

**To:** The Board

**For meeting:** 27 September 2018

**Agenda item:** 9

**Report by:** Kathy McLean, Executive Medical Director/Chief Operating Officer

**Report on:** Quality Dashboard

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### **Purpose**

1. This paper reports the key observations from the Quality Dashboard report. The Board is asked to consider the key findings and propose any areas that it wants to seek further information on.

### **Context**

2. The report provides a view of the performance of NHS Trusts and Foundation Trusts, and hence some values may differ from other national statistics that include data from primary care and the independent sector.

### **Key findings**

3. Key findings from the September Quality Dashboard are as follows:

#### *Care Quality Commission (CQC)*

- From 10 September 2017 to 10 September 2018, four more trusts have moved to outstanding overall, 11 more to good, and there are five fewer inadequate trusts. However, since April 2018, three trusts have moved from good to requires improvement, which is more than in the whole of 2017/18.

### *Safe*

- Assessment of patients for Venous thromboembolism (VTE) is averaging at 95.2%, above the 95% level of the retired CQUIN, and showing signs of improvement in two out of the last three months.
- The number of E. coli cases is statistically high, with 3858 infections in July 2018. It is affected by seasonality with summer peaks. This is the highest count recorded to date. Public Health England have advised that the rise in overall E.coli cases is related to the heatwave. The hospital onset cases remain below last year's outturn. The focus of intervention remains at system level with the CCGs with the highest rates and numbers.

### *Effective*

- The rate of emergency readmissions within 30 days of discharge had been averaging 7.7%, however since March 2017, the rate has increased and has been consistently above this level. If this trend continues the average will be reset upwards to around 7.9% reflect this sustained increase, in line with our statistical process control rules.

### *Caring*

- In general, patient experience is positive. For community services, the percentage of patients who would recommend the trust that treated them (friends and families test (FFT)) has improved, and has been above the upper control limit of 95.9% for the last two months.
- There is evidence of a continued long-term improvement in mental health patient experience, the percentage of patients who would recommend the trust (FFT) has exceeded the long term mean of 88.2% for the last recent seven months.

### *Responsive*

- Mental health Out of Area Placements are currently running around 20,000 bed days per month. There is no trend in the data.
- Mixed sex accommodation breaches rose sharply over winter 2017/18, with 2278 breaches in February 2018. The number of breaches per month has declined since then, but at 1389 breaches in July 2018, they are statistically elevated above the average of 1115. The South East region is leading a collaborative focusing on reducing the number of breaches and the consistent application of the reporting guidance.

### *Well Led*

- The staff friends and families test hit statistically new highs in quarter one 2018/19. 81.0% of staff would recommend their trust as a place to be cared for, and 65.3% of staff would recommend their trust as a place to work.
- Staff sickness averages around 4.2%. It is seasonal, with the winter of 17/18 being the highest, however it has since returned to a statistically low level

## **Conclusion**

4. The Board is asked to consider the key findings in the Quality Dashboard report.

# Quality Report

**27 September 2018**



### CQC

- From 10<sup>th</sup> September 2017 to 10<sup>th</sup> September 2018, 4 more trusts have moved to outstanding, 11 more to good, and there are 5 fewer inadequate trusts.

### Safe

- Assessment of patients for VTE is averaging at 95.2%, above the 95% level of the retired CQUIN, and showing signs of improvement with two out of last three months, showing a positive improvement.
- The number of E. coli cases is statistically high, with 3858 infections in July 2018. It is affected by seasonality with summer peaks. This is the highest count recorded to date ..

### Effective

- The emergency readmission rate within 30 days has averaged 7.7% since April 2015, although from March 2017 onwards the rate has been consistently above this. If this continues we will shift the average upwards to reflect this trend.

### Caring

- In general, patient experience is positive. The community FFT % recommend has improved recently and is above upper control limit of 95.9% for the last 2 months.
- There is evidence of long term improvement in mental health FFT % recommend with the most recent 7 months all exceeding 88.4% compared with the long term mean of 88.2%

### Responsive

- Mental health Out of Area Placements are currently running around 20,000 bed days per month. There is no trend in the data.
- Mixed sex accommodation breaches rose sharply over winter 2017/18, with 2278 breaches in February 2018. The number of breaches per month have declined since then but at 1389 in July 2018, are statistically elevated above the mean value of 1115.

