

Performance Summary for NHS Surrey - 2012/13

Areas of Concern

- Ambulance, Category A R2 Response Times
- Improved Access to Psychological Services
- Two Week Wait for Breast Symptoms
- Diagnostic Test Waiting Times
- A&E 4 Hour Waits
- Coverage of Health Checks
- Mixed Sex Accommodation

Performance Summary and expected year end position:

Ambulance Response Times

For Category A, Red 1, 8 minute response time, there were issues in December and January, for both the South East Coast Ambulance (SECAMB) total (provisional data for January shown in the table below) and Surrey PCT area. There are also expected to be issues in February, due to handover delays. NHS Surrey has worked with the Surrey Trusts to improve handovers/reduce delays, and an improvement in performance is expected again from March. Issues remain for SECAMB in Sussex and Kent.

There was an expectation that Trusts' follow a trajectory to reach 80% by the end of the year, which is expected to be the target for Red 1 calls for 2013/14. This was not achieved.

Category A, Red 2, 8 minute responses were not achieved for December or January, but are expected to be achieved for the year.

Category A, 19 minute responses have been achieved consistently and are expected to be achieved for the year.

Cancer

All Cancer 31 and 62 day waits were achieved against target for Q1 to Q3, and are expected to be achieved for the final quarter and overall for the year.

For the percentage of patients seen within two weeks of a referral for suspected cancer (all types), the target was achieved for Q1 to Q3 and is expected to be achieved for the Q4 and overall for the year.

For the two week wait for breast symptoms, the target was not achieved for Q1 to Q3. This was due to a capacity issue at the Jarvis Centre, where funding through a block contract did not allow for the volume to be increased to the level which would allow the service improvement required. Referrals to the Jarvis Centre have been stopped, now going to other providers, and the target is expected to be achieved for Q4. The target is not however expected to be achieved overall for the year.

Mental Health

The early intervention in psychosis measure, the number of new patients taken on by Early Intervention teams in the year, has been achieved for the year to date at January 2013, and has already met the target of 126 for the whole year.

The number of Crisis Resolution Home Treatment Episodes is above target January 2013 year to date, and is expected to be achieved for the year.

Improved access to psychological services, the proportion of people with depression receiving treatment, is at 2.4% at Q2 against a target of 15% to be achieved by the end of the year. This is due to a PCT decision to fund at 50%, and therefore limit capacity to a level where only around half of the required numbers will be treated. The target is therefore not expected to be achieved for 2012/13.

Improved access to psychological services was also below target, 43.8% in Q2, for the second part of the indicator, the number of people who complete treatment who are moving to recovery. The expectation is that this increases each Quarter towards a national target of 50%, which should then be maintained. This is not being performance managed, and the focus is now on moving to the new Any Qualified Provider (AQP) contracts for next year. The target is therefore not expected to be achieved for 2012/13.

Referral to Treatment Pathways

While the targets have been achieved at aggregate level for admitted patients, non-admitted patients and incomplete pathways, they were not achieved in each specialty by every organisation on a monthly basis as per the expectations set out in the Operating Framework.

Diagnostic Test Waiting Times

The 1% maximum limit will not be achieved for 2012/13, with 2.4% of patient waiting more than 6 weeks in January 2013.

Incomplete reporting earlier in the year was masking issues with Audiology Assessment breaches at First Community Health & Care. This is being resolved by NHS East Surrey Clinical Commissioning Group, who will be carrying out a review of

waiting lists to assess the impact of additional funding on reducing waiting times, as well as looking at options for addressing ongoing demand for the service.

The provider, First Community Health & Care, are also producing a business case around a cost per case option.

A&E 4 Hour Waits

4 Hour A&E waits remain an issue, with Ashford and St Peter's NHS Trust at 93.9% for Q3, and therefore not achieving the 95% target. Although the other trusts did achieve the target for Q3, weekly data to 24 February shows that all four Surrey Hospital Trusts had performance issues in Q4 to date. ASPH and RSCH are currently below target for the year to date.

Smoking Quitter

The target for the number of quitters was achieved for Q2. Data for Q3 is not yet available, but monthly data to November shows that performance is expected to be above target and to exceed the overall target for the year (3541 quitters) by the end of Q4.

