

CCS NHS Trust Quality Performance Dashboard

May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Apr-24 May-24

| Standard/Indicator | Description | 2023-24 target Ceiling or Baseline | Overall | | | | | | | | | | | | | | | | Sparkline |
|--|---|------------------------------------|-------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--|-----------|
| | | | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | CCS Overall | | |
| 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 | 145 | 192 | 139 | 174 | 198 | 174 | 200 | 129 | 158 | 138 | 149 | 170 | 173 | | | | |
| | Severe harm | No target | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| | Moderate harm | No target | 5 | 8 | 6 | 10 | 7 | 7 | 5 | 12 | 3 | 3 | 6 | 4 | 3 | | | | |
| | Low harm | No target | 17 | 23 | 17 | 22 | 28 | 13 | 19 | 11 | 21 | 21 | 13 | 14 | 16 | | | | |
| | No harm | No target | 122 | 160 | 116 | 142 | 163 | 154 | 176 | 106 | 134 | 114 | 130 | 152 | 154 | | | | |
| Patient Safety Incident Response | Patient Safety Incident Investigation (PSII) local | No target | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 0 | | | | |
| Never Events | Number of never events reported in month | 0 | 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 | 273 | 283 | 131 | 180 | 280 | 292 | 182 | 156 | 183 | 197 | 218 | 240 | 177 | | | | |
| Medicines Management | Number of medication incidents reported (CCS) | No target | 17 | 20 | 22 | 19 | 14 | 17 | 15 | 10 | 17 | 34 | 16 | 13 | 9 | | | | |
| | % CCS medication incidents no harm | No target | 100% | 100% | 91% | 95% | 100% | 94% | 93% | 100% | 82% | 85% | 100% | 92% | 78% | | | | |
| Infection Prevention & Control | | | | | | | | | | | | | | | | | | | |
| Clinical Interventions Audit | Compliance with spread of infection indicator | 100% | N/A | 100% | N/A | N/A | N/A | 100% | 100% | N/A | N/A | N/A | 100% | N/A | N/A | | | | |
| UV light compliance | All clinical teams | 100% | 83% | 83% | 82% | 84% | 82% | 85% | 84% | 85% | 83% | 83% | 86% | 88% | | | | | |
| Outbreaks | No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc. | No target | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 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 | N/A | N/A | N/A | N/A | | | | |
| EFFECTIVENESS | | | | | | | | | | | | | | | | | | | |
| Mandatory training | | | | | | | | | | | | | | | | | | | |
| Overall mandatory training | In line with Trust Training Needs Analysis | 90% | 94% | 91% | 91% | 90% | 93% | 91% | 93% | 93% | 92% | 95% | 94% | 96% | 96% | | | | |
| Safeguarding training (Children) | Level 1: % staff trained | 90% | 97% | 98% | 97% | 98% | 97% | 96% | 97% | 97% | 97% | 97% | 97% | 98% | 98% | | | | |
| | Level 2: % staff trained | 90% | 95% | 95% | 94% | 96% | 94% | 96% | 96% | 96% | 96% | 97% | 97% | 97% | 97% | | | | |
| | Level 3: % staff trained | 90% | 93% | 92% | 92% | 92% | 90% | 87% | 85% | 89% | 87% | 89% | 89% | 89% | 90% | | | | |
| | Level 4: % staff trained | 90% | 100% | 100% | 100% | 33% | 43% | 50% | 83% | 83% | 67% | 83% | 60% | 60% | 60% | | | | |
| | Safeguarding induction compliance | 100% | 97% | 97% | 97% | 98% | 98% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | | | | |
