

# Summary Performance Report

April 2019



| RAG | Time Period | Latest Result         |            | Time Period | Previous Result       |            | 25 month trend |
|-----|-------------|-----------------------|------------|-------------|-----------------------|------------|----------------|
|     |             | Dumfries and Galloway | Comparison |             | Dumfries and Galloway | Comparison |                |

## Community Health and Social Care

E4 (LS) The number of bed days occupied by all people experiencing a delay in their discharge from hospital, per month, people aged 18 and older

|   |          |       |            |          |       |            |  |
|---|----------|-------|------------|----------|-------|------------|--|
| ↑ | Mar 2019 | 1,959 | 1,197 (DT) | Feb 2019 | 1,736 | 1,193 (DT) |  |
|---|----------|-------|------------|----------|-------|------------|--|

B21 (LS) Percentage of people who wait no longer than 4 weeks from referral to first appointment with the Allied Health Professional (AHP) Musculoskeletal (MSK) service

|   |          |       |           |          |       |           |  |
|---|----------|-------|-----------|----------|-------|-----------|--|
| ↓ | Mar 2019 | 33.7% | 90.0% (T) | Feb 2019 | 40.3% | 90.0% (T) |  |
|---|----------|-------|-----------|----------|-------|-----------|--|

### Key

- We are meeting or exceeding the target or number we compare against
- We are within 3% of meeting the target or number we compare against
- We are more than 3% away from meeting the target or number we compare against

- ↑ Statistical tests suggest the number has increased over time
- ↔ Statistical tests suggest there is no change over time
- ↓ Statistical test suggest the number has decreased over time
- (S) The number we compare against the result for Scotland
- (T) The number we compare against is a target set by the Scottish Government
- (DT) The number we compare against is an agreed Desired Trajectory
- (LS) The result presented here is a Local Statistic calculated using data held in Dumfries and Galloway
- (OS) The result presented here is an Official Statistic provided by ISD Scotland

| RAG                          | Latest Result  |                       |            | Previous Result |                       |            | 25 month trend  |
|------------------------------|--|-----------------------|------------|-----------------|-----------------------|------------|---|
|                              | Time Period  | Dumfries and Galloway | Comparison | Time Period     | Dumfries and Galloway | Comparison |   |
| <b>Acute and Diagnostics</b> |  |                       |            |                 |                       |            |   |
|                              | B4 (LS) Treatment Time Guarantee (TTG): People wait no longer than 12 weeks from agreeing treatment with the hospital to receiving treatment as an inpatient or day case                                     |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 81.0%                 | 100.0% (T) | Feb 2019        | 79.3%                 | 100.0% (T) |    |
|                              | B6 (LS) 12 weeks first outpatient appointment: Percentage of people who wait no longer than 12 weeks from referral to first outpatient appointment   |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 96.6%                 | 95.0% (T)  | Feb 2019        | 90.6%                 | 95.0% (T)  |    |
|                              | B7 (LS) Percentage of people who waited less than 6 weeks for diagnostic tests and investigations  |                       |            |                 |                       |            |   |
| ↓                            | Mar 2019   | 94.6%                 | 100.0% (T) | Feb 2019        | 98.0%                 | 100.0% (T) |    |
|                              | B2(1)(LS) Cancer waiting time (part 1): The percentage of all patients diagnosed with cancer who begin treatment within 31 days of the decision to treat   |                       |            |                 |                       |            |   |
| ↑                            | Feb 2019   | 97.6%                 | 95.0% (T)  | Jan 2019        | 95.6%                 | 95.0% (T)  |    |
|                              | B2(2)(LS) Cancer waiting time (part 2): The percentage of all patients diagnosed with cancer who were referred urgently with a suspicion of cancer who began treatment within 62 days of receipt of referral |                       |            |                 |                       |            |   |
| ↑                            | Feb 2019   | 96.0%                 | 95.0% (T)  | Jan 2019        | 91.2%                 | 95.0% (T)  |    |
|                              | B5 (LS) 18 weeks referral to treatment: The percentage of planned/elective patients that commence treatment within 18 weeks of referral  |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 87.5%                 | 90.0% (T)  | Feb 2019        | 85.4%                 | 90.0% (T)  |  |
|                              | B19 (LS) Accident and Emergency waiting times: Percentage of people who wait no longer than 4 hours from arriving in Accident and Emergency to admission, discharge or transfer for treatment                |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 93.2%                 | 95.0% (T)  | Feb 2019        | 88.3%                 | 95.0% (T)  |  |
|                              | E3 (LS) The number of people attending emergency department per month  |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 3,754                 | 3,869 (DT) | Feb 2019        | 3,653                 | 3,868 (DT) |  |
|                              | B22 (LS) Dr led return tickets (beyond latest date at end of month)  |                       |            |                 |                       |            |   |
| ↑                            | Mar 2019   | 5,377                 |            | Feb 2019        | 5,334                 |            |  |

| RAG | Latest Result |                       |            | Previous Result |                       |            | 25 month trend |
|-----|---------------|-----------------------|------------|-----------------|-----------------------|------------|----------------|
|     | Time Period   | Dumfries and Galloway | Comparison | Time Period     | Dumfries and Galloway | Comparison |                |

