

SOUTHAMPTON UNIVERSITY HOSPITAL NHS TRUST

ACCESS TIMES & OPERATIONAL PERFORMANCE

SEPTEMBER 2007

Report to:	Trust Board
Report from:	Barbara Cogman, Head of Patient Access
Sponsoring Executive	Simon Jupp, Director of Operations
Purpose of report	<p>This report outlines the Trust's position against key access and performance targets during 2007/08, as set out in the Operating Framework 2007/08 and in the Healthcare Commission's Performance Indicators for assessment 2007/08.</p> <p>The report shows the performance for the current quarter by month and by quarter. Month on month performance is shown in a separate sheet.</p>
Recommendation	Trust Board is asked to note the position on the access times and other targets.

ACCESS & OPERATIONAL PERFORMANCE REPORT FOR 2007/08

TOLERANCES		
On target	Of concern	Action reqd
=>98%		<98%
>98%	97 – 98%	<98%
98%	95-<98%	<95%
>94.5%	90-94.4%	<92%
<4 ytd, 0 in mth	=>5 ytd, >0 in mth	>5 ytd, >0 in mth
<3 ytd, 0 in mth	=>4 ytd, >0 in mth	>4 ytd, >0 in mth
98%		<98%
<1 in yr	=>1	>1
68%	38 – 67%	<38%
<0.8%	0.8-1.5%	>1.5%
<5%	5-10%	>10%
<30 pw	30 - 35	>35

EXISTING NATIONAL TARGETS		Target	YTD		Year-end predict.
A&E access	% patients spending less than 4 hours in A&E	98%	97.30%	R	R
Cancer access	Urgent GP referrals seen in 2 weeks	100%	99.87%	G	G
	Treatments started within 31 days of decision to treat	98%	99.18%	G	G
	Treatments started within 62 days of urgent GP ref.	95%	97.62%	G	G
Inpatient & Outpatient access	Outpatients waiting >13 weeks (GP/GDP refd only)	0	0	G	G
	Inpatients waiting >26 weeks	0	2	G	G
Cardiac access	%seen within 2 weeks for rapid access chest pain	100%	100%	G	G
	Patients waiting >13 weeks for revascularisation	0	0	G	G
	Call to needle time for thrombolysis - % <60 mins.	68%	56-67%	A	A
Cancelled operations	%elective operations cancelled on day of admission	<0.8%	1.13%	A	A
	% cancellations not readmitted within 28 days	<5%	9.85%	A	A
DToC	Delayed transfers of care – weekly average	<30	tbc		

Performance by month		
Jul	Aug	Sep
97.48%	97.07%	97.39%
100%	100%	100%
100%	98.68%	99.17%
96.97%	97.16%	95.00%
0	0	0
0	0	0
100%	100%	100%
0	0	0
n/a	n/a	n/a
0.89%	0.98%	1.23%
2.17%	4.08%	3.39%
40	tbc	tbc

Performance in individual Quarters			
Q1	Q2	Q3	Q4
97.39%	97.30%		
99.74%	tbc		
99.01%	tbc		
98.30%	tbc		
0	0		
2	0		
100%	100%		
0	0		
56%	66.6%		
1.24%	1.03%		
15.47%	3.25%		
32	tbc		

On target	Of concern	Action reqd
<ytd traj.	=> traj.	>ytd traj.
<ytd traj.	=> traj.	>ytd traj.
<ytd traj.	=> traj.	>ytd traj.
<ytd traj.	=> traj.	>ytd traj.
<1 in mth	=>1	>1
>85%	80-84%	<80%
>5%	3 - 5%	<3%

NEW NATIONAL TARGETS		Target	YTD		Year-end predict.
Infection control	MRSA bacteraemia reduction (to 25 for 2007/08)	13	19	R	G
	Clostridium difficile reduction (internal trajectory)	339	342	R	G
18 week RTT milestones	% admitted patients within 18 weeks in month	36%	19.6%	R	R A
	% non-admitted patients within 18 weeks in month	64%	55.5%	R	G
	Patients waiting >13 weeks for diagnostics	0	53	R	R G
Ethnic info.	Ethnic coding of admitted patients	>85%	tbc		
Emergency beddays	Reduction in the number of emergency beddays	>5%	tbc		

