

To: The Board

For meeting: 12 December 2018

Agenda item: 8

Report by: Richard Wilson, Director of Quality Intelligence and Insight

Report on: Quality Dashboard

Purpose

1. This paper reports the key observations from the Quality Dashboard report. The Board is asked to note the key findings.

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 November Quality Dashboard are as follows:

CQC

- In the last year (22 October 2017 to 22 October 2018), 6 more trusts have moved to outstanding overall, 9 more to good, and there are 7 fewer inadequate trusts. However, since April 2018, 7 trusts have moved from good to requires improvement, which is more than in the whole of 2017/18.

Safe

- Over the past 9 months the number of Never Events reported has consistently exceeded the long-term average of 34. The increase in reporting is due to the introduction In Jan 2018 we introduced the airflow

meter Never Event category and also included wrong site blocks in the wrong site surgery definition.

- The assessment of patients for Venous thromboembolism (VTE) has recovered, with the most recent 6 months are above the 95% level of the retired Commissioning for Quality and Innovation scheme(CQUIN).
- There are no changes in the rates of methicillin-resistant Staphylococcus aureus (MRSA), Methicillin-sensitive Staphylococcus aureus (MSSA) and Escherichia coli (E. coli) infections. The number of E. coli cases is statistically high, with 3858 infections in September 2018. It is affected by seasonality with summer peaks, hence the incidence should decline with autumn. 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 a system level with the Clinical Commissioning Groups (CCGs) with the highest rates and numbers.
- An investigation was undertaken into the historical downward shift in the rates of falls resulting in a hip fracture in hospital. It has been discovered that this was the result of a coding change. The indicator has hence been reset to the beginning of the revised measure in January 2016. The rate of falls resulting in a hip fracture is on average 31.6 per 100,000 for those aged 60 and over. Two out of the last three points are between 2 and 3 sigma (the measure of variation from the average), this is described as special cause variation and could indicate an improving situation if this pattern continues into the future.

Caring

- In general, patient experience is positive. The rate of written complaints is running statistically below average. For community services, the percentage of patients who would recommend the trust that treated them (friends and families test (FFT)) is at a statistically significant high of 96.5%.
- There is continued long-term improvement in mental health patient experience, the percentage of patients who would recommend the trust (FFT) is at a statistically significant high of 90.0%.

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. The increase is confounded by the rise in 'in day' emergency care services, such as ambulatory care and clinical assessment units. Many trusts record this activity as emergency

admissions. There is no national guidance on how they should be recorded. It is hypothesised that a higher proportion of these patients will re-attend than those admitted to a ward, hence inflating the rate. NHS Improvement is working with NHS England to review the methodology used for calculating this indicator to reflect the evolving emergency pathway.

Responsive

- Mental health Out of Area Placements are currently running around 20,000 bed days per month. There is no trend in the performance.
- 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 with 1578 breaches in September 2018 they are statistically elevated compared to the mean value of 1211. 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 of 2018/2019. 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. The peak in early summer for turnover is believed to relate to the transfer of staff in a series of trust mergers.

Mental Health

4. This is an area that remains under reported in the dashboard, however there are several workstreams working to address this. NHS Improvement has a year long funded post, ending in March 2019, at NHS England to develop a series of indicators that align to the Five Year Forward View for mental health for trusts. A pilot version has been shared with a group of stakeholders and a revised version will be shared with the regions before Christmas. This post is also working on a broader set of indicators in relation to care plans, self-harm, older people's mental health, dementia and physical health and the emergency pathway. These indicators are being developed with the clinical and policy leads across NHS Improvement and NHS England. Analytical leads from NHS Improvement are working with NHS England to consider whether this work will continue post April 2019.

5. In addition, NHS Improvement is in close communication with the Care Quality Commission and their work on safety and their Insight tool, to ensure everybody is aware of how quality is being reported across the health system.

Conclusion

6. The Board is asked to note the key findings in the Quality Dashboard report.

Quality Report

12 December 2018



CQC

- In the last year (22 October 2017 to 22 October 2018), 6 more trusts have moved to outstanding overall, 9 more to good, and there are 7 fewer inadequate trusts. However, since April 2018, 7 trusts have moved from good to requires improvement, which is more than in the whole of 2017/18.

Safe

- Over the past 9 months the number of Never Events reported per months has consistently exceeded the long term average of 34.
- The assessment of patients for VTE has recovered, with the most recent 6 months are above the 95% level of the retired CQUIN.
- There is no change in the rate of methicillin-resistant *Staphylococcus aureus* (MRSA), Methicillin-sensitive *Staphylococcus aureus* (MSSA) and *Escherichia coli* (E. coli). The number of E. coli cases is statistically high, with 3858 infections in September 2018.

Caring

- In general, patient experience is positive. Written complaints is running below average. For community services, the percentage of patients who would recommend the trust that treated them (friends and families test (FFT)) is at a statistically significant high of 96.5%.
- There is continued long-term improvement in mental health patient experience, the percentage of patients who would recommend the trust (FFT) is at a statistically significant high of 90.0%.

Responsive

- Mental health Out of Area Placements are currently running around 20,000 bed days per month. There is no trend in the data.
- The number of Mixed sex accommodation breaches remains high at 1578 in September 2018.

