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| <b>Subject:</b>   | Item 19.59bi Appendix B: Norfolk and Waveney System Performance Report (June 2019) |
| <b>Prepared by:</b>   | Paul Martin, PMO, STP, Jon Fox and Will Kelly, Business Intelligence, CCGs         |
| <p><b>Summary:</b></p> <p>The following dashboard provides an overview of the key performance indicators across the system.</p> <p><b>Unplanned Care</b></p> <ul style="list-style-type: none"> <li>• Across the STP, A&amp;E attendances have risen by 7.0% year to date. Attendances arriving on foot have increased (8.7%) more than attendances arriving via ambulance (3.6%).</li> <li>• January (9.7%), February (12.1%) and March (16.4%) are the months showing the greatest year on year increase when compared to the equivalent months from the previous year.</li> <li>• Despite the increase in other forms of urgent care activity, attendances at the Walk In Centre have dropped by almost 10%.</li> <li>• The STP figures for Delayed Transfers of Care (DTC) have been agreed with Norfolk County Council – they are for the three acute trusts and are for Norfolk and Waveney patients only.</li> <li>• The Trust level DTC figures (shown on each acute hospital dashboard) are the whole trust figures (not just Norfolk and Waveney patients).</li> </ul> <p><b>Cancer</b></p> <p><b>JPUH</b> – Target has been consistently met for a long period of time but in recent months they have seen a large increase in referrals across range of specialties. Compounding this, the Trust has had staffing challenges due to staff leave over school / bank holidays which has left periods where output was reduced. Trust has put on additional sessions with the aim to recover in April.</p> <p><b>NNUH</b> – The Trust has met the GP two week wait target for the first time in over a year. They have also delivered the breast cancer target for the first time in 6 months. This improved performance was due to an NHSE/I funded initiative which has supported increased activity. There has also been a rise in late tertiary referrals which is affecting 62 day delivery.</p> <p><b>QEH</b> – Significant underperformance in breast cancer two week wait (20.9% in April) due to increase in out of area referrals to the service and compounded by a 25% loss of capacity in March due to both breast screening radiologists being absent for one week in the month. The Trust has a plan in place to clear the backlog created by this loss of capacity and performance is forecast to recover for both of these standards in June 2019.</p> <p><b>Planned Care</b></p> <p><b>JPUH</b> – The Trust had targeted longer waits to reduce backlog and this has impacted 18 week performance. They are expecting improved performance in May. For three</p> |  |

consecutive months the backlog has reduced and is now the lowest it has been for a full year. Overall the JPUH met the March 2019 target of matching (or reducing) waiting list size from April 2018.

**NNUH** - Overall performance continues to be compromised by the urgent focus on cancer work. There were no patients waiting 52 weeks for treatment in March or April, but 40 week breaches remain high. Intensive waiting list management is in place. Capacity remains a key challenge and the NNUH are working with Spire to expand their range of specialties and procedures. Diagnostics has worsened due to a significant increase in demand since October and a breakdown of the MRI equipment in April. Plans are in place to recover but conversations are ongoing with Spire and Global for additional support.

**QEH** – Performance has improved for the fourth successive month. The Trust is ahead of the April recovery trajectory which was set at 78.95%. The Trust met the waiting list and backlog requirements in line with NHSE guidance and has no patients waiting 52 weeks for treatment.

## **Mental Health**

**Improving Access to Psychological Therapies** - Delivery against the trajectory continues to be met month on month with the STP standard improving as required. NHSE is assured over progress, however concerns raised over ability to meet LTC ambition going forward.

**Children and young people eating disorders** - Numbers here are very small which means one or two breaches can have a large impact on target. Each breach is reviewed and learning identified; trends include DNA and cancelled appointments. Provider is looking at how to minimise the impact, and offer alternate and flexible appointments promptly.

**Out of area placements** - Continued local and regional scrutiny with a restated trajectory being developed in partnership with NHSE. 2019/20 planning round initiatives to offset out of area (including community personality disorder service, 15 bedded unit on Yare Ward, rehab and reablement) agreed with implementation post mobilisation expected August onwards.

**Dementia** - All the CCGs are now being supported by Norwich and replicating their method by which they have met and sustained delivery. NHSE are placing greater scrutiny on meeting the standard, all CCGs required to have improvement plans in place.

