

CCS NHS Trust Quality Performance Dashboard

Standard/Indicator	Description	2023-24 target Ceiling or Baseline
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
	Severe harm	
	Moderate harm	
	Low harm	
Patient Safety Incident Response	Patient Safety Incident Investigation (PSII) local	No target
	Patient Safety Incident Investigation (PSII) national	No target
Never Events	Number of never events reported in month	0
Incidents awaiting closure	Number of incidents not closed within agreed timescale	No target
Medicines Management	Number of medication incidents reported (CCS)	No target
	% CCS medication incidents no harm	No target
Infection Prevention & Control		
Clinical Interventions Audit	Compliance with spread of infection indicator	100%
UV light compliance	All clinical teams	100%
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target
Safer Staffing		
Safer Staffing	Number of escalations (data pending)	No target
EFFECTIVENESS		
Mandatory training		
Overall mandatory training	In line with Trust Training Needs Analysis	90%
Safeguarding training (Children)	Level 1: % staff trained	90%
	Level 2: % staff trained	90%
	Level 3: % staff trained	90%
	Level 4: % staff trained	90%
Safeguarding training (Adults)	Safeguarding induction compliance	100%
	Level 1 Safeguarding Adults: % staff trained	90%
	Level 2 Safeguarding Adults: % staff trained	90%
	Level 3 Safeguarding Adults: % staff trained	90%
Prevent Basic Awareness	% of staff undertaking Prevent training	85%
	WRAP3	% of staff undertaking WRAP training
Manual handling	% of staff undertaking moving and handling (patients)	90%
Fire safety	% of staff undertaking fire safety training	90%
CPR/Resus	% of staff undertaking CPR/Resus training	90%
IPaC training	% of staff undertaking IPaC training	90%
Freedom To Speak Up	% of staff undertaking FTSU training	90%
Information governance	% of staff undertaking IG training	95%
Patient Safety Syllabus Training	Level 1: % of staff undertaking Patient Safety Syllabus training (all staff)	90% by March 2024
	Level 2: % of staff undertaking Patient Safety Syllabus (all clinical staff)	90% by March 2024
The Oliver McGowan Mandatory Training on Learning Disability and Autism	Level 1: % of staff undertaking training	90% by March 2024
	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%
Safeguarding		
Safeguarding supervisions (Children)	% eligible staff (ceased reporting in March 2023)	95%
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
	No. of MASH referrals – all services (Dental service data to follow)	No target
	No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow)	No target
	No. of children escalations – all services (Dental service data to follow)	No target
	No. of incidents linked to safeguarding	No target
	No. of panel meetings linked to safeguarding incidents	No target
	No. of Non Accidental Injuries (NIAs)	No target
	Number of Strategy Meetings	No target
	Number of Strategy Meetings attended	No target
	Number of Strategy Meetings not attended with late notice (<2 hours)	No target
Number of Strategy Meetings cancelled	No target	
Workforce/HR		
Sickness	Monthly sickness absence rate	4.5%
	Short-term sickness absence rate	3.6%
	Long-term sickness absence rate	N/A
	Rolling cumulative sickness absence rate	4.5% by year end
Turnover	Rolling year turnover	N/A
Stability	% of employees over one year which remains constant	85%
Appraisals	% of staff with appraisals	92%
Pulse Survey Results (reported in Q1, Q2 and Q4)	Recommending CCS as place for treatment - Quarterly reporting	No target
	Recommending CCS as place to work - Quarterly reporting	No target
Freedom of Information		
No. of new FOI's received		N/A
Completed on time	FOI requests completed within 20 days	100%
Still open within time frame	FOI requests still open but within 20 day timeframe	N/A
Late	FOI requests still open, not actioned within 20 day timeframe	N/A
EXPERIENCE		
Patient experience (monthly targets)		
Formal complaints	No. of formal complaints received in month	No target
	Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	No target
	Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	No target
	No. of accepted PHSO referrals in month	0
	No. of complaints partially held or upheld by PHSO in month	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
Claims	No. of new claims received in month	No target
Friends & Family test score	Percentage of patients who have a good or very good experience	90%
	Percentage of patient who have a poor or very poor experience	No target
Patient Feedback	No. of responses to FFT	No target
	Total number of patients surveyed (ceased reporting in March 2023)	No target
Compliments/positive comments	No. of compliments/positive comments received	No target
Co-production	No. of patients involved in co-production - Quarterly data	No target
QEWTT (Quality Early Warning Trigger Tool)		
QEWTT	Number of responses received by scoring threshold	25+
		16-24
		10-15
		0-9
	Number of two consecutive non-responses	
	Number of single non-responses	
Total number of responses received		
Total number of Teams		