Jul	Aug	Sep
3	6	4
64	61	42
13.4%	19.8%	19.6%
62.0%	64.1%	55.5%
2	7	6
tbc	tbc	tbc
tbc	tbc	tbc

Q1	Q2	Q3	Q4
6	13		
175	167		
12.5%	19.6%		
64.0%	55.5%		
40	15		

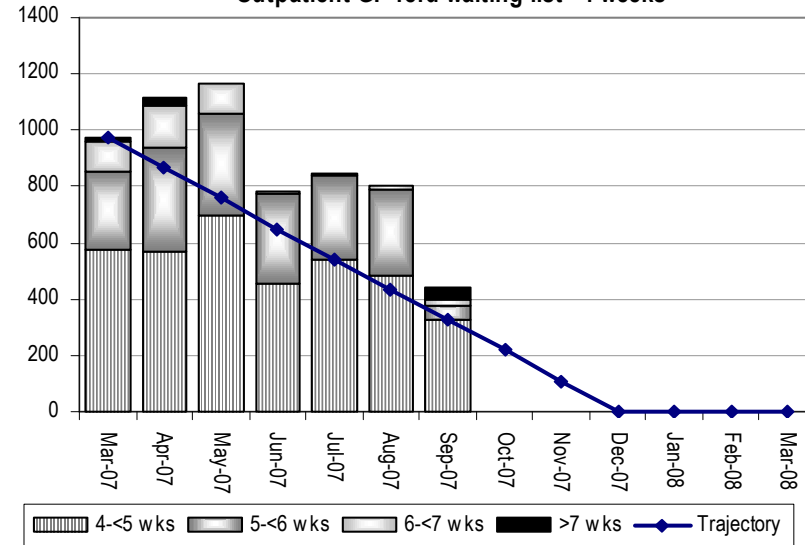
Outpatient and Inpatient access

The graphs on this page show progress towards the Trust's internal targets for inpatients and outpatients for the end of December 2007.

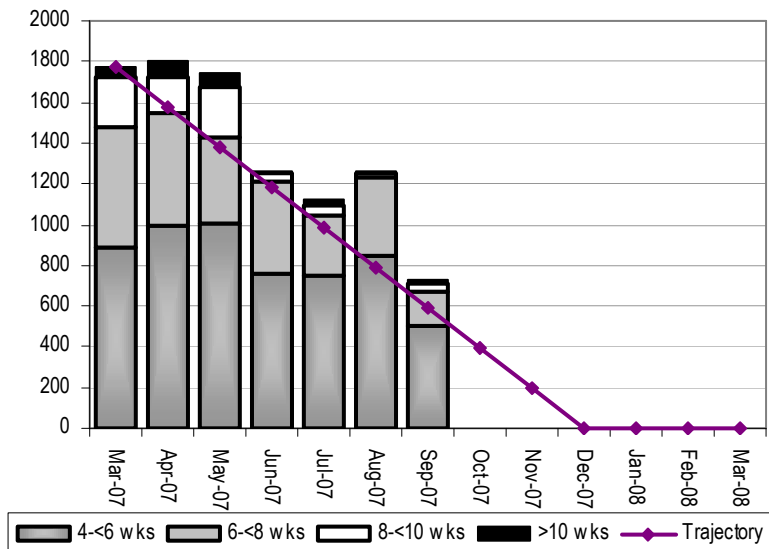
These are:

- Maximum of 4 weeks wait for outpatients following referral from the GP
- Maximum of 4 weeks for diagnostic tests
- Maximum of 10 weeks wait for admission for inpatient or day case treatment.

