

CCS NHS Trust Quality Performance Dashboard

		Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	
		CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	Sparkline
SAFETY														
Patient safety														
Incidents														
Total number of new Datix incidents reported in month	New patient safety incidents including SIs, Never Events and medication incidents	144	119	125	172	148	155	209	153	165	151	162	193	
	Severe harm	0	0	0	0	0	0	0	0	0	0	0	1	
	Moderate harm	12	7	8	4	5	16	5	7	9	9	6	11	
	Low harm	40	32	32	43	33	26	52	26	28	17	22	34	
Serious incidents	No harm	92	80	85	125	110	113	152	120	128	125	134	147	
	New SIs declared requiring investigation	0	3	0	1									
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)					0	0	0	0	0	1	0	1	
	No. of new Safeguarding SIs declared (Adults & Children)					1	0	0	0	0	0	1	0	
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	16	16	11	21	27	20	29	20	44	36	28	31	
	% CCS medication incidents no harm	94%	100%	89%	90%	100%	80%	79%	95%	91%	94%	93%	90%	
Infection Prevention & Control														
Clinical Interventions Audit	Compliance with spread of infection indicator	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 - data pending	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	81%	79%	76%	73%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.					0	0	0	0	0	1	0	1	
EFFECTIVENESS														
Mandatory training														
Overall mandatory training	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and FTSU compliance data)	93%	94%	93%	95%	95%	93%	86%	88%	88%	88%	87%	88%	
Safeguarding training (Children)	Level 1: % staff trained	96%	96%	96%	97%	97%	97%	97%	97%	96%	97%	97%	97%	
	Level 2: % staff trained	97%	98%	97%	97%	97%	97%	97%	97%	80%	81%	82%	79%	83%
	Level 3: % staff trained	87%	86%	85%	90%	92%	94%	90%	88%	87%	86%	85%	85%	
	Level 4: % staff trained	78%	75%	67%	67%	63%	78%	78%	88%	100%	89%	88%	78%	
Safeguarding training (Adults)	Safeguarding induction compliance - Data pending					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Level 1: % staff trained	93%	94%	94%	95%	94%	91%	89%	89%	90%	91%	96%	97%	
	Level 2: % staff trained*					N/A	N/A		46%	54%	61%	66%	72%	
	Level 3: % staff trained*					N/A	N/A	18%	24%	26%	36%	40%	46%	
Prevent Basic Awareness	WRAP3	95%	96%	95%	96%	96%	97%	96%	97%	96%	96%	95%	96%	
	% of staff undertaking Prevent training	91%	93%	94%	95%	96%	96%	96%	97%	97%	97%	96%	97%	
Manual handling	% of staff undertaking manual handling (patients)	76%	76%	73%	78%	87%	87%	87%	87%	87%	88%	91%	92%	
Fire safety	% of staff undertaking fire safety training	93%	93%	92%	94%	93%	90%	89%	87%	86%	87%	87%	88%	
CPR/Resus	% of staff undertaking CPR/Resus training	92%	93%	91%	92%	93%	89%	86%	82%	82%	82%	81%	84%	
IPaC training	% of staff undertaking IPaC training	97%	97%	96%	97%	97%	94%	92%	89%	89%	89%	90%	90%	
Freedom To Speak Up	% of staff undertaking FTSU training*								70%	73%	76%	77%	79%	
Information governance	% of staff undertaking IG training	93%	94%	93%	94%	94%	90%	89%	86%	92%	86%	86%	87%	
Safeguarding														
Safeguarding supervisions (Children)	% eligible staff	85.51%	85.00%	86.43%	86.23%	83.94%	87.10%	83.40%	80.33%	79.31%	84.57%	92.97%	91.69%	
Workforce/HR														
Sickness	Monthly sickness absence rate	4.79%	5.20%	4.24%	3.78%	3.91%	4.95%	5.10%	5.16%	5.58%	5.81%	6.38%	6.81%	
	Short-term sickness absence rate	2.06%	2.45%	1.58%	1.46%	1.76%	2.01%	1.85%	1.98%	2.08%	2.46%	2.94%	2.85%	
	Long-term sickness absence rate	2.72%	2.74%	2.66%	1.46%	2.15%	2.94%	3.25%	3.18%	3.50%	3.35%	3.43%	3.97%	
	Rolling cumulative sickness absence rate	4.34%	4.32%	4.23%	3.97%	4.04%	4.17%	4.31%	4.61%	4.80%	5.07%	5.38%	5.31%	
Turnover	Rolling year turnover	10.18%	11.84%	11.47%	10.59%	10.14%	10.63%	10.52%	10.73%	10.68%	11.66%	13.47%	13.67%	
Bank staff spend	Bank staff spend as % of pay (financial YTD)	2.07%	1.53%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Agency staff spend	Agency staff spend as % of pay (financial YTD)	1.43%	1.48%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Stability	% of employees over one year which remains constant	89.81%	89.99%	89.36%	90.45%	90.35%	89.90%	90.09%	90.10%	86.78%	89.74%	88.93%	87.51%	
Appraisals	% of staff with appraisals	89.61%	88.29%	91.64%	86.54%	88.01%	91.38%	91.66%	90.50%	89.19%	89.73%	89.30%	90.09%	
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting	No data collection in Q3			No data collection in Q4			93.14%			85.20%			
	Recommending CCS as place to work - Quarterly reporting						78.10%			73.70%				
EXPERIENCE														
Patient experience (monthly targets)														
Complaints	No. of formal complaints received in month	8	6	3	4	2	8	4	8	8	8	8	5	
	No. of responses sent on time by total number of responses sent	0/2	0/4	2/4	1/2	3/3	4/4	6/6	4/4	2/4	4/6	5/9	6/7	
	Percentage responded to within target timeframe	0.00%	0.00%	50.00%	50.00%	100%	100%	100%	100%	50.00%	66.67%	55.56%	85.71%	
	No. of PHSO referrals in month					0	0	0	0	0	0	0	0	
Informal complaints	No. of informal complaints received in month	18	21	29	22	24	40	49	41	35	36	24	42	
Complaints upgraded	No. of complaints upgraded (informal to formal)	2	1	0	0	1	2	2	0	1	0	0	0	
Complaints downgraded	No. of complaints downgraded (formal to informal)	1	2	0	2	2	3	1	0	1	3	2	4	
Friends & Family test score	Patients who would recommend our services	96.68%	96.99%	96.18%	96.57%	97.99%	98.33%	97.40%	96.91%	96.52%	95.32%	95.61%	95.51%	
Patient Feedback	No. of responses to FFT	1536	2096	1757	2014	4169	4667	3154	2488	1695	1646	1800	1958	
	Total number of patients surveyed	1618	2159	3280	2125	4235	4772	3264	2583	1779	1775	1914	2146	
	No. of positive comments recorded on IQVIA	1765	2668	2784	2700	4637	5273	2461	1759	1163	1451	1378	987	
QEWT (Quality Early Warning Trigger Tool)														
QEWT	Number of responses received by scoring threshold	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	1	
	Number of two consecutive non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7	6	7	6	6	
	Number of single non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14	15	16	15	21	
	Total number of responses received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	59	59	53	59	55	
	Total number of Teams	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	2	3	4	2	
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	8	5	8	2	1
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	80	80	76	80	83	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	88	87	87	86	86	
N/A	Data usually supplied but not available this month													
	Not relevant/not applicable to this area													