CCS NHS Trust Quality Performance Dashboard

Standard/Indicator	Description	2023-24 target Ceiling or Baseline	Jan-23 CCS Overall	Feb-23 CCS Overall	Mar-23 CCS Overall	Apr-23 CCS Overall	May-23 CCS Overall	Jun-23 CCS Overall	Jul-23 CCS Overall	Aug-23 CCS Overall	Sep-23 CCS Overall	Oct-23 CCS Overall	Nov-23 CCS Overall	Dec-23 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	No target	173	156	156	121	145	192	139	174	198	174	200	129	
	Severe harm		0	0	0	0	1	1	0	0	0	0	0	0	
	Moderate harm		8	6	10	9	5	8	6	10	7	7	5	12	
	Low harm		19	15	12	15	17	23	17	22	28	13	19	11	
	No harm		146	135	134	97	122	160	116	142	163	154	176	106	
Patient Safety Incident Response	Patient Safety Incident Investigation (PSII) local	No target	0	0	0	0	0	0	0	0	0	0	0	1	
	Patient Safety Incident Investigation (PSII) national	No target	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	
Incidents awaiting closure	Number of incidents not closed within agreed timescale	No target				217	273	283	131	180	280	292	182	156	
Medicines Management	Number of medication incidents reported (CCS)	No target	22	25	18	16	17	20	22	19	14	17	15	10	
	% CCS medication incidents no harm	No target	86%	96%	89%	88%	100%	100%	91%	95%	100%	94%	93%	100%	
Infection Prevention & Control															
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	100%	N/A	
UV light compliance	All clinical teams	100%	81%	81%	82%	82%	83%	83%	82%	84%	82%	85%	84%	85%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	0	4	3	0	0	0	1	1	0	0	0	0	
Safer Staffing															
Safer Staffing	Number of escalations *(data pending)*	No target				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
EFFECTIVENESS															
Mandatory training															
Overall mandatory training	In line with Trust Training Needs Analysis	90%	93%	92%	93%	93%	94%	91%	91%	90%	93%	91%	93%	93%	
Safeguarding training (Children)	Level 1: % staff trained	90%	97%	97%	98%	97%	97%	98%	97%	98%	97%	96%	97%	97%	
	Level 2: % staff trained	90%	95%	94%	94%	93%	95%	95%	94%	96%	94%	96%	96%	96%	
	Level 3: % staff trained	90%	87%	91%	90%	91%	93%	92%	92%	92%	90%	87%	85%	89%	
	Level 4: % staff trained	90%	87%	86%	100%	100%	100%	100%	100%	33%	43%	50%	83%	83%	
	Safeguarding induction compliance	100%	N/A	N/A	N/A	95%	97%	97%	97%	98%	98%	99%	99%	99%	
Safeguarding training (Adults)	Level 1 Safeguarding Adults: % staff trained	90%	97%	96%	97%	96%	97%	97%	97%	97%	97%	96%	97%	96%	
	Level 2 Safeguarding Adults: % staff trained	90%	94%	92%	93%	92%	94%	94%	93%	95%	95%	96%	96%	96%	
	Level 3 Safeguarding Adults: % staff trained	90%	81%	83%	86%	86%	88%	89%	87%	89%	87%	85%	83%	86%	
	Mental Capacity Act	90%	91%	91%	91%	91%	90%	92%	90%	90%	90%	91%	92%	92%	
	Deprivation of Liberty	90%	92%	91%	93%	94%	92%	93%	89%	88%	89%	90%	91%	92%	
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	93%	94%	94%	94%	94%	95%	95%	95%	95%	93%	94%	94%	
WRAP3	% of staff undertaking WRAP training	85%	95%	94%	95%	94%	93%	93%	93%	93%	92%	94%	94%	95%	
Manual handling	% of staff undertaking moving and handling (patients)	90%	88%	91%	89%	92%	94%	97%	98%	97%	95%	97%	96%	97%	