# STP High Level System Dashboard - Summary



| Metrics  | Status of latest data | Current target | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | Trend |
|--|-----------------------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>Acute Unplanned Care Performance Metrics (includes aggregate of JPUH, NNUH and QEH unless otherwise stated)</b> |                       |                |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| A&E 4 hr performance (total trust, NNUH includes WIC)  | Validated             | 95%            | 86.5%  | 89.7%  | 89.9%  | 89.1%  | 87.5%  | 86.9%  | 88.3%  | 86.0%  | 83.9%  | 78.4%  | 77.2%  | 79.5%  |        |       |
| A&E Total Attendances (as above)   | Validated             | -              | 28,311 | 30,982 | 29,631 | 31,869 | 31,309 | 29,033 | 29,162 | 28,331 | 28,983 | 29,123 | 27,204 | 30,226 |        |       |
| A&E Total Breaches (as above)  | Validated             | -              | 3,825  | 3,198  | 3,003  | 3,480  | 3,916  | 3,801  | 3,409  | 3,961  | 4,679  | 6,292  | 6,206  | 6,211  |        |       |
| Emergency admissions (N&W CCGs only)   | Validated             | -              | 8,000  | 8,434  | 7,997  | 8,215  | 8,180  | 7,787  | 8,486  | 8,495  | 8,541  | 9,045  | 7,894  | 8,841  |        |       |
| DTOC - delayed days (includes acute + non-acute trusts, Norfolk patients)  | Validated             | -              | 2,503  | 2,240  | 2,543  | 2,632  | 2,944  | 2,738  | 2,709  | 2,551  | 2,681  | 2,974  | 2,150  | 2,530  |        |       |
| % of Ambulance handover delays - 60 min  | Validated             | -              | 4.4%   | 4.0%   | 1.7%   | 5.7%   | 8.5%   | 8.2%   | 5.2%   | 10.7%  | 11.6%  | 15.2%  | 14.0%  | 6.6%   |        |       |
| <b>Acute Cancer Performance Metrics (includes aggregate of JPUH, NNUH and QEH)</b>                                 |                       |                |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| Two week wait GP referral (%)  | Prov'                 | 93%            | 92.5%  | 93.3%  | 88.9%  | 83.3%  | 87.5%  | 79.6%  | 82.3%  | 79.3%  | 92.2%  | 88.8%  | 91.0%  | 87.5%  |        |       |
| Two week wait breast symptoms (%)  | Prov'                 | 93%            | 97.4%  | 97.8%  | 93.5%  | 95.7%  | 96.1%  | 97.8%  | 97.3%  | 63.7%  | 53.3%  | 54.8%  | 47.4%  | 47.7%  |        |       |
| 31 days from diagnosis to first treatment (%)  | Prov'                 | 96%            | 98.0%  | 97.9%  | 97.3%  | 97.6%  | 97.0%  | 97.3%  | 96.3%  | 97.1%  | 97.6%  | 95.3%  | 96.9%  | 97.2%  |        |       |
| 62 days from GP referral to first treatment (%)  | Prov'                 | 85%            | 79.6%  | 79.9%  | 72.0%  | 72.2%  | 77.6%  | 76.9%  | 77.0%  | 76.4%  | 76.7%  | 70.5%  | 73.4%  | 77.4%  |        |       |
| <b>Acute Planned Care Performance Metrics (includes aggregate of JPUH, NNUH and QEH)</b>                           |                       |                |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| Incomplete - RTT % waiting treatment <18 weeks   | Validated             | 92%            | 83.9%  | 85.0%  | 85.1%  | 85.4%  | 84.7%  | 83.4%  | 82.9%  | 83.0%  | 81.8%  | 81.7%  | 82.2%  | 82.5%  |        |       |
| Total number incomplete pathways   | Validated             | -              | 66,269 | 68,728 | 69,944 | 69,409 | 70,713 | 70,828 | 71,166 | 70,567 | 69,990 | 68,983 | 68,302 | 67,794 |        |       |