Effective

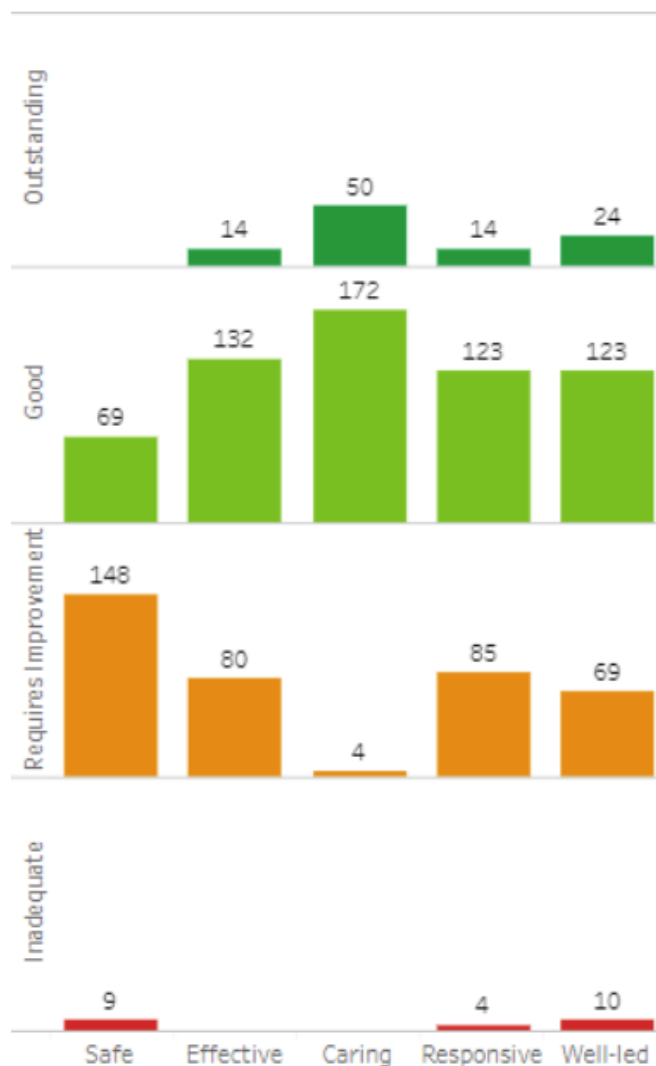
- The rate of emergency readmissions within 30 days of discharge had been averaging 7.7%, however since March 2017, the rate has increased and has been consistently above this level.

.Well Led

- The staff friends and families test hit 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

CQC Ratings

by Domain



Provider ratings year on year comparison

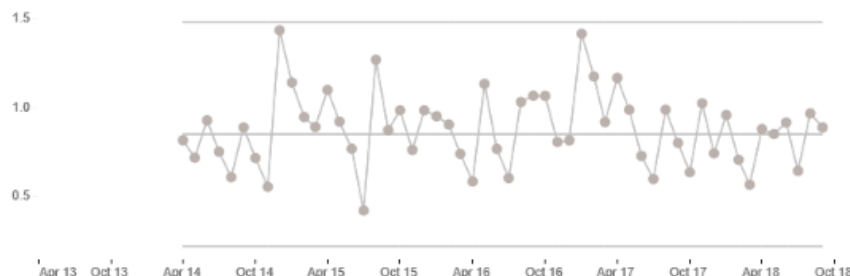
To date last year

To date
(22/10/2018)



MRSA

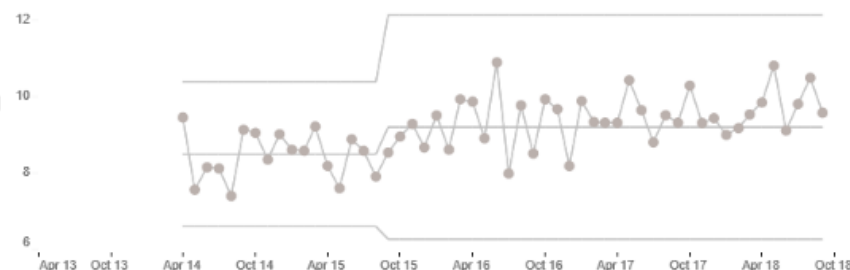
Trust apportioned rate per 100,000 bed days



The rate of MRSA infections remains around 0.9 per 100,000 bed days, which is an average of 24 reported infections per month.

MSSA

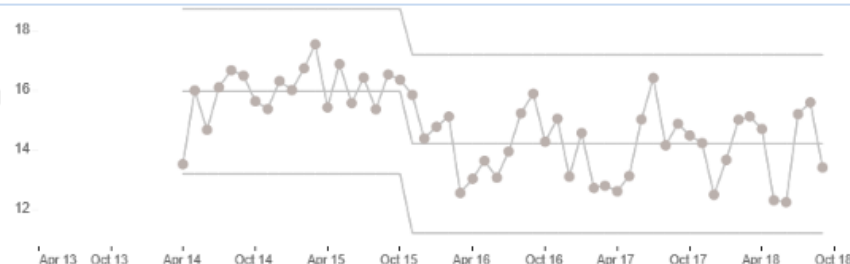
Trust apportioned rate per 100,000 bed days



The rate of MSSA infections is around 9.2 infections per 100,000 bed days, which is approximately 250 infections per month.

C. difficile

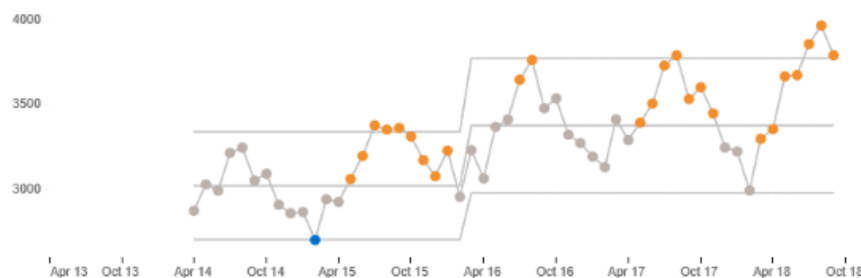
Trust apportioned rate per 100,000 bed days



The rate of C. difficile infections remains around an average of 14 per 100,000 bed days, which is around 390 infections per month.