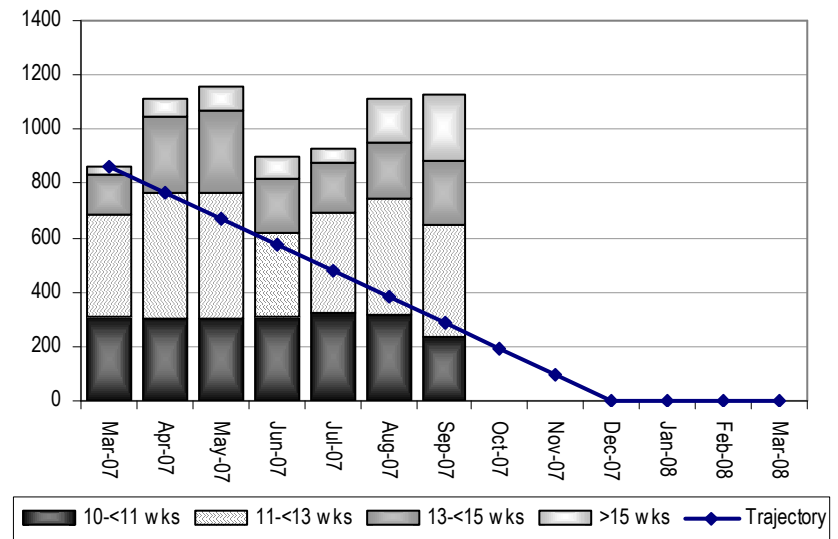
Outpatient GP-refd waiting list >4 weeks



Diagnostic waiting list (15 key tests)



Inpatient/day case waiting list >10 weeks



18 weeks Referral to Treatment (RTT)

The graphs on this page show progress towards the 18-week target.

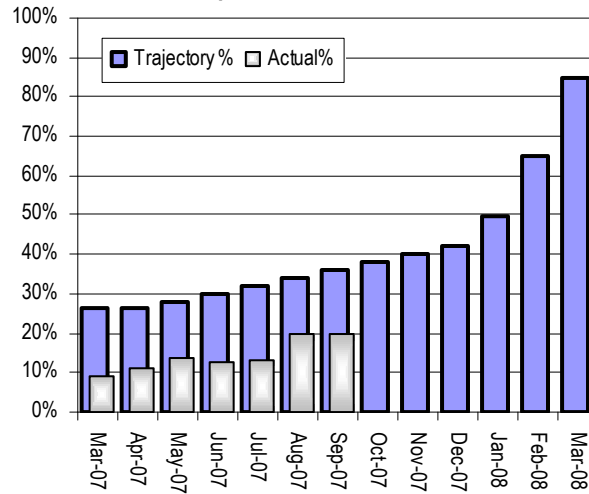
Admitted patients – patients who complete their journey as inpatients or day cases.

Non-admitted patients – patients who complete their journeys in another setting.

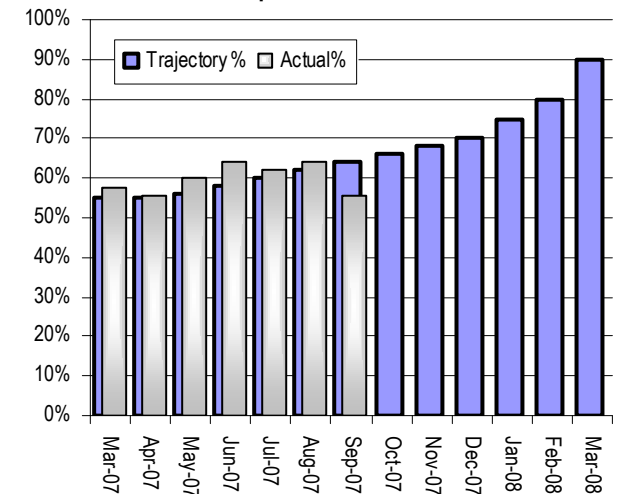
Incomplete journeys – patients still on an 18-week pathway.

Data completeness – this is a measure of the extent to which the Trust is able to link up the stages of the patient's journey.