| Total number of 40 week breaches   | Validated             | -              | 769    | 727    | 650    | 665    | 730    | 756    | 651    | 649    | 770    | 758    | 681    | 633    |        |       |
| Incomplete - RTT no. waiting treatment >52 weeks   | Validated             | 0              | 14     | 15     | 13     | 8      | 14     | 22     | 17     | 22     | 29     | 29     | 13     | 0      |        |       |
| Diagnostic tests within 6 weeks  | Validated             | 99%            | 98.2%  | 99.4%  | 99.1%  | 99.2%  | 99.3%  | 99.3%  | 99.3%  | 99.3%  | 98.2%  | 95.4%  | 98.3%  | 99.1%  |        |       |
| Number of patients waiting > 6 weeks   | Validated             | -              | 343    | 109    | 164    | 132    | 118    | 109    | 122    | 122    | 306    | 852    | 332    | 178    |        |       |
| GP acute referrals (N&W CCGs only)   | Validated             | -              | 17,704 | 18,981 | 18,460 | 17,721 | 16,996 | 16,137 | 18,377 | 17,942 | 14,697 | 17,998 | 17,006 | 18,190 |        |       |
| Non-GP acute referrals (N&W CCGs only)   | Validated             | -              | 8,960  | 9,794  | 9,122  | 9,677  | 9,264  | 8,912  | 10,410 | 10,239 | 8,380  | 10,397 | 9,289  | 10,456 |        |       |
| Avoidable emergency admissions (N&W CCGs only)   | Validated             | -              | 1,761  | 1,895  | 1,803  | 1,852  | 1,768  | 1,765  | 1,997  | 2,177  | 2,316  | 2,486  | 2,221  | 1,956  |        |       |
| <b>Mental Health Metrics (all NSFT other than Dementia)</b>  |                       |                |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| IAPT: access rates (local target)  | Prov'                 | 1.6%           | 1.3%   | 1.5%   | 1.4%   | 1.3%   | 1.0%   | 1.0%   | 1.4%   | 1.6%   | 1.4%   | 1.6%   | 1.4%   | 1.5%   | 1.4%   |       |
| IAPT: recovery rates   | Prov'                 | 50%            | 51.4%  | 50.5%  | 51.5%  | 50.2%  | 46.0%  | 52.7%  | 50.6%  | 51.2%  | 51.4%  | 59.0%  | 59.4%  | 55.5%  | 58.2%  |       |
| IAPT: first treatment <6 weeks   | Prov'                 | 75%            | 84.2%  | 93.1%  | 94.3%  | 93.2%  | 94.9%  | 91.1%  | 86.8%  | 84.7%  | 86.6%  | 92.0%  | 98.7%  | 99.4%  | 99.2%  |       |
| EIP: treatment started <2 weeks (local target)   | Prov'                 | 56%            | 70.0%  | 73.8%  | 71.4%  | 70.3%  | 74.2%  | 79.9%  | 82.7%  | 83.0%  | 81.7%  | 82.0%  | 84.6%  | 83.6%  | 79.5%  |       |
| CYP: eating disorders - Urgent (seen in 1 wk)  | Prov'                 | 90%            | 75.0%  | 80.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |       |
| CYP: eating disorders - Routine (seen in 4 wks)  | Prov'                 | 90%            | 73.1%  | 82.6%  | 95.7%  | 96.0%  | 89.7%  | 79.3%  | 80.0%  | 85.7%  | 73.9%  | 64.0%  | 58.3%  | 78.9%  | 94.4%  |       |
| Out of area placements (bed days - 18-65, in month)  | Prov'                 | -              | 680    | 430    | 580    | 610    | 460    | 625    | 755    | 755    | 765    | 1,100  | 1,025  | 1,421  | 1,751  |       |
| Out of area placements (bed days - 65+, in month)  | Prov'                 | -              | 65     | 105    | 60     | 40     | 65     | 50     | 30     | 0      | 30     | 45     | 105    | 16     | 0      |       |
| Dementia diagnosis (non-NSFT)  | Validated             | 66.7%          | 61.5%  | 61.9%  | 62.1%  | 62.3%  | 62.8%  | 64.2%  | 63.3%  | 63.5%  | 63.5%  | 63.4%  | 63.4%  | 64.1%  |        |       |