### Well Led

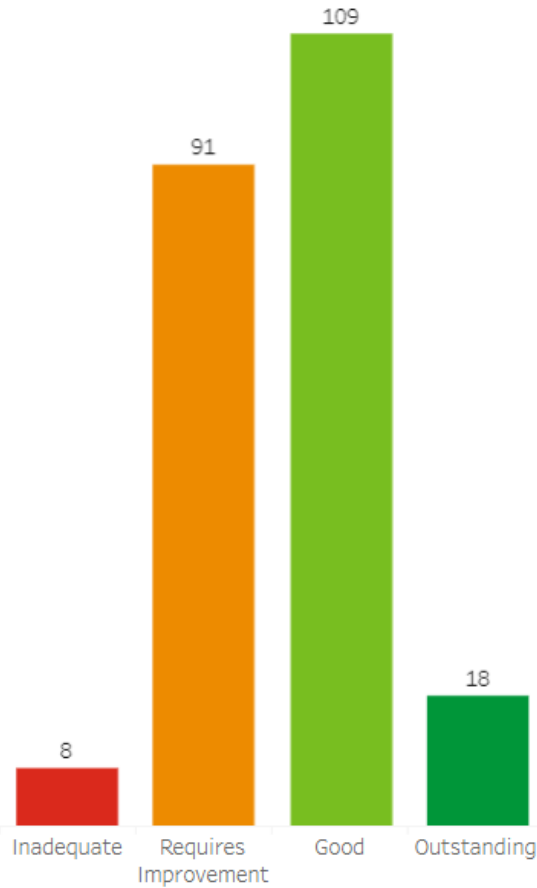
- The Staff Friends and Families Test hit new highs in Q1 2018/19. 81.0% of staff are likely to extremely likely to recommend their trust as a place to be cared for and 65.3% of staff are likely to extremely likely to recommend their trust as a place to work.
- Staff sickness averages around 4.2%. It is seasonal, with the winter of 17/18 being the highest, however it has since return to a statistically low level.

