CCS NHS Trust Quality Performance Dashboard

Standard/Indicator	Description	Feb-21 CCS Overall	Mar-21 CCS Overall	Apr-21 CCS Overall	May-21 CCS Overall	Jun-21 CCS Overall	Jul-21 CCS Overall	Aug-21 CCS Overall	Sep-21 CCS Overall	Oct-21 CCS Overall	Nov-21 CCS Overall	Dec-21 CCS Overall	Jan-22 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	125	172	148	155	209	153	165	151	162	193	149	134	
	Severe harm	0	0	0	0	0	0	0	0	0	1	0	0	
	Moderate harm	8	4	5	16	5	7	9	9	6	11	13	7	
	Low harm	32	43	33	26	52	26	28	17	22	34	20	19	
	No harm	85	125	110	113	152	120	128	125	134	147	116	108	
Serious incidents	New SIs declared requiring investigation	0	1											
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)			0	0	0	0	0	1	0	1	0	0	
	No. of new Safeguarding SIs declared (Adults & Children)			1	0	0	0	0	0	1	0	0	1	
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)	11	21	27	20	29	20	44	36	28	31	33	31	
	% CCS medication incidents no harm	89%	90%	100%	80%	79%	95%	91%	94%	93%	90%	88%	87%	
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	81%	79%	76%	73%	70%	72%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.			0	0	0	0	0	1	0	1	1	4	
EFFECTIVENESS														
Mandatory training														
Overall mandatory training	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and FTSU compliance data)	93%	95%	95%	93%	86%	88%	88%	88%	87%	88%	88%	90%	
Safeguarding training (Children)	Level 1: % staff trained	96%	97%	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	
	Level 2: % staff trained	97%	97%	97%	97%	97%	80%	81%	82%	79%	83%	82%	88%	
	Level 3: % staff trained	85%	90%	92%	94%	90%	88%	87%	86%	85%	85%	84%	81%	
	Level 4: % staff trained	67%	67%	63%	78%	78%	88%	100%	89%	88%	78%	89%	87%	
	Safeguarding induction compliance - Data pending			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Safeguarding training (Adults)	Level 1: % staff trained	94%	95%	94%	91%	89%	89%	90%	91%	96%	97%	97%	97%	
	Level 2: % staff trained*							46%	54%	61%	66%	72%	72%	80%	
	Level 3: % staff trained*			N/A	N/A		18%	24%	26%	36%	40%	46%	52%	55%	
	Mental Capacity Act	93%	94%	94%	89%	87%	82%	79%	78%	76%	77%	78%	84%	
	Deprivation of Liberty	93%	95%	96%	97%	96%	96%	94%	93%	92%	90%	90%	92%	
Prevent Basic Awareness	% of staff undertaking Prevent training	95%	96%	96%	97%	96%	97%	96%	96%	95%	96%	96%	96%	
WRAP3	% of staff undertaking WRAP training	94%	95%	96%	96%	96%	97%	97%	97%	96%	97%	97%	97%	
Manual handling	% of staff undertaking manual handling (patients)	73%	78%	87%	87%	87%	87%	87%	88%	91%	92%	91%	85%	
Fire safety	% of staff undertaking fire safety training	92%	94%	93%	90%	89%	87%	86%	87%	87%	88%	86%	88%	
CPR/Resus	% of staff undertaking CPR/Resus training	91%	92%	93%	89%	86%	82%	82%	82%	81%	84%	82%	82%	
IPaC training	% of staff undertaking IPaC training	96%	97%	97%	94%	92%	89%	89%	89%	90%	90%	91%	94%	
Freedom To Speak Up	% of staff undertaking FTSU training*						70%	73%	76%	77%	79%	80%	87%	
Information governance	% of staff undertaking IG training	93%	94%	94%	90%	89%	86%	92%	86%	86%	87%	86%	88%	
Safeguarding														
