


















OPERATIONAL PERFORMANCE SCORECARD		Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	2017/18 YTD	2017/18 Target	Trend
<b>NATIONAL AND OPERATIONAL PERFORMANCE TARGETS</b>																	
O01	A&E : Four-hour maximum wait from arrival to admission, transfer or discharge	85.1%	84.1%	81.2%	83.7%	82.6%	82.1%	80.4%	77.2%	80.3%	84.4%	85.3%	86.0%	86.5%	85.9%	95%	
O01A	A&E : 12 hour maximum wait from arrival to admission, transfer or discharge	2	0	1	1	2	0	5	28	0	0	0	0	0	0	0	
O02	Cancer: 2 week GP referral to 1st outpatient	95.1%	94.7%	94.1%	94.5%	95.1%	94.1%	93.9%	90.7%	93.3%	93.4%	93.4%	94.1%		93.8%	93%	
O03	Cancer: 2 week GP referral to 1st outpatient - breast symptoms	98.8%	98.4%	96.6%	97.4%	99.4%	98.9%	97.7%	96.9%	95.9%	93.7%	96.4%	98.2%		97.4%	93%	
O04	Cancer: 31 day second or subsequent treatment - surgery	100.0%	91.3%	97.8%	97.8%	92.1%	89.7%	96.6%	95.7%	94.4%	93.9%	100.0%	100.0%		100.0%	94%	
O05	Cancer: 31 day second or subsequent treatment - drug	99.0%	100.0%	100.0%	98.7%	100.0%	98.2%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%		100.0%	98%	
	Cancer: 31 day second or subsequent treatment - radiotherapy	98.4%	97.7%	97.8%	96.3%	97.3%	97.8%	99.3%	98.2%	99.4%	100.0%	100.0%	99.4%		99.7%		
O06	Cancer: 31 day diagnosis to treatment for all cancers	99.1%	98.4%	98.6%	98.2%	98.6%	97.3%	97.2%	98.0%	97.1%	98.3%	99.0%	99.5%		99.3%	96%	
O07	Cancer: 62 day referral to treatment from screening	62.0%	73.0%	87.5%	74.2%	75.0%	96.6%	84.2%	87.2%	76.0%	73.3%	87.2%	77.4%		82.9%	90%	
O09	Cancer: 62 days urgent GP referral to treatment of all cancers	81.1%	74.5%	74.7%	85.9%	77.9%	76.5%	66.7%	78.1%	68.5%	76.5%	86.1%	81.8%		84.1%	85%	
O14	RTT - Incomplete - 92% in 18 weeks	75.3%	75.3%	75.1%	76.8%	77.8%	80.1%	79.6%	81.4%	82.1%	84.2%	85.2%	86.1%	86.9%	86.9%	92%	
	RTT - Incomplete - 52Week Waiters	92	211	226	184	185	161	150	152	143	95	94	102	96	96	0	
O15	RTT delivery in all specialties (Incomplete pathways)	14	16	16	15	16	12	12	13	13	9	10	11	13	13	0	
O16	Maximum 6-week wait for diagnostic procedures	1.6%	2.1%	2.8%	1.0%	1.9%	1.1%	1.4%	0.8%	0.6%	0.4%	0.5%	0.9%	0.7%	0.7%	<1%	
O17	Cancelled operations not re-booked within 28 days	3	2	8	2	8	2	5	8	4	3	3	1	4	5	0	
O18	Urgent operations cancelled for the second time	0	0	0	0	0	0	0	8	3	0	0	0	2	2	0	
O19	Clinics cancelled with less than 6 weeks notice for annual/study leave	77	67	50	52	32	44	32	30	41	49	48	41	49	138	-	
O20	Mixed Sex Accommodation breaches	76	77	113	80	41	137	72	61	92	48	76	48	39	163	0	
O33	Delayed transfers of care	6.9%	6.8%	7.4%	9.6%	8.9%	9.5%	8.7%	9.8%	9.7%	9.9%	7.6%	7.0%	6.7%	7.1%	3%	
<b>IMPROVING CLINICAL PROCESSES</b>																	
O23	% hip fracture repair within 36 hours	77.00%	75.00%	67.00%	90.00%	88.00%	81.00%	87.00%	90.00%	73.00%	77.00%	76.90%	74.40%		75.00%	90%	
O24	Patients that have spent more than 90% of their stay in hospital on a stroke unit*	86.79%	83.58%	84.75%	92.16%	81.67%	92.31%	80.39%	93.48%	89.58%	84.85%	73.21%	76.32%		74.47%	80%	

