

Dumfries and Galloway Health and Social Care Performance Reporting Indicators

August 2016

Key

- Indicators available in the first quarterly report
- Proposed Locally Agreed Indicators

Ref	Indicator	Theme	National Outcome	Priority Area	Category Ref	Category	Source	Type
1	Percentage of adults able to look after their health very well or quite well	Clinical & Care Governance	1	1,4,6	A	Core	Health & Social Care Community Survey	Qualitative
2	Percentage of adults supported at home who agree they felt safe	Clinical & Care Governance	7	4	A	Core	Health & Social Care Community Survey	Qualitative
3	Premature mortality rate	Clinical & Care Governance	1,5	5	A	Core		Quantitative
4	Emergency admission rate	Clinical & Care Governance	1,2,4,5,7	4,6	A	Core		Quantitative
5	Emergency bed day rate	Clinical & Care Governance	2,4,7	9	A	Core		Quantitative
6	Proportion of last 6 months of life spent at home or in a community setting	Clinical & Care Governance	2,3,9	6	A	Core		Quantitative
7	Percentage of adults within intensive care needs receiving care at home	Clinical & Care Governance	2	6,9	A	Core		Quantitative
8	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population	Clinical & Care Governance	2,3,4,9	9	A	Core		Quantitative
9	Percentage of people admitted to hospital from home during the year, who are discharged to a care home	Clinical & Care Governance	2		A	Core		Quantitative

10	Percentage of people who are discharged from hospital within 72 hours of being ready	Clinical & Care Governance	2,3,9	9	A	Core		Quantitative
11	Detect cancer early	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
12	Cancer waiting time (part 1)	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
13	Cancer waiting time (part 2)	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
14	Treatment Time Guarantee	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
15	18 weeks referral to treatment	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
16	12 weeks first outpatient appointment	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
17	Early access to antenatal service	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
18	IVF waiting times	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
19	Psychological therapies waiting times	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
20	Drug and alcohol treatment waiting times	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
21	Number of Alcohol Brief Interventions delivered	Clinical & Care Governance	1,4,7	1,4,5	B	LDP		Quantitative
22	Smoking cessation: The number of people who quite smoking for 12 weeks or more	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
23	Accident and Emergency waiting times	Clinical & Care Governance	3,5,7,9	5,8,9	B	LDP		Quantitative
44	Carers: The number of adult Carers being supported	Clinical & Care Governance	6	2	C	SOA/LOIP		Quantitative
56	Percentage of people 65+ with intensive needs (plus 10 hours) receiving care at home (via Option 3)	Clinical & Care Governance	2	1	C	SOA/LOIP		Quantitative

62	Proportion of people who agree they felt safe when they last used health & social care services	Clinical & Care Governance	7	5,9	D	Local		Qualitative
70	The number of adults accessing self directed support option 1	Clinical & Care Governance	2, 4	1	C	SOA/LOIP		Quantitative
71	The number of adults accessing self directed support option 2	Clinical & Care Governance	2, 4	1	C	SOA/LOIP		Quantitative
72	The number of adults accessing self directed support option 3	Clinical & Care Governance	2, 4	1	C	SOA/LOIP		Quantitative
32	Percentage of health and care resources spent on hospital stays where the patient was admitted in an emergency	Finance and Resources	2,4,7,9	9	A	Core		Quantitative
33	Expenditure on end of life care	Finance and Resources	2,3,9	9	A	Core		Quantitative
34	The NHS Board operates within their Revenue Resource Limit (RRL), their Capital Resource Limit (CRL) and meet their Cash Requirement	Finance and Resources	9	9	B	LDP		Quantitative
50	Housing Adaptations: Number of housing adaptations provided within predetermined timescales?	Finance and Resources	2	3,4,6	D	Local		Quantitative
58	Proportion of all prescriptions issued that are for a generic (non-branded) product	Finance and Resources	9	6,7,9,10	D	Local		Quantitative
59	Number of adults accessing telecare as a percentage of the total number adults supported to live at home	Finance and Resources	1,2,3,4,5,6,7,9	1,2,4,5,6,8,9,10	C	SOA/LOIP		Quantitative
60	Technology Enabled Care - To be developed	Finance and Resources	1,2,3,4,5,6,7,9	1,2,4,5,6,8,9,10	D	Local		?
61	The ratio of workload between institutional and community based care	Finance and Resources	2,9	3,4,6,7,9,10	D	Local		Quantitative
73	Total number of homecare hours provided as a rate per 1,000 population aged 65+	Finance and Resources	2	5, 6	C	SOA/LOIP		Quantitative

