CCS NHS Trust Quality Performance Dashboard

			Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	
		2021-22 target Ceiling or	ccs	ccs	ccs	ccs	ccs	ccs	ccs	CCS	CCS	ccs	CCS	CCS	
Standard/Indicator SAFETY	Description	Baseline	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Sparkline
Patient safety															
Incidents	New patient safety incidents including SIs, Never			L											
Total number of new	Events and medication incidents		129	164	152	144	142	142	170	134	122	173	156	156	$/ \bigcirc $
Datix incidents reported in month	Severe harm Moderate harm	No target	1 11	0 11	0 9	0 3	0 9	0	0	0	0	0 8	0	0 10	<u> </u>
	Low harm		18	26	37	23	18	19	21	16	9	19	15	10	\sim
	No harm		99	127	106	118	115	117	142	115	106	146	135	134	~~~~
	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	0	0	0	0	1	0	0	1	0	0	0	0	0	
Serious incidents	No. of new Safeguarding SIs declared (Adults &	0	0	0	0	0	0	0	0	0	0	0	0	0	
Never Events	Children) Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	0	·
	Number of medication incidents reported (CCS)	no target	24	23	11	14	17	13	23	18	11	22	25	18	$\sim \sim$
Medicines Management	% CCS medication incidents no harm	no target	96%	91%	91%	79%	94%	100%	91%	89%	91%	86%	96%	89%	$\sim \sim \sim$
Infection Prevention & Clinical Interventions	Control														
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%	70%	54%	73%	74%	81%	81%	82%	76%	75%	81%	81%	82%	$\overline{}$
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	1	1	1	5	1	0	1	2	3	0	4	3	$\neg \checkmark \checkmark$
EFFECTIVENESS															
Mandatory training (Tar of 94% now has target	rget for mandatory training subjects which previously of 90% from April 2022)	had a target													
Overall mandatory	In line with Trust Training Needs Analysis (*excludes														\sim
training	L2&L3 Adult Safeguarding training and FTSU compliance data up to March 2022)	90%	88%	92%	93%	93%	91%	94%	94%	94%	93%	93%	92%	93%	/ *
	Level 1: % staff trained	90%	91%	97%	96%	97%	97%	97%	97%	97%	97%	97%	97%	98%	/
Safeguarding training (Children)	Level 2: % staff trained	90%	97%	97%	97%	96%	91%	97%	97%	95%	94%	95%	94%	94%	~~~
	Level 3: % staff trained Level 4: % staff trained	90% 90%	83% 57%	88% 63%	84% 100%	84% N/A	85% N/A	90% N/A	91% 33%	91% N/A	90% 71%	87% 87%	91% 86%	90% 100%	\sim
	Safeguarding induction compliance - Data pending	100%	N/A	03%	N/A	N/A	N/A	N/A	33% N/A	N/A	N/A	87% N/A	00% N/A	N/A	
	Level 1: % staff trained	90%	98%	98%	97%	97%	97%	97%	97%	97%	97%	97%	96%	97%	~
Cotorer	Level 2: % staff trained*	90%	86%	93%	93%	94%	90%	99%	88%	93%	92%	94%	92%	93%	~~~~
Safeguarding training (Adults)	Level 3: % staff trained* (target updated from 60% to 80% in April 2022)	80%	67%	72%	76%	72%	74%	87%	79%	80%	82%	81%	83%	86%	\sim
() (ddilo)	Mental Capacity Act	90%	86%	92%	92%	90%	90%	92%	92%	92%	92%	91%	91%	91%	$\sim\sim\sim\sim$
Drovent Pasia	Deprivation of Liberty	90%	92%	93%	91%	92%	92%	92%	91%	92%	92%	92%	91%	93%	$\sim \sim \sim$
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	96%	97%	96%	96%	97%	96%	95%	95%	94%	93%	94%	94%	
WRAP3	% of staff undertaking WRAP training	85%	97%	97%	97%	97%	97%	97%	97%	97%	97%	95%	94%	95%	
Manual handling	% of staff undertaking manual handling (patients)	90%	79%	81%	80%	86%	86%	89%	89%	90%	87%	88%	91%	89%	~~~~
Fire safety CPR/Resus	% of staff undertaking fire safety training % of staff undertaking CPR/Resus training	90% 90%	87% 88%	94% 90%	93% 90%	93% 91%	92% 87%	94% 89%	94% 89%	93% 89%	91% 90%	91% 89%	89% 87%	90% 90%	$\overline{\langle } \rangle$
IPaC training	% of staff undertaking IPaC training	90%	95%	98%	97%	98%	96%	98%	97%	97%	98%	97%	97%	97%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Freedom To Speak Up	% of staff undertaking FTSU training*	90%	90%	88%	95%	95%	92%	96%	96%	96%	96%	97%	97%	97%	$\langle \rangle$