E. coli

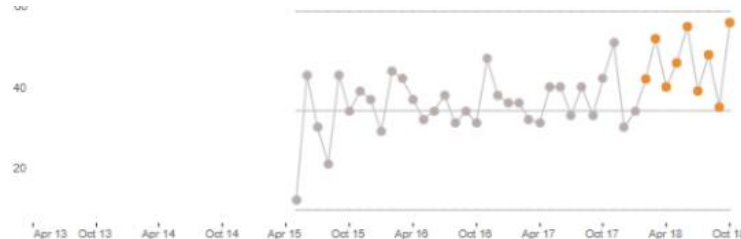
Number of infections (All)



The number of E. coli infections being reported is statistically higher than the average of 3380 infections per month. The peak is believed to be related to the seasonal nature of the virus, and the numbers should decline in the autumn.

Safe - other

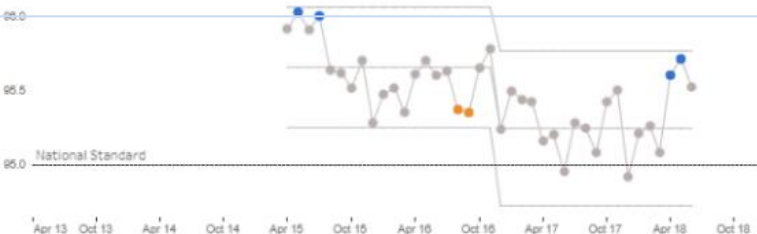
Never events



Over the past 9 months, the number of Never Events reported has consistently exceeded the long term average of 34.

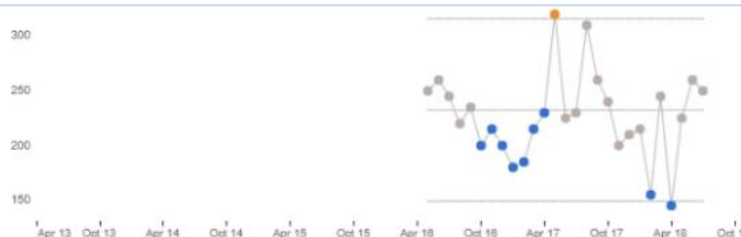
VTE

% of patients with completed assessment



The assessment of patients for VTE, has recovered with the most recent 6 months all above the 95% level of the retired CQUIN.

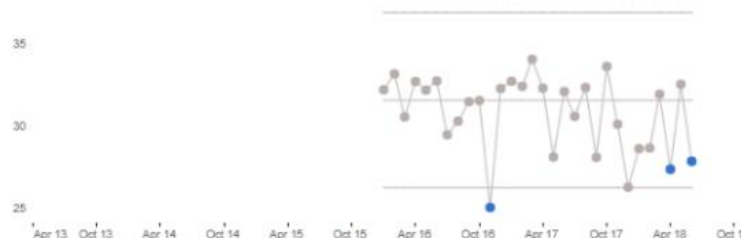
Number of patients absconding



The numbers of patients absconding is around an average of 230 per month.

Inpatient hip fractures

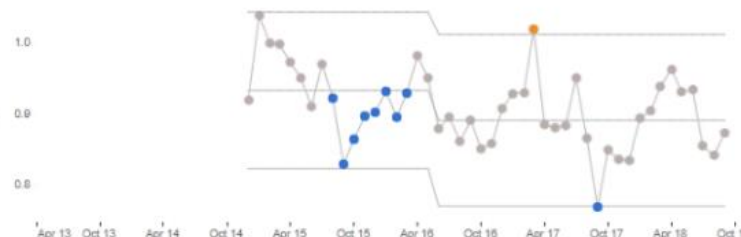
Rate per 100,000 admissions for those aged 60 and over



The rate of falls resulting in a hip fracture is approximately 30 per 100,000 for those aged 60 and over. Two out of the last three points are between 2 and 3 sigma (the measure of variation below the average), this a measure of special cause variation and could indicate an improvement if it this pattern continues into the future.

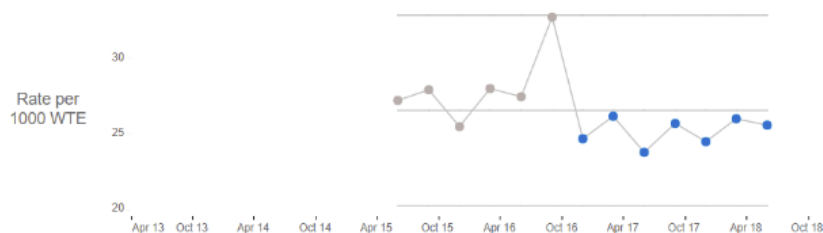
New pressure ulcers %

Safety Thermometer



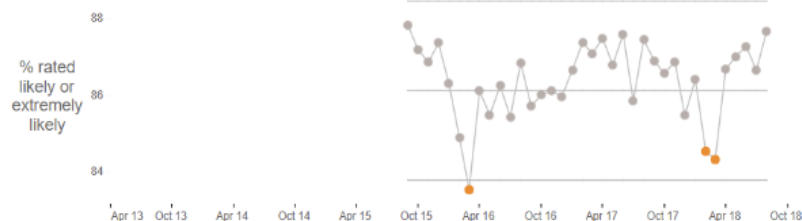
The percentage of patients reported as having a new pressure ulcer (category 2-4) is around 0.9%.

Complaints



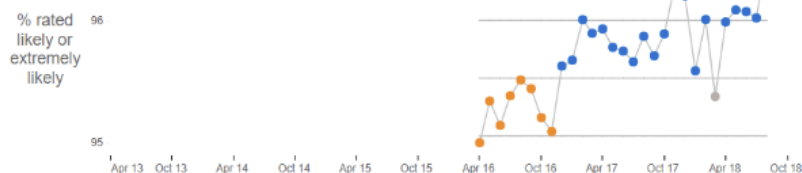
In the most recent 7 quarters, the complaints rate has consistently been below the average of 26.5 per 1,000 whole time equivalent (WTE). The rate was 25.5 per 1,000 WTE in quarter 2 2018/19.