## STP High Level System Dashboard - JPUH

| Metrics   | Status of latest data | Target | Apr-18  | May-18  | Jun-18  | Jul-18  | Aug-18  | Sep-18  | Oct-18  | Nov-18  | Dec-18  | Jan-19  | Feb-19  | Mar-19  | Apr-19 | Trend |
|---|-----------------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|-------|
| <b>Unplanned Care Performance Metrics</b>                                 |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |        |       |
| A&E 4 hr performance (whole trust)  | Validated             | 95%    | 87.1%   | 93.4%   | 94.0%   | 90.6%   | 91.4%   | 92.7%   | 90.3%   | 94.3%   | 87.2%   | 84.7%   | 80.1%   | 83.7%   | 86.4%  |       |
| A&E Total Attendances (as above)  | Validated             | -      | 6,505   | 7,121   | 6,895   | 7,530   | 7,401   | 6,561   | 6,617   | 6,266   | 6,541   | 6,613   | 6,046   | 6,978   |        |       |
| A&E Total Breaches (as above)   | Validated             | -      | 840     | 473     | 413     | 705     | 633     | 481     | 641     | 358     | 834     | 1,012   | 1,203   | 1,140   |        |       |
| Emergency admissions (N&W CCGs only)                                      | Validated             | -      | 1,790   | 1,947   | 1,820   | 1,821   | 1,859   | 1,723   | 1,961   | 1,981   | 2,055   | 2,120   | 1,939   | 2,141   |        |       |
| Delayed transfers of care (DTCO) - % of delayed days vs occupied bed days | Validated             | 3.5%   | 1.7%    | 1.5%    | 1.9%    | 2.0%    | 3.9%    | 1.8%    | 1.5%    | 3.0%    | 1.0%    | 2.2%    | 1.4%    | 1.2%    |        |       |
| # DTCO - NHS  | Validated             | -      | 190     | 169     | 63      | 53      | 105     | 42      | 39      | 42      | 7       | 48      | 35      | 28      |        |       |
| # DTCO - Social Care  | Validated             | -      | 0       | 0       | 151     | 170     | 328     | 155     | 141     | 296     | 98      | 215     | 126     | 126     |        |       |
| # DTCO - Both NHS / Social Care   | Validated             | -      | 0       | 4       | 0       | 0       | 0       | 0       | 0       | 0       | 7       | 14      | 0       | 0       |        |       |
| % of Ambulance handover delays - 60 min                                   | Validated             | -      | 2.0%    | 0.3%    | 0.2%    | 0.6%    | 0.5%    | 0.3%    | 0.5%    | 0.0%    | 1.1%    | 2.6%    | 7.1%    | 5.5%    |        |       |
| <b>Cancer Performance Metrics</b>   |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |        |       |
| Two week wait GP referral (%)   | Prov'                 | 93%    | 96.7%   | 97.2%   | 96.6%   | 96.7%   | 94.4%   | 97.4%   | 97.5%   | 96.4%   | 97.4%   | 94.5%   | 94.1%   | 90.9%   |        |       |
| Two week wait breast symptoms (%)   | Prov'                 | 93%    | 96.8%   | 97.5%   | 96.9%   | 97.4%   | 96.8%   | 96.7%   | 95.8%   | 96.3%   | 93.4%   | 87.2%   | 82.5%   | 62.7%   |        |       |
| 31 days from diagnosis to first treatment (%)                             | Prov'                 | 96%    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 99.2%   | 100.0%  | 100.0%  | 100.0%  | 98.9%   | 100.0%  | 100.0%  | 100.0%  |        |       |
| 31 days subsequent treatment - surgery (%)                                | Prov'                 | 94%    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |        |       |
| 31 days subsequent treatment - drug treatment (%)                         | Prov'                 | 98%    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |        |       |
| 31 days subsequent treatment - radiotherapy (%)                           | Prov'                 | 94%    | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data |        |       |
| 62 days from GP referral to first treatment (%)                           | Prov'                 | 85%    | 83.9%   | 85.5%   | 71.6%   | 73.3%   | 79.3%   | 85.6%   | 86.7%   | 87.0%   | 83.5%   | 80.7%   | 78.3%   | 89.8%   |        |       |
| 62 days from screening to first treatment (%)                             | Prov'                 | 90%    | 100.0%  | 94.7%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 90.9%   | 100.0%  | 92.3%   | 96.3%   | 100.0%  | 100.0%  |        |       |
| <b>Planned Care Performance Metrics</b>                                   |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |        |       |
| Incomplete - RTT % waiting treatment <18 weeks                            | Validated             | 92%    | 86.4%   | 86.5%   | 87.0%   | 87.3%   | 86.9%   | 86.9%   | 87.1%   | 87.5%   | 85.7%   | 83.8%   | 84.0%   | 84.4%   | 83.0%  |       |
| Total number incomplete pathways  | Validated             | -      | 13,239  | 13,751  | 13,879  | 13,263  | 13,269  | 13,191  | 12,904  | 13,211  | 13,073  | 13,117  | 13,101  | 12,904  | 12,673 |       |
| Total number of 40 week breaches  | Validated             | -      | 91      | 97      | 95      | 91      | 116     | 84      | 43      | 26      | 36      | 42      | 48      | 48      |        |       |
| Incomplete - RTT no. waiting treatment >52 weeks                          | Validated             | 0      | 0       | 0       | 0       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |        |       |
| Diagnostic tests within 6 weeks   | Validated             | 99%    | 99.2%   | 99.2%   | 99.6%   | 99.3%   | 99.8%   | 100.0%  | 99.8%   | 99.9%   | 99.1%   | 98.5%   | 99.3%   | 99.4%   |        |       |
| Number of patients waiting > 6 weeks                                      | Validated             | -      | 24      | 27      | 13      | 22      | 7       | 1       | 7       | 2       | 29      | 51      | 27      | 23      |        |       |
| GP acute referrals (N&W CCGs only)  | Validated             | -      | 3,936   | 4,430   | 4,275   | 3,660   | 3,766   | 3,537   | 4,133   | 4,008   | 3,133   | 3,997   | 3,725   | 3,911   |        |       |
| Non-GP acute referrals (N&W CCGs only)                                    | Validated             | -      | 2,011   | 2,444   | 2,169   | 2,384   | 2,540   | 2,326   | 2,619   | 2,611   | 2,156   | 2,648   | 2,276   | 2,746   |        |       |
| Avoidable emergency admissions (N&W CCGs only)                            | Validated             | -      | 444     | 517     | 463     | 461     | 483     | 438     | 526     | 550     | 679     | 670     | 627     | 322     |        |       |