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

Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	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
173	156	156	121	145	192	139	174	198	174	200	129	158	
0	0	0	0	1	1	0	0	0	0	0	0	0	
8	6	10	9	5	8	6	10	7	7	5	12	3	
19	15	12	15	17	23	17	22	28	13	19	11	21	
146	135	134	97	122	160	116	142	163	154	176	106	134	
0	0	0	0	0	0	0	0	0	0	0	1	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	
			217	273	283	131	180	280	292	182	156	183	
22	25	18	16	17	20	22	19	14	17	15	10	17	
86%	96%	89%	88%	100%	100%	91%	95%	100%	94%	93%	100%	82%	
N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	100%	N/A	N/A	
81%	81%	82%	82%	83%	83%	82%	84%	82%	85%	84%	85%	83%	
0	4	3	0	0	0	1	1	0	0	0	0	1	
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
93%	92%	93%	93%	94%	91%	91%	90%	93%	91%	93%	93%	92%	
97%	97%	98%	97%	97%	98%	97%	98%	97%	96%	97%	97%	97%	
95%	94%	94%	93%	95%	95%	94%	96%	94%	96%	96%	96%	96%	
87%	91%	90%	91%	93%	92%	92%	90%	90%	87%	85%	89%	87%	
87%	86%	100%	100%	100%	100%	100%	33%	43%	50%	83%	83%	67%	
N/A	N/A	N/A	95%	97%	97%	97%	98%	98%	99%	99%	99%	99%	
97%	96%	97%	96%	97%	97%	97%	97%	97%	96%	97%	96%	96%	
94%	92%	93%	92%	94%	94%	93%	95%	95%	96%	96%	96%	96%	
81%	83%	86%	86%	88%	89%	87%	89%	87%	85%	83%	86%	84%	
91%	91%	91%	91%	90%	92%	90%	90%	90%	91%	92%	92%	92%	
92%	91%	93%	94%	92%	93%	89%	88%	89%	90%	91%	92%	93%	
93%	94%	94%	94%	94%	95%	95%	95%	95%	93%	94%	94%	94%	
95%	94%	95%	94%	93%	93%	93%	93%	92%	94%	94%	95%	95%	
88%	91%	89%	92%	94%	97%	98%	97%	95%	97%	96%	97%	95%	
91%	89%	90%	92%	95%	96%	96%	98%	98%	99%	99%	99%	99%	
89%	87%	90%	89%	91%	92%	91%	91%	88%	89%	89%	92%	91%	
97%	97%	97%	97%	97%	59%	79%	86%	90%	92%	93%	94%	94%	
97%	97%	97%	97%	98%	98%	98%	98%	98%	98%	98%	98%	98%	
92%	90%	91%	90%	91%	92%	92%	94%	94%	95%	95%	94%	94%	
			46%	69%	78%	83%	89%	91%	94%	95%	95%	95%	
			32%	57%	68%	75%	82%	85%	89%	91%	91%	92%	
			36%	58%	69%	76%	82%	86%	89%	91%	91%	92%	
			N/A	N/A									
			89%	92%	94%	94%	97%	97%	97%	97%	97%	97%	
85.59%	82.27%	81.72%											
			N/A	3	1	3	2	5	4	5	3	7	
			N/A	39	22	31	17	29	27	20	TBA	19	
			N/A	N/A	10	10	17	17	7	N/A	0	N/A	
			N/A	N/A	11	16	14	10	6	N/A	13	19	
			N/A	33	47	26	28	38	35	30	39	33	
			N/A	1	11	5	6	7	6	4	4	4	
					2	1	5	6	6	6	6	3	
							N/A	1181	N/A	1054	1347		
							N/A	1164	N/A	1012	1303		
							N/A	3	N/A	24	12		
								14	N/A	18	32		
6.29%	5.82%	5.80%	4.17%	4.90%	4.86%	4.99%	5.17%	5.65%	6.25%	6.10%	6.98%	6.40%	
3.26%	3.02%	2.68%	2.36%	2.34%	2.17%	2.50%	1.94%	3.14%	3.16%	3.12%	3.39%	3.17%	
3.01%	2.80%	3.11%	1.82%	2.56%	2.69%	2.49%	3.23%	2.51%	3.06%	2.98%	3.59%	3.23%	
6.26%	6.32%	6.04%	5.84%	5.80%	5.71%	5.60%	5.71%	5.75%	5.71%	5.66%	5.60%	5.67%	
14.78%	14.40%	14.73%	14.12%	13.98%	13.74%	13.54%	12.81%	12.17%	11.73%	11.57%	10.94%	11.11%	
85.03%	85.52%	85.38%	84.93%	86.37%	87.04%	85.96%	86.26%	87.04%	87.56%	87.15%	87.56%	88.20%	
89.47%	88.20%	90.05%	89.81%	89.44%	87.88%	88.23%	89.17%	89.50%	89.78%	90.69%	88.90%	90.61%	
		85.00%						15			No data collection in Q3		
		82.50%						11					
										24	32	43	
										100%	100%	100%	
										5	5	16	
										N/A	N/A	0	
7	9	7	11	6	13	4	4	3	9	9	8	5	
4/4 (100%)	4/5 (80%)	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%)		1/3 (33%)	0/1 (0%)	0/2 (0%)	2/3 (67%)	0/0	1/2 (50%)	0/1 (0%)	0/0	0/0	1/1 (100%)	0/0	