

Performance Dashboard 2009-10

NHS Operating framework	
VSA	Vital Signs Tier 1
VSB	Vital Signs Tier 2
VSC	Vital Signs Tier 3
HC	Healthcare Commission Proposed Indicator (Not included in Vital signs)
DH	Existing Department of Health Commitments (Not included in Healthcare Commission indicators or Vital signs)

Performance rating	
Red	Under-performing & unlikely to achieve
Amber	Under-performing but can achieve with corrective action
Green	On plan & likely to deliver
*	An asterisk in the detailed report column indicates more detail is provided in section 3 of this report

Trend in performance	
↑	Improved since last measured
↓	Deterioration since last measured
↔	Remained the same
⊗	Not previously measured

Improving Access

NHS Operating framework		Performance rating				Trend in performance		
No.	Target	Reporting Period - YTD	Target	Actual YTD	Data Availability	Perf. Trend	Director	Detailed Report
VSA04	18 week waits admitted - NHS-reported waits for elective care	Feb-10	90%	98.00%	Latest data available	↓	IW	
VSA04	18 week waits non-admitted - NHS-reported waits for elective care	Feb-10	95%	99.40%	Latest data available	↔	IW	
VSA04	+6 week waits for diagnostic tests - Mth	Feb-10	0	5	Latest data available	↓	IW	*
VSA04	+6 week waits for diagnostic tests - YTD	Feb-10	0	104	Latest data available	↑	IW	*
HC1	4 hour maximum A&E wait	Mar-10	98%	97.27%	Based on weekly DoH submissions	↓	IW	*
DH1	Maximum wait of 13 weeks for outpatient appointment	Feb-10	0	1	Latest data available	↔	IW	
DH2	Maximum wait of 26 weeks for inpatient appointment	Feb-10	0	6	Latest data available	↔	IW	*
DH3	3 month maximum wait for revascularisation	Feb-10	0	0	Latest data available	↔	IW	
HC2a	% seen within 48 hours in GUM clinic	Feb-10	90%	76.14%	Latest data available	↓	RC	*
HC2b	% offered appointment within 48 hours in GUM clinic	Feb-10	98%	98.68%	Latest data available	↑	RC	
HC3a (WCC)	Cancer waits – 2 week maximum wait from urgent GP referral	Feb - 10 YTD	93%	93.54%	Latest data available	↑	IW	
HC3b (WCC)	Cancer waits – 1 month maximum wait from diagnosis to treatment	Feb - 10 YTD	96%	98.49%	Latest data available	↑	IW	
VSA08 - 1 (WCC)	Breast Symptom Two Week Wait	As at Feb - 10	93% - Dec 2009	94.59%	Latest data available	↑	IW	
VSA08 - 2 (WCC)	Breast Symptom Two Week Wait	Feb - 10 YTD	93% - Dec 2009	40.22%	Latest data available	↑	IW	*
VSA09 (WCC)	The number of women aged 53-70 screened for breast cancer in the last three years.	2008-09	70% within 36 mths	75.84%	Latest data available	↑	AA	
VSA10 (WCC)	Proportion of men and women aged 70-75 taking part in bowel screening programme	Mar-10	Screening began Sept 2009 - awaiting first report from Regional Hub			↔	AA	
VSA11 (WCC)	31-Day Standard for Subsequent Cancer Treatments (Chemotherapy and Surgery)	Feb - 10 YTD	94%	97.14% (Surgery Only)	Latest data available	↑	IW	
VSA12 (WCC)	31-Day Standard for Subsequent Cancer Treatments (Radiotherapy)	Feb - 10 YTD	100% - Jan 2010	100%	Latest data available	↑	IW	
VSA13 (WCC)	Extended 62-Day Cancer Treatment Targets	Feb - 10 YTD	90%	100%	Latest data available	↑	IW	
HC4	Time to reperfusion following a MI	Mar-10	68%	75.90%		↑	IW	
HC5	Access to crisis services for all patients who need them	Mar-10	272	308		↑	RC	
HC6	Early Intervention in psychosis	Mar-10	20 New Cases	22		↑	RC	
HC8a	Ambulance Response targets – CAT A calls in 8 mins – West Mids Ambulance Trust	Mar-10	75%	72.5%		↑	IW	*
HC8a	Ambulance Response targets - CAT A calls in 8 mins - (Herefordshire)	Mar-10	75%	71.7%		↑	IW	*
HC8b	Ambulance Response targets – CAT A calls in 19 mins – West Mids Ambulance Trust	Mar-10	95%	97.5%		↑	IW	*
HC8a	Ambulance Response targets - CAT A calls in 19 mins - (Herefordshire)	Mar-10	95%	93.2%		↑	IW	*
HC8c	Ambulance Response targets - CAT B calls in 19 mins - West Mids Ambulance Trust	Mar-10	95%	94.1%		↑	IW	*
HC8a	Ambulance Response targets - CAT B calls in 19 mins - (Herefordshire)	Mar-10	95%	92.5%		↑	IW	*