Friends and Families Tests: A&E



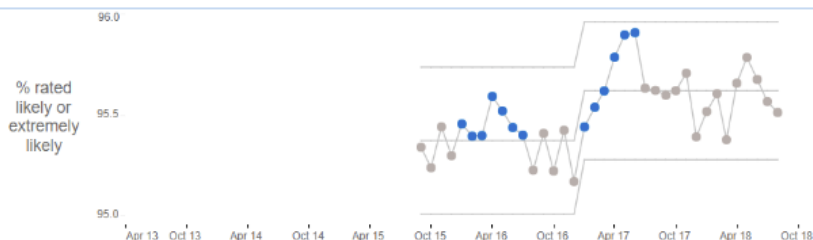
The A&E FFT remains around an average of 86%.

Friends and Families Tests: Community



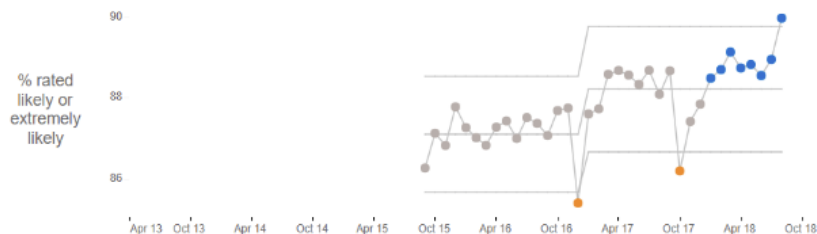
The community FFT % recommend is at a statistically significant high in August 2018 at 96.5%.

Friends and Families Tests: Inpatient



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

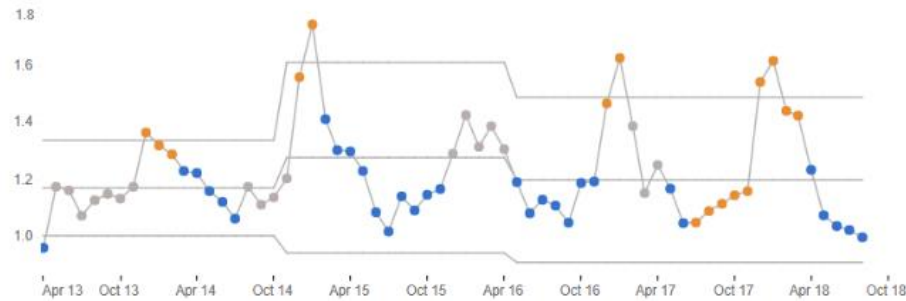
Friends and Families Tests: Mental Health



Mental health FFT % recommend is at a statistically significant high in August 2018 at 90.0%.

Crude mortality

% of admissions resulting in death



The crude mortality rate for all admissions is averaging 1.2%. It is seasonal and hence the recent downward trend is expected to reverse and to trend upwards as we move into winter.

Re-admissions within 30 days

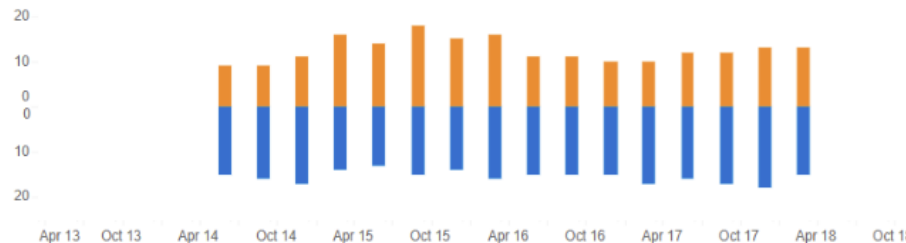
% of all admissions



The emergency readmission rate within 30 days has averaged 7.7% since 2014 although from April 2017 onwards the average has been 8.0%.

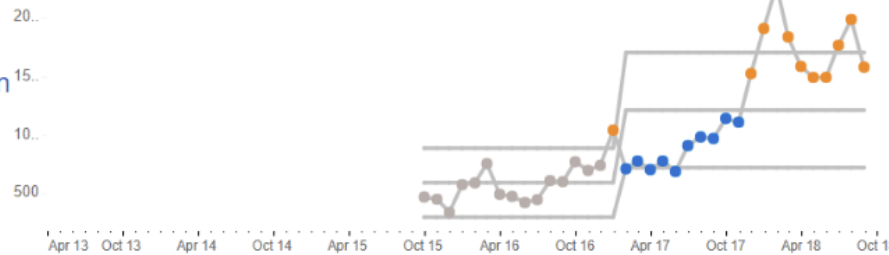
Summary Hospital-level Mortality Indicator (SHMI)

Outliers



There are 13 trusts that have a SHMI higher than expected and 15 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 at 1578 in September 2018, remains statistically outliers elevated to the mean value of 1,211.

Out of area placements

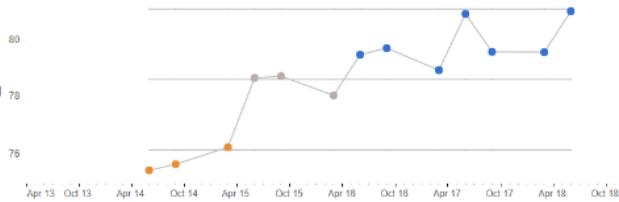
Number of inappropriate OAP bed days



The number of bed days attributed to inappropriate out of area placements average around 20,000 in the 8 months for which data is available.

