

CCS NHS Trust Quality Performance Dashboard

			Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	
Standard/Indicator	Description	2023-24 target Ceiling or Baseline	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	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	No target	156	121	145	192	139	174	198	174	200	129	158	138	149	
	Severe harm	No target	0	0	1	1	0	0	0	0	0	0	0	0	0	
	Moderate harm	No target	10	9	5	8	6	10	7	7	5	12	3	3	6	
	Low harm	No target	12	15	17	23	17	22	28	13	19	11	21	21	13	
Patient Safety Incident Response	Patient Safety Incident Investigation (PSII) local	No target	0	0	0	0	0	0	0	0	0	1	0	0	0	
	Patient Safety Incident Investigation (PSII) national	No target	0	0	0	0	0	0	0	0	0	0	0	0	0	
	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	217	273	283	131	180	280	292	182	156	183	197	218	
Medicines Management	Number of medication incidents reported (CCS)	No target	18	16	17	20	22	19	14	17	15	10	17	34	16	
	% CCS medication incidents no harm	No target	89%	88%	100%	100%	91%	95%	100%	94%	93%	100%	82%	85%	100%	
Infection Prevention & Control																
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	100%	N/A	N/A	N/A	100%	
UV light compliance	All clinical teams	100%	82%	82%	83%	83%	82%	84%	82%	85%	84%	85%	83%	83%	83%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	3	0	0	0	1	1	0	0	0	0	1	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%	93%	93%	94%	91%	91%	90%	93%	91%	93%	93%	92%	95%	94%	
Safeguarding training (Children)	Level 1: % staff trained	90%	98%	97%	97%	98%	97%	98%	97%	96%	97%	97%	97%	97%	97%	
	Level 2: % staff trained	90%	94%	93%	95%	94%	96%	94%	96%	96%	96%	96%	96%	97%	97%	
	Level 3: % staff trained	90%	90%	91%	93%	92%	92%	90%	87%	85%	89%	87%	89%	89%	89%	
	Level 4: % staff trained	90%	100%	100%	100%	100%	33%	43%	50%	83%	83%	67%	83%	83%	83%	
Safeguarding training (Adults)	Safeguarding induction compliance	100%	N/A	95%	97%	97%	97%	98%	98%	99%	99%	99%	99%	99%	99%	
	Level 1 Safeguarding Adults: % staff trained	90%	97%	96%	97%	97%	97%	97%	96%	97%	96%	96%	97%	97%	97%	
	Level 2 Safeguarding Adults: % staff trained	90%	93%	92%	94%	94%	93%	95%	95%	96%	96%	96%	97%	97%	97%	
	Level 3 Safeguarding Adults: % staff trained	90%	86%	86%	88%	89%	87%	89%	87%	85%	83%	86%	84%	86%	87%	
Prevent Basic Awareness WRAP3	% of staff undertaking Prevent training	85%	91%	91%	90%	92%	90%	90%	91%	92%	92%	92%	92%	91%	91%	
	% of staff undertaking WRAP training	85%	93%	94%	93%	93%	93%	92%	94%	94%	95%	95%	95%	95%	95%	
Manual handling	% of staff undertaking moving and handling (patients)	90%	89%	92%	94%	97%	98%	97%	95%	97%	96%	97%	95%	95%	98%	
Fire safety	% of staff undertaking fire safety training	90%	90%	92%	95%	96%	96%	98%	98%	99%	99%	99%	99%	99%	99%	
CPR/Resus	% of staff undertaking CPR/Resus training	90%	90%	89%	91%	92%	91%	88%	89%	89%	92%	91%	90%	89%	89%	
IPaC training	% of staff undertaking IPaC training	90%	97%	97%	97%	59%	79%	86%	90%	92%	93%	94%	94%	95%	95%	
Freedom To Speak Up	% of staff undertaking FTSU training	90%	97%	97%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	99%	
Information governance	% of staff undertaking IG training	95%	91%	90%	91%	92%	92%	94%	94%	95%	95%	94%	94%	95%	94%	
Patient Safety Syllabus Training	Level 1: % of staff undertaking Patient Safety Syllabus training (all staff)	90% by March 2024	46%	69%	78%	83%	89%	91%	94%	95%	95%	95%	96%	97%		
	Level 2: % of staff undertaking Patient Safety Syllabus (all clinical staff)	90% by March 2024	32%	57%	68%	75%	82%	85%	89%	91%	91%	92%	92%	94%		
The Oliver McGowan Mandatory Training on Learning Disability and Autism	Level 1: % of staff undertaking training	90% by March 2024	36%	58%	69%	76%	82%	86%	89%	91%	91%	92%	94%	95%		
	Level 2: % of staff undertaking training (data pending)	90% by March 2024	N/A	N/A												
Trust induction	% of new staff attending Trust induction within 3 months of start date	94%	89%	92%	94%	94%	97%	97%	97%	97%	97%	97%	97%	98%	98%	
Safeguarding																
Safeguarding supervisors (Children)	% eligible staff (ceased reporting in March 2023)	95%	81.72%													
