Surg	T&O	Urology
QEHB	79.4%	88.7%	-	83.6%	72.7%	89.6%	85.1%	92.6%	100.0%	95.1%	85.4%
HGS	83.1%	90.7%	85.1%	86.1%	-	79.4%	-	87.2%	87.0%	76.9%	83.1%
UHB	81.9%	89.8%	85.1%	84.8%	72.7%	82.8%	85.1%	89.8%	88.2%	79.5%	83.9%

- Trust incomplete RTT performance fell by 1.0pp to 87.6%.
- QEHB performance fell by 1.2pp to 89.5%.
- HGS fell 0.8pp to 86.5%.
- England average RTT performance fell 0.5pp to 86.7%.
- Plans continue to be implemented to deliver additional inpatient and outpatient activity.
- Focus on increasing daycase activity at QEHB.
- One Neurosurgery patient waited longer than 52 weeks. RCA completed with lessons learned.

# 6 Week Diagnostics

Latest Period:

**99.5%**

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

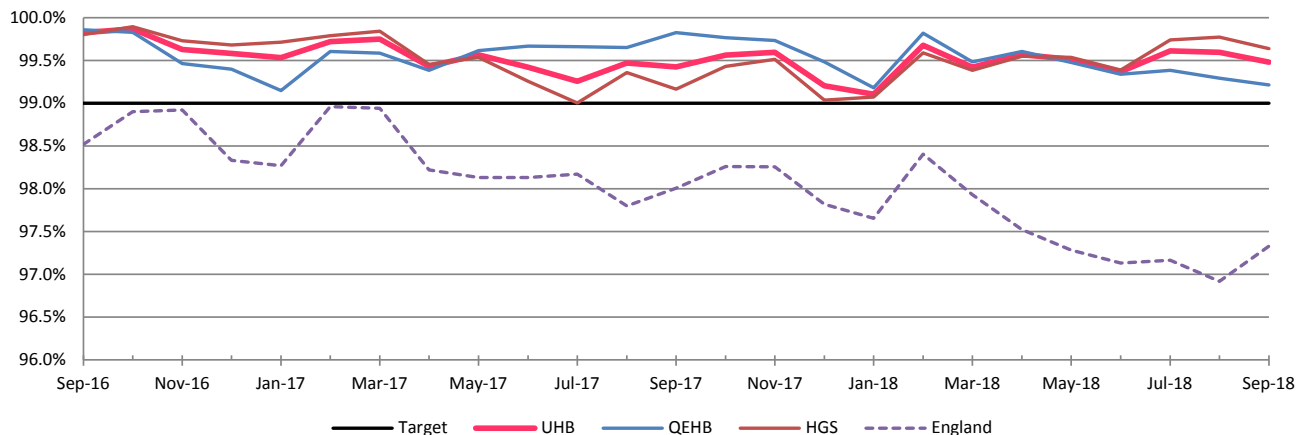
Single Oversight Framework

Target:

**99%**

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

6 Week Diagnostics Performance



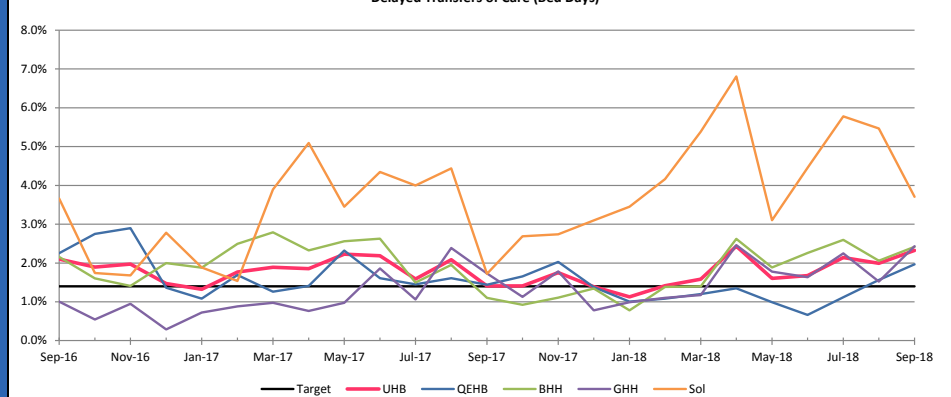
Latest Month's 6 Week Diagnostics Performance - Modalities Below Target Overall

	Cystoscopy	Echocardiography	Uroynamics
QEHB	100.0%	100.0%	23.3%
HGS	95.7%	98.5%	88.9%
UHB	96.6%	98.7%	36.3%

