

# CCS NHS Trust Quality Performance Dashboard

			Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23		
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	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	147	162	129	164	152	144	142	142	170	134	122	173		
	Severe harm		0	0	1	0	0	0	0	0	0	0	0	0	0	
	Moderate harm		2	12	11	11	9	3	9	6	7	3	7	8	8	
	Low harm		18	21	18	26	37	23	18	19	21	16	9	19	19	
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	0	0	2	0	0	0	1	0	0	1	0	0	0		
	No. of new Safeguarding SIs declared (Adults & Children)	0	0	0	0	0	0	0	0	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	20	23	24	23	11	14	17	13	23	18	11	22		
	% CCS medication incidents no harm	no target	95%	87%	96%	91%	91%	79%	94%	100%	91%	89%	91%	86%		
<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%	71%	71%	70%	54%	73%	74%	81%	81%	82%	76%	75%	81%		
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	1	4	1	1	1	5	1	0	1	2	3	0		
<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%	90%	91%	88%	92%	93%	93%	91%	94%	94%	94%	93%	93%		
Safeguarding training (Children)	Level 1: % staff trained	90%	97%	97%	91%	97%	96%	97%	97%	97%	97%	97%	97%	97%		
	Level 2: % staff trained	90%	89%	89%	97%	97%	97%	96%	91%	97%	97%	95%	94%	95%		
	Level 3: % staff trained	90%	83%	85%	83%	88%	84%	84%	85%	90%	91%	91%	90%	87%		
	Level 4: % staff trained	90%	87%	71%	57%	63%	100%	N/A	N/A	N/A	33%	N/A	71%	87%		
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%	97%	97%	98%	98%	97%	97%	97%	97%	97%	97%	97%	97%		
	Level 2: % staff trained*	90%	82%	84%	86%	93%	93%	94%	90%	99%	88%	93%	92%	94%		
	Level 3: % staff trained* (target updated from 60% to 80% in April 2022)	80%	60%	63%	67%	72%	76%	72%	74%	87%	79%	80%	82%	81%		
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	96%	86%	96%	97%	96%	96%	97%	96%	95%	95%	94%	93%		
	WRAP3	85%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	95%		
Manual handling	% of staff undertaking manual handling (patients)	90%	83%	84%	79%	81%	80%	86%	87%	89%	89%	90%	87%	88%		
Fire safety	% of staff undertaking fire safety training	90%	88%	87%	87%	94%	93%	93%	92%	94%	94%	93%	91%	91%		
CPR/Resus	% of staff undertaking CPR/Resus training	90%	87%	89%	88%	90%	90%	91%	87%	89%	89%	89%	90%	89%		
PaC training	% of staff undertaking PaC training	90%	94%	94%	95%	98%	97%	98%	96%	98%	97%	97%	98%	97%		
Freedom To Speak Up	% of staff undertaking FTSU training*	90%	88%	88%	90%	88%	95%	95%	92%	96%	96%	96%	96%	97%		
Information governance	% of staff undertaking IG training	95%	88%	88%	88%	95%	95%	95%	92%	94%	95%	94%	92%	92%		
<b>Safeguarding</b>																
Safeguarding supervisions (Children)	% eligible staff	95%	91.33%	88.85%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%		
<b>Workforce/HR</b>																
Sickness	Monthly sickness absence rate (target effective from April 2022)	4.5%	5.21%	6.03%	6.23%	5.43%	5.63%	6.32%	4.97%	4.99%	6.66%	6.53%	7.56%	6.29%		
	Short-term sickness absence rate	3.6%	2.34%	3.54%	3.28%	2.35%	2.51%	3.26%	2.17%	2.47%	3.42%	3.22%	3.52%	3.28%		
	Long-term sickness absence rate	N/A	2.87%	2.49%	2.95%	3.09%	3.12%	3.06%	2.80%	2.52%	3.24%	3.31%	4.04%	3.01%		
Turnover	Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022)	4.5% by year end	5.61%	5.69%	5.87%	6.18%	6.22%	6.31%	6.24%	6.16%	6.20%	6.19%	6.27%	6.26%		