Safeguarding Adults & Children	No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow)	No target	N/A	3	1	3	2	5	4	5	3	7	2	1		
	No. of MASH referrals – all services (Dental service data to follow)	No target	N/A	39	22	31	17	29	27	20	TBA	19	17	31		
	No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow)	No target	N/A	N/A	10	10	17	17	7	N/A	0	N/A	87	35		
	No. of children escalations – all services (Dental service data to follow)	No target	N/A	N/A	11	16	14	10	6	N/A	13	19	17	25		
	No. of incidents linked to safeguarding	No target	N/A	33	47	26	28	38	35	30	39	33	43	28		
	No. of panel meetings linked to safeguarding incidents	No target	N/A	1	11	5	6	6	7	6	4	4	3	3		
	No. of Non Accidental Injuries (NIAs)	No target				2	1	5	6	6	6	3	5	2		
	Number of Records opened for Strategy Meetings	No target							N/A	1181	N/A	1054	1347	1389	1336	
	Number of Records opened for Strategy Meetings attended	No target							N/A	1164	N/A	1012	1303	1368	1320	
	Number of Strategy Meetings not attended	No target							N/A	3	N/A	24	12	7	12	
Number of Strategy Meetings cancelled	No target								14	N/A	18	32	14	4		
Workforce/HR																
Sickness	Monthly sickness absence rate	4.5%	5.80%	4.17%	4.90%	4.86%	4.99%	5.17%	5.65%	6.25%	6.10%	6.98%	6.40%	6.22%	5.78%	
	Short-term sickness absence rate	3.6%	2.68%	2.36%	2.34%	2.17%	2.50%	1.94%	3.14%	3.18%	3.12%	3.39%	3.17%	2.96%	2.47%	
	Long-term sickness absence rate	N/A	3.11%	1.82%	2.56%	2.69%	2.49%	3.23%	2.51%	3.06%	2.98%	3.59%	3.23%	3.26%	3.31%	
	Rolling cumulative sickness absence rate	4.5% by year end	6.04%	5.84%	5.80%	5.71%	5.60%	5.71%	5.75%	5.71%	5.66%	5.60%	5.67%	5.65%	5.63%	
Turnover	Rolling year turnover	N/A	14.73%	14.12%	13.98%	13.74%	13.54%	12.81%	12.17%	11.73%	11.57%	10.94%	11.11%	11.16%	10.90%	
Stability	% of employees over one year which remains constant	85%	85.38%	84.93%	86.37%	87.04%	85.96%	86.26%	87.04%	87.56%	87.15%	87.59%	88.20%	89.16%	88.97%	
Appraisals	% of staff with appraisals	92%	90.05%	89.81%	89.44%	87.88%	88.23%	89.17%	89.50%	89.78%	90.69%	88.90%	90.61%	88.50%	92.41%	
Pulse Survey Results (reported in Q1, Q2 and Q4)	Recommending CCS as place for treatment - Quarterly reporting	No target	85.00%						15							
	Recommending CCS as place to work - Quarterly reporting	No target	82.50%						11							
Freedom of Information																
No. of new FOI's received		no target									24	32	43	34	39	
Completed on time	FOI requests completed within 20 days	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	
Late	FOI requests still open, not actioned within 20 day timeframe	no target									N/A	N/A	0	0	Nil	
EXPERIENCE																
Patient experience (monthly targets)																
Formal complaints	No. of formal complaints received in month	No target	7	11	6	13	4	4	3	9	9	8	5	7	12	
	Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	No target	3/5 (60%)	2/5 (40%)	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%)	
	Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	No target	1/3 (33%)	0/1 (0%)	0/2 (0%)	2/3 (67%)	0/0 (0%)	1/2 (50%)	0/1 (0%)	0/0 (0%)	0/0 (0%)	1/1 (100%)	0/0 (0%)	1/1 (100%)	2/2 (100%)	
	No. of accepted PHSO referrals in month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	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	15	20	24	32	20	23	36	30	29	31	19	22	21	
Claims	No. of new claims received in month	No target	0	1	2	0	0	0	1	0	0	0	1	1	1	
Friends & Family test score	Percentage of patients who have a good or very good experience	90%	97.04%	95.78%	96.48%	96.69%	96.79%	96.78%	97.42%	96.95%	97.95%	95.91%	96.80%	96.38%	96.64%	
	Percentage of patient who have a poor or very poor experience	No target	1.41%	2.11%	1.87%	2.00%	1.64%	1.20%	1.25%	1.45%	0.98%	1.75%	1.71%	1.87%	1.68%	
	No. of responses to FFT	No target	2699	1849	2412	2417	2738	2329	2712	2558	3761	1953	2628	2511	2559	
Patient Feedback	Total number of patients surveyed (ceased reporting in March 2023)	No target	3180													
Compliments/positive comments	No. of compliments/positive comments received	No target		2698	3334	3554	4059	3384	3364	3547	2959	2582	3662	3619	3527	