JUNE 2017

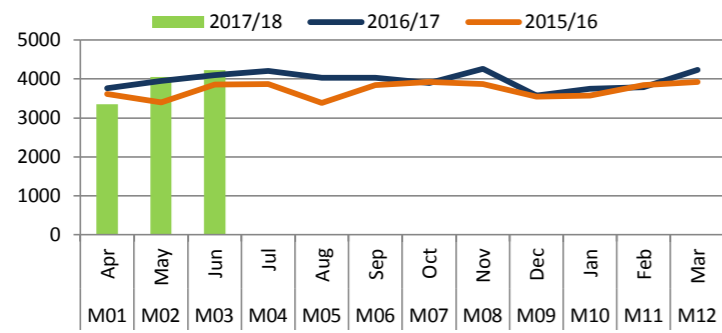
OPERATIONAL PERFORMANCE SCORECARD		Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	2017/18 YTD	2017/18 Target	Trend
<b>OPERATIONAL EFFICIENCY</b>																	
O36	Average length of stay - Elective	2.37	2.22	2.49	2.06	2.57	2.16	2.45	2.44	2.36	2.31	2.43	2.12	2.49	2.35		
O37	Average length of stay - Non-elective Surgery	3.89	4.14	4.59	4.17	4.49	4.26	4.36	4.43	4.54	4.15	3.67	3.94	4.14	3.91		
O38	Average length of stay - Non-elective Medicine	5.24	4.92	5.08	5.80	5.50	6.15	5.69	6.41	5.84	5.95	5.44	5.21	5.23	5.29		
O39	Day case rate (CQC day case basket of procedures) source: HED (reported 2-3 months in arrears)	89.3%	85.6%	85.8%	86.0%	81.0%	85.5%	84.5%	87.6%	85.7%	85.9%					75.0%	
O40	Elective day of surgery rate (DOSR)	94.4%	94.2%	93.9%	94.9%	95.1%	93.8%	94.6%	94.0%	94.9%	94.8%	94.8%	95.5%	94.8%	95.0%	90.0%	
O41	Did not attend rate (outpatients)	8.8%	8.8%	8.5%	8.7%	8.0%	7.7%	8.0%	8.0%	7.5%	7.0%	6.2%	6.8%	6.8%	6.6%	6.00%	
<b>SUSTAINABILITY</b>																	
O43	Bank staff - % of all staff pay	4.5%	3.5%	3.8%	4.5%	5.7%	4.0%	4.3%	4.7%	5.2%	5.0%	4.5%	4.1%	5.2%	4.6%	7%	
O44	Agency staff - % of all staff pay	1.8%	2.6%	2.0%	2.5%	3.5%	3.3%	3.0%	3.4%	3.1%	4.5%	2.4%	3.1%	3.3%	2.9%	2%	
O46	% nurses who are registered	73.0%	73.3%	73.5%	73.7%	73.6%	73.6%	73.7%	73.5%	73.5%	73.4%	73.0%	72.4%	72.1%		74%	
O47	% Staff appraised	70.2%	70.4%	66.9%	71.9%	73.4%	75.7%	77.2%	79.2%	81.0%	85.0%	82.8%	81.3%	80.9%		85%	
O48	Sickness Absence: % Sickness (reported one month in arrears)	4.3%	4.3%	4.3%	4.2%	4.3%	4.3%	4.3%	4.3%	4.3%	4.3%	4.2%	4.2%			3.5%	
O49	Staff Turnover: Turnover rate (YTD position)	13.2%	13.6%	12.9%	13.3%	13.4%	13.6%	14.0%	14.2%	14.3%	14.4%	14.5%	14.6%	14.5%		12%	
<b>ACTIVITY</b>																	
A01	Day Cases	4096	4206	4031	4038	3895	4263	3575	3749	3790	4232	3355	4050	4228	11633		
A02	Elective Inpatients	1216	1284	1189	1266	1268	1288	1129	1207	1209	1448	1192	1259	1398	3849		
A03	Non-elective inpatients	4155	4002	3874	3800	4129	4021	4148	3850	3643	4473	4637	4890	4553	14080		
A04	Outpatient First attendances	11826	9928	10914	10811	10962	11779	9325	10315	10328	12134	8620	11132	10861	30613		
A05	Outpatient Follow-up attendances	25211	23974	25719	25335	25025	27606	22352	26786	24337	28242	21604	26190	24816	72610		
A06	Outpatients with procedure	6999	6579	7081	7175	7033	7497	5927	6874	6622	7578	7143	8096	8084	23323		
A07	A&E Attendances	13670	14707	13888	13599	14093	13599	13231	12794	12209	13955	13258	14089	13810	41157		