## STP High Level System Dashboard - NNUH

| Metrics   | Status of latest data | Target | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | Trend |
|---|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>Unplanned Care Performance Metrics</b>                                 |                       |        |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| A&E 4 hr performance (NNUH inc. WIC)                                      | Validated             | 95%    | 87.9%  | 90.6%  | 87.5%  | 88.6%  | 87.7%  | 86.3%  | 88.9%  | 85.6%  | 82.5%  | 77.1%  | 76.0%  | 76.9%  | 72.8%  |       |
| A&E Total Attendances (as above)  | Validated             | -      | 16,455 | 17,898 | 17,029 | 18,276 | 17,857 | 16,800 | 16,973 | 16,425 | 16,764 | 16,829 | 15,847 | 17,264 | 16,900 |       |
| A&E Total Breaches (as above)   | Validated             | -      | 1,984  | 1,689  | 2,129  | 2,089  | 2,196  | 2,307  | 1,879  | 2,367  | 2,936  | 3,852  | 3,800  | 3,992  | 4,605  |       |
| Emergency admissions (N&W CCGs only)                                      | Validated             | -      | 4,236  | 4,394  | 4,192  | 4,259  | 4,260  | 4,095  | 4,485  | 4,313  | 4,402  | 4,649  | 4,005  | 4,474  |        |       |
| Delayed transfers of care (DTCO) - % of delayed days vs occupied bed days | Validated             | 3.5%   | 4.5%   | 3.4%   | 4.0%   | 4.6%   | 4.7%   | 5.0%   | 4.3%   | 4.2%   | 4.8%   | 5.0%   | 2.2%   | 3.1%   |        |       |
| # DTCO - NHS  | Validated             | -      | 548    | 567    | 521    | 587    | 628    | 533    | 326    | 274    | 281    | 429    | 262    | 354    |        |       |
| # DTCO - Social Care  | Validated             | -      | 596    | 299    | 488    | 524    | 530    | 644    | 739    | 500    | 564    | 686    | 267    | 514    |        |       |
| # DTCO - Both NHS / Social Care   | Validated             | -      | 43     | 70     | 63     | 47     | 27     | 47     | 47     | 55     | 132    | 0      | 26     | 7      |        |       |
| % of Ambulance handover delays - 60 min                                   | Validated             | -      | 3.4%   | 4.7%   | 1.6%   | 6.8%   | 10.3%  | 11.0%  | 5.0%   | 12.9%  | 16.4%  | 18.6%  | 15.0%  | 2.1%   | 2.8%   |       |
| <b>Cancer Performance Metrics</b>   |                       |        |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| Two week wait GP referral (%)   | Prov'                 | 93%    | 89.6%  | 90.4%  | 83.0%  | 73.5%  | 81.2%  | 68.5%  | 71.9%  | 67.0%  | 88.1%  | 84.4%  | 88.1%  | 87.0%  | 95.0%  |       |
| Two week wait breast symptoms (%)   | Prov'                 | 93%    | 97.5%  | 98.0%  | 90.9%  | 94.2%  | 96.1%  | 97.9%  | 98.1%  | 44.9%  | 28.6%  | 36.5%  | 28.4%  | 47.1%  | 98.6%  |       |
| 31 days from diagnosis to first treatment (%)                             | Prov'                 | 96%    | 97.0%  | 97.3%  | 96.3%  | 97.0%  | 96.2%  | 96.4%  | 94.7%  | 96.6%  | 97.0%  | 93.3%  | 96.6%  | 96.6%  | 95.3%  |       |
| 31 days subsequent treatment - surgery (%)                                | Prov'                 | 94%    | 94.0%  | 88.3%  | 90.1%  | 91.4%  | 83.5%  | 77.8%  | 79.8%  | 86.4%  | 84.5%  | 79.0%  | 89.6%  | 83.9%  | 82.8%  |       |