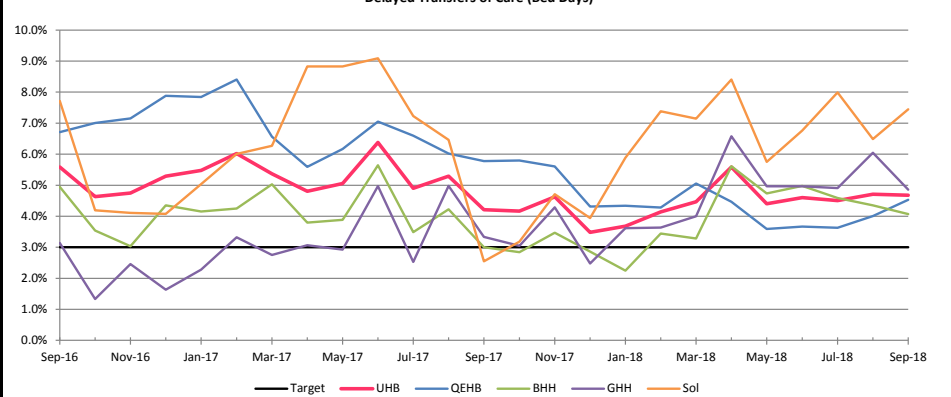
- Performance was relatively static overall with 99.5% performance.
- Four modalities were below target at HGS: cystoscopy, uroynamics, echocardiography and gastroscopy.
- At QEHB only one modality was below target, uroynamics, where performance fell. A business for a clinical scientist for uroynamics has been developed which will increase capacity.
- England performance rose to 97.3%, the first significant improvement since February 2018.

Delayed Transfers of Care (NHS & Joint)										Latest Period:		2.3%		Delayed Transfers of Care (All)										Latest Period:		4.7%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)										Target:		1.4%		Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)										Target:		3.0%	
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
QEHB	1.7%	2.0%	1.4%	1.0%	1.1%	1.2%	1.3%	1.0%	0.7%	1.1%	1.6%	2.0%	1.3%	QEHB	5.8%	5.6%	4.3%	4.3%	4.3%	5.1%	4.5%	3.6%	3.7%	3.6%	4.0%	4.5%	4.0%
BHH	0.9%	1.1%	1.3%	0.8%	1.4%	1.4%	2.6%	1.9%	2.3%	2.6%	2.1%	2.4%	2.3%	BHH	2.8%	3.5%	2.9%	2.2%	3.4%	3.3%	5.6%	4.7%	5.0%	4.6%	4.4%	4.1%	4.7%
GHH	1.1%	1.8%	0.8%	1.0%	1.1%	1.2%	2.5%	1.8%	1.6%	2.3%	1.5%	2.4%	2.0%	GHH	3.0%	4.3%	2.5%	3.6%	3.6%	4.0%	6.6%	5.0%	5.0%	4.9%	6.0%	4.9%	5.4%
Solihull	2.7%	2.7%	3.1%	3.5%	4.2%	5.4%	6.8%	3.1%	4.5%	5.8%	5.5%	3.7%	4.9%	Solihull	3.2%	4.7%	3.9%	5.9%	7.4%	7.1%	8.4%	5.8%	6.8%	8.0%	6.5%	7.4%	7.1%
UHB	1.4%	1.8%	1.4%	1.1%	1.4%	1.6%	2.4%	1.6%	1.7%	2.1%	2.0%	2.3%	2.0%	UHB	4.2%	4.6%	3.5%	3.7%	4.1%	4.5%	5.6%	4.4%	4.6%	4.5%	4.7%	4.7%	4.7%

Delayed Transfers of Care (Bed Days)



Delayed Transfers of Care (Bed Days)

