

CCS NHS Trust Quality Performance Dashboard

		Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	
Standard/Indicator	Description	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	148	155	209	153	165	151	162	193	149	134	147	162	
	Severe harm	0	0	0	0	0	0	0	1	0	0	0	0	
	Moderate harm	5	16	5	7	9	9	6	11	13	7	2	12	
	Low harm	33	26	52	26	28	17	22	34	20	19	18	21	
	No harm	110	113	152	120	128	125	134	147	116	108	127	129	
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	0	0	0	0	0	1	0	1	0	0	0	2	
	No. of new Safeguarding SIs declared (Adults & Children)	1	0	0	0	0	0	1	0	0	1	0	0	
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	27	20	29	20	44	36	28	31	33	31	20	23	
	% CCS medication incidents no harm	100%	80%	79%	95%	91%	94%	93%	90%	88%	87%	95%	87%	
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	81%	79%	76%	73%	70%	72%	71%	71%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	0	0	0	0	0	1	0	1	1	4	1	4	
EFFECTIVENESS														
Mandatory training														
Overall mandatory training	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and FTSU compliance data)	95%	93%	86%	88%	88%	88%	87%	88%	88%	90%	90%	91%	
Safeguarding training (Children)	Level 1: % staff trained	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	
	Level 2: % staff trained	97%	97%	97%	80%	81%	82%	79%	83%	82%	88%	89%	89%	
	Level 3: % staff trained	92%	94%	90%	88%	87%	86%	85%	85%	84%	81%	83%	85%	
	Level 4: % staff trained	63%	78%	78%	88%	100%	89%	88%	78%	89%	87%	87%	71%	
Safeguarding training (Adults)	Safeguarding induction compliance - 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	
	Level 1: % staff trained	94%	91%	89%	89%	90%	91%	96%	97%	97%	97%	97%	97%	
	Level 2: % staff trained*	N/A	N/A	N/A	46%	54%	61%	66%	72%	72%	80%	82%	84%	
	Level 3: % staff trained*	N/A	N/A	18%	24%	26%	36%	40%	46%	52%	55%	60%	63%	
	Mental Capacity Act	94%	89%	87%	82%	79%	78%	76%	77%	78%	78%	84%	84%	85%
	Deprivation of Liberty	96%	97%	96%	96%	94%	93%	92%	90%	90%	92%	91%	92%	
Prevent Basic Awareness	% of staff undertaking Prevent training	96%	97%	96%	97%	96%	96%	95%	96%	96%	96%	96%	86%	
WRAP3	% of staff undertaking WRAP training	96%	96%	96%	97%	97%	97%	96%	97%	97%	97%	97%	97%	
Manual handling	% of staff undertaking manual handling (patients)	87%	87%	87%	87%	87%	88%	91%	92%	91%	85%	83%	84%	
Fire safety	% of staff undertaking fire safety training	93%	90%	89%	87%	86%	87%	87%	88%	86%	88%	88%	87%	
CPR/Resus	% of staff undertaking CPR/Resus training	93%	89%	86%	82%	82%	81%	84%	82%	82%	82%	87%	89%	
IPaC training	% of staff undertaking IPaC training	97%	94%	92%	89%	89%	89%	90%	90%	91%	94%	94%	94%	
Freedom To Speak Up	% of staff undertaking FTSU training*	N/A	N/A	N/A	70%	73%	76%	77%	79%	80%	87%	88%	88%	
Information governance	% of staff undertaking IG training	94%	90%	89%	86%	92%	86%	86%	87%	86%	88%	88%	88%	
Safeguarding														
Safeguarding supervisors (Children)	% eligible staff	83.94%	87.10%	83.40%	80.33%	79.31%	84.57%	92.97%	91.69%	89.85%	85.89%	91.33%	88.85%	