| 31 days subsequent treatment - drug treatment (%)                         | Prov'                 | 98%    | 100.0% | 100.0% | 100.0% | 99.3%  | 100.0% | 100.0% | 99.4%  | 100.0% | 99.0%  | 98.5%  | 99.2%  | 99.2%  | 99.0%  |       |
| 31 days subsequent treatment - radiotherapy (%)                           | Prov'                 | 94%    | 98.9%  | 100.0% | 96.7%  | 97.8%  | 98.4%  | 97.7%  | 97.2%  | 98.9%  | 97.4%  | 94.5%  | 100.0% | 95.3%  | 97.0%  |       |
| 62 days from GP referral to first treatment (%)                           | Prov'                 | 85%    | 80.6%  | 76.2%  | 65.1%  | 69.3%  | 75.8%  | 72.0%  | 70.8%  | 71.5%  | 73.5%  | 62.9%  | 71.7%  | 68.2%  | 74.1%  |       |
| 62 days from screening to first treatment (%)                             | Prov'                 | 90%    | 81.3%  | 74.4%  | 96.6%  | 83.0%  | 93.6%  | 78.3%  | 66.7%  | 81.0%  | 81.4%  | 89.8%  | 82.9%  | 96.8%  | 84.6%  |       |
| <b>Planned Care Performance Metrics</b>                                   |                       |        |        |        |        |        |        |        |        |        |        |        |        |        |        |       |
| Incomplete - RTT % waiting treatment <18 weeks                            | Validated             | 92%    | 84.4%  | 85.6%  | 85.5%  | 85.5%  | 84.3%  | 83.1%  | 82.6%  | 82.6%  | 81.9%  | 82.1%  | 82.5%  | 82.8%  | 82.6%  |       |
| Total number incomplete pathways  | Validated             | -      | 38,985 | 40,362 | 41,278 | 41,525 | 42,000 | 42,053 | 42,460 | 41,864 | 41,444 | 40,979 | 41,120 | 41,328 | 42,162 |       |
| Total number of 40 week breaches  | Validated             | -      | 508    | 453    | 384    | 401    | 456    | 483    | 423    | 429    | 465    | 466    | 465    | 455    | 485    |       |
| Incomplete - RTT no. waiting treatment >52 weeks                          | Validated             | 0      | 14     | 15     | 13     | 7      | 8      | 15     | 16     | 21     | 28     | 28     | 12     | 0      | 0      |       |
| Diagnostic tests within 6 weeks   | Validated             | 99%    | 99.4%  | 99.4%  | 99.0%  | 99.2%  | 99.1%  | 99.1%  | 99.0%  | 99.1%  | 97.6%  | 93.5%  | 97.7%  | 98.8%  | 97.2%  |       |
| Number of patients waiting > 6 weeks                                      | Validated             | -      | 70     | 66     | 107    | 81     | 93     | 93     | 101    | 98     | 256    | 769    | 287    | 142    | 290    |       |
| GP acute referrals (N&W CCGs only)  | Validated             | -      | 10,553 | 11,090 | 10,881 | 10,795 | 10,095 | 9,575  | 10,888 | 10,648 | 8,993  | 10,706 | 10,229 | 10,942 |        |       |
| Non-GP acute referrals (N&W CCGs only)                                    | Validated             | -      | 5,371  | 5,609  | 5,188  | 5,494  | 5,051  | 4,987  | 5,842  | 5,889  | 4,764  | 5,850  | 5,278  | 5,791  |        |       |
| Avoidable emergency admissions (N&W CCGs only)                            | Validated             | -      | 870    | 893    | 915    | 944    | 815    | 854    | 992    | 1,062  | 1,110  | 1,225  | 1,068  | 1,102  |        |       |