Friends and Families Test

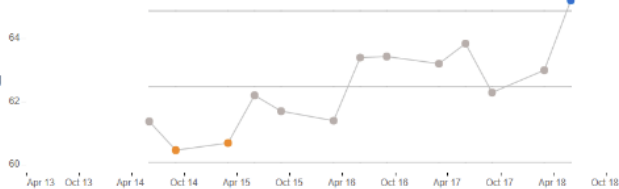
% of staff recommending place of care



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

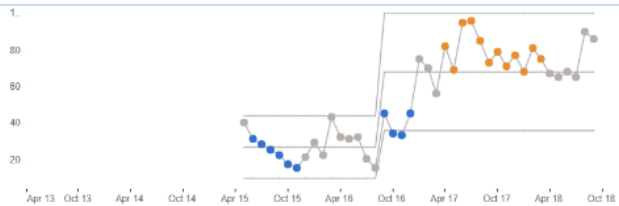
Friends and Families Test

% of staff recommending place to work



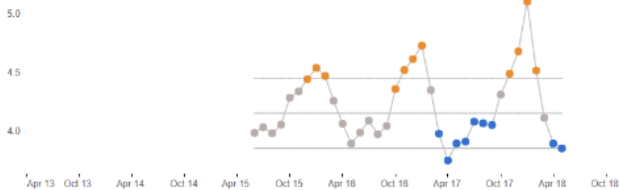
As of Q1 2018/19, 65.3% of staff are likely to extremely likely to recommend their trust as a place to work. This is a statistically high level.

Outstanding patient safety alerts



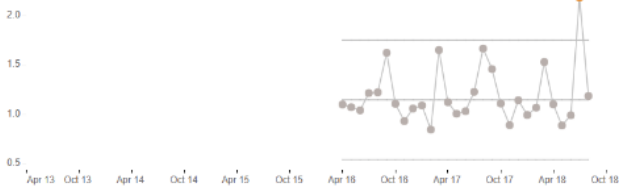
The number of patient safety alerts open beyond deadline is averaging around 68 per month. We are reviewing the methodology for this indicator to better reflect the tardiness of compliance.

Staff sickness %



Staff sickness is seasonal with an average around 4.2%. The last 12 months have seen the greatest range in sickness rates from a height of 5.1% to a low of 3.9%.

Staff turnover %



Staff turnover averages around 1.2%.

Staff survey

Overall Engagement Score



Recommend place to work or receive treatment



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.

Quality Report

12 December 2018



CQC

- In the last year (22 October 2017 to 22 October 2018), 6 more trusts have moved to outstanding overall, 9 more to good, and there are 7 fewer inadequate trusts. However, since April 2018, 7 trusts have moved from good to requires improvement, which is more than in the whole of 2017/18.

Safe

- Over the past 9 months the number of Never Events reported per months has consistently exceeded the long term average of 34.
- The assessment of patients for VTE has recovered, with the most recent 6 months are above the 95% level of the retired CQUIN.
- There is no change in the rate of methicillin-resistant *Staphylococcus aureus* (MRSA), Methicillin-sensitive *Staphylococcus aureus* (MSSA) and *Escherichia coli* (E. coli). The number of E. coli cases is statistically high, with 3858 infections in September 2018.

Caring

- In general, patient experience is positive. Written complaints is running below average. For community services, the percentage of patients who would recommend the trust that treated them (friends and families test (FFT)) is at a statistically significant high of 96.5%.
- There is continued long-term improvement in mental health patient experience, the percentage of patients who would recommend the trust (FFT) is at a statistically significant high of 90.0%.

Responsive

- Mental health Out of Area Placements are currently running around 20,000 bed days per month. There is no trend in the data.
- The number of Mixed sex accommodation breaches remains high at 1578 in September 2018.

Effective

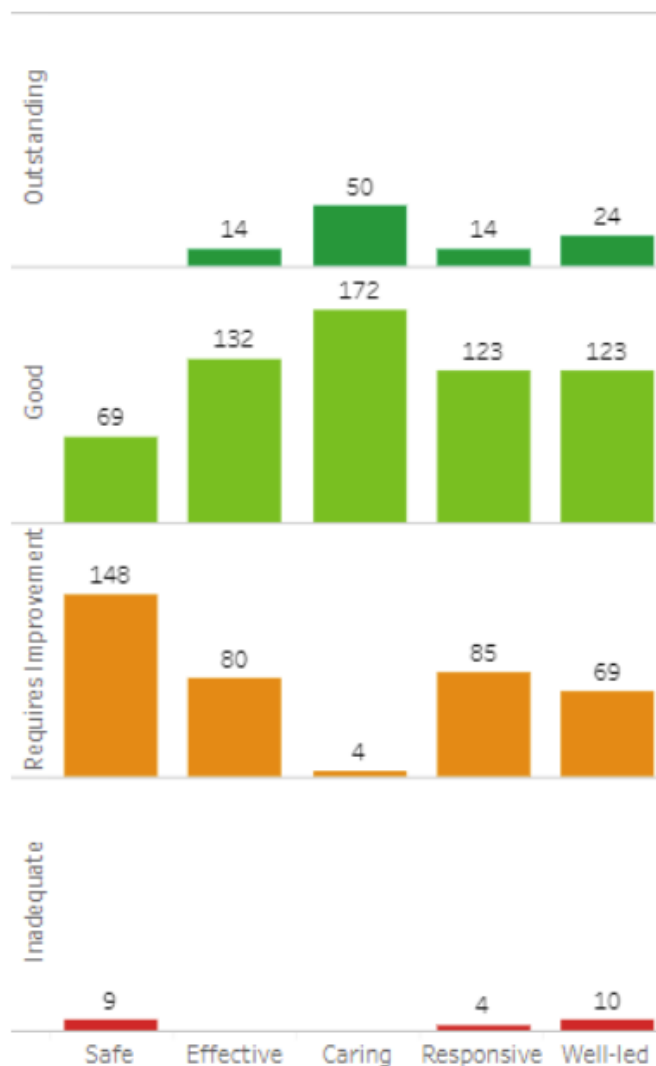
- The rate of emergency readmissions within 30 days of discharge had been averaging 7.7%, however since March 2017, the rate has increased and has been consistently above this level.