Notes:

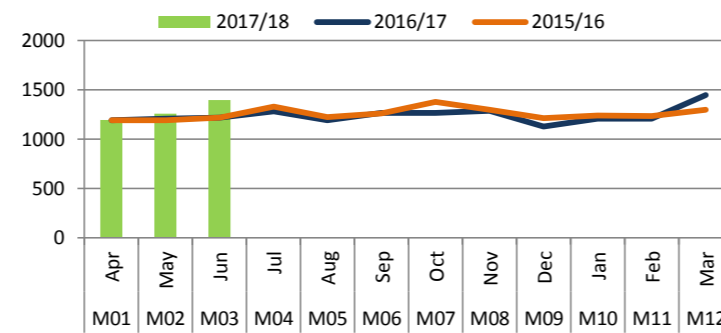
- 1 National reporting for these performance measures is on a quarterly basis. Data are subject to change up to the final submission deadline due to ongoing data validation and verification.
- 2 Data are provisional best estimates and will be amended to reflect the position signed-off in the relevant statutory returns in due course.
- 3 Staff sickness is reported one month in arrears.

**Activity Trends**

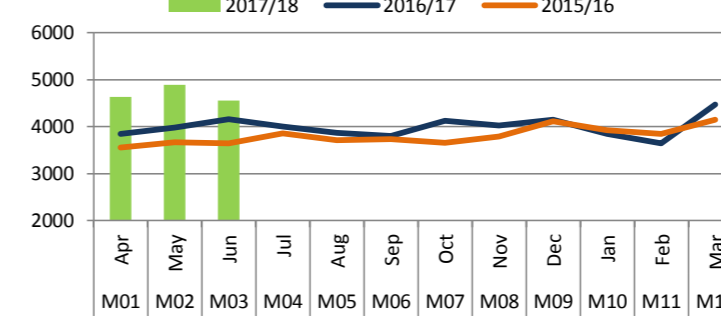