| Safeguarding training (Adults) | Level 1 Safeguarding Adults: % staff trained | 90% | 97% | 97% | 97% | 97% | 97% | 96% | 97% | 96% | 96% | 97% | 97% | 98% | 98% | | | | |
| | Level 2 Safeguarding Adults: % staff trained | 90% | 94% | 94% | 93% | 95% | 95% | 96% | 96% | 96% | 97% | 97% | 97% | 97% | 97% | | | | |
| | Level 3 Safeguarding Adults: % staff trained | 90% | 88% | 89% | 87% | 89% | 87% | 85% | 83% | 86% | 84% | 86% | 87% | 86% | 87% | | | | |
| | Mental Capacity Act | 90% | 90% | 92% | 90% | 90% | 90% | 91% | 92% | 92% | 92% | 92% | 91% | 92% | 93% | | | | |
| | Deprivation of Liberty | 90% | 92% | 93% | 89% | 88% | 89% | 90% | 91% | 92% | 93% | 92% | 91% | 91% | 92% | | | | |
| Prevent Basic Awareness | % of staff undertaking Prevent training | 85% | 94% | 95% | 95% | 95% | 95% | 93% | 94% | 94% | 95% | 95% | 96% | 96% | 96% | | | | |
| WRAP3 | % of staff undertaking WRAP training | 85% | 93% | 93% | 93% | 93% | 92% | 94% | 94% | 95% | 95% | 95% | 95% | 97% | 97% | | | | |
| Manual handling | % of staff undertaking moving and handling (patients) | 90% | 94% | 97% | 98% | 97% | 95% | 97% | 96% | 97% | 95% | 95% | 98% | 96% | 93% | | | | |
| Fire safety | % of staff undertaking fire safety training | 90% | 95% | 96% | 96% | 98% | 98% | 99% | 99% | 99% | 99% | 99% | 99% | 97% | 96% | | | | |
| CPR/Resus | % of staff undertaking CPR/Resus training | 90% | 91% | 92% | 91% | 91% | 88% | 89% | 89% | 92% | 91% | 90% | 89% | 91% | 91% | | | | |
| IPaC training | % of staff undertaking IPaC training | 90% | 97% | 59% | 79% | 86% | 90% | 92% | 93% | 94% | 94% | 95% | 95% | 96% | 96% | | | | |
| Freedom To Speak Up | % of staff undertaking FTSU training | 90% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 99% | 99% | 99% | | | | |
| Information governance | % of staff undertaking IG training | 95% | 91% | 92% | 92% | 94% | 94% | 95% | 95% | 94% | 94% | 95% | 94% | 95% | 95% | | | | |
| Patient Safety Syllabus Training | Level 1: % of staff undertaking Patient Safety Syllabus training (all staff) | 90% by March 2024 | 69% | 78% | 83% | 89% | 91% | 94% | 95% | 95% | 95% | 96% | 97% | 98% | 98% | | | | |
| | Level 2: % of staff undertaking Patient Safety Syllabus (all clinical staff) | 90% by March 2024 | 57% | 68% | 75% | 82% | 85% | 89% | 91% | 91% | 92% | 92% | 94% | 95% | 95% | | | | |
| The Oliver McGowan Mandatory Training on Learning Disability and Autism | Level 1: % of staff undertaking training | 90% by March 2024 | 58% | 69% | 76% | 82% | 86% | 89% | 91% | 91% | 92% | 94% | 95% | 96% | 96% | | | | |
| | Level 2: % of staff undertaking training (data pending) | 90% by March 2024 | | | | | | | | | | | | | | | | | |
| Trust induction | % of new staff attending Trust induction within 3 months of start date | 94% | 92% | 94% | 94% | 97% | 97% | 97% | 97% | 97% | 97% | 98% | 98% | 98% | 99% | | | | |
| Safeguarding | | | | | | | | | | | | | | | | | | | |
| Safeguarding supervisions (Children) | % eligible staff (ceased reporting in March 2023) | 95% | | | | | | | | | | | | | | | | | |