# CQC Ratings

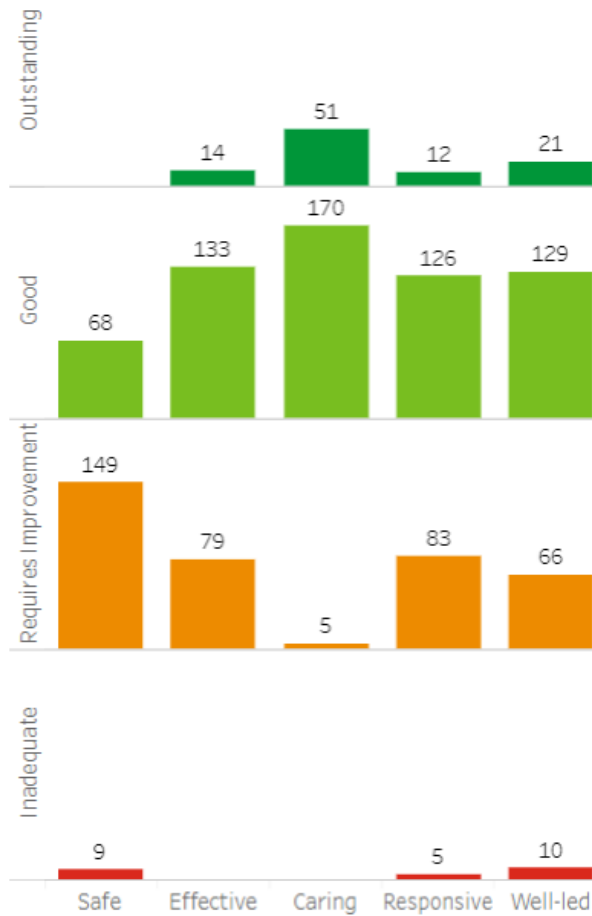


Improvement

Current **Overall** provider ratings



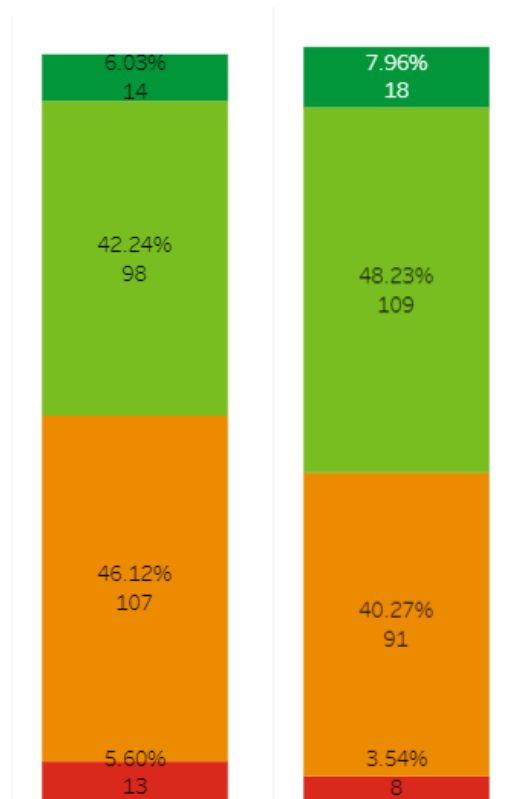
by **Domain**



Provider ratings year on year comparison

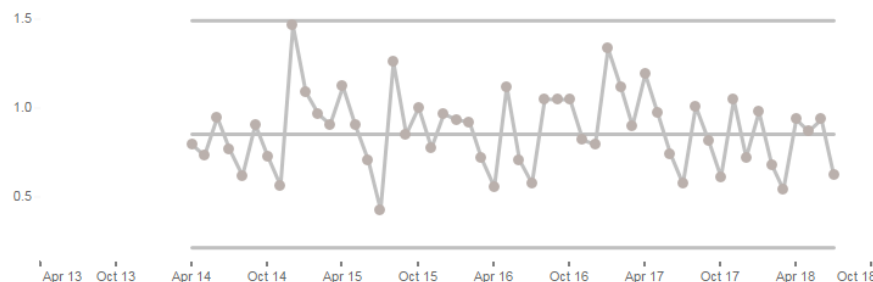
To date last year

To date (10/09/2018)



### MRSA

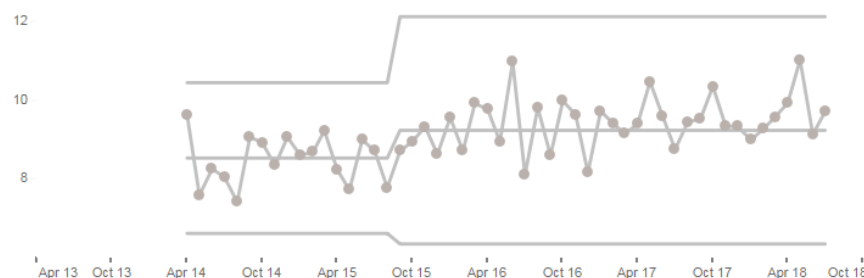
Trust apportioned rate per 100,000 bed days



The rate of MRSA infections has stabilised around an average of 0.85 infections per 100,000 bed days, which is around 24 reported infections per month.

### MSSA

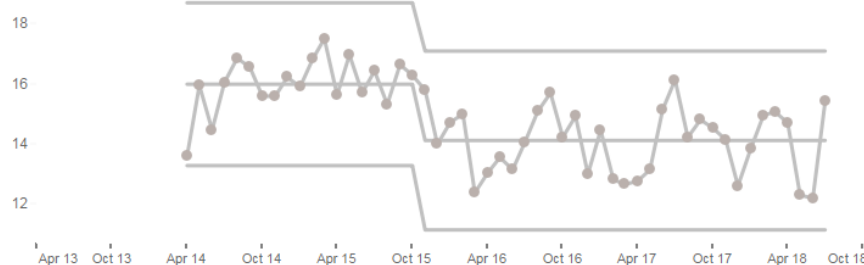
Trust apportioned rate per 100,000 bed days



The rate of MSSA infections has settled around an average of 9.2 infections per 100,000 bed days, which is around 250 infections per month.

