

# CCS NHS Trust Quality Performance Dashboard

Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22

Standard/Indicator	Description	2021-22 target Ceiling or Baseline	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	Sparkline	
<b>SAFETY</b>															
<b>Patient safety</b>															
<b>Incidents</b>															
Total number of new Datix incidents reported in month	New patient safety incidents including SIs, Never Events and medication incidents	No target	209	153	165	151	162	193	149	134	147	162	129	164	
	Severe harm		0	0	0	0	0	1	0	0	0	0	1	0	
	Moderate harm		5	7	9	9	6	11	13	7	2	12	11	11	
	Low harm		52	26	28	17	22	34	20	19	18	21	18	26	
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	0	0	0	1	0	1	0	0	0	0	2	0	0	
	No. of new Safeguarding SIs declared (Adults & Children)	0	0	0	0	1	0	0	1	0	0	0	0	0	
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	no target	29	20	44	36	28	31	33	31	20	23	24	23	
	% CCS medication incidents no harm	no target	79%	95%	91%	94%	93%	90%	88%	87%	95%	87%	96%	91%	
<b>Infection Prevention &amp; Control</b>															
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
UV light compliance	All clinical teams	100%	N/A	N/A	81%	79%	76%	73%	70%	72%	71%	71%	70%	54%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	0	0	0	1	0	1	1	4	1	4	1	1	
<b>EFFECTIVENESS</b>															
<b>Mandatory training (Target for mandatory training subjects which previously had a target of 94% now has target of 90% from April 2022)</b>															
Overall mandatory training	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and FTSU compliance data up to March 2022)	90%	86%	88%	88%	88%	87%	88%	88%	90%	90%	91%	88%	92%	
Safeguarding training (Children)	Level 1: % staff trained	90%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	91%	97%	
	Level 2: % staff trained	90%	97%	80%	81%	82%	79%	83%	82%	88%	89%	89%	97%	97%	
	Level 3: % staff trained	90%	90%	88%	87%	86%	85%	85%	84%	81%	83%	85%	83%	88%	
	Level 4: % staff trained	90%	78%	88%	100%	89%	88%	78%	89%	87%	87%	71%	57%	63%	
Safeguarding training (Adults)	Safeguarding induction compliance - Data pending	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Level 1: % staff trained	90%	89%	89%	90%	91%	96%	97%	97%	97%	97%	97%	98%	98%	
	Level 2: % staff trained*	90%	N/A	46%	54%	61%	66%	72%	72%	80%	82%	84%	86%	93%	
	Level 3: % staff trained* (target updated from 60% to 80% in April 2022)	80%	18%	24%	26%	36%	40%	46%	52%	55%	60%	63%	67%	72%	
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	96%	97%	96%	96%	95%	96%	96%	96%	96%	86%	96%	97%	
	WRAP3	85%	96%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	
Manual handling	% of staff undertaking manual handling (patients)	90%	87%	87%	87%	88%	91%	92%	91%	85%	83%	84%	79%	81%	
Fire safety	% of staff undertaking fire safety training	90%	89%	87%	86%	87%	87%	88%	86%	88%	88%	87%	87%	94%	
CPR/Resus	% of staff undertaking CPR/Resus training	90%	86%	82%	82%	82%	81%	84%	82%	82%	87%	89%	88%	90%	
IPaC training	% of staff undertaking IPaC training	90%	92%	89%	89%	89%	90%	90%	91%	94%	94%	94%	95%	98%	
Freedom To Speak Up	% of staff undertaking FTSU training*	90%	N/A	70%	73%	76%	77%	79%	80%	87%	88%	88%	90%	88%	
Information governance	% of staff undertaking IG training	95%	89%	86%	92%	86%	86%	87%	86%	88%	88%	88%	88%	95%	
<b>Safeguarding</b>															
Safeguarding supervisions (Children)	% eligible staff	95%	83.40%	80.33%	79.31%	84.57%	92.97%	91.69%	89.85%	85.89%	91.33%	88.85%	95.69%	90.93%	