Improving Health

NHS Operating framework			Performance rating				Trend in performance		
Strategic Objective	No.	Target	Reporting Period - YTD	Target	Actual YTD	Data Availability	Perf. Trend	Director	Detailed Report
Cleanliness & HCAIs	VSA01	MRSA number of infections - Acute only	Feb-10	12	3	Latest data available	↑	SD	
	VSA03 Comm	Incidence of C. Difficile - Commissioner	Feb-10	171	96	Latest data available	↑	SD	
Primary Care Access	VSA07	Practices offering extended opening	Mar-10	54% by Mar 2010	58%		↑	IW	
	VSB18	Access to primary dental services - year-on-year improvements in number of patients accessing NHS dental services	Mar-10	93,551	93,622		↑	IW	
Reducing Health Inequalities	VSA14 - 01 (WCC)	Quality stroke care - +90% of time spent on stroke unit	Mar-10	70%	42.00%		↑	IW	*
	VSA14 - 02 (WCC)	Quality stroke care - % of people with TIA scanned and treated within 24 hours	Mar-10	45%	9.00%		↓	IW	*
	VSC10	Number of delayed transfers of care per 100,000 population (aged 18 and over)	Mar-10	30 per wk ave	51.46		↓	SD	*
	VSC10.1	Rate of delayed transfers of care per 100,000 population (aged 18 and over)	Mar-10	20.67	35.91		↓	SD	*
	MHPI 01	Data quality on ethnic group	Dec-09	85%	100.00%	Latest data available	↑	RC	
	MHPI 02	Care Programme Approach - CPA 7-Day follow up	Mar-10	95%	90.14%		↑	RC	*
	MHPI 03 (WCC)	Best Practice in Mental Health Services for People with Learning Disabilities (Green Light Toolkit)	Mar-10		22 points (provisional)		↓	IW	*
	MHPI 04	Patterns of Care from the Mental Health Minimum Data Set	Dec-09		98.80%	Latest data available	↑	RC	⊗
	MHPI 05	Completeness of Care from the Mental Health Minimum Data Set	Jan-10	98.28%	98.90%	Latest data available	↑	RC	⊗
	MHPI 06	CAMHS Services - protocols in place (1-6)	Feb-10		Yes	Latest data available	↑	IW	⊗
	VSB01-a	All-age all cause mortality (AAACM) rate - males	Mar-10	650	656.35 (2006-08)	Latest data available	↔	AA	
	VSB01-b	All-age all cause mortality (AAACM) rate - females	Mar-10	409	430.34 (2006-08)	Latest data available	↔	AA	
	VSB02 - LAA - NI 121	CVD Mortality Rate (LAA target - All circulatory diseases under 75)	Dec-09	79 (2008 - 3yr ave.)	61.76	Latest data available	↓	AA	
	VSB03 (WCC)	Cancer Mortality Rate	Dec-09	103 (2008 - 3yr ave.)	103.67	Latest data available	↓	AA	*
	VSB05 - LAA - NI 123	Smoking Prevalence (Smoking Quitters)	Jan-10	1220	619	Latest data available	↑	AA	*
	VSB05 - LAA - NI 123	Smoking Prevalence (Smoking Quitters) - rate per 100,000	Jan-10	815	414	Latest data available	↑	AA	*
	VSB06	Early Access for Women to Maternity Services	Mar-10	85%	92.25%		↑	IW	
	VSB08	Teenage pregnancy	Dec-09	28	31.3 (2008)	Latest data available	↓	IW	*
	VSB09 (WCC - LAA - NI - 56)	Childhood Obesity	Mar-10 (Sept' 09 measure)	85%	87.15%		↔	AA	
	VSB10 - 1	Immunisation rate for children aged 1 who have been immunised for Diphtheria, Tetanus, Polio, Pertussis, Haemophilus influenza type b (Hib) - (DTaP/IPV/Hib)	Mar-10	95%	93.11%		↓	AA	