### C. difficile

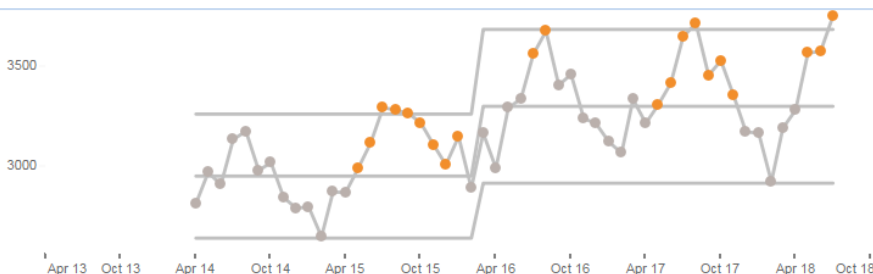
Trust apportioned rate per 100,000 bed days



The rate of C. difficile infections remains around an average of 14.2 per 100,000 bed days, which is around 390 infections per month.

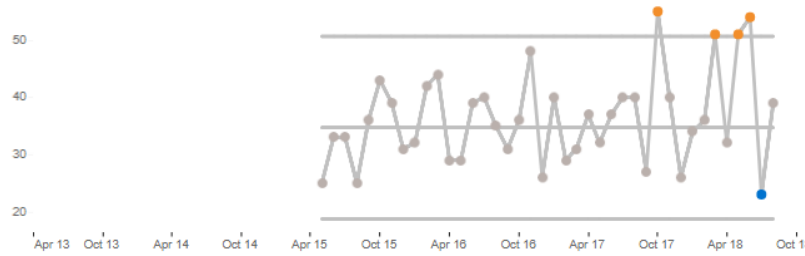
### E. coli

Number of infections



The number of E. coli infections is showing special cause variation being above the upper control limit, with 3858 infections in July 2018. It is affected by seasonality with summer peaks. This is the highest count recorded to date.

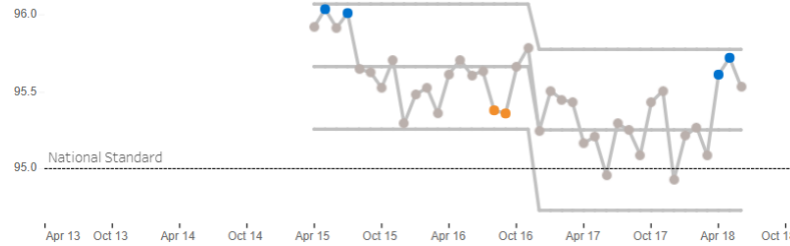
Never events



The number of never events remains around an average of 34 per month. There was a significant drop in July, but has returned to being around the average in August.

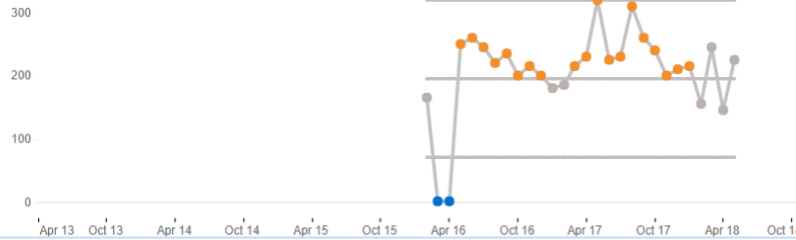
VTE

% of patients with completed assessment



Assessment of patients for Venous thromboembolism (VTE) is averaging at 95.2%. This is above the 95% level of the retired CQUIN, and showing signs of improvement with two out of three months, showing a positive improvement.

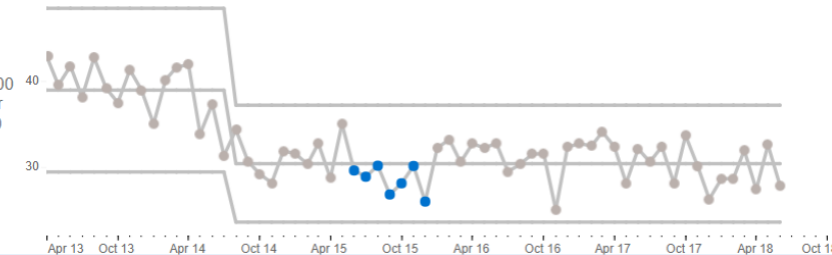
Number of patients absconding



The numbers of patients absconding remains around 195 per month.