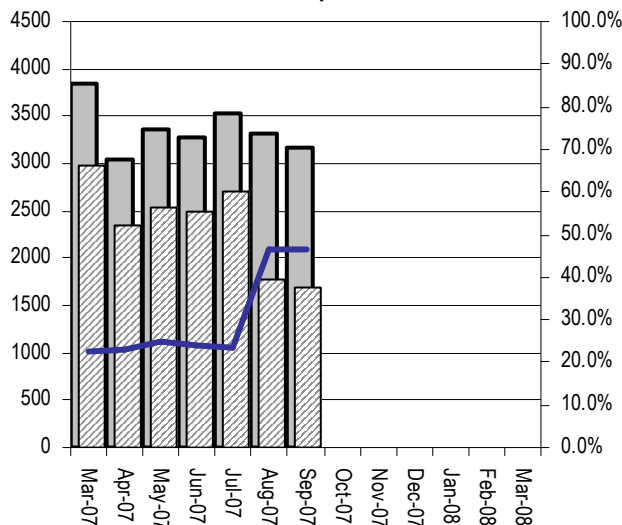
Admitted patients - RTT within 18 wks



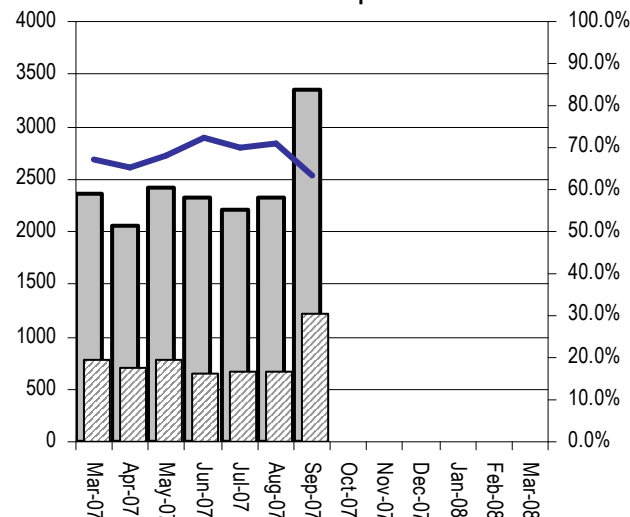
Non-admitted patients - RTT within 18 wks



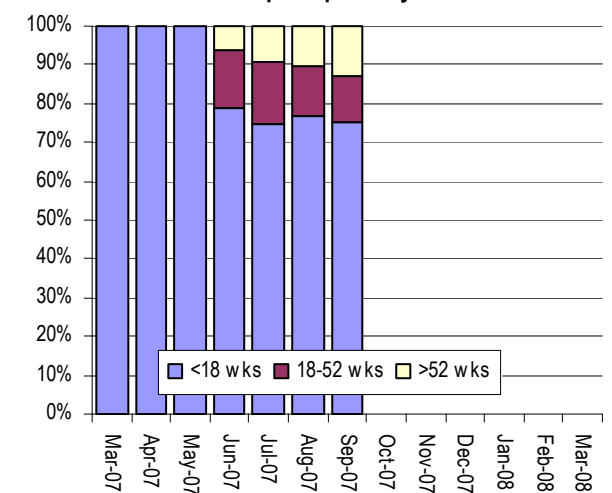
Data completeness - Known clock starts for admitted patients



Data completeness - Known clock starts for non-admitted patients



Incomplete pathways



Completed journeys (solid grey bar), Unknown clock starts (hatched bar), % clock starts known (blue line)

Completed journeys (solid grey bar), Unknown clock starts (hatched bar), % clock starts known (blue line)

<18 wks (blue bar), 18-52 wks (maroon bar), >52 wks (yellow bar)

Cancelled operations – planned surgery cancelled at the last minute for non-clinical reasons

The NHS Plan states that when a patient's operation is cancelled by the hospital on the day of admission or later for non-clinical reasons, the hospital will have to offer another binding date to treat the patient within a maximum of 28 days or fund the patient's treatment at the time and hospital of the patient's choice.

Cancelled operations are defined as those which have been cancelled by the trust for non-clinical reasons on the day of admission or later.

The Trust has an action plan and regular reviews in place to improve performance in this area.

