CCS NHS Trust Quality Performance Dashboard

Standard/Indicator	Description	Aug-20 CCS Overall	Sep-20 CCS Overall	Oct-20 CCS Overall	Nov-20 CCS Overall	Dec-20 CCS Overall	Jan-21 CCS Overall	Feb-21 CCS Overall	Mar-21 CCS Overall	Apr-21 CCS Overall	May-21 CCS Overall	Jun-21 CCS Overall	Jul-21 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	107	124	162	116	144	119	125	172	148	155	209	153	
	Severe harm	0	0	1	0	0	0	0	0	0	0	0	0	
	Moderate harm	8	8	9	4	12	7	8	4	5	16	5	7	
	Low harm	16	27	41	28	40	32	32	43	33	26	52	26	
	No harm	83	89	111	84	92	80	85	125	110	113	152	120	
Serious incidents	New SIs declared requiring investigation	0	0	1	1	0	3	0	1					
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)									0	0	0	0	
	No. of new Safeguarding SIs declared (Adults & Children)									1	0	0	0	
Never Events	Number of never events reported in month	0	0	1	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	8	13	20	9	16	16	11	21	27	20	29	20	
	% CCS medication incidents no harm	88%	100%	95%	89%	94%	100%	89%	90%	100%	80%	79%	95%	
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	N/A	N/A	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.									0	0	0	0	
EFFECTIVENESS														
Mandatory training														
Overall mandatory training	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and FTSU compliance data)	92%	93%	93%	94%	93%	94%	93%	95%	95%	93%	86%	88%	
Safeguarding training (Children)	Level 1: % staff trained	96%	97%	97%	97%	96%	96%	96%	97%	97%	97%	97%	97%	
	Level 2: % staff trained	97%	97%	97%	98%	97%	98%	97%	97%	97%	97%	97%	80%	
	Level 3: % staff trained	84%	84%	85%	86%	87%	86%	85%	90%	92%	94%	90%	88%	
	Level 4: % staff trained	78%	89%	78%	67%	78%	75%	67%	67%	63%	78%	78%	88%	
	Safeguarding induction compliance - Data pending									N/A	N/A	N/A	N/A	
Safeguarding training (Adults)	Level 1: % staff trained	93%	94%	94%	94%	93%	94%	94%	95%	94%	91%	89%	89%	
	Level 2: % staff trained*												46%	
	Level 3: % staff trained*									N/A	N/A	18%	24%	
	Mental Capacity Act	86%	87%	87%	90%	89%	92%	93%	94%	94%	89%	87%	82%	
	Deprivation of Liberty	91%	92%	93%	94%	94%	94%	93%	95%	96%	97%	96%	96%	
Prevent Basic Awareness	% of staff undertaking Prevent training	95%	96%	97%	97%	95%	96%	95%	96%	96%	97%	96%	97%	
WRAP3	% of staff undertaking WRAP training	89%	89%	89%	90%	91%	93%	94%	95%	96%	96%	96%	97%	
Manual handling	% of staff undertaking manual handling (patients)	89%	88%	85%	77%	76%	76%	73%	78%	87%	87%	87%	87%	
Fire safety	% of staff undertaking fire safety training	92%	93%	92%	94%	93%	93%	92%	94%	93%	90%	89%	87%	
CPR/Resus	% of staff undertaking CPR/Resus training	90%	90%	91%	92%	92%	93%	91%	92%	93%	89%	86%	82%	
IPaC training	% of staff undertaking IPaC training	96%	96%	97%	97%	97%	97%	96%	97%	97%	94%	92%	89%	
Freedom To Speak Up	% of staff undertaking FTSU training*												70%	
Information governance	% of staff undertaking IG training	93%	94%	95%	95%	93%	94%	93%	94%	94%	90%	89%	86%	
Safeguarding														
Safeguarding supervisions (Children)	% eligible staff	57.22%	72.22%	87.41%	88.36%	85.51%	85.00%	86.43%	86.23%	83.94%	87.10%	83.40%	80.33%	
Workforce/HR														
Sickness	Monthly sickness absence rate	3.26%	4.02%	5.14%	4.25%	4.79%	5.20%	4.24%	3.78%	3.91%	4.95%	5.10%	5.16%	
	Short-term sickness absence rate	1.51%	2.17%	2.25%	2.41%	2.06%	2.45%	1.58%	1.46%	1.76%	2.01%	1.85%	1.98%	
	Long-term sickness absence rate	1.75%	1.85%	2.89%	1.85%	2.72%	2.74%	2.66%	1.46%	2.15%	2.94%	3.25%	3.18%	
	Rolling cumulative sickness absence rate	4.44%	4.41%	4.42%	4.37%	4.34%	4.32%	4.23%	3.97%	4.04%	4.17%	4.31%	4.61%	
Turnover	Rolling year turnover	11.38%	10.60%	11.39%	11.17%	10.18%	11.84%	11.47%	10.59%	10.14%	10.63%	10.52%	10.73%	
Bank staff spend	Bank staff spend as % of pay (financial YTD)	1.82%	1.83%	1.90%	1.98%	2.07%	1.53%	N/A	N/A	N/A	N/A	N/A	N/A	
Agency staff spend	Agency staff spend as % of pay (financial YTD)	1.02%	0.99%	1.12%	1.43%	1.43%	1.48%	N/A	N/A	N/A	N/A	N/A	N/A	
Stability	% of employees over one year which remains constant	88.01%	88.90%	88.92%	89.68%	89.81%	89.99%	89.36%	90.45%	90.35%	89.90%	90.09%	90.10%	
Appraisals	% of staff with appraisals	84.76%	88.86%	90.09%	90.12%	89.61%	88.29%	91.64%	86.54%	88.01%	91.38%	91.66%	90.50%	
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting		93.00%			No data collection in Q3			No data collection in Q4			93.14%		
	Recommending CCS as place to work - Quarterly reporting		80.00%									78.10%		
EXPERIENCE														
Patient experience (monthly targets)														
Complaints	No. of formal complaints received in month	4	3	9	5	8	6	3	4	2	8	4	8	
	No. of responses sent on time by total number of responses sent	1/1	2/2	2/3	2/2	0/2	0/4	2/4	1/2	3/3	4/4	6/6	4/4	
	Percentage responded to within target timeframe	100%	100%	66.70%	100%	0.00%	0.00%	50.00%	50.00%	100%	100%	100%	100%	
	No. of PHSO referrals in month									0	0	0	0	
Informal complaints	No. of informal complaints received in month	15	29	24	23	18	21	29	22	24	40	49	41	
Complaints upgraded	No. of complaints upgraded (informal to formal)	0	0	2	2	2	1	0	0	1	2	2	0	
Complaints downgraded	No. of complaints downgraded (formal to informal)	1	2	2	1	1	2	0	2	2	3	1	0	
Friends & Family test score	Patients who would recommend our services	95.07%	93.60%	95.22%	96.96%	96.68%	96.99%	96.18%	96.57%	97.99%	98.33%	97.40%	96.91%	
	No. of responses to FFT	934	1328	1506	1811	1536	2096	1757	2014	4169	4667	3154	2488	
Patient Feedback	Total number of patients surveyed	983	1510	1663	1944	1618	2159	3280	2125	4235	4772	3264	2583	
	No. of positive comments recorded on IQVIA	1207	1616	1965	2464	1765	2668	2784	2700	4637	5273	2461	1759	
QEWTT (Quality Early Warning Trigger Tool)														
QEWTT	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	N/A	N/A	0	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	59	
	Number of two consecutive non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Number of single non-responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8	
	Total number of responses received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	80	
	Total number of Teams	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	88	

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