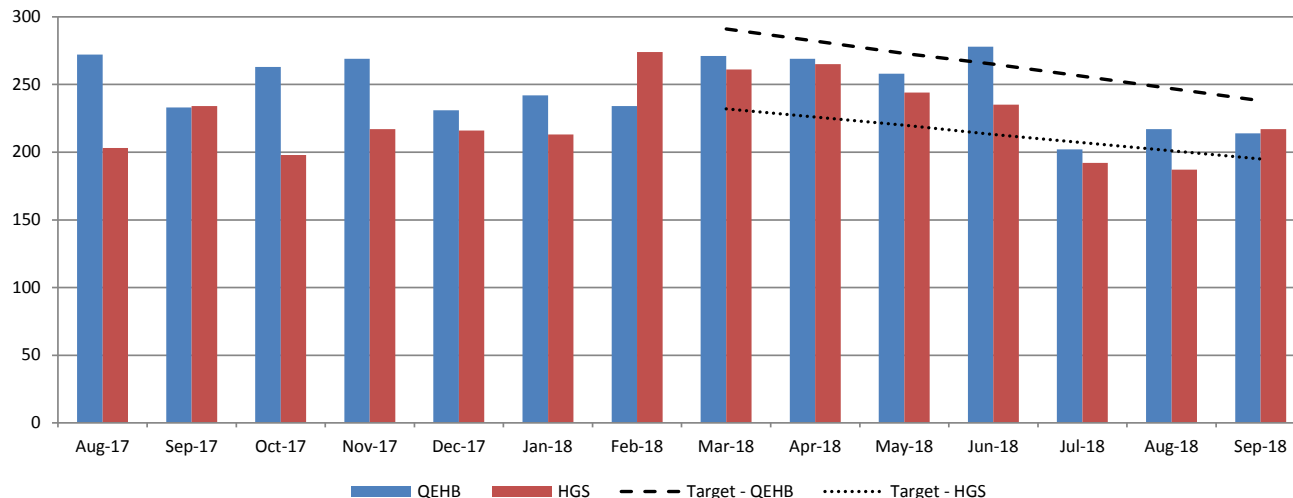


- The percentage of NHS & Joint patients whose transfer was delayed in September increased to 2.3%.
- The total percentage delay remained static at 4.7%, due to a decrease in Social care delays at Good Hope and Solihull.
- A Continuing Healthcare Stakeholder Group has been established with representation from care homes as well as system leaders. A linked Task & Finish Group is looking at patient and family choice where there are a number of delays with an area of focus being to achieve consistency across the system.

Occupied beds of all discharged adult patients in hospital for 21+ days									Latest Period:		QEHB	214	
											HGS	217	
Responsible Directors: Chief Operating Officer (QEHB) & Chief Operating Officer (HGS)									Target:		QEHB: 212 HGS: 176 by Dec 2018		
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Latest
QEHB	263	269	231	242	234	271	269	258	278	202	217	214	214
BHH	108	109	122	97	126	112	124	128	120	102	94	104	104
GHH	63	83	70	83	99	92	89	79	94	71	72	83	83
Solihull	27	25	24	33	49	57	52	37	21	39	21	30	30
HGS	198	217	216	213	274	261	265	244	235	212	187	217	217
UHB	461	486	447	455	508	532	534	502	513	414	404	431	431

- NHSI has set an ambition to reduce the number of patients with a length of stay of 21 days or more to 388 by December 2018.
- Individual targets were set for QEHB and HGS but the Trust overall is on track to achieve the ambition.

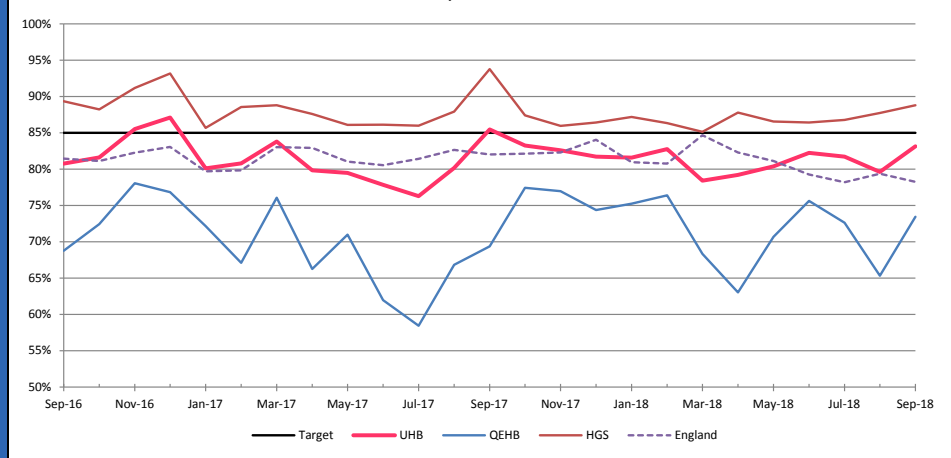
Occupied beds of all discharged adult patients in hospital for 21+ days