	Rolling year turnover	N/A	13.36%	14.04%	15.07%	14.92%	15.24%	15.10%	15.18%	14.92%	14.56%	14.37%	14.55%	14.78%		
Stability	% of employees over one year which remains constant	85%	86.56%	87.03%	87.99%	87.46%	86.84%	82.85%	82.43%	82.56%	82.38%	82.78%	83.42%	85.03%		
Appraisals	% of staff with appraisals	94%	88.01%	88.73%	89.16%	89.39%	90.72%	91.80%	89.52%	88.91%	88.85%	87.27%	87.20%	89.47%		
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting	no target		83.83%			84.31%			79.78%						
	Recommending CCS as place to work - Quarterly reporting	no target		70.70%			67.64%			74.15%						
<b>EXPERIENCE</b>																
<b>Patient experience (monthly targets)</b>																
Complaints	No. of formal complaints received in month	no target	6	9	4	12	10	5	13	5	12	5	8	7		
	Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	no target											4/7	4/4		
	Standard complaints - percentage of complaints responded to within 35 days	100%											57%	100%		
	Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	no target											1/1	3/4		
	Complex complaints - percentage of complaints responded to within 40 days	100%											100%	75%		
	No. of accepted PHSO referrals in month	0	0	0	0	0	0	0	0	0	0	0	0	0		
	No. of complaints partially held or upheld by PHSO in month	0			0	0	0	0	0	0	0	0	0	0		
	Average number of days to respond to formal complaints (ceased reporting in November 2022)	No target				45.91	40	55	44	45	58.42	47	72			
	No. of responses sent on time by total no. of responses sent	# / #	1/9	1/5												
	Percentage responded to within target timeframe	100%	11%	20%												
Informal complaints	No. of informal complaints received in month	no target	20	28	23	21	28	16	28	28	29	34	22	34		
Complaints upgraded	No. of complaints upgraded (informal to formal)	no target	2	5												
Complaints downgraded	No. of complaints downgraded (formal to informal)	no target	1	3												
Claims	No. of new claims received in month	no target			0	0	1	0	2	0	2	1	0	0		
Friends & Family test score	% of patients who have a good or very good experience	90%	94.91%	96.73%	96.88%	96.22%	97.45%	97.73%	97.01%	97.44%	97.09%	96.93%	96.46%	97.13%		
	% of patient who have a poor or very poor experience	No target			1.41%	1.85%	1.29%	1.00%	1.68%	1.32%	1.07%	1.56%	1.96%	1.18%		
Patient Feedback	No. of responses to FFT	no target	1807	1682	1281	2221	2552	2640	2440	2345	2610	2311	1584	2373		
	Total number of patients surveyed	no target	2026	1827	1458	2926	2657	2733	2636	2489	2744	2555	1809	2605		
	No. of positive comments recorded on IQVIA	no target	2813	2637												
<b>QEWTT (Quality Early Warning Trigger Tool)</b>																
QEWTT	No. of responses received by scoring threshold	25+	0	0	1	0	0	0	0	0	0	0	0	0		
		16-24	6	6	7	3	3	4	4	9	5	7	8	4		
		10-15	16	19	26	26	21	22	21	16	18	18	22	24		
		0-9	54	47	44	53	58	55	55	57	53	56	53	54		
	Number of two consecutive non-responses		0	2	0	0	0	0	0	0	0	0	0	0		
	Number of single non-responses		9	11	6	1	1	2	3	2	8	2	1	2		
Total number of responses received		76	73	78	82	82	81	80	82	75	82	83	82			
Total number of Teams		85	85	83	83	83	83	83	84	84	84	84	84			

**NA** Data usually supplied but not available this month  
 Not relevant/not applicable to this area