| Safeguarding Adults & Children | Number of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) | No target | 3 | 1 | 3 | 2 | 5 | 4 | 5 | 3 | 7 | 2 | 1 | 18 | 19 | | | | |
| | Safeguarding Referrals progressed to S42 | No target | | | | | | | | | | | | 2 | 1 | | | | |
| | Number of MASH referrals – all services (Dental service data to follow) | No target | 39 | 22 | 31 | 17 | 29 | 27 | 20 | TBA | 19 | 17 | 31 | 46 | 35 | | | | |
| | Number of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) | No target | N/A | 10 | 10 | 17 | 17 | 7 | N/A | 0 | N/A | 87 | 35 | 23 | 1 | | | | |
| | Number of children escalations – all services (Dental service data to follow) | No target | N/A | 11 | 16 | 14 | 10 | 6 | N/A | 13 | 19 | 17 | 25 | 10 | 14 | | | | |
| | Number of incidents linked to safeguarding | No target | 33 | 47 | 26 | 28 | 38 | 35 | 30 | 39 | 33 | 43 | 28 | 27 | 25 | | | | |
| | Number of Safety Huddles | No target | 1 | 11 | 5 | 6 | 6 | 7 | 6 | 4 | 4 | 3 | 3 | 4 | 0 | 0 | | | |
| | Number of Non Accidental Injuries (NIAs) | No target | | | 2 | 1 | 5 | 6 | 6 | 6 | 3 | 5 | 2 | 2 | 5 | 5 | | | |
| | Number of Records opened for Strategy Meetings | No target | | | | | N/A | 1181 | N/A | 1054 | 1347 | 1389 | 1336 | 1056 | 1231 | | | | |
| | Number of Records opened for Strategy Meetings attended | No target | | | | | N/A | 1164 | N/A | 1012 | 1303 | 1368 | 1320 | 1049 | 1202 | | | | |
| Number of Strategy Meetings not attended | No target | | | | | N/A | 3 | N/A | 24 | 12 | 7 | 12 | 4 | 9 | | | | | |
| Number of Strategy Meetings cancelled | No target | | | | | | 14 | N/A | 18 | 32 | 14 | 4 | 3 | 20 | | | | | |
| Workforce | | | | | | | | | | | | | | | | | | | |
| Sickness | Monthly sickness absence rate | 4.5% | 4.90% | 4.86% | 4.99% | 5.17% | 5.65% | 6.25% | 6.10% | 6.98% | 6.40% | 6.22% | 5.78% | 5.47% | 4.87% | | | | |
| | Short-term sickness absence rate | 3.6% | 2.34% | 2.17% | 2.50% | 1.94% | 3.14% | 3.18% | 3.12% | 3.39% | 3.17% | 2.96% | 2.47% | 2.54% | 1.94% | | | | |
| | Long-term sickness absence rate | N/A | 2.56% | 2.69% | 2.49% | 3.23% | 2.51% | 3.06% | 2.98% | 3.59% | 3.23% | 3.26% | 3.31% | 2.93% | 2.93% | | | | |
| | Rolling cumulative sickness absence rate | 4.5% by year end | 5.80% | 5.71% | 5.60% | 5.71% | 5.75% | 5.71% | 5.66% | 5.60% | 5.67% | 5.65% | 5.63% | 5.74% | 5.74% | | | | |
| Turnover | Rolling year turnover | N/A | 13.98% | 13.74% | 13.54% | 12.81% | 12.17% | 11.73% | 11.57% | 10.94% | 11.11% | 11.16% | 10.90% | 10.65% | 10.71% | | | | |
| Stability | % of employees over one year which remains constant | 85% | 86.37% | 87.04% | 85.96% | 86.26% | 87.04% | 87.56% | 87.15% | 87.59% | 88.20% | 89.16% | 88.97% | 89% | 89% | | | | |
| Appraisals | % of staff with appraisals | 92% | 89.44% | 87.88% | 88.23% | 89.17% | 89.50% | 89.78% | 90.69% | 88.90% | 90.61% | 88.50% | 92.41% | 90% | 89% | | | | |
| Pulse Survey Results (reported in Q1, Q2 and Q4) | Recommending CCS as place for treatment - Quarterly reporting | No target | | | | | 15 | | | No data collection in Q3 | | | | | 35% | | | | |
| | Recommending CCS as place to work - Quarterly reporting | No target | | | | | 11 | | | | | | | | 21% | | | | |