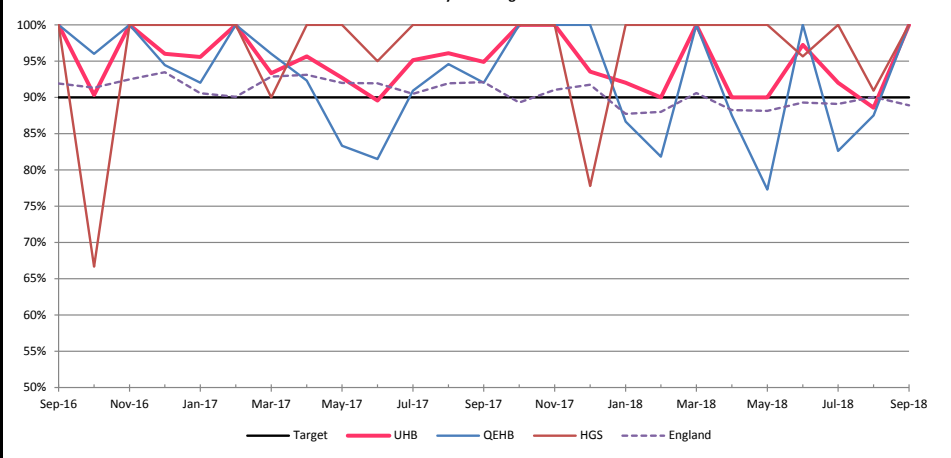
Cancer - 62 Day GP Referrals										Latest Period:		83.1%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)					Single Oversight Framework			Target:		85%			
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
QEHB	77.4%	77.0%	74.4%	75.2%	76.4%	68.3%	63.0%	70.7%	75.6%	72.6%	65.3%	73.4%	70.5%
HGS	87.4%	85.9%	86.4%	87.2%	86.3%	85.1%	87.8%	86.5%	86.4%	86.8%	87.7%	88.8%	87.3%
UHB	83.2%	82.6%	81.7%	81.6%	82.8%	78.4%	79.2%	80.4%	82.2%	81.7%	79.6%	83.1%	81.1%

Cancer - 62 Day Screening										Latest Period:		100.0%	
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)					Single Oversight Framework			Target:		90%			
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
QEHB	100%	100%	100%	86.7%	81.8%	100%	87.5%	77.3%	100%	82.6%	87.5%	100%	88.1%
HGS	100%	100%	77.8%	100%	100%	100%	100%	100%	95.7%	100%	90.9%	100%	98.2%
UHB	100%	100%	93.5%	92.0%	90.0%	100%	90.0%	90.0%	97.2%	92.0%	88.6%	100%	93.1%

Cancer - 62 Day GP Referral Performance



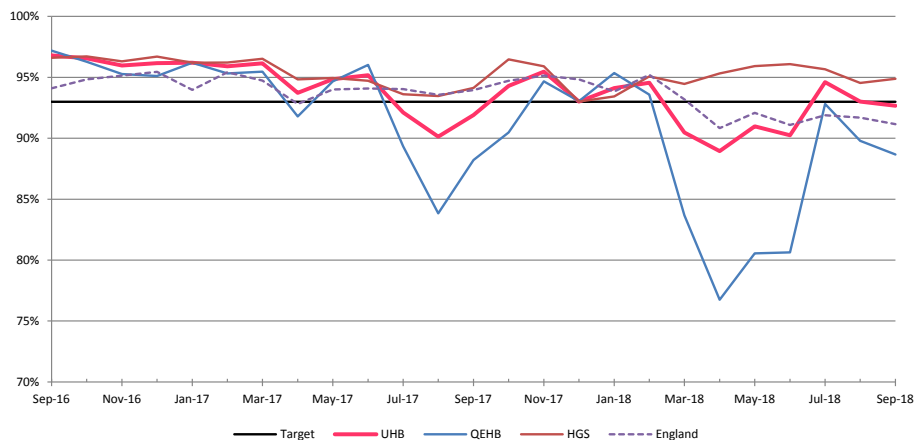
Cancer - 62 Day Screening Performance



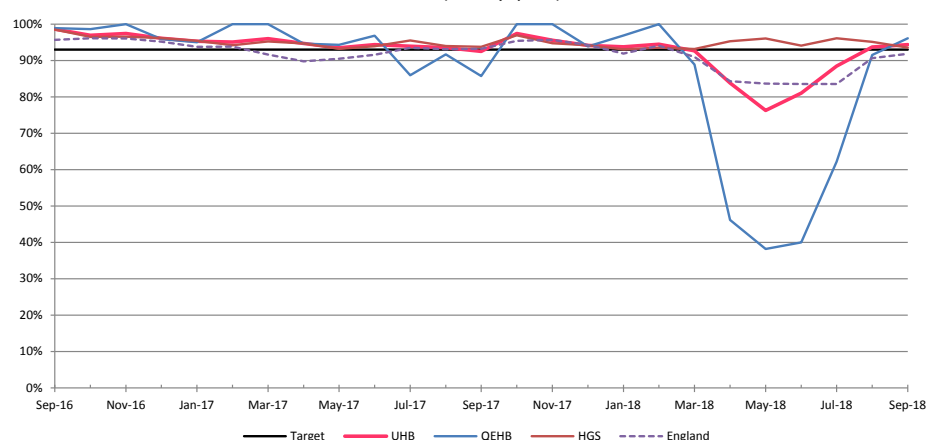
- Trust performance for GP referrals improved by 3.5pp to 83.1%.
- HGS improved by 1.1pp to 87.7% and QEHB significantly improved by 8.1pp to 73.4% in comparison to August's performance.
- Management of tertiary referrals at QEHB continues affect performance. Very late (over 62 day) tertiary referrals are increasing. In September 19 of 26 tertiaries were received after day 38 with 10 of those being after day 62. Treating tertiaries once they are received within 24 days also continues to be a challenge. Transformation funding from the Cancer Alliance will allow work on pathways to improve timeliness. Meetings are also being held with key late-referring trusts.
- Screening performance for the Trust was above target at 100%.