**Day Cases**



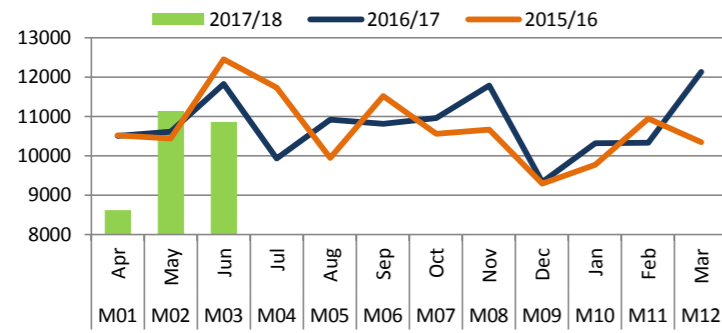
**Elective Inpatients**



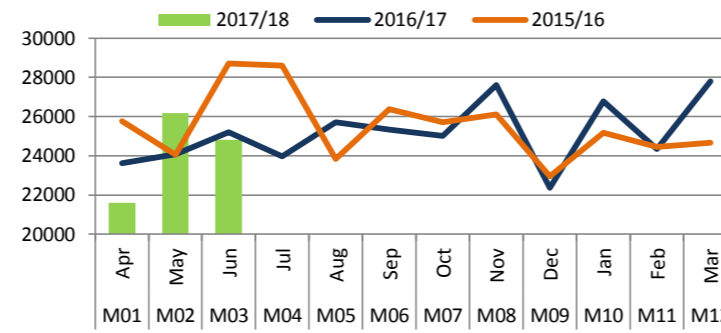
**Non-elective Inpatients**



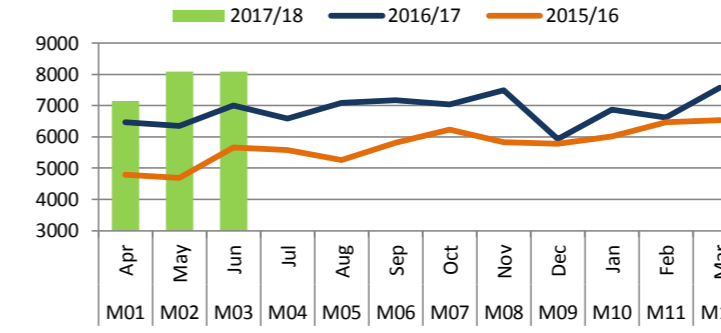
**First Outpatients**



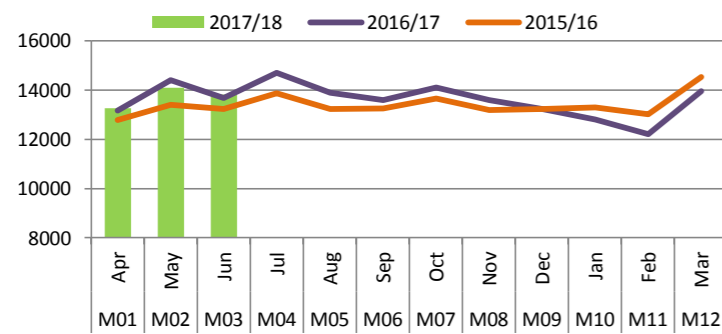
**Follow-up Outpatients**



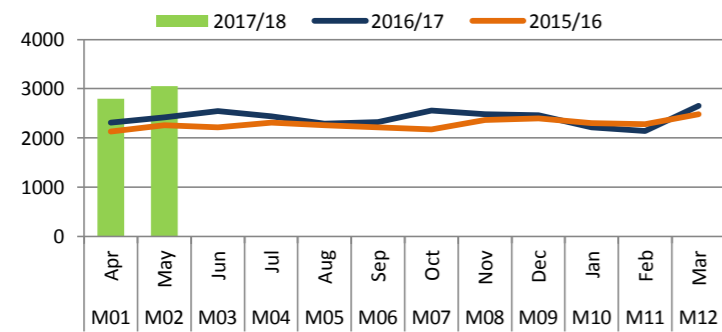
**Outpatients with Procedure**



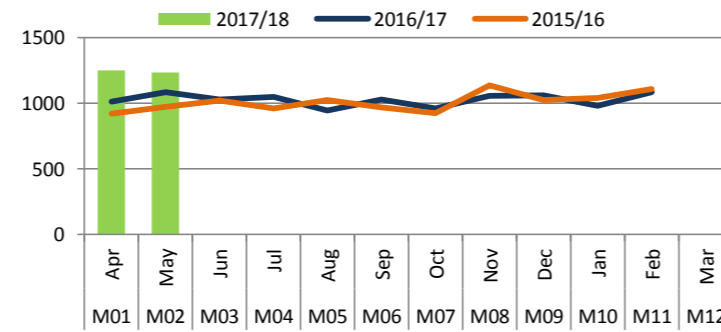
**A&E Attendances**



**Emergency Admissions (age 0-64)**



**Emergency Admissions (age 65-84)**



**Emergency Admissions (age >85)**