Safeguarding supervisions (Children)	% eligible staff	86.43%	86.23%	83.94%	87.10%	83.40%	80.33%	79.31%	84.57%	92.97%	91.69%	89.85%	85.89%	
Workforce/HR														
Sickness	Monthly sickness absence rate	4.24%	3.78%	3.91%	4.95%	5.10%	5.16%	5.58%	5.81%	6.38%	6.81%	6.57%	6.34%	
	Short-term sickness absence rate	1.58%	1.46%	1.76%	2.01%	1.85%	1.98%	2.08%	2.46%	2.94%	2.85%	2.63%	3.32%	
	Long-term sickness absence rate	2.66%	1.46%	2.15%	2.94%	3.25%	3.18%	3.50%	3.35%	3.43%	3.97%	3.94%	3.02%	
	Rolling cumulative sickness absence rate	4.23%	3.97%	4.04%	4.17%	4.31%	4.61%	4.80%	5.07%	5.38%	5.31%	5.42%	5.53%	
Turnover	Rolling year turnover	11.47%	10.59%	10.14%	10.63%	10.52%	10.73%	10.68%	11.66%	13.47%	13.67%	13.87%	13.38%	
Bank staff spend	Bank staff spend as % of pay (financial YTD)	N/A	N/A	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)	N/A	N/A	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	89.36%	90.45%	90.35%	89.90%	90.09%	90.10%	86.78%	89.74%	88.93%	87.51%	86.58%	85.48%	
Appraisals	% of staff with appraisals	91.64%	86.54%	88.01%	91.38%	91.66%	90.50%	89.19%	89.73%	89.30%	90.09%	88.78%	88.24%	
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting		No data collection in Q4			93.14%			85.20%			No data collection in Q3		
	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	3	4	2	8	4	8	8	8	8	5	10	11	
	No. of responses sent on time by total number of responses sent	2/4	1/2	3/3	4/4	6/6	4/4	2/4	4/6	5/9	6/7	0/0	2/2	
	Percentage responded to within target timeframe	50.00%	50.00%	100%	100%	100%	100%	50.00%	66.67%	55.56%	85.71%		100%	
	No. of PHSO referrals in month			0	0	0	0	0	0	0	0	0	0	
Informal complaints	No. of informal complaints received in month	29	22	24	40	49	41	35	36	24	42	28	26	
Complaints upgraded	No. of complaints upgraded (informal to formal)	0	0	1	2	2	0	1	0	0	0	4	3	
Complaints downgraded	No. of complaints downgraded (formal to informal)	0	2	2	3	1	0	1	3	2	4	4	4	
Friends & Family test score	Patients who would recommend our services	96.18%	96.57%	97.99%	98.33%	97.40%	96.91%	96.52%	95.32%	95.61%	95.51%	96.24%	96.29%	
	No. of responses to FFT	1757	2014	4169	4667	3154	2488	1695	1646	1800	1958	1278	1970	
Patient Feedback	Total number of patients surveyed	3280	2125	4235	4772	3264	2583	1779	1775	1914	2146	1404	2133	
	No. of positive comments recorded on IQVIA	2784	2700	4637	5273	2461	1759	1163	1451	1378	987	891	2074	
QEWTT (Quality Early Warning Trigger Tool)														
QEWTT		N/A	N/A	N/A	N/A	N/A	0	0	0	0	1	0	1	
	Number of responses received by scoring threshold	N/A	N/A	N/A	N/A	N/A	7	6	7	6	6	6	5	
		N/A	N/A	N/A	N/A	N/A	14	15	16	15	21	17	19	
		N/A	N/A	N/A	N/A	N/A	59	59	53	59	55	53	58	
	Number of two consecutive non-responses	N/A	N/A	N/A	N/A	N/A	0	2	3	4	2	1	0	
	Number of single non-responses	N/A	N/A	N/A	N/A	N/A	8	5	8	2	1	9	2	
	Total number of responses received	N/A	N/A	N/A	N/A	N/A	80	80	76	80	83	76	83	
	Total number of Teams	N/A	N/A	N/A	N/A	N/A	88	87	87	86	86	86	85	

N/A	Data usually supplied but not available this month
	Not relevant/not applicable to this area