	VSB10 - 2	Immunisation rate for children aged 2 who have been immunised for Pneumococcal infection (PCV) - (PCV)	Mar-10	85%	94.28%		↑	AA	
	VSB10 - 3	Immunisation rate for children aged 2 who have been immunised for Haemophilus influenza type b (Hib), meningitis C (MenC) - (Hib/MenC)	Mar-10	85%	85.86%		↑	AA	
	VSB10 - 4	Immunisation rate for children aged 2 who have been immunised for measles, mumps and rubella (MMR) - (MMR)	Mar-10	87%	87.07%		↑	AA	
	VSB10 - 5	Immunisation rate for children aged 5 who have been immunised for Diphtheria, Tetanus, Polio, Pertussis (DTaP/IPV)	Mar-10	94%	90.09%		↓	AA	
	VSB10 - 6 (WCC)	Immunisation rate for children aged 5 who have been immunised for measles, mumps and rubella (MMR)	Mar-10	88%	82.14%		↓	AA	
	VSB11 - 1	Breastfeeding at 6-8 weeks - Prevalence	Mar-10	52.90%	48.59%		↑	RC	*
	VSB11 - 2	Breastfeeding at 6-8 weeks - Coverage	Mar-10	90.10%	95.77%		↑	RC	
	VSB12 - LAA - NI 51	Emotional health and well being and child and adolescent mental health services (CAMHS)	Feb-10		Yes	Latest data available	↑	IW	
	VSB13	Chlamydia Prevalence (Screening)	Mar-10	4956 - 25% of 15 to 24 yr olds	4472 - 90.24% of target fig.		↑	RC	
	VSB14 - LAA - NI 40	Number of Drug Users recorded as being in effective treatment	Dec-09	541	529	Latest data available	↑	IW	
Local Priorities - Tier 3	VSC02	Proportion of people with depression and/or anxiety disorders who are offered psychological therapies - IAPT Implementation	Mar-10	In shadow form - Programme will commence once completion of 3rd wave			↔	IW	
	VSC15 (WCC)	Proportion of all deaths that occur at home	Dec-09	21%	21.70%	Latest data available	↑	IW	
	VSC17 - LAA - NI 130	% of Adults and older people receiving self-directed support who are supported to live independently (aged 18 and over)	Mar-10	20%	7.40%		↑	IW	*
	VSC26 - LAA - NI - 39	Rate of hospital admissions per 100,000 for alcohol related harm	Dec-09	1237	994.5	Latest data available	↑	IW	
	VSC27	Patients with diabetes in whom the last HbA1c is 7.5 or less from Quality Outcomes Framework (QOF)	Jan-10	69%	56.00%	Latest data available	↑	IW	
Experience, Satisfaction and Engagement	VSB15 - 1	Self reported experience of patients/users	Mar-09	81.42 National Ave score	84.22	Annual Survey (2010 survey to take place)	↑	SD	
	VSB15 - 2	Self reported experience of patients/users	Mar-09	84.37 National Ave score	86.44	Annual Survey (2010 survey to take place)	↑	SD	
	VSB15 - 3	Self reported experience of patients/users	Mar-09	66.03 National Ave score	68.47	Annual Survey (2010 survey to take place)	↑	SD	
	VSB15 - 4	Self reported experience of patients/users	Mar-09	69.53 National Ave score	65.51	Annual Survey (2010 survey to take place)	↓	SD	
	VSB17	NHS staff survey based measures of job satisfaction	Mar-09	3.57 National Ave score	3.56	Annual Survey (2010 survey to take place)	↑	SD	