

CCS NHS Trust Quality Performance Dashboard

		Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-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	162	116	144	119	125	172	148	155	209	153	165	151		
	Severe harm	1	0	0	0	0	0	0	0	0	0	0	0		
	Moderate harm	9	4	12	7	8	4	5	16	5	7	9	9		
	Low harm	41	28	40	32	32	43	33	26	52	26	28	17		
	No harm	111	84	92	80	85	125	110	113	152	120	128	125		
Serious incidents	New SIs declared requiring investigation	1	1	0	3	0	1								
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)							0	0	0	0	0	1		
	No. of new Safeguarding SIs declared (Adults & Children)							1	0	0	0	0	0		
Never Events	Number of never events reported in month	1	0	0	0	0	0	0	0	0	0	0	0		
Medicines Management	Number of medication incidents reported (CCS)	20	9	16	16	11	21	27	20	29	20	44	36		
	% CCS medication incidents no harm	95%	89%	94%	100%	89%	90%	100%	80%	79%	95%	91%	94%		
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	N/A	N/A	81%	79%		
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.							0	0	0	0	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%	94%	93%	95%	95%	93%	86%	88%	88%	88%		
Safeguarding training (Children)	Level 1: % staff trained	97%	97%	96%	96%	96%	97%	97%	97%	97%	97%	96%	97%		
	Level 2: % staff trained	97%	98%	97%	98%	97%	97%	97%	97%	97%	80%	81%	82%		
	Level 3: % staff trained	85%	86%	87%	86%	85%	90%	92%	94%	90%	88%	87%	86%		
	Level 4: % staff trained	78%	67%	78%	75%	67%	67%	63%	78%	78%	88%	100%	89%		
Safeguarding training (Adults)	Safeguarding induction compliance - Data pending							N/A	N/A	N/A	N/A	N/A	N/A		
	Level 1: % staff trained	94%	94%	93%	94%	94%	95%	94%	91%	89%	89%	90%	91%		
	Level 2: % staff trained*										46%	54%	61%		
	Level 3: % staff trained*										18%	24%	26%	36%	
	Mental Capacity Act	87%	90%	89%	92%	93%	94%	94%	89%	87%	82%	79%	78%		
Deprivation of Liberty	93%	94%	94%	94%	93%	95%	96%	97%	96%	96%	96%	94%	93%		
Prevent Basic Awareness	% of staff undertaking Prevent training	97%	97%	95%	96%	95%	96%	96%	97%	96%	97%	96%	96%		
WRAP3	% of staff undertaking WRAP training	89%	90%	91%	93%	94%	95%	96%	96%	96%	97%	97%	97%		
Manual handling	% of staff undertaking manual handling (patients)	85%	77%	76%	76%	73%	78%	87%	87%	87%	87%	87%	88%		
Fire safety	% of staff undertaking fire safety training	92%	94%	93%	93%	92%	94%	93%	90%	89%	87%	86%	87%		
CPR/Resus	% of staff undertaking CPR/Resus training	91%	92%	92%	93%	91%	92%	93%	89%	86%	82%	82%	82%		
IPaC training	% of staff undertaking IPaC training	97%	97%	97%	97%	96%	97%	97%	94%	92%	89%	89%	89%		
Freedom To Speak Up	% of staff undertaking FTSU training*										70%	73%	76%		
Information governance	% of staff undertaking IG training	95%	95%	93%	94%	93%	94%	94%	90%	89%	86%	92%	86%		
Safeguarding															
Safeguarding supervisions (Children)	% eligible staff	87.41%	88.36%	85.51%	85.00%	86.43%	86.23%	83.94%	87.10%	83.40%	80.33%	79.31%	84.57%		
Workforce/HR															
Sickness	Monthly sickness absence rate	5.14%	4.25%	4.79%	5.20%	4.24%	3.78%	3.91%	4.95%	5.10%	5.16%	5.58%	5.81%		
	Short-term sickness absence rate	2.25%	2.41%	2.06%	2.45%	1.58%	1.46%	1.76%	2.01%	1.85%	1.98%	2.08%	2.46%		
	Long-term sickness absence rate	2.89%	1.85%	2.72%	2.74%	2.66%	1.46%	2.15%	2.94%	3.25%	3.18%	3.50%	3.35%		
	Rolling cumulative sickness absence rate	4.42%	4.37%	4.34%	4.32%	4.23%	3.97%	4.04%	4.17%	4.31%	4.61%	4.80%	5.07%		
Turnover	Rolling year turnover	11.39%	11.17%	10.18%	11.84%	11.47%	10.59%	10.14%	10.63%	10.52%	10.73%	10.68%	11.66%		
Bank staff spend	Bank staff spend as % of pay (financial YTD)	1.90%	1.98%	2.07%	1.53%	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)	1.12%	1.43%	1.43%	1.48%	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	88.92%	89.68%	89.81%	89.99%	89.36%	90.45%	90.35%	89.90%	90.09%	90.10%	86.78%	89.74%		
Appraisals	% of staff with appraisals	90.09%	90.12%	89.61%	88.29%	91.64%	86.54%	88.01%	91.38%	91.66%	90.50%	89.19%	89.73%		
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	9	5	8	6	3	4	2	8	4	8	8	8		
	No. of responses sent on time by total number of responses sent	2/3	2/2	0/2	0/4	2/4	1/2	3/3	4/4	6/6	4/4	2/4	4/6		
	Percentage responded to within target timeframe	66.70%	100%	0.00%	0.00%	50.00%	50.00%	100%	100%	100%	100%	50.00%	66.67%		
	No. of PHSO referrals in month							0	0	0	0	0	0		
Informal complaints	No. of informal complaints received in month	24	23	18	21	29	22	24	40	49	41	35	36		
Complaints upgraded	No. of complaints upgraded (informal to formal)	2	2	2	1	0	0	1	2	2	0	1	0		
Complaints downgraded	No. of complaints downgraded (formal to informal)	2	1	1	2	0	2	2	3	1	0	1	3		
Friends & Family test score	Patients who would recommend our services	95.22%	96.96%	96.68%	96.99%	96.18%	96.57%	97.99%	98.33%	97.40%	96.91%	96.52%	95.32%		
Patient Feedback	No. of responses to FFT	1506	1811	1536	2096	1757	2014	4169	4667	3154	2488	1695	1646		
	Total number of patients surveyed	1663	1944	1618	2159	3280	2125	4235	4772	3264	2583	1779	1775		
	No. of positive comments recorded on IQVIA	1965	2464	1765	2668	2784	2700	4637	5273	2461	1759	1163	1451		
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	N/A	N/A	0	0	0		
	Number of two consecutive non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7	6	7		
	Number of single non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14	15	16		
	Total number of responses received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	59	59	53		
	Total number of Teams	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	80	80	76		
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	88	87	87	
N/A		Data usually supplied but not available this month													
		Not relevant/not applicable to this area													