### Mental Health

B11 (LS) Psychological therapies waiting times: Percentage of people who commence Psychological Therapy based treatment within 18 weeks of referral

|   |          |       |       |          |       |       |  |
|---|----------|-------|-------|----------|-------|-------|--|
| ↓ | Jan 2019 | 73.3% | 75.0% | Dec 2018 | 79.2% | 74.8% |  |
|---|----------|-------|-------|----------|-------|-------|--|

### Women and Children's

B10 (OS) CAMHS waiting times: Percentage of young people who commence treatment for specialist Child and Adolescent Mental Health Services within 18 weeks of referral

|   |          |       |           |          |       |           |  |
|---|----------|-------|-----------|----------|-------|-----------|--|
| ↓ | Mar 2019 | 93.0% | 90.0% (T) | Feb 2019 | 94.2% | 90.0% (T) |  |
|---|----------|-------|-----------|----------|-------|-----------|--|

### Corporate Services

B18 (LS) Sickness absence rate: Proportion of hours lost to sickness absence amongst NHS Dumfries and Galloway employees

|   |          |      |          |          |      |          |  |
|---|----------|------|----------|----------|------|----------|--|
| ↓ | Feb 2019 | 4.8% | 4.0% (T) | Jan 2019 | 6.0% | 4.0% (T) |  |
|---|----------|------|----------|----------|------|----------|--|

## Notes

| Indicator                             | Background  | Points to note   |
|---------------------------------------|---|--|
| B4: TTG 12 weeks                      | The Treatment Time Guarantee (TTG) is set out in 'The Patient Right's (Scotland) Act 2011' which places a legal requirement on health boards. Once planned inpatient or day case treatment has been agreed, the person must receive that treatment within 12 weeks. This is reported quarterly as indicator B4. Boards have been asked to commit to bring performance back to the level at March 2017, which was a target of 86.3%. The general manager has agreed a goal to reach 90% by March 2019. | This indicator is below the target and interim goal of 90% in March 2019. It has increased since February 2019. The 3 months period is higher than the same last year. |
| B6: Dr lead new outpatients 12 weeks  | Not all outpatient clinics are led by doctors. This figure only includes doctor led clinics.  | Waiting times are above the 95% target. The 3 months period is 6.3% above the result for the same time last year.  |
| B7: Diagnostic 6 weeks                | An aspirational local target is set at 4 weeks.   | Waiting times were below the target of 100%. This result has decreased by 3.4% between February and March 2019.  |
| B21: AHP MSK 4 weeks                  | Allied Health Professional Musculoskeletal service  | Compliance decreased by 6.6% between February and March (33.7%). Target is 90%. There are known issues around staffing levels and staff deployment.                    |
| B2(1): Cancer 31 days                 | This indicator is 1 of 2 Local Delivery Plan (LDP) Standards, chosen by the Scottish Government, that focus on the efficient delivery of support and treatment when a suspicion of cancer is raised. This figures shown here are for a single month and can be based on small numbers of individuals and therefore fluctuate substantially from one month to the next.  | The result for February 2019 is 97.6%, above the national standard of 95%.   |
| B2(2): Cancer 62 days                 | This indicator is the second of 2 Local Delivery Plan (LDP) standards. The figures shown here are for a single month and can be based on small numbers of individuals and therefore fluctuate substantially from one month to the next.   | The result for February 2019 is 96.0%, above the national standard of 95%.   |
| B5: 18 weeks performance              | The complete 18 week waiting times journey from referral to treatment is impacted by all the above partial segments of the 18 week pathways.  | March 2019 is 2.5% below the national target (87.5%)   |
| B19: Emergency Department 4 hours     | This measure indicates the length of time people experience between arrival and discharge from the emergency department (ED). Boards have been asked to commit to bring performance back to the level at March 2017, which was a target of 92.2%  | Performance is currently 93.2% which is above the March 2017 locally agreed interim target and an increase of 4.9% on February 2018.                                   |
| E3: Emergency department attendances  | The new ways of working with the combined assessment unit (CAU) affects how activity seen in the ED is managed. This area is the focus of large scale redesign work supported by Scottish Government.   | The number of people has increased between February 2018 and March 2019.   |
| E4: Delayed Discharges bed days lost  | This indicator is a measure of the number of bed days that are occupied by people who have been assessed as appropriate to be discharged to another setting. It includes all hospital settings, acute, community, cottage and mental health. These figures are for all ages for people aged 18 or over.   | The number of delayed discharge bed days rose in March 2019. The 3 months period is 2,180 above the result for the same time last year.                                |
| B22: Dr Led return tickets            | This measure is about the efficient use of outpatient appointments.   | This figure has risen since the previous month and the 3 month period is 41% higher than the same time last year (2018/19 Q4 - 15,884 compared to 2017/18 Q4 - 11,267) |
| B11: Psychological Therapies 18 weeks | The 18 week waiting times journey from referral to the start of psychological therapy treatment. This information is taken from reports published by ISD Scotland that are released every 3 months.   | This figure has decreased between November and December 2018 and is 16.7% below the national target.   |
| B10: CAMHS 18 weeks                   | The 18 week waiting times journey from referral to the start of treatment by the Child and Adolescent Mental Health Service (CAMHS).  | The result for March 2019 is 93%. This is the second consecutive month this indicator has been above the national standard (90%)                                       |
| B18: Sickness Absence                 | The proportion of days lost to sickness absence amongst NHS Dumfries and Galloway employees. The national target is 4% or lower.  | This figures is above the national target of 4%.   |