Workforce/HR														
Sickness	Monthly sickness absence rate	3.91%	4.95%	5.10%	5.16%	5.58%	5.81%	6.38%	6.81%	6.57%	6.34%	5.21%	6.03%	
	Short-term sickness absence rate	1.76%	2.01%	1.85%	1.98%	2.08%	2.46%	2.94%	2.85%	2.63%	3.32%	2.34%	3.54%	
	Long-term sickness absence rate	2.15%	2.94%	3.25%	3.18%	3.50%	3.35%	3.43%	3.97%	3.94%	3.02%	2.87%	2.49%	
	Rolling cumulative sickness absence rate	4.04%	4.17%	4.31%	4.61%	4.80%	5.07%	5.38%	5.31%	5.42%	5.53%	5.61%	5.69%	
Turnover	Rolling year turnover	10.14%	10.63%	10.52%	10.73%	10.68%	11.66%	13.47%	13.67%	13.87%	13.38%	13.36%	14.04%	
Bank staff spend	Bank staff spend as % of pay (financial YTD)	N/A	N/A	N/A	N/A	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)	N/A	N/A	N/A	N/A	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	90.35%	89.90%	90.09%	90.10%	86.78%	89.74%	88.93%	87.51%	86.58%	85.48%	86.56%	87.03%	
Appraisals	% of staff with appraisals	88.01%	91.38%	91.66%	90.50%	89.19%	89.73%	89.30%	90.09%	88.78%	88.24%	88.01%	88.73%	
Staff Friends & Family test	Recommending CCS as place for treatment - Quarterly reporting			93.14%			85.20%			No data collection in Q3			83.83%	
	Recommending CCS as place to work - Quarterly reporting			78.10%			73.70%						70.70%	
EXPERIENCE														
Patient experience (monthly targets)														
Complaints	No. of formal complaints received in month	2	8	4	8	8	8	8	5	10	11	6	9	
	No. of responses sent on time by total number of responses sent	3/3	4/4	6/6	4/4	2/4	4/6	5/9	6/7	0/0	2/2	1/9	1/5	
	Percentage responded to within target timeframe	100%	100%	100%	100%	50%	66.67%	55.56%	85.71%		100%	11%	20%	
	No. of PHSO referrals in month	0	0	0	0	0	0	0	0	0	0	0	0	
Informal complaints	No. of informal complaints received in month	24	40	49	41	35	36	24	42	28	26	20	28	
Complaints upgraded	No. of complaints upgraded (informal to formal)	1	2	2	0	1	0	0	0	4	3	2	5	
Complaints downgraded	No. of complaints downgraded (formal to informal)	2	3	1	0	1	3	2	4	4	4	1	3	
Friends & Family test score	Patients who would recommend our services	97.99%	98.33%	97.40%	96.91%	96.52%	95.32%	95.61%	95.51%	96.24%	96.29%	94.91%	96.73%	
	No. of responses to FFT	4169	4667	3154	2488	1695	1646	1800	1958	1278	1970	1807	1682	
Patient Feedback	Total number of patients surveyed	4235	4772	3264	2583	1779	1775	1914	2146	1404	2133	2026	1827	
	No. of positive comments recorded on IQVIA	4637	5273	2461	1759	1163	1451	1378	987	891	2074	2813	2637	
QEWT (Quality Early Warning Trigger Tool)														
QEWT	Number of responses received by scoring threshold	N/A	N/A	N/A	0	0	0	0	1	0	1	0	0	
		N/A	N/A	N/A	7	6	7	6	6	6	5	6	6	
		N/A	N/A	N/A	14	15	16	15	21	17	19	16	19	
		N/A	N/A	N/A	59	59	53	59	55	53	58	54	47	
	Number of two consecutive non-responses	N/A	N/A	N/A	0	2	3	4	2	1	0	0	2	
		N/A	N/A	N/A	8	5	8	2	1	9	2	9	11	
		N/A	N/A	N/A	80	80	76	80	83	76	83	76	73	
Total number of Teams	N/A	N/A	N/A	88	87	87	86	86	86	85	85	85		
N/A		Data usually supplied but not available this month												
N/A		Not relevant/not applicable to this area												