## STP High Level System Dashboard - QEH

| Metrics   | Status of latest data | Target | Apr-18  | May-18  | Jun-18  | Jul-18  | Aug-18  | Sep-18  | Oct-18  | Nov-18  | Dec-18  | Jan-19  | Feb-19  | Mar-19  | Apr-19  | Trend |
|---|-----------------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| <b>Unplanned Care Performance Metrics</b>                                 |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |         |       |
| A&E 4 hr performance (whole trust)  | Validated             | 95%    | 81.3%   | 82.6%   | 91.9%   | 88.7%   | 82.0%   | 82.1%   | 84.0%   | 78.1%   | 84.0%   | 74.9%   | 77.3%   | 82.0%   | 84.7%   |       |
| A&E Total Attendances (as above)  | Validated             | -      | 5,351   | 5,963   | 5,707   | 6,063   | 6,051   | 5,672   | 5,572   | 5,640   | 5,678   | 5,681   | 5,311   | 5,984   | 5,950   |       |
| A&E Total Breaches (as above)   | Validated             | -      | 1,001   | 1,036   | 461     | 686     | 1,087   | 1,013   | 889     | 1,236   | 909     | 1,428   | 1,203   | 1,079   | 912     |       |
| Emergency admissions (N&W CCGs only)                                      | Validated             | -      | 1,974   | 2,093   | 1,985   | 2,135   | 2,061   | 1,969   | 2,040   | 2,201   | 2,084   | 2,276   | 1,950   | 2,226   |         |       |
| Delayed transfers of care (DTCO) - % of delayed days vs occupied bed days | Validated             | 3.5%   | 2.4%    | 1.8%    | 2.1%    | 2.8%    | 2.0%    | 2.8%    | 2.6%    | 2.4%    | 2.5%    | 1.4%    | 1.3%    | 1.4%    |         |       |
| # DTCO - NHS  | Validated             | -      | 303     | 230     | 219     | 318     | 255     | 277     | 274     | 249     | 242     | 142     | 120     | 138     |         |       |
| # DTCO - Social Care  | Validated             | -      | 5       | 14      | 57      | 43      | 6       | 73      | 47      | 33      | 73      | 41      | 32      | 42      |         |       |
| # DTCO - Both NHS / Social Care   | Validated             | -      | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |         |       |
| % of Ambulance handover delays - 60 min                                   | Validated             | -      | 9.8%    | 6.6%    | 3.9%    | 9.6%    | 14.3%   | 12.1%   | 11.6%   | 18.1%   | 13.3%   | 22.0%   | 20.2%   | 18.6%   | 14.6%   |       |
| <b>Cancer Performance Metrics</b>   |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |         |       |
| Two week wait GP referral (%)   | Prov'                 | 93%    | 96.5%   | 96.9%   | 97.3%   | 95.9%   | 94.6%   | 93.2%   | 98.3%   | 97.3%   | 97.4%   | 95.9%   | 95.1%   | 86.0%   | 80.8%   |       |
| Two week wait breast symptoms (%)   | Prov'                 | 93%    | 97.6%   | 97.3%   | 100.0%  | 100.0%  | 95.6%   | 98.5%   | 96.9%   | 100.0%  | 100.0%  | 91.3%   | 86.3%   | 29.8%   | 20.9%   |       |
| 31 days from diagnosis to first treatment (%)                             | Prov'                 | 96%    | 99.1%   | 98.3%   | 97.5%   | 97.5%   | 97.5%   | 97.3%   | 97.7%   | 96.2%   | 98.8%   | 97.2%   | 95.3%   | 96.5%   | 96.9%   |       |
| 31 days subsequent treatment - surgery (%)                                | Prov'                 | 94%    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 92.9%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 92.3%   |       |