Mixed Sex Accommodation Breaches

There were four mixed sex accommodation breaches reported for January. There were two at Epsom and St Helier Hospital NHS Trust (ESHH), one at Royal Surrey County Hospital NHS Foundation Trust (RSC), and one at St George's Healthcare NHS Trust. The numbers for Surrey patients have decreased steadily through the year, but should be at zero.

VTE Risk Assessments

Achieved in all trusts for Q1 to Q3, and expected to be achieved in Q4.

HCAI Measures

The number of MRSA breaches is expected to be within the limit for the year, with 14 breaches against a plan of 17 for April to December 2012. The PCT is not aware of any significant issues for Quarter 4 to date, although because the target numbers are so small, one or two per month, there is a degree of uncertainty around achieving this.

The number of Clostridium Difficile breaches is expected to be within the limit for the year, with 194 breaches against a plan of 204 for April to December 2012.

Health Checks

This target is unlikely to be met as funding has been withdrawn due to financial pressures within the PCT.

Mitigating actions are being taken as follows:

- All CCG leads are being contacted by the DPH with a view to working in partnership to continue to deliver health checks in 2012/13 without resource.
- A Health Checks Steering group has been developed that has representatives from the LMC, LPC, CCG's, public health and the county council to ensure a safe transfer of the health checks programme through transition.
- An enhanced service agreement is being developed with County Council colleagues, to be implemented with Primary Care colleagues as of April 2013

Performance 2012/13								
Code	Indicator	Period	Performance	Target	Status	Forecast for Year	Comments:	
PHQ01	Ambulance Clinical Quality: Category A, RED 1, 8 Minute Response Time	Jan 2013	73.9%	>75%	Red	Amber	74.9% for the year to date. Some issues in Feb, but an improvement expected for March, with a chance of bringing overall performance back above 75%.	
	Ambulance Clinical Quality: Category A, RED 2, 8 Minute Response Time	Jan 2013	73.4%	>75%	Red	Green	Currently at 76.5% for the year to date, and expected to be achieved for the year.	
PHQ02	Ambulance Clinical Quality: Category A 19 Minute Transportation Time	Jan 2013	96.8%	>95%	Green	Green	Consistently achieved	
PHQ03	Cancer 62 Day Waits: All Cancer	Q3	91.3%	>85%	Green	Green	All Cancer 31 and 62 day waits were achieved against target for Q1 to Q3, and are expected to be achieved for the final quarter and overall for the year.	
PHQ04	Cancer 62 Day Waits: Referral from Screening Service	Q3	95.3%	>90%	Green	Green		
PHQ05	Cancer 62 Day Waits: Consultants Decision to Upgrade	Q3	93.3%	N/A	N/A	N/A		
PHQ06	Cancer 31 Waits: 1 st Treatment	Q3	98.7%	>96%	Green	Amber		
PHQ07	Cancer 31 Waits: Subsequent Surgery	Q3	97.5%	>94%	Green	Green		
PHQ08	Cancer 31 Waits: Subsequent Drugs	Q3	99.8%	>98%	Green	Green		
PHQ09	Cancer 31 Waits: Subsequent Radiotherapy	Q3	98.8%	>94%	Green	Green		
PHQ10	Mental Health Measure: Early Intervention in Psychosis (YTD)	Jan 13	129 YTD	105 YTD	Green	Green		Achieved for the year to date, and has already met the target of 126 for the whole year.
PHQ11	Mental Health Measure: Crisis Resolution Home Treatment	Jan 13	1397 YTD	1299 YTD	Green	Green		Achieved for the year to date, and expected to be achieved for the whole year.

PHQ12	Mental Health Measure: Care Programme Approach (CPA)	Jan 13	98%	95%	Green	Green	Achieved for the year to date, and expected to be achieved for the whole year.
PHQ13	Improved access to psychological services: Proportion of people with depression receiving treatment	Q2	2.4%	15% (by Q4)	Red	Red	PCT decision to fund this service to a level to reach 8%, and therefore the 15% target will not be achieved.
	Improved access to psychological services: The proportion of people who complete treatment who are moving to recovery	Q2	43.8%	50% (by Q4)	Red	Red	Unlikely to be achieved
PHQ14	People with long-term conditions feeling independent and in control of their condition	Jan to Sept 2012	70.9%	N/A	N/A	N/A	
PHQ15	Unplanned hospitalisation for chronic ambulatory care sensitive conditions per 100,000 adult population	2011/12	642	N/A	N/A	N/A	
PHQ16	Unplanned hospitalisation for asthma, diabetes and epilepsy per 100,000 under 19 population (Directly Standardised Rates)	2011/12	228	N/A	N/A	N/A	
PHQ17	Emergency admissions for acute conditions that should not usually require hospital admission per 100,000 adult population	2011/12	908	N/A	N/A	N/A	
PHQ18	Patient Experience Survey	2011/12	RSCH: 74.4 KH: 74.3 FPH: 78.2 ASPH: 71.3 SaSH: 69.5 ESHH: 73.5	N/A	N/A	N/A	