Fire safety	% of staff undertaking fire safety training	90%	91%	89%	90%	92%	95%	96%	96%	98%	98%	99%	99%	99%	
CPR/Resus	% of staff undertaking CPR/Resus training	90%	89%	87%	90%	89%	91%	92%	91%	91%	88%	89%	89%	92%	
IPaC training	% of staff undertaking IPaC training	90%	97%	97%	97%	97%	59%	79%	86%	90%	92%	93%	94%		
Freedom To Speak Up	% of staff undertaking FTSU training	90%	97%	97%	97%	97%	98%	98%	98%	98%	98%	98%	98%	98%	
Information governance	% of staff undertaking IG training	95%	92%	90%	91%	90%	91%	92%	92%	94%	94%	95%	95%	94%	
Patient Safety Syllabus Training	Level 1: % of staff undertaking Patient Safety Syllabus training (all staff)	90% by March 2024				46%	69%	78%	83%	89%	91%	94%	95%	95%	
	Level 2: % of staff undertaking Patient Safety Syllabus (all clinical staff)	90% by March 2024				32%	57%	68%	75%	82%	85%	89%	91%	91%	
The Oliver McGowan Mandatory Training on Learning Disability and Autism	Level 1: % of staff undertaking training	90% by March 2024				36%	58%	69%	76%	82%	86%	89%	91%	91%	
	Level 2: % of staff undertaking training *(data pending)*	90% by March 2024				N/A	N/A								
Trust induction	% of new staff attending Trust induction within 3 months of start date	94%				89%	92%	94%	94%	97%	97%	97%	97%	97%	
Safeguarding															
Safeguarding supervisions (Children)	% eligible staff *(ceased reporting in March 2023)*	95%	85.59%	82.27%	81.72%										
Safeguarding Adults & Children	No. of adult referrals into local authority (s42) for Luton Adults and MSK *(iCaSH and Dental service data to follow)*	No target				N/A	3	1	3	2	5	4	5	3	
	No. of MASH referrals – all services *(Dental service data to follow)*	No target				N/A	39	22	31	17	29	27	20	TBA	
	No. of adult escalations – Luton Adults and MSK *(iCaSH and Dental service data to follow)*	No target				N/A	N/A	10	10	17	17	7	N/A	0	
	No. of children escalations – all services *(Dental service data to follow)*	No target				N/A	N/A	11	16	14	10	6	N/A	13	
	No. of incidents linked to safeguarding	No target				N/A	33	47	26	28	38	35	30	39	
	No. of panel meetings linked to safeguarding incidents	No target				N/A	1	11	5	6	6	7	6	4	
	No. of Non Accidental Injuries (NIAs)	No target							2	1	5	6	6	6	
	Number of Strategy Meetings	No target									N/A	1181	N/A	1054	
	Number of Strategy Meetings attended	No target									N/A	1164	N/A	1012	
	Number of Strategy Meetings not attended with late notice (<2 hours)	No target									N/A	3	N/A	24	
	Number of Strategy Meetings cancelled	No target									14	N/A	18		
Workforce/HR															
Sickness	Monthly sickness absence rate	4.5%	6.29%	5.82%	5.80%	4.17%	4.90%	4.86%	4.99%	5.17%	5.65%	6.25%	6.10%	6.98%	
	Short-term sickness absence rate	3.6%	3.28%	3.02%	2.68%	2.36%	2.34%	2.17%	2.50%	1.94%	3.14%	3.18%	3.12%	3.39%	
	Long-term sickness absence rate	N/A	3.01%	2.80%	3.11%	1.82%	2.56%	2.69%	2.49%	3.23%	2.51%	3.06%	2.98%	3.59%	
	Rolling cumulative sickness absence rate	4.5% by year end	6.26%	6.32%	6.04%	5.84%	5.80%	5.71%	5.60%	5.71%	5.75%	5.71%	5.66%	5.60%	
Turnover	Rolling year turnover	N/A	14.78%	14.40%	14.73%	14.12%	13.98%	13.74%	13.54%	12.81%	12.17%	11.73%	11.57%	10.94%	