Inpatient hip fractures

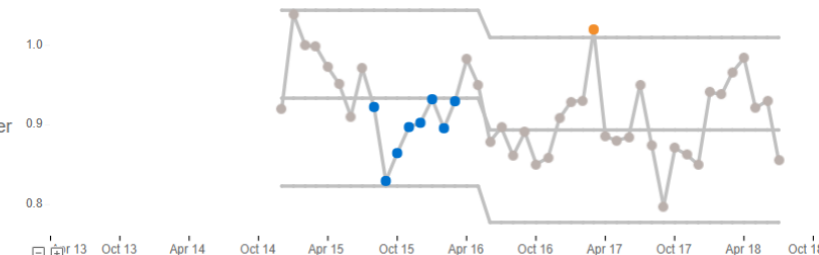
Rate per 100,000 admissions for those aged 60 and over



The rate of falls resulting in a hip fracture is approximately 30.4 per 100,000 for those aged 60 and over.

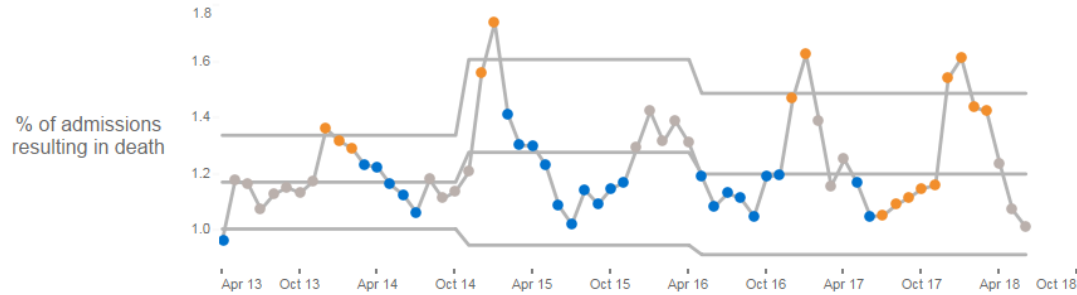
New pressure ulcers %

Safety Thermometer



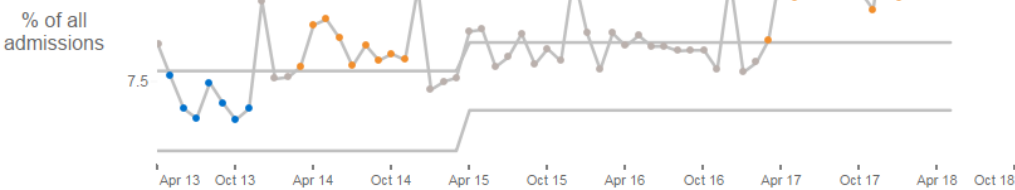
The percentage of patients reported as having a new pressure ulcer (category 2-4) is around 0.9% of patients.

## Crude mortality



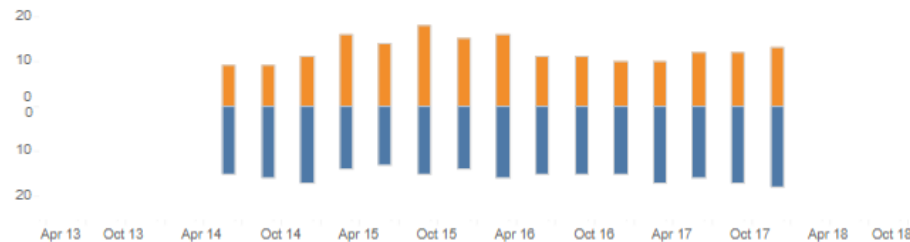
The crude mortality rate for all admissions is around 1.2%. The indicator has a seasonal pattern and hence the peaks occur in the winter months.

## Re-admissions within 30 days



The emergency readmission rate within 30 days has averaged 7.7% since April 2015. From March 2017, the rate has been consistently above average. If this continues the average will be reset upwards next month to reflect this trend, in line with our statistical process control rules..

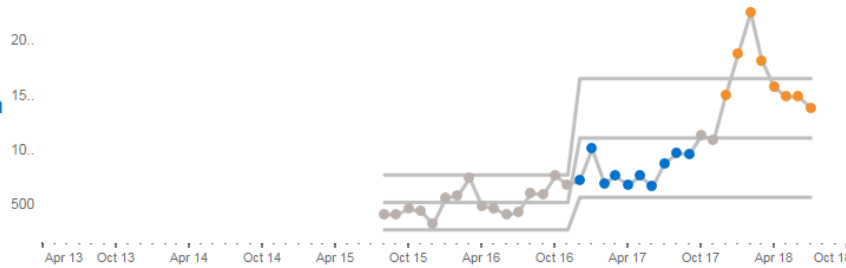
## Summary Hospital-level Mortality Indicator (SHMI) Outliers



There are 13 trusts that have a SHMI higher than expected and 18 that are lower than expected.