.Well Led

- The staff friends and families test hit 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

CQC Ratings

by Domain



Provider ratings year on year comparison

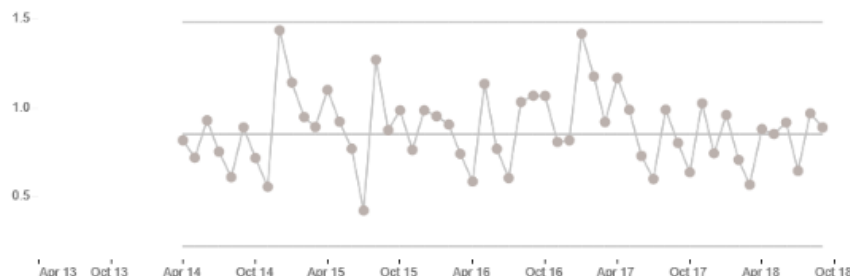
To date last year

To date
(22/10/2018)



MRSA

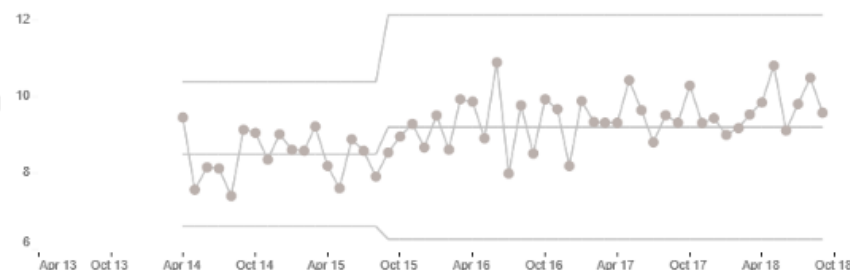
Trust apportioned rate per 100,000 bed days



The rate of MRSA infections remains around 0.9 per 100,000 bed days, which is an average of 24 reported infections per month.

MSSA

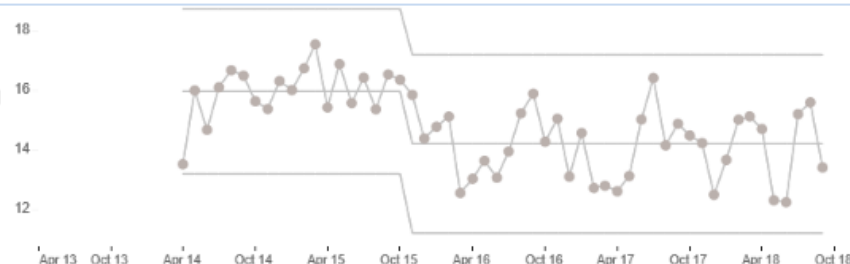
Trust apportioned rate per 100,000 bed days



The rate of MSSA infections is around 9.2 infections per 100,000 bed days, which is approximately 250 infections per month.

C. difficile

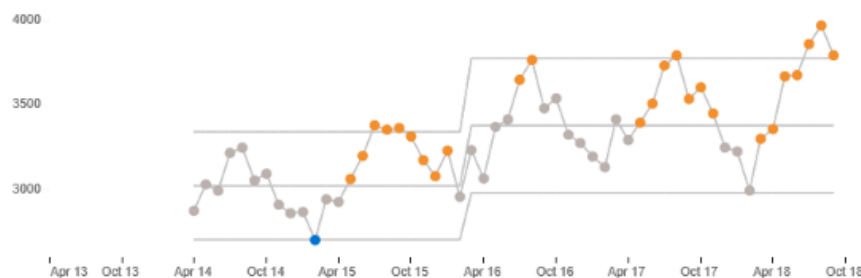
Trust apportioned rate per 100,000 bed days



The rate of C. difficile infections remains around an average of 14 per 100,000 bed days, which is around 390 infections per month.

E. coli

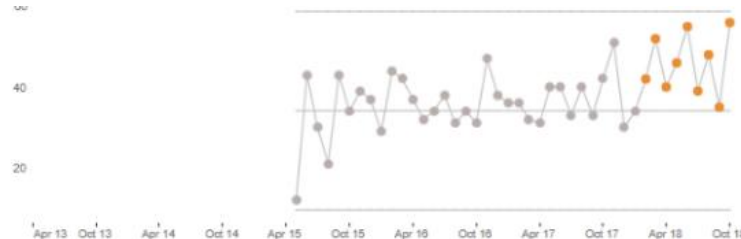
Number of infections (All)



The number of E. coli infections being reported is statistically higher than the average of 3380 infections per month. The peak is believed to be related to the seasonal nature of the virus, and the numbers should decline in the autumn.

Safe - other

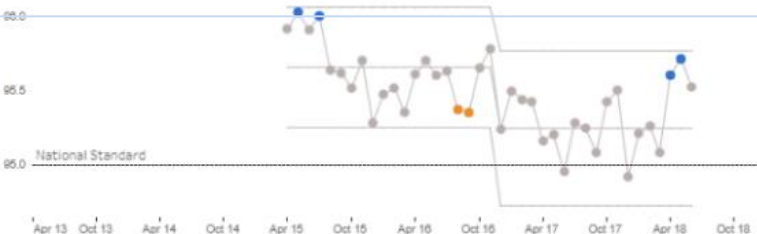
Never events



Over the past 9 months, the number of Never Events reported has consistently exceeded the long term average of 34.

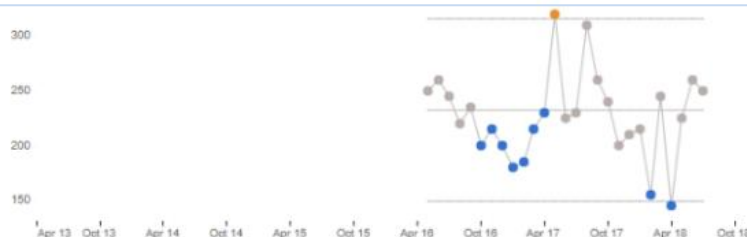
VTE

% of patients with completed assessment



The assessment of patients for VTE, has recovered with the most recent 6 months all above the 95% level of the retired CQUIN.