| 31 days subsequent treatment - drug treatment (%)                         | Prov'                 | 98%    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 97.9%   | 98.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |       |
| 31 days subsequent treatment - radiotherapy (%)                           | Prov'                 | 94%    | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data | No data |       |
| 62 days from GP referral to first treatment (%)                           | Prov'                 | 85%    | 72.8%   | 84.3%   | 89.7%   | 80.2%   | 80.7%   | 80.3%   | 85.9%   | 82.4%   | 80.0%   | 79.7%   | 74.6%   | 85.9%   | 72.5%   |       |
| 62 days from screening to first treatment (%)                             | Prov'                 | 90%    | 100.0%  | 100.0%  | 100.0%  | 95.2%   | 93.3%   | 96.0%   | 100.0%  | 85.0%   | 100.0%  | 100.0%  | 92.3%   | 100.0%  | 100.0%  |       |
| <b>Planned Care Performance Metrics</b>                                   |                       |        |         |         |         |         |         |         |         |         |         |         |         |         |         |       |
| Incomplete - RTT % waiting treatment <18 weeks                            | Validated             | 92%    | 80.2%   | 81.9%   | 82.0%   | 83.2%   | 83.7%   | 81.2%   | 79.9%   | 80.1%   | 78.5%   | 78.8%   | 79.5%   | 79.8%   | 80.4%   |       |
| Total number incomplete pathways  | Validated             | -      | 14,045  | 14,615  | 14,787  | 14,621  | 15,444  | 15,584  | 15,802  | 15,492  | 15,473  | 14,887  | 14,081  | 13,562  | 13,707  |       |
| Total number of 40 week breaches  | Validated             | -      | 170     | 177     | 171     | 173     | 158     | 189     | 185     | 194     | 269     | 250     | 168     | 130     | 136     |       |
| Incomplete - RTT no. waiting treatment >52 weeks                          | Validated             | 0      | 0       | 0       | 0       | 1       | 5       | 7       | 1       | 1       | 1       | 1       | 1       | 0       | 0       |       |
| Diagnostic tests within 6 weeks   | Validated             | 99%    | 93.0%   | 99.5%   | 98.7%   | 99.1%   | 99.4%   | 99.4%   | 99.5%   | 99.3%   | 99.3%   | 99.0%   | 99.5%   | 99.6%   | 99.1%   |       |
| Number of patients waiting > 6 weeks                                      | Validated             | -      | 249     | 16      | 44      | 29      | 18      | 15      | 14      | 22      | 21      | 32      | 18      | 13      | 32      |       |
| GP acute referrals (N&W CCGs only)  | Validated             | -      | 3,215   | 3,461   | 3,304   | 3,266   | 3,135   | 3,025   | 3,356   | 3,286   | 2,571   | 3,295   | 3,052   | 3,337   |         |       |
| Non-GP acute referrals (N&W CCGs only)                                    | Validated             | -      | 1,578   | 1,741   | 1,765   | 1,799   | 1,673   | 1,599   | 1,949   | 1,739   | 1,460   | 1,899   | 1,735   | 1,919   |         |       |
| Avoidable emergency admissions (N&W CCGs only)                            | Validated             | -      | 447     | 485     | 425     | 447     | 470     | 473     | 479     | 565     | 527     | 591     | 526     | 532     |         |       |