Information governance	% of staff undertaking IG training	95%	88%	95%	95%	95%	92%	94%	95%	94%	92%	92%	90%	91%	$/\sim\sim$
Safeguarding															
Safeguarding	% eligible staff	95%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	γ
supervisions (Children)														•=/*	$\sim \sim$
Workforce/HR	Monthly sickness absence rate (target effective from			1											∧
	April 2022)	4.5%	6.23%	5.43%	5.63%	6.32%	4.97%	4.99%	6.66%	6.53%	7.56%	6.29%	5.82%	5.80%	\sim
Sickness	Short-term sickness absence rate	3.6%	3.28%	2.35%	2.51%	3.26%	2.17%	2.47%	3.42%	3.22%	3.52%	3.28%	3.02%	2.68%	\sim
	Long-term sickness absence rate Rolling cumulative sickness absence rate (target	N/A 4.5%	2.95%	3.09%	3.12%	3.06%	2.80%	2.52%	3.24%	3.31%	4.04%	3.01%	0.000/		\sim
	updated from 4% to 4.5% in April 2022)	by year end					6.24%	6.16%					2.80%	3.11%	$\sim \sim \sim$
Turnover	Rolling year turnover		5.87%	6.18%	6.22%	6.31%			6.20%	6.19%	6.27%	6.26%	6.32%	6.04%	
Stability	% of employees over one year which remains constant	N/A	15.07%	14.92%	15.24%	15.10%	15.18%	14.92%	14.56%	14.37%	14.55%	14.78%	6.32% 14.40%	6.04% 14.73%	
Appraisals	% of employees over one year which remains constant						15.18% 82.43%						6.32%	6.04%	
	% of staff with appraisals	N/A	15.07%	14.92%	15.24%	15.10%		14.92%	14.56%	14.37%	14.55%	14.78%	6.32% 14.40%	6.04% 14.73%	
Staff Friends & Family		N/A 85%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84%	15.10% 82.85%	82.43%	14.92% 82.56%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data	14.78% 85.03%	6.32% 14.40% 85.52%	6.04% 14.73% 85.38%	
	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly	N/A 85% 94%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72%	15.10% 82.85%	82.43%	14.92% 82.56% 88.91%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20%	14.78% 85.03%	6.32% 14.40% 85.52%	6.04% 14.73% 85.38% 90.05%	
Staff Friends & Family	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting	N/A 85% 94% no target	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72% 84.31%	15.10% 82.85%	82.43%	14.92% 82.56% 88.91% 79.78%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data collection	14.78% 85.03%	6.32% 14.40% 85.52%	6.04% 14.73% 85.38% 90.05% 85.00%	
Staff Friends & Family test EXPERIENCE Patient experience (mo	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting nthly targets)	N/A 85% 94% no target no target	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	15.10% 82.85% 91.80%	82.43% 89.52%	14.92% 82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3	14.78% 85.03% 89.47%	6.32% 14.40% 85.52% 88.20%	6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	
Staff Friends & Family test EXPERIENCE	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting nthly targets) No. of formal complaints received in month	N/A 85% 94% no target	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72% 84.31%	15.10% 82.85%	82.43%	14.92% 82.56% 88.91% 79.78%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data collection	14.78% 85.03%	6.32% 14.40% 85.52%	6.04% 14.73% 85.38% 90.05% 85.00%	
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Staff Friends & Family test EXPERIENCE Patient experience (mo	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Inthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints	N/A 85% 94% no target no target	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	15.10% 82.85% 91.80%	82.43% 89.52%	14.92% 82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3	14.78% 85.03% 89.47%	6.32% 14.40% 85.52% 88.20%	6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	