Stability	% of employees over one year which remains constant	85%	85.03%	85.52%	85.38%	84.93%	86.37%	87.04%	85.96%	86.26%	87.04%	87.56%	87.15%	87.59%	
Appraisals	% of staff with appraisals	92%	89.47%	88.20%	90.05%	89.81%	89.44%	87.88%	88.23%	89.17%	89.50%	89.78%	90.69%	88.90%	
Pulse Survey Results (reported in Q1, Q2 and Q4)	Recommending CCS as place for treatment - Quarterly reporting	No target			85.00%						15		No data collection in Q3		
	Recommending CCS as place to work - Quarterly reporting	No target			82.50%						11				
Freedom of Information															
No. of new FOI's received		N/A											24	32	
Completed on time	FOI requests completed within 20 days	100%											100%	100%	
Still open within time frame	FOI requests still open but within 20 day timeframe	N/A											5	5	
Late	FOI requests still open, not actioned within 20 day timeframe	N/A											N/A	N/A	
EXPERIENCE															
Patient experience (monthly targets)															
Formal complaints	No. of formal complaints received in month	No target	7	9	7	11	6	13	4	4	3	9	9	8	
	Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	No target	4/4 (100%)	4/5 (80%)	3/5 (60%)	2/5 (40%)	6/7 (86%)	4/8 (50%)	5/9 (55.56%)	3/7 42.86%	2/5 (40%)	0/2 (0%)	6/9 (66.67%)	5/6 (83.33%)	
	Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	No target	3/4 (75%)		1/3 (33%)	0/1 (0%)	0/2 (0%)	2/3 (67%)	0\0	1/2 50%	0/1 (0%)	0/0	0/0	1/1 (100%)	
	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	0	0	
	Average number of days to respond to formal complaints *(ceased reporting in November 2022)*	No target													
Informal complaints	No. of informal complaints received in month	No target	34	31	15	20	24	32	20	23	36	30	29	31	
Claims	No. of new claims received in month	No target	0	0	0	1	2	0	0	0	0	0	0	0	
Friends & Family test score	Percentage of patients who have a good or very good experience	90%	97.13%	97.40%	97.04%	95.78%	96.48%	96.69%	96.79%	96.78%	97.42%	96.95%	97.95%	95.91%	
	Percentage of patient who have a poor or very poor experience	No target	1.18%	1.30%	1.41%	2.11%	1.87%	2.00%	1.64%	1.20%	1.25%	1.45%	0.98%	1.75%	
	No. of responses to FFT	No target	2373	1690	2699	1849	2412	2417	2738	2329	2712	2558	3761	1953	
Patient Feedback	Total number of patients surveyed *(ceased reporting in March 2023)*	No target	2605	1777	3180										
Compliments/positive comments	No. of compliments/positive comments received	No target				2698	3334	3554	4059	3384	3364	3547	2959	2582	
Co-production	No. of patients involved in co-production - Quarterly data	No target				N/A	N/A	49							
QEWTT (Quality Early Warning Trigger Tool)															
QEWTT	Number of responses received by scoring threshold	25+	0	0	0	0	0	0	3	0	0	0	0	0	
		16-24	4	5	4	5	4	7	4	5	4	2	2	3	
		10-15	24	23	22	20	20	22	20	18	20	19	23	23	
		0-9	54	55	55	55	57	48	56	60	60	61	60	57	
	Number of two consecutive non-responses		0	0	0	1	0	0	0	0	0	0	0	0	
	Number of single non-responses		2	4	2	2	2	5	0	1	0	3	0	2	
	Total number of responses received		82	79	81	80	81	77	83	83	85	82	85	83	
	Total number of Teams		84	83	83	83	83	82	83	84	85	85	85	85	

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