24	Percentage of adults receiving any care or support who rate it as excellent or good	Quality	7	1	A	Core	Health & Social Care Community Survey	Qualitative
25	Readmission to hospital within 28 days	Quality	2,3,7,9	9	A	Core		Quantitative
26	Falls rate per 1,000 population aged 65+	Quality	2,4,7,9	5	A	Core		Quantitative
27	Proportion of care services graded 'good' (4) or better in care inspectorate inspections	Quality	3,4,7	5	A	Core		Quantitative
28	The number of people newly diagnosed with dementia who have a minimum of 1 years post-diagnostic support	Quality	1,4,6,7	2,4,5,6	B	LDP		Quantitative
29	Rate of Clostridium Difficile infections in patients aged 15 and over per 1,000 total occupied bed days.	Quality	7	5	B	LDP		Quantitative
30	The rate of Staphylococcus Aureus Bacteraemias (MRSA/MSSA) per 1,000 occupied bed days	Quality	7	5	B	LDP		Quantitative
31	Gaps provide 48 hour access or advance booking to an appropriate member of the GP team for at least 90 per cent of patients	Quality	3,5,7	5,8,9	B	LDP		Quantitative
46	The number of complaints received by health & social care services	Quality	3	1,5,9	D	Local		Quantitative
47	The percentage of adults who agree their health and social care support seemed well co-ordinated	Quality	2,3	1,3,4,5,6,7,9,10	D	Local		Qualitative
57	Of those who have had their personal outcomes assessed, the proportion who have made progress towards achieving them	Quality	4	1,4,6,7,9,10	D	Local		Quantitative

66	The proportion of staff who agree that they have the information and support necessary to do their job	Quality	7,8	5,7,9,10	D	Local		Qualitative
69	Percentage of referrers receiving feedback on actions within 5 days of receipt of referral	Quality	9	7,9	C	SOA/LOIP		Quantitative
35	Percentage of adults supported at home who agree that they are supported to live as independently as possible	Stakeholder Experience	2	1,4,6,9	A	Core	Health & Social Care Community Survey	Qualitative
36	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	Stakeholder Experience	2,3,	1,4,6,9	A	Core	Health & Social Care Community Survey	Qualitative
37	Percentage of adults supported at home who agree their health and care services seemed well co-ordinated	Stakeholder Experience	3,9	4	A	Core	Health & Social Care Community Survey	Qualitative
38	Percentage of people with positive experience of the care provided by their GP practice	Stakeholder Experience	3	1,9	A	Core	Health & Social Care Community Survey	Qualitative
39	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	Stakeholder Experience	4	3,4	A	Core	Health & Social Care Community Survey	Qualitative
40	Percentage of Carers who feel supported to continue in their caring role	Stakeholder Experience	6	2	A	Core	Health & Social Care Community Survey	Qualitative
41	Percentage of staff who say they would recommend their workplace as a good place to work	Stakeholder Experience	8	7	A	Core	Health & Social Care Community Survey	Qualitative
42	Sickness Absence Rate (%)	Stakeholder Experience	8	9	B	LDP		Quantitative
43	Adult Support & Protection: Percentage of people referred to ASP who agree that have had a positive outcome	Stakeholder Experience	7	5,9	D	Local		Quantitative

45	The proportion of Carers who agree they receive the support needed to continue in their caring role	Stakeholder Experience	6	2	D	Local		Qualitative
48	Proportion of people who agree that they could rely on family or friends in their own neighbourhood for help	Stakeholder Experience	1,5	1,4,8	D	Local		Qualitative
49	Health Inequalities? - to be developed	Stakeholder Experience	5,6	2,8	D	Local		Quantitative
51	Proportion of people who agree that they were communicated with well and listened to	Stakeholder Experience	1,3	1,4,5,9	D	Local		Qualitative
52	Proportion of people who are satisfied with local health and social care services	Stakeholder Experience	3	1,5,6,7,9,10	D	Local		Qualitative
53	Proportion of people who agree they are satisfied with the ease of finding information on health & social care services	Stakeholder Experience	3,4	1,4,5,9	D	Local		Qualitative
54	In a community setting (including care homes), the number of new Forward Looking Care plans	Stakeholder Experience	2,3,4,6,7,9	1,2,4,5,6,7,9	D	Local		Quantitative
55	The number of adults under 65 receiving personal care at home (via SDS option 3), or as a direct payment (Option 1)	Stakeholder Experience	3	1	C	SOA/LOIP		Quantitative
63	The proportion of people who feel connected to the neighbourhood they live	Stakeholder Experience	2,3,5,6,8	1,2,3,4,5,6,7,8,9,10	D	Local		Qualitative

64	The proportion of staff who agree that they understand the vision and direction of Dumfries and Galloway Health and Social Care	Stakeholder Experience	1,8,9	1,4,6,7,9,10	D	Local		Qualitative
65	The proportion of staff who agree that they are confident they understand how their role in the organisation can support people from different backgrounds and with different needs	Stakeholder Experience	6,7	2,5,9	D	Local		Qualitative
67	The proportion of staff who agree that they are involved in decisions relating to their role	Stakeholder Experience	8	7,10	D	local		Qualitative
68	Percentage of staff who say they would recommend their workplace as a good place to work	Stakeholder Experience	8	7,10	D	Local		Qualitative

Presentation Type	Operational Management Report (1a, 1b. 1c. 1d)	Quarterly Report (2)	Area Committee Report (4)	Annual Report (3)	Notes
Chart	TBC	Y		Y	A1
Chart	TBC	Y		Y	A9
Chart	TBC	Y		Y	A11
Chart	TBC	Y		Y	A12
Chart	TBC	Y		Y	A13
Chart	TBC	Y		Y	A15
Chart	TBC	Y		Y	A18
Chart	TBC	Y		Y	A19
Chart	TBC	Y		Y	A21