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Staff Friends & Family test EXPERIENCE Patient experience (mo	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Inthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	N/A 85% 94% no target no target no target 100% no target	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	15.10% 82.85% 91.80%	82.43% 89.52%	14.92% 82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1	14.78% 85.03% 89.47% 7 4/4 100% 3/4	6.32% 14.40% 85.52% 88.20% 9 4/5	6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 60% 1/3	
Staff Friends & Family test EXPERIENCE Patient experience (mo	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in	N/A 85% 94% no target no target no target 100% no target	15.07% 87.99% 89.16% 4	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	15.10% 82.85% 91.80% 5	82.43% 89.52% 13	14.92% 82.56% 88.91% 79.78% 74.15% 5	14.56% 82.38% 88.85% 12 12	14.37% 82.78% 87.27% 5 5	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100%	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75%	6.32% 14.40% 85.52% 88.20% 9 4/5 80%	6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 60% 1/3 33%	
Staff Friends & Family test EXPERIENCE Patient experience (mo	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month	N/A 85% 94% no target no target no target 100% no target 100% 0 0	15.07% 87.99% 89.16% 4 4	14.92% 87.46% 89.39% 12 12	15.24% 86.84% 90.72% 84.31% 67.64% 10 10	15.10% 82.85% 91.80% 5 5 0 0 0	82.43% 89.52% 13 0 0	14.92% 82.56% 88.91% 79.78% 74.15% 5 5	14.56% 82.38% 88.85% 12 12 0 0 0	14.37% 82.78% 87.27% 5 5 0 0 0 0 0	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	6.32% 14.40% 85.52% 88.20% 9 4/5 80% 0	6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 60% 1/3 33% 0	
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Staff Friends & Family test EXPERIENCE Patient experience (mo Complaints Informal complaints	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Inthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month	N/A 85% 94% no target no target no target 100% no target 100% 0 0 No target no target	15.07% 87.99% 89.16% 4 4	14.92% 87.46% 89.39% 12 12	15.24% 86.84% 90.72% 84.31% 67.64% 10 10	15.10% 82.85% 91.80% 5 5 0 0 0	82.43% 89.52% 13 13 0 0 0 45 28	14.92% 82.56% 88.91% 79.78% 74.15% 5 5	14.56% 82.38% 88.85% 12 12 0 0 0	14.37% 82.78% 87.27% 5 5 0 0 0 0 0	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	6.32% 14.40% 85.52% 88.20% 9 4/5 80% 0	6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 60% 1/3 33% 0	
Staff Friends & Family test EXPERIENCE Patient experience (mo Complaints	% of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Inthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month No. of new claims received in month % of patients who have a good or very good	N/A 85% 94% no target no target no target 100% no target 100% 0 0 No target no target no target	15.07% 87.99% 89.16% 4 4 4 0 0 0 0 45.91 23 0	14.92% 87.46% 89.39% 12 12 12 12 12 12 12 10 10 12 10 10 10 10 10 10 10 10 10 10 10 10 10	15.24% 86.84% 90.72% 84.31% 67.64% 10 10 10 10 10 55 28 1	15.10% 82.85% 91.80% 5 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	82.43% 89.52% 13 13 0 0 0 45 28 2 2	14.92% 82.56% 88.91% 79.78% 74.15% 5 	14.56% 82.38% 88.85% 12 12 0 0 0 0 47 29 2	14.37% 82.78% 87.27% 5 5 0 0 0 0 0 72 34 1	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0 1/1 100% 0 0 0 222 0 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0 0 0 0 0 0 34 0	6.32% 14.40% 85.52% 88.20% 9 4/5 80% 0 0 0 31 0	6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 60% 1/3 33% 0 0 0 15 0	
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N/A	Data usually supplied but not available this month					
	Not relevant/not applicable to this area					