Mixed sex accommodation breaches



Mixed sex accommodation breaches rose sharply over winter 2017/18, with 2278 breaches in February 2018. The number of breaches has declined since then, but at 1,389 breaches in July 2018, they are statistically elevated above the average value of 1115.

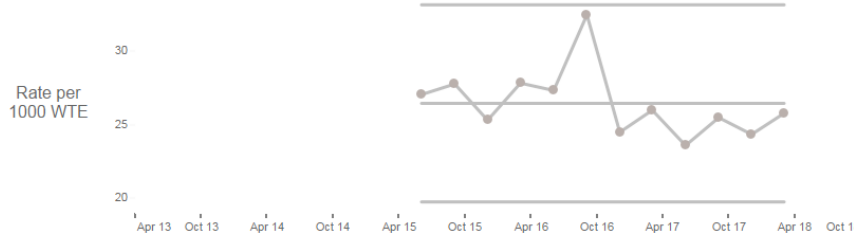
Out of area placements

Number of inappropriate OAP bed days



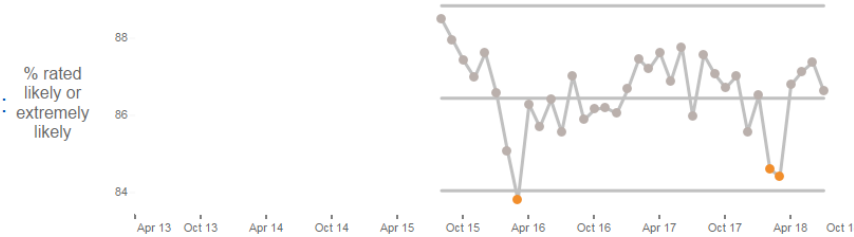
The number of bed days attributed to inappropriate out of area placements average around 20,000 in the 6 months for which data is available.

### Complaints



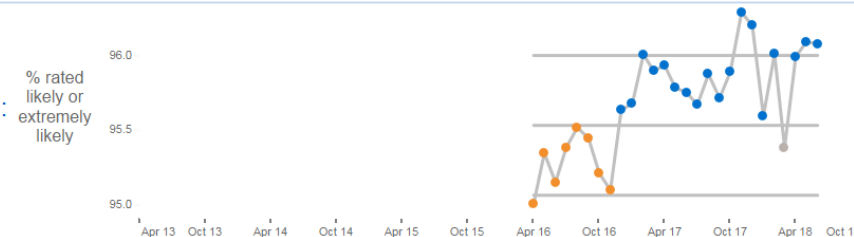
The rate of complaints is on average 26.6 per 1,000 WTE, an average of around 26,500 complaints a quarter.

### Friends and Families Tests: A&E



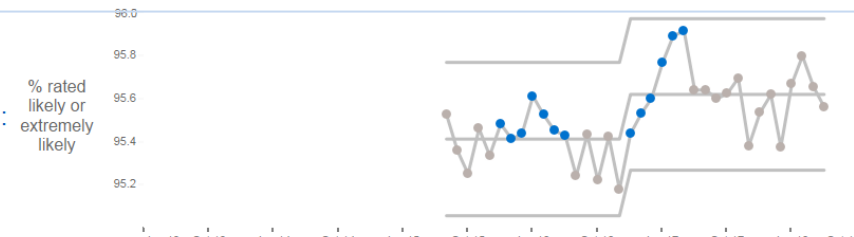
The A&E FFT remains around an average of 86.5%.

### Friends and Families Tests: Community



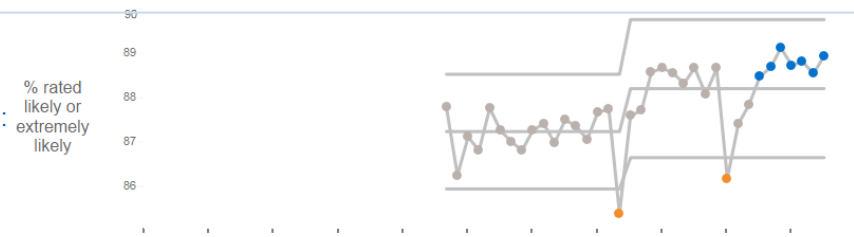
The community FFT % recommend has improved recently and is above upper control limit of 95.9% for the last 2 months.