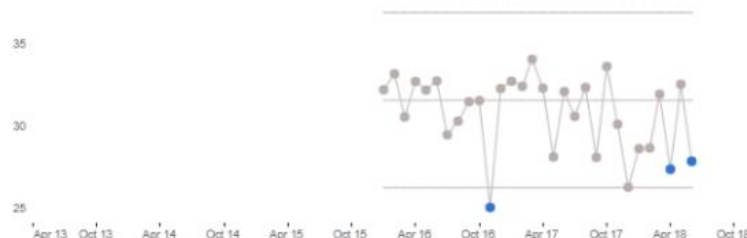
Number of patients absconding



The numbers of patients absconding is around an average of 230 per month.

Inpatient hip fractures

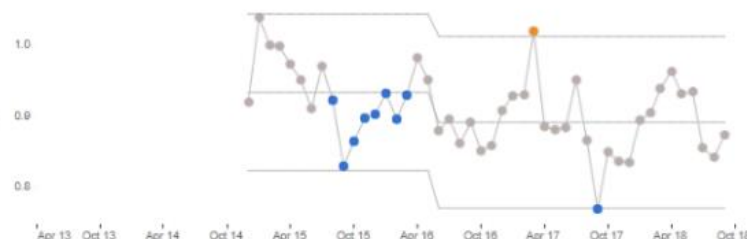
Rate per 100,000 admissions for those aged 60 and over



The rate of falls resulting in a hip fracture is approximately 30 per 100,000 for those aged 60 and over. Two out of the last three points are between 2 and 3 sigma (the measure of variation below the average), this a measure of special cause variation and could indicate an improvement if it this pattern continues into the future.

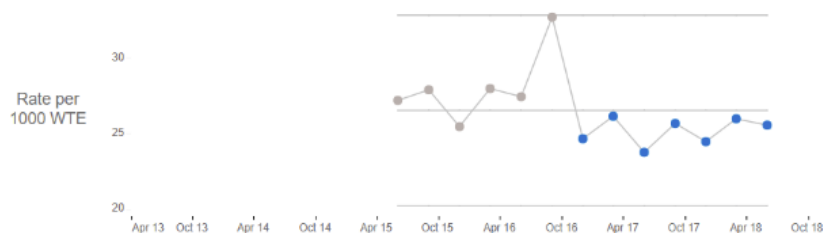
New pressure ulcers %

Safety Thermometer



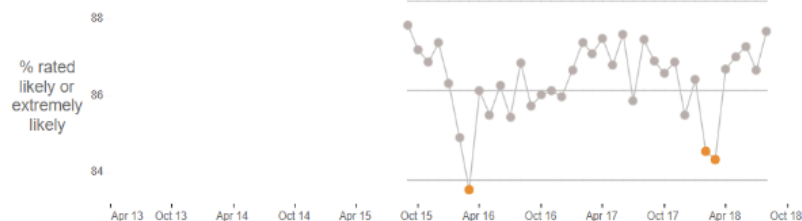
The percentage of patients reported as having a new pressure ulcer (category 2-4) is around 0.9%.

Complaints



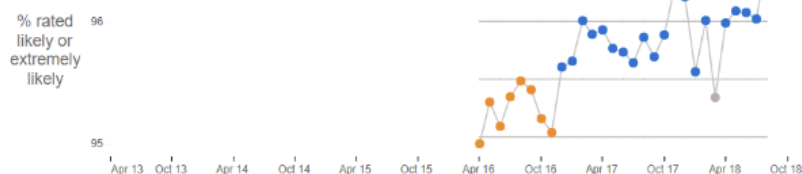
In the most recent 7 quarters, the complaints rate has consistently been below the average of 26.5 per 1,000 whole time equivalent (WTE). The rate was 25.5 per 1,000 WTE in quarter 2 2018/19.

Friends and Families Tests: A&E



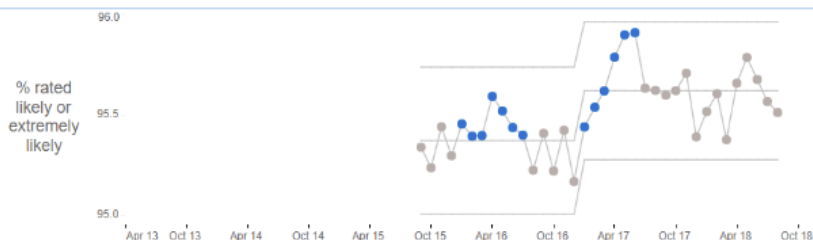
The A&E FFT remains around an average of 86%.

Friends and Families Tests: Community



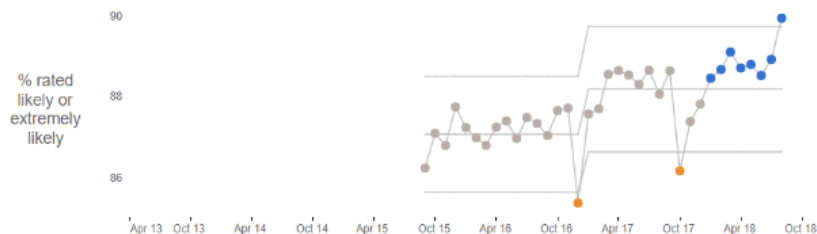
The community FFT % recommend is at a statistically significant high in August 2018 at 96.5%.

