

IJB Annual Performance Report 2021/22

Feedback Summary: You said, We Did

07 November 2022

Page and Section	You said...	We did...
Page Section 1.2	"Still Going Programme - do we have uptake numbers for Jan - Mar 2022?"	Added number of people supported through ARCs to use the app
Page 9	"Under Outcome 1, I wondered if we should make reference to SAP and the connecting / directing service they provide - they should be able to confirm numbers of people they have directed to community groups / supports to help with self-management?"	Added in Section 1.3 on SAP and referrals numbers.
Page 10 Section 1.4	"Drug and Alcohol Waiting Times - should we state what the MAT Standards are and our level of performance - I think we put a simple five line summary into the ADP that may work here too"	MAT Standards reporting for 2021/22 was partially completed and there are known data quality issues. Work is happening to resolve these so that reliable information is available for 2022/23 reporting. The governance relationship between ADP and IJB with regards to MAT delivery is unclear. Decision to revisit and explore including in 2022/23 IJB Annual Performance Report.
Page 11 Section 1.5	"ED performance. The opening para talks about no. of ED attendances as a barometer to outside health and care available yet the data graph is on 4 hour perf not a trend in overall number of attendances...We accept that both the attendances number and 4 hour target will depict a negative picture but that is the reality. So it either needs to show both sets of data to reflect the narrative or cut some of it out to make sense"	Section amended to include chart on attendances as well as Emergency Department 4 hour performance
Page 11 Section 1.5	"Emergency Department attendances - could we switch the order of the summary data at the LHS, with the 83% first and the 41% second - on first skim read, I had read the 41% as the percentage waiting over 4 hours at DGRI rather than that being a sub-set. Also, I know we cite the Scottish figure as 68% but I think we are doing ourselves a disservice by saying we are	Section re-worded as suggested.

	similar to that - my recollection is that we are one of the better performers (I think Tayside is about the only mainland Board who are consistently better) - if that is right, could we re-phrase please? And, finally, could we put the Scottish Average on the chart too please, just so the reader can draw comparison with that as I think it gives a better sense of context for our performance against target."	
Page 14	"I wonder if we could include a scottish average comparator for our 89% of people spending their time at home or in a homely setting in the last 6 months of life"	Scottish comparator included in chart
Page 15 Section 2.3	"Interim Care - lets include the numbers"	Numbers included
Page 15 Section 2.4	"Also, I wonder if it would be helpful in the Care at Home section to reference our oversight arrangements and the assurance that has been provided by Social Work managers that those with the highest level of need who are waiting on a package of care have regular contact with our services or have alternative support?"	Added clarification to section 2.2
Pages 18-19	"In the Care Home section - do we have any evidence of the workforce fears materialising?"	Evidence in 2021/22 is largely anecdotal. We felt it was important to reflect the experiences of staff even with a lack of robust evidence.
Page 19 Case Study	"I think Peggy's story is really powerful, but ends a bit abruptly, did Peggy move to a new home and she settled? I understand this is to highlight the point of Care home closure but I think we should finish the tale"	Checked to find out what happened to Peggy and the ending of story was revised.
Page 24	"As well as complaints do we record compliments, we do and I always include them in my CSWO annual report"	Content from Local Authority added
Page 29 Section 5.2	"I will send you through a copy of the Digital Exclusion work from TSDG that covers this reporting period as we might want to reflect some of the findings here."	Summary of findings added
Page 32	"The only comment i would make relates to the diagram at the bottom of p32. Not sure how easily understood this will be?"	Added labels for most deprived/least deprived to chart.
Outcome 6	"The numbers around how Carers are feeling supported are terrible! Being a wee bit less terrible is nothing to celebrate."	Strengthened the narrative to reflect these concerns.
Page 33 Section 6.2	"Adult Carer Support Plans - these numbers appear low and I think we should highlight in this section 1) the number of registered carers and 2) the estimated number of people with a caring role to shine a light on this and help prioritise for	Availability of benchmarking data is being investigated. This will be raised with leads for Carers support in the Partnership. If available, this will be included in the 2022/23 report.