<b>Workforce/HR</b>															
Sickness	Monthly sickness absence rate (target effective from April 2022)	4.5%	5.10%	5.16%	5.58%	5.81%	6.38%	6.81%	6.57%	6.34%	5.21%	6.03%	6.23%	5.43%	
	Short-term sickness absence rate	3.6%	1.85%	1.98%	2.08%	2.46%	2.94%	2.85%	2.63%	3.32%	2.34%	3.54%	3.28%	2.35%	
	Long-term sickness absence rate	N/A	3.25%	3.18%	3.50%	3.35%	3.43%	3.97%	3.94%	3.02%	2.87%	2.49%	2.95%	3.09%	
	Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022)	4.5% by year end	4.31%	4.61%	4.80%	5.07%	5.38%	5.31%	5.42%	5.53%	5.61%	5.69%	5.87%	6.18%	
Turnover	Rolling year turnover	N/A	10.52%	10.73%	10.68%	11.66%	13.47%	13.67%	13.87%	13.38%	13.36%	14.04%	15.07%	14.92%	
Stability	% of employees over one year which remains constant	85%	90.09%	90.10%	86.78%	89.74%	88.93%	87.51%	86.58%	85.48%	86.56%	87.03%	87.99%	87.46%	
Appraisals	% of staff with appraisals	94%	91.66%	90.50%	89.19%	89.73%	89.30%	90.09%	88.78%	88.24%	88.01%	88.73%	89.16%	89.39%	
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting	no target	93.14%			85.20%			No data collection in Q3			83.83%			
	Recommending CCS as place to work - Quarterly reporting	no target	78.10%			73.70%						70.70%			
<b>EXPERIENCE</b>															
<b>Patient experience (monthly targets)</b>															
Complaints	No. of formal complaints received in month	no target	4	8	8	8	8	5	10	11	6	9	4	12	
	Average number of days to respond to formal complaints	No target											45.91	40	
	No. of responses sent on time by total no. of responses sent	# / #	6/6	4/4	2/4	4/6	5/9	6/7	0/0	2/2	1/9	1/5			
	Percentage responded to within target timeframe	100%	100%	100%	50%	66.67%	55.56%	85.71%		100%	11%	20%			
	No. of accepted PHSO referrals in month	0	0	0	0	0	0	0	0	0	0	0	0	0	
Informal complaints	No. of complaints partially held or upheld by PHSO in month	0											0	0	
	No. of informal complaints received in month	no target	49	41	35	36	24	42	28	26	20	28	23	21	
Complaints upgraded	No. of complaints upgraded (informal to formal)	no target	2	0	1	0	0	0	4	3	2	5			
Complaints downgraded	No. of complaints downgraded (formal to informal)	no target	1	0	1	3	2	4	4	4	1	3			
Claims	No. of new claims received in month	no target											0	0	
Friends & Family test score	% of patients who have a good or very good experience	90%	97.40%	96.91%	96.52%	95.32%	95.61%	95.51%	96.24%	96.29%	94.91%	96.73%	96.88%	96.22%	
	% of patient who have a poor or very poor experience	No target											1.41%	1.85%	
Patient Feedback	No. of responses to FFT	no target	3154	2488	1695	1646	1800	1958	1278	1970	1807	1682	1281	2221	
	Total number of patients surveyed	no target	3264	2583	1779	1775	1914	2146	1404	2133	2026	1827	1458	2926	
Patient Feedback	No. of positive comments recorded on IQVIA	no target	2461	1759	1163	1451	1378	987	891	2074	2813	2637			
<b>QEWTT (Quality Early Warning Trigger Tool)</b>															
QEWTT	Number of responses received by scoring threshold	25+	N/A	0	0	0	0	1	0	1	0	0	1	0	
		16-24	N/A	7	6	7	6	6	6	5	6	6	7	3	
		10-15	N/A	14	15	16	15	21	17	19	16	19	26	26	
		0-9	N/A	59	59	53	59	55	53	58	54	47	44	53	
	Number of two consecutive non-responses		N/A	0	2	3	4	2	1	0	0	2	0	0	
	Number of single non-responses		N/A	8	5	8	2	1	9	2	9	11	6	1	
Total number of responses received		N/A	80	80	76	80	83	76	83	76	73	78	82		
Total number of Teams		N/A	88	87	87	86	86	86	85	85	85	83	83		
<b>N/A</b>															
Data usually supplied but not available this month															
Not relevant/not applicable to this area															