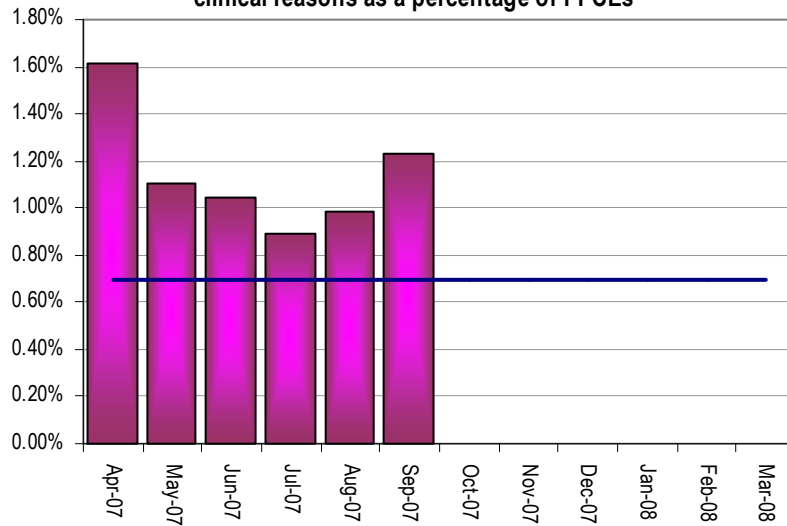
The table alongside compares Trust performance in Quarter 1 and Quarter 2. The graphs below show the month-on-month detail.

Trust summary

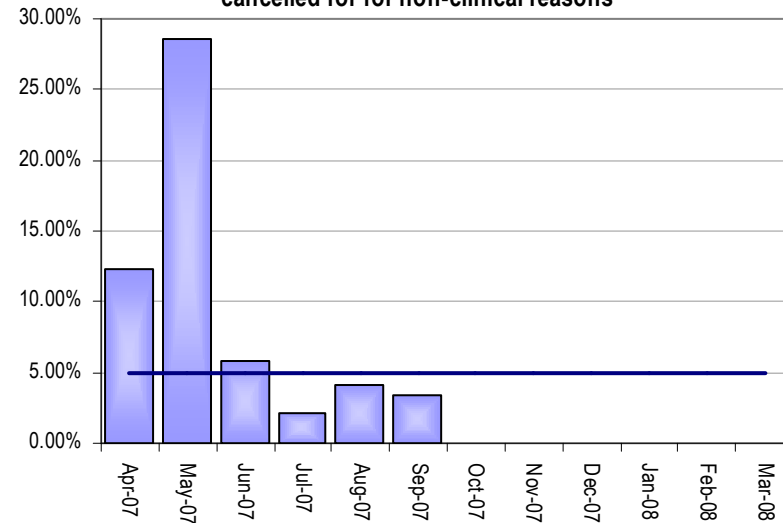
	Q1	Q2
Cancellations	181	154
Cancellations as % FFCEs	1.24%	1.03%

Breaches	28	5
Breaches as % cancellations	15.47%	3.25%

Number of patients cancelled at the last minute for non-clinical reasons as a percentage of FFCEs



Breaches of the 28-day standard as a percentage of patients cancelled for for non-clinical reasons



Infection Control

The *Clostridium Difficile* figures show the new target set by the Strategic Health Authority for patients of 65 years of age and over.

MRSA	Month target	Month actual	Performance for month	Target to date	Actual to date	Performance to date
DIVISION 1	0	0	Green	2	2	Amber
Surgery	0	0	Green	2	1	Green
Trauma & Orthopaedics	0	0	Green	0	1	Red
Ophthalmology	0	0	Green	0	0	Green
DIVISION 2	1	3	Red	8	10	Red
Cancer Care	1	1	Amber	4	2	Green
Medicine & Elderly Care	0	2	Red	4	8	Red
DIVISION 3	0	0	Green	0	0	Green
Child Health	0	0	Green	0	0	Green
Obstetrics & Gynaecology	0	0	Green	0	0	Green
DIVISION 4	1	1	Amber	3	4	Red
Critical Care	1	0	Green	2	1	Green
Cardiothoracic	0	1	Red	1	3	Red
Neurosciences	0	0	Green	0	0	Green
DIVISION 5	0	0	Green	0	0	Green
Community/other provider	0	0	Green	0	3	Red
SUHT TOTAL	2	4	Red	13	19	Red

SUHT Clostridium difficile infection (in patients over 65 years) 2007-2008