Cancer - 2 Week Wait (Suspected Cancer)													Latest Period:		Cancer - 2 Week Wait (Breast Symptoms)													Latest Period:					
Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)													Cancer Access		Target:		Responsible Directors: Chief Operating Officer (QEHB) and Chief Operating Officer (HGS)													Cancer Access		Target:	
													93%															93%					
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD						
QEHB	90.5%	94.7%	93.0%	95.4%	93.6%	83.7%	76.7%	80.6%	80.6%	92.8%	89.8%	88.7%	85.0%	QEHB	100%	100%	93.9%	96.9%	100%	88.9%	46.2%	38.2%	40.0%	62.2%	91.5%	96.1%	64.3%						
HGS	96.5%	95.9%	93.0%	93.4%	95.1%	94.5%	95.3%	95.9%	96.1%	95.7%	94.5%	94.9%	95.4%	HGS	96.9%	94.8%	94.2%	93.1%	93.6%	93.1%	95.3%	96.0%	94.1%	96.1%	95.1%	93.5%	95.1%						
UHB	94.3%	95.5%	93.0%	94.1%	94.6%	90.5%	89.0%	91.0%	90.2%	94.6%	93.0%	92.7%	91.8%	UHB	97.4%	95.6%	94.2%	93.8%	94.5%	92.7%	83.8%	76.2%	81.0%	88.4%	93.7%	94.4%	86.0%						

Cancer - 2 Week Wait (Suspected Cancer) Performance



Cancer - 2 Week Wait (Breast Symptoms) Performance



- The Trust was below target for two week (Suspected Cancer) wait target at 92.7%.
- Suspected cancer performance fell by 0.3pp compared to August.
- Skin tumour site has seen the highest number of breaches due to an increase in referrals. If capacity issues were resolved QEHB would be above target.
- Breast symptom performance increased by 0.7pp to 94.4%.
- QEHB breast symptom performance continues to significantly increase following appointment of a locum breast radiologist.



# Flu Vaccinations as at 19 November

## QEHB - Frontline Staff by Staff Group

Group	Number of Frontline Staff	Number of Staff Vaccinated	%
Doctors/Dentists	1237	794	64.2%
Qualified Nurse	2457	1605	65.3%
Additional Clinical Services	1422	625	44.0%
AHPs/Scientists	909	786	86.5%
<b>QEHB</b>	<b>7148</b>	<b>3758</b>	<b>63.3%</b>

## HGS - Frontline Staff by Staff Group

Group	Number of Frontline Staff	Number of Staff Vaccinated	%
Doctors	1020	696	68.2%
Nursing & Midwifery	3224	1633	50.7%
Clinical Support	2785	1769	63.5%
Professionally Qualified	1268	688	54.3%
Other/Unknown		213	
<b>HGS</b>	<b>8297</b>	<b>4999</b>	<b>60.3%</b>

## QEHB - Nursing Staff Only by Division

Division	Number of Nurses & Midwives	Number of Staff Vaccinated	%
A	1174	637	54.3%
B	565	333	59.9%
C	791	506	64.0%
D	528	383	72.5%
<b>QEHB</b>	<b>3058</b>	<b>1859</b>	<b>61.0%</b>

## HGS - Nursing and Midwifery Staff Only by Division

Division	Number of Nurses & Midwives	Number of Staff Vaccinated	%
1	495	254	51.3%
2	741	337	45.5%
3	861	388	45.1%
4	600	269	44.8%
5	415	184	44.3%
Other/Unknown	112	201	
<b>HGS</b>	<b>3224</b>	<b>1633</b>	<b>50.7%</b>