PHQ19	Referral to Treatment Pathways - Admitted	Dec 2012	93.9%	>90%	Green	Amber	Compliance expected to continue for Q4 at aggregate level, but some issues remain at Specialty level.
PHQ20	Referral to Treatment Pathways – Non-Admitted	Dec 2012	97.6%	>95%	Green	Amber	Compliance expected to continue for Q4 at aggregate level, but some issues remain at Specialty level.
PHQ21	Referral to Treatment Pathways - Incomplete	Dec 2012	95.6%	>92%	Green	Amber	Compliance expected to continue for Q4 at aggregate level, but some issues remain at Specialty level.
PHQ22	Diagnostic Test Waiting Times	Jan 2013	3.4%	<1%	Red	Red	Issues with capacity for Audiology assessments at First Community Health & Care, currently being resolved through contract negotiations for next year.
PHQ23	A&E waiting time- Total Time in the A&E Department	Q3	ASPH: 93.9%	>95%	Red	Red	Poor performance in Q4 to date, and currently at 93.7% for the year to date (to 24 Feb 2013).
			ESHH: 95.7%		Green	Green	Expected to be achieved for Q4 and for the year.
			FPH: 95.3%		Green	Amber	Some issues in Q4 to date. Currently at 95.3% for the year to date (to 24 Feb 2013).
			KH: 96.1%		Green	Green	Expected to be achieved for Q4 and for the year.
			RSCH: 95%		Green	Amber	Some issues and unlikely to be achieved for Q4. Currently at 94.9% for the year to date (to 24 Feb 2013).
			SaSH: 96.3%		Green	Green	Issues during some weeks in Q4 to date, but on track to achieve the target in Q4 and for the year to date.
PHQ24	Cancer 2 Week Waits - all	Q3	96.6%	>93%	Green	Green	Achieved for Q1 to Q3 and expected to

							be achieved for Q4 and the year.	
PHQ25	Cancer 2 Week Waits – breast symptoms	Q3	85.2%	>93%	Red	Red	Not achieved for Q1 to Q3. Expected to be achieved for Q4, but not for the year.	
PHQ26	MSA Breaches	Jan 2013	4 breaches	0	Red	Red	Numbers decreased during the year, but should be at zero.	
PHQ27	HCAI measure (MRSA)	Dec 2012	1	Plan	Green	Green	On target to achieve for the year, with 14 breaches against a plan of 17 to December 2012.	
PHQ28	HCAI measure (Clostridium Difficile infections)	Dec 2012	19	Plan	Green	Green	On target to achieve for the year, with 194 breaches against a plan of 204 to December 2012.	
PHQ29	VTE Risk Assessment	Q3	ASPH	93.7%	>90%	Green	Green	Achieved for all Trusts in Q1 to Q3.
			ESHH	95.3%				
			FPH	93.7%				
			KH	91%				
			RSCH	93.5%				
			SaSH	90.8%				
PHQ30	Smoking Quitters	Q2	1993	1908	Green	Green	This is expected to be achieved for Q3 and to exceed the overall target for the year (3541 quitters) by the end of Q4.	
PHQ31	Coverage of NHS Health Checks : Checks Offered	Q3	1.48%	15%	RED	RED	High risk of not delivering this target.	
	Coverage of NHS Health Checks: Checks Received		1.45%	7.5%	RED	RED		

KEY

RSCH	Royal Surrey County Hospital NHS Foundation Trust
KH	Kingston Hospital NHS Trust

FPH	Frimley Park Hospital NHS Foundation Trust
ASPH	Ashford & St Peter's Hospitals NHS Foundation Trust
SaSH	Surrey and Sussex Healthcare NHS Trust
ESHH	Epsom & St Helier University Hospitals NHS Trust

This page is intentionally left blank