### Friends and Families Tests: Inpatient



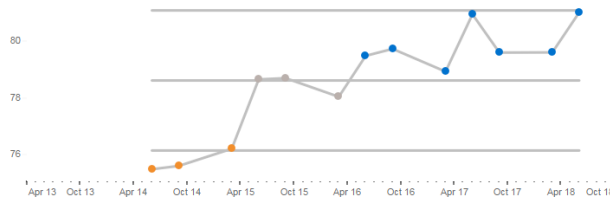
After a period of improvement in 2017, the inpatient FFT % recommend has stabilised a level of around 95.6%

### Friends and Families Tests: Mental Health



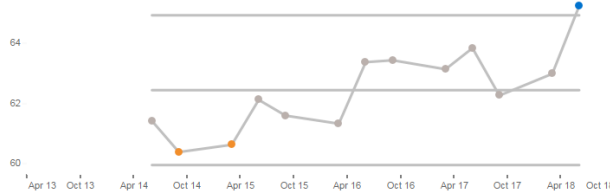
There is evidence of a continued long term improvement in mental health patient experience. The percentage of patients who would recommend their trust has exceeded the average of 88.2% for the most recent 7 months.

Friends and Families Test  
% of staff recommending place of care



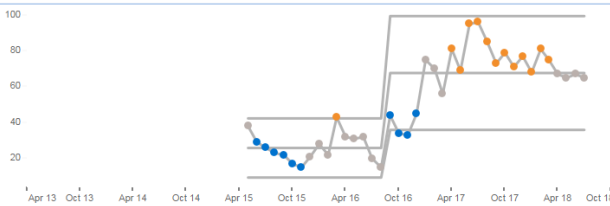
As of Q1 2018/19, 81.0% of staff are likely to extremely likely to recommend their trust as a place to be cared for. This is a new high.

Friends and Families Test  
% of staff recommending place to work



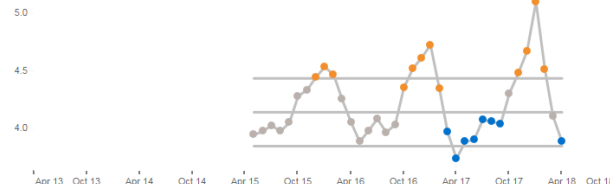
As of Q1 2018/19, 65.3% of staff are likely to extremely likely to recommend their trust as a place to work. This is a new high.

Outstanding patient safety alerts



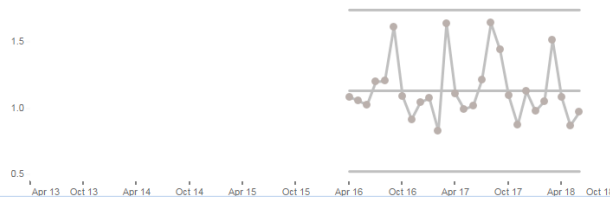
The number of PSA open beyond deadline has risen to a new average of 68 per month. We are reviewing the methodology for this indicator to better reflect the tardiness of compliance.

Staff sickness %



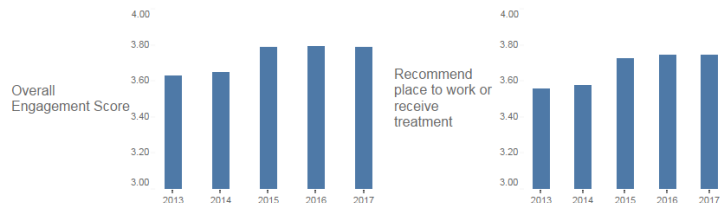
Staff sickness averages around 4.2%. It is seasonal, with the winter of 17/18 being the highest. It has since return to a statistically low level.

Staff turnover %



Staff turnover averages around 1.15% per month.

Staff survey



The staff survey shows more staff recommending their trust as a place to work or receive treatment, though overall engagement has decreased very slightly between 2016 and 2017.