	action.”	
Page 38 Section 7.4	“13% of people diagnosed with lung cancer were diagnosed early - that isn't a good measure at all as there isn't a national screening programme for lung cancer. Further down it highlights the nature of the disease which is late presenting, so a) there is not measure b) there isn't a national screening programme for lung cancer yet and c) national screening programmes are not in our gift and it is about the time it takes from screening to treatment”	Measure cannot be changed as this is a national performance indicator. Paragraph re-worded to reflect lack of national screening programme.
Page 39 Section 7.5	“cancelled operations - there needs to be an acknowledgement to the number of delays that are also impacting the number of available elective beds to put patients in, we have cancelled several patients this week as we are still in surge”	Reference to delayed discharges and the impact on planned operations added.
Page 40	“states that GPs are still seeing the most critically ill people, need to be careful with terminology, not sure there is any evidence to prove that fact”	Paragraph re-worded to ensure accuracy and evidence is clear
Page 41	“Should we also have a quote from a member of the Senior leadership from the LA”	Quotation taken from Chief Social Work Officers Annual Report included
Page 42 Section 8.2	“One check from me - in item 8.2 you refer to the staff support service being extended till 2025, and an 888K grant being awarded by NHS EndowmentsWhilst I am hopeful that will indeed be the outcome of the application, this has not yet been approved!”	Statement amended to reflect position
Page 44 Section 8.4	“disappointed there is no mention of the recruitment and retention challenges facing the Social work service, this in my view does not show a balanced position for the partnership and the significant impact this has on service delivery, this section should be more inclusive”	Added in indicative numbers for reduction in care at home staff (including CASS). Amended existing narrative to reflect challenges highlighted by the Local Authority
Outcomes 3, 4 and 5	<p>These are intertwined and the work covered in one outcome also supports the others – consider including more cross referencing to reflect this.</p> <p>Possibly include reference to the service that helps people with learning disabilities to find their way around health and social care.</p>	<p>Statement on interrelatedness of national outcomes added to 9 National Health and Wellbeing Outcomes section.</p> <p>Health Facilitators were featured in the 2018/19 annual performance report. Specific teams and services are mentioned in relation to the current performance landscape.</p>

Multiple	<p>"I have had a quick read and can't see anything about people with learning disabilities and the development of new housing with care and support services. There is no reference to Care and Repair either. I know the Time to Talk programme was this year , rather than last year, but access to GPs was top of the list of concerns but this does not show up in the annual report"</p>	<p>Learning disabilities – a case study looking at Shared Live Placements added to Section 4.2. Housing with care and support – not aware of any new developments in 2021/22 seeking further information Care and Repair – Unsure if, or why, this was a focus for improvement in 2021/22 – seeking further information Time to Talk – This happened in 2022/23 and is likely to feature in next year's report. GP access – re-worded paragraph in Section 3.2 to reflect people's concerns.</p>
Multiple	<p>"I am thoughtful about how we deal with HACE...we introduce it in Outcome 1 and then weave the results through the other outcomes (which I like) but we also 'reintroduce' it at times...so, I wonder if we should introduce it before the Outcomes sections and then be a bit punchier around presentation of the results in the relevant Outcomes sections (I really like the diagram / chart approach)?"</p>	<p>HACE introduced as part of introduction section to save repetition.</p>
Multiple	<p>"I have been reading through this constantly keeping myself in check with the 'so what' questions going through my head, reminding myself that this is a performance report and not necessarily about setting out our actions that will lead to improvements but we then do that at Outcome 4 - would welcome your thoughts on whether we should do that in each Outcome (personally, I would really like us to and then follow that up next year with this is how effective those actions have been) but you may need to keep me in check."</p>	<p>Amended narrative to demonstrate improvement actions where appropriate.</p>
Multiple	<p>"Overarching thought - could we include a few more case studies (like Peggy's) of where new initiatives / service models have made a difference for people?"</p>	<p>This report pulls together the existing evidence about the Partnership's performance. Due to COVID-19 related pressures, there was less engagement activity than normal. Consequently there are limited cases studies available for inclusion. This is the last annual report for this period of relevance. A new report, focused on the new Strategic Plan, will be designed for 2022/23 and will focus on progress and impact of implementing directions issued by the IJB.</p>
Multiple	<p>"Good to read" "generally well presented report"</p> <p>Difficult to assess effectiveness of integration as there is no "non-integration" comparison. Does show things are generally</p>	<p>No action required</p> <p>No action required</p>

	<p>working well and covers the elements of the strategic plan reasonably well.</p> <p>Maybe “papers over the cracks” a little and uses “soft” language. If something is not working then the report should simply say it’s not working. Must keep honesty and objectivity. For example, if meeting statutory timescales is challenging this probably means we are not meeting timescales and we should say so.</p>	Executive summary added with an objective overview of performance.
Multiple	Check consistent use of “complex needs” as a term so as to avoid confusion.	Reviewed document and amended language to ensure consistent use
Multiple	Concern of joining Third and Independent sectors together too much and not being clear on their separate roles.	Have ensured that where work relates to either the Third sector or the Independent Sector, these are named separately.
Multiple	“I think it looks great. Nice mix of data, images etc. I like the layout. Some of the comments I made on the Draft Easy Read would transfer across to this version like the green ticks and red crosses to help differentiate between the things we have done well and the areas for improvement.”	Colour change applied to easy read version. Editorial group felt this was not appropriate for the main report.
Multiple	<p>“That lived experience is really important”</p> <p>“Totally agree, those ‘soft’ outcomes are very important. Its where you can get such a richness of information”</p> <p>“What matters to people is not always what our measurements are prioritise though. But as [...] says somethings are very difficult to measure.”</p>	<p>no action required</p> <p>no action required</p> <p>no action required</p>
Multiple	“In a financially challenged system if the high ups think you are doing better than others you are unlikely to feature in the queue for any hand outs”	Executive summary added with an objective overview of performance.