Chart	TBC	Y		Y	A22
Chart	TBC	Y		Y	B1
Chart	TBC	Y		Y	B2(1)
Chart	TBC	Y		Y	B2(2)
Chart	TBC	Y		Y	B4
Chart	TBC	Y		Y	B5
Chart	TBC	Y		Y	B6
Chart	TBC	Y		Y	B8
Chart	TBC	Y		Y	B9
Chart	TBC	Y		Y	B11
Chart	TBC	Y		Y	B14
Chart	TBC	Y		Y	B15
Chart	TBC	Y		Y	B16
Chart	TBC	Y		Y	B19
Chart	TBC	Y	Y	Y	C5 Annual figure to be included in first quarterly report, but need quarterly breakdown by locality.
Chart	TBC	Y	Y	Y	(C6) to be included in first quarterly report. Map to NOC and PA

Chart	TBC	Y	Y	Y	D1
Chart	TBC	Y	Y	Y	C2
Chart	TBC	Y	Y	Y	C3
Chart	TBC	Y	Y	Y	C4
Chart	TBC	Y		Y	A20
Chart	TBC	Y		Y	A23
Chart	TBC	Y		Y	B20
Chart	TBC	Y	Y	Y	D7. Understand that this is already collected and reported. Need to establish actual measure and who has it.
Chart	TBC	Y	Y	Y	D8. Already collected. Discuss with PST as to its inclusion in AC report.
Chart	TBC	Y	Y	Y	To be included in first quarterly report. (C1) Need to ID National Outcome
?	TBC	Y	Y	Y	D6. Systems and measures for technology enabled care are in development. Intend to adopt appropriate measure(s) for performance reporting.
Chart	TBC	Y	Y	Y	D9. Taken from SOURCE (formerly HSCDIIP).
Chart	TBC	Y	Y		C8

Chart	TBC	Y		Y	A5
Chart	TBC	Y		Y	A14
Chart	TBC	Y		Y	A16
Chart	TBC	Y		Y	A17
Chart	TBC	Y		Y	B3
Chart	TBC	Y		Y	B12
Chart	TBC	Y		Y	B13
Chart	TBC	Y		Y	B17
Chart	TBC	Y	Y	Y	D2 Bring together collection mechanisms fro health & Social care. Reportage should include analysis of emerging themes
Chart	TBC	Y	Y	Y	D3. Adapted from Core Indicator 4 "Percentage of adults supported at home who agree their health and care services seemed well co-ordinated" to be wider than just "supported at home"
Chart	TBC	Y	Y	Y	

Chart	TBC	Y	Y	Y	D5
Chart	TBC	Y	Y	Y	C9
Chart	TBC	Y		Y	A2
Chart	TBC	Y		Y	A3
Chart	TBC	Y		Y	A4
Chart	TBC	Y		Y	A6
Chart	TBC	Y		Y	A7
Chart	TBC	Y		Y	A8
Chart	TBC	Y		Y	A10
Chart	TBC	Y		Y	B18. Currently for NHS staff only. Looking to include council Adult Social Work Staff.
Chart	TBC	Y	Y	Y	D10. Need to discuss with ASP and define what is a "positive outcome"

Chart	TBC	Y	Y	Y	D11. Adapted from Core indicator 8 but report at locality level and every year
Chart	TBC	Y	Y	Y	D12. Adapted from question used in Scottish Household Survey. This is a proxy measure for community strength and resilience and a recognised social capital question.
Chart	TBC	Y	Y	Y	D13. In discussions with Public Health as to most appropriate measure. Looking to develop a quantitative measure.
Chart	TBC	Y	Y	Y	D14. "How strongly do you agree or disagree with the following statement? When I last used health or social care services I was communicated with well and I was listened to".
Chart	TBC	Y	Y	Y	D15. Adapted from Scottish Household Survey "Overall, how satisfied or dissatisfied are you with [health and social care services]? Very satisfied, fairly satisfied, neither satisfied or dissatisfied, fairly dissatisfied, very dissatisfied, no opinion."
Chart	TBC	Y	Y	Y	D16. Adapted from Scottish Household Survey "To what extent do you agree or disagree with the statement: I am satisfied with the ease of finding information on [health & social care services]".
Chart	TBC	Y	Y	Y	D17.
Chart	TBC	Y	Y	Y	(C7) to be included in first quarterly report. Map to NOC and PA
Chart	TBC	Y	Y	Y	D18. Use question "How strongly connected do you feel to the neighbourhood you live in? Very strongly connected, strongly connected, somewhat connected, weakly connected, not connected at all" Recognised social capital question and an indicator of community strength and resilience.

Chart	TBC	Y	Y	Y	Adapt question from the Workplace Culture diagnostics - talk to Caroline Sharpe etc.?
Chart	TBC	Y	Y	Y	D20
Chart	TBC	Y	Y	Y	D21
Chart	TBC	Y	Y	Y	D22. Adapted from core indicator 10. Report at locality level and annually.