Friends and Families Tests: Inpatient



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

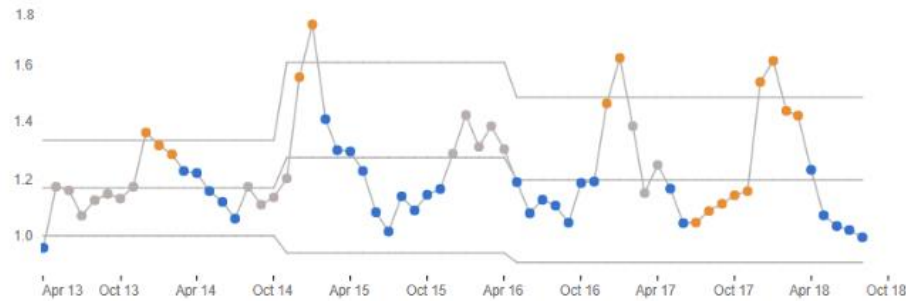
Friends and Families Tests: Mental Health



Mental health FFT % recommend is at a statistically significant high in August 2018 at 90.0%.

Crude mortality

% of admissions resulting in death



The crude mortality rate for all admissions is averaging 1.2%. It is seasonal and hence the recent downward trend is expected to reverse and to trend upwards as we move into winter.

Re-admissions within 30 days

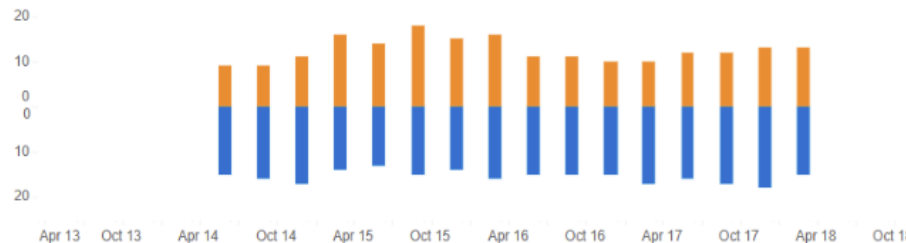
% of all admissions



The emergency readmission rate within 30 days has averaged 7.7% since 2014 although from April 2017 onwards the average has been 8.0%.

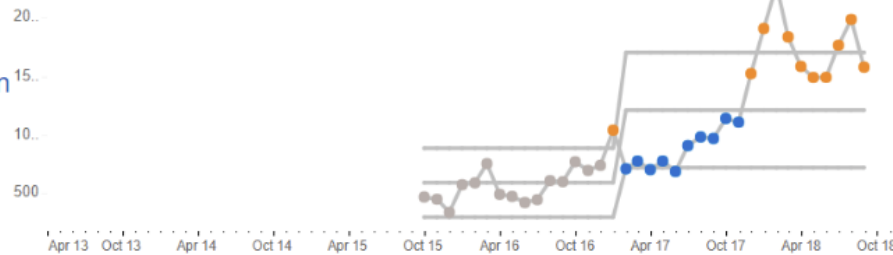
Summary Hospital-level Mortality Indicator (SHMI)

Outliers



There are 13 trusts that have a SHMI higher than expected and 15 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 at 1578 in September 2018, remains statistically outliers elevated to the mean value of 1,211.

Out of area placements

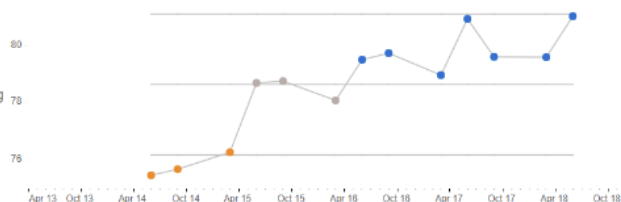
Number of inappropriate OAP bed days



The number of bed days attributed to inappropriate out of area placements average around 20,000 in the 8 months for which data is available.

Friends and Families Test

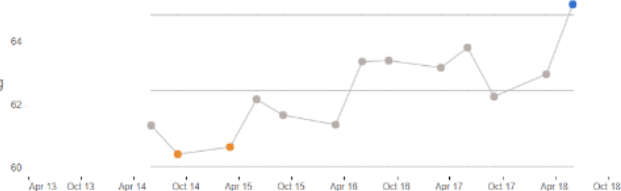
% of staff recommending place of care



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

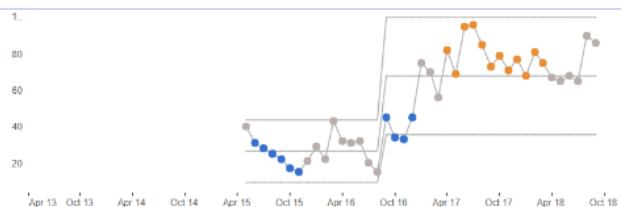
Friends and Families Test

% of staff recommending place to work



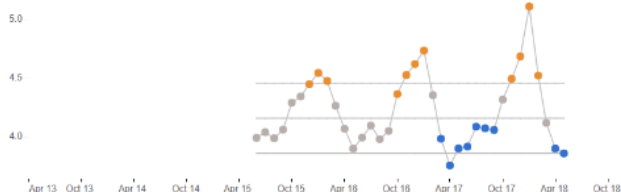
As of Q1 2018/19, 65.3% of staff are likely to extremely likely to recommend their trust as a place to work. This is a statistically high level.

Outstanding patient safety alerts



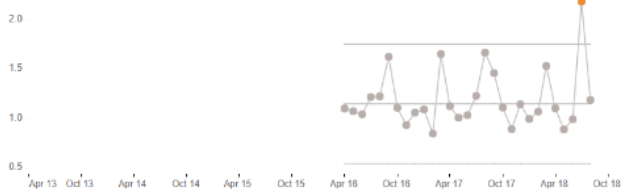
The number of patient safety alerts open beyond deadline is averaging around 68 per month. We are reviewing the methodology for this indicator to better reflect the tardiness of compliance.

Staff sickness %



Staff sickness is seasonal with an average around 4.2%. The last 12 months have seen the greatest range in sickness rates from a height of 5.1% to a low of 3.9%.

Staff turnover %



Staff turnover averages around 1.2%.

Staff survey

Overall Engagement Score



Recommend place to work or receive treatment



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.