| Freedom of Information | | | | | | | | | | | | | | | | | | | |
| No. of new FOI's received | | no target | | | | | | | 24 | 32 | 43 | 34 | 39 | 41 | 27 | | | | |
| Completed on time | FOI requests completed within 20 days | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | |
| Still open within time frame | FOI requests still open but within 20 day timeframe | no target | | | | | | | 5 | 5 | 16 | 12 | 9 | 4 | 2 | | | | |
| Late | FOI requests still open, not actioned within 20 day timeframe | no target | | | | | | | N/A | N/A | 0 | 0 | Nil | Nil | Nil | | | | |
| EXPERIENCE | | | | | | | | | | | | | | | | | | | |
| Patient experience (monthly targets) | | | | | | | | | | | | | | | | | | | |
| Formal complaints | No. of formal complaints received in month | No target | 6 | 13 | 4 | 4 | 3 | 9 | 9 | 8 | 5 | 7 | 12 | 11 | 15 | | | | |
| | Standard complaints - of responses sent in month, no. of complaints responded to within 35 days | No target | 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%) | 4/8 (50%) | 3/4 (75%) | 3/3 (100%) | 3/3 (100%) | 4/7 (57%) | | | | |
| | Complex complaints - of responses sent in month, no. of complaints responded to within 40 days | No target | 0/2 (0%) | 2/3 (67%) | 0/0 | 1/2 (50%) | 0/1 (0%) | 0/0 | 0/0 | 1/1 (100%) | 0/0 | 1/1 (100%) | 2/2 (100%) | 0/1 (0%) | 0/3 (0%) | | | | |
| | No. of accepted PHSO referrals in month | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | |
| | No. of complaints partially held or upheld by PHSO in month | 0 | 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 | 24 | 32 | 20 | 23 | 36 | 30 | 29 | 31 | 19 | 22 | 21 | 25 | 25 | | | | |
| Claims | No. of new claims received in month | No target | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 2 | 0 | | | | |
| Friends & Family test score | Percentage of patients who have a good or very good experience | 90% | 96.48% | 96.69% | 96.79% | 96.78% | 97.42% | 96.95% | 97.95% | 95.91% | 96.80% | 96.38% | 96.64% | 94.72% | 92.73% | | | | |
| | Percentage of patient who have a poor or very poor experience | No target | 1.87% | 2.00% | 1.64% | 1.20% | 1.25% | 1.45% | 0.98% | 1.75% | 1.87% | 1.68% | 1.49% | 1.49% | 1.49% | | | | |
| | Total number of responses to FFT | No target | 2412 | 2417 | 2738 | 2329 | 2712 | 2558 | 3761 | 1953 | 2628 | 2511 | 2559 | 3030 | 2626 | | | | |
| Patient Feedback | Total number of patients surveyed (ceased reporting in March 2023) | No target | | | | | | | | | | | | | | | | | |
| Compliments / positive comments | No. of compliments / positive comments received | No target | 3334 | 3554 | 4059 | 3384 | 3364 | 3547 | 2959 | 2582 | 3662 | 3619 | 3527 | 4411 | 3516 | | | | |
| Co-production | No. of patients involved in co-production - Quarterly data | No target | N/A | 49 | | | | | | | | | | | | | | | |
| QEWTT (Quality Early Warning Trigger Tool) | | | | | | | | | | | | | | | | | | | |
| QEWTT | Number of responses received by scoring threshold | 25+ | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | |
| | | 16-24 | 4 | 7 | 4 | 5 | 4 | 2 | 2 | 3 | 4 | 5 | 5 | 3 | 4 | | | | |
| | | 10-15 | 20 | 22 | 20 | 18 | 20 | 19 | 23 | 23 | 22 | 2 | | | | | | | |