















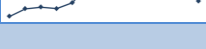
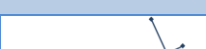






OPERATIONAL PERFORMANCE SCORECARD		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	2017/18 YTD	2017/18 Target	Trend
<b>NATIONAL AND OPERATIONAL PERFORMANCE TARGETS</b>																	
O01	A&E : Four-hour maximum wait from arrival to admission, transfer or discharge	83.9%	86.3%	85.1%	84.1%	81.2%	83.7%	82.6%	82.1%	80.4%	77.2%	80.3%	84.4%	85.3%	85.3%	95%	
O01A	A&E : 12 hour maximum wait from arrival to admission, transfer or discharge	9	2	2	0	1	1	2	0	5	28	0	0	0	0	0	
O02	Cancer: 2 week GP referral to 1st outpatient	88.6%	93.8%	95.1%	94.7%	94.1%	94.5%	95.1%	94.1%	93.9%	90.7%	93.3%	93.4%	93.3%	93.3%	93%	
O03	Cancer: 2 week GP referral to 1st outpatient - breast symptoms	97.8%	94.8%	98.8%	98.4%	96.6%	97.4%	99.4%	98.9%	97.7%	96.9%	95.9%	93.7%	96.4%	96.4%	93%	
O04	Cancer: 31 day second or subsequent treatment - surgery	95.7%	95.5%	100.0%	91.3%	97.8%	97.8%	92.1%	89.7%	96.6%	95.7%	94.4%	93.9%	100.0%	100.0%	94%	
O05	Cancer: 31 day second or subsequent treatment - drug	97.9%	97.6%	99.0%	100.0%	100.0%	98.7%	100.0%	98.2%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98%	
O05A	Cancer: 31 day second or subsequent treatment -radiotherapy	94.4%	100.0%	98.4%	97.7%	97.8%	96.3%	97.3%	97.8%	99.3%	98.2%	99.4%	100.0%	100.0%	100.0%	94%	
O06	Cancer: 31 day diagnosis to treatment for all cancers	100.0%	97.3%	99.1%	98.4%	98.6%	98.2%	98.6%	97.3%	97.2%	98.0%	97.1%	98.3%	97.0%	97.0%	96%	
O07	Cancer: 62 day referral to treatment from screening	75.0%	66.0%	62.0%	73.0%	87.5%	74.2%	75.0%	96.6%	84.2%	87.2%	76.0%	73.3%	86.8%	86.8%	90%	
O09	Cancer: 62 days urgent GP referral to treatment of all cancers	78.1%	77.2%	81.1%	74.5%	74.7%	85.9%	77.9%	76.5%	66.7%	78.1%	68.5%	76.5%	83.6%	83.6%	85%	
O14	RTT - Incomplete - 92% in 18 weeks	73.5%	74.8%	75.3%	75.3%	75.1%	76.8%	77.8%	80.1%	79.6%	81.4%	82.1%	84.2%	85.2%	85.2%	92%	
O14A	RTT - Incomplete - 52Week Waiters	100	87	92	211	226	184	185	161	150	152	143	95	94	94	0	
O15	RTT delivery in all specialties (Incomplete pathways)	14	14	14	16	16	15	16	12	12	13	13	9	10	10	0	
O16	Maximum 6-week wait for diagnostic procedures	6.6%	2.6%	1.6%	2.1%	2.8%	1.0%	1.9%	1.1%	1.4%	0.8%	0.6%	0.4%	0.5%	0.5%	<1%	
O17	Cancelled operations not re-booked within 28 days	7	2	3	2	8	2	8	2	5	8	4	3	3	3	0	
O18	Urgent operations cancelled for the second time	0	0	0	0	0	0	0	0	0	8	3	0	0	0	0	
O19	Clinics cancelled with less than 6 weeks notice for annual/study leave	65	86	77	67	50	52	32	44	32	30	41	49	48	48	-	
O20	Mixed Sex Accommodation breaches	57	69	76	77	113	80	41	137	72	61	92	48	76	76	0	
O33	Delayed transfers of care	5.9%	6.7%	6.9%	6.8%	7.4%	9.6%	8.9%	9.5%	8.7%	9.8%	9.7%	9.9%	7.6%	7.6%	3%	
<b>IMPROVING CLINICAL PROCESSES</b>																	
O23	% hip fracture repair within 36 hours										89.50%	72.90%	76.50%			90%	
O24	Patients that have spent more than 90% of their stay in hospital on a stroke unit*	81.63%	84.48%	86.79%	83.58%	84.75%	92.16%	81.67%	92.31%	80.39%	93.48%	89.58%	84.85%			80%	

APRIL 2017

OPERATIONAL PERFORMANCE  
SCORECARD

		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	2017/18 YTD	2017/18 Target	Trend	
<b>OPERATIONAL EFFICIENCY</b>																		
O36	Average length of stay - Elective	2.36	2.33	2.37	2.22	2.49	2.06	2.57	2.16	2.45	2.44	2.36	2.31	2.44				
O37	Average length of stay - Non-elective Surgery	4.59	4.47	3.89	4.14	4.59	4.17	4.49	4.26	4.36	4.43	4.54	4.16	3.91	3.91			
O38	Average length of stay - Non-elective Medicine	5.82	5.49	5.24	4.92	5.08	5.80	5.50	6.15	5.69	6.41	5.84	5.95	5.44	5.44			
O39	Day case rate (CQC day case basket of procedures) source: HED (reported 2-3 months in arrears)	87.4%	89.3%	89.3%	85.6%	85.8%	86.0%	81.0%	85.5%	84.5%	89.5%	85.2%				75.0%		
O40	Elective day of surgery rate (DOSR)	94.7%	93.1%	94.4%	94.2%	93.9%	94.9%	95.1%	93.8%	94.6%	94.0%	94.9%	94.8%	95.1%	95.1%	90.0%		
O41	Did not attend rate (outpatients)	8.2%	8.7%	8.8%	8.8%	8.5%	8.7%	8.0%	7.7%	8.0%	8.0%	7.5%	7.0%	6.3%	6.3%	6.00%		
<b>SUSTAINABILITY</b>																		
O43	Bank staff - % of all staff pay	4.2%	4.3%	4.5%	3.5%	3.8%	4.5%	5.7%	4.0%	4.3%	4.7%	5.2%	5.0%	4.5%	4.5%	7%		
O44	Agency staff - % of all staff pay	3.0%	3.1%	1.8%	2.6%	2.0%	2.5%	3.5%	3.3%	3.0%	3.4%	3.1%	4.5%	2.4%	2.4%	2%		
O46	% nurses who are registered	73.9%	73.6%	73.0%	73.3%	73.5%	73.7%	73.6%	73.6%	73.7%	73.5%	73.5%	73.4%	73.0%	73.0%	74%		
O47	% Staff appraised	69.8%	70.6%	70.2%	70.4%	66.9%	71.9%	73.4%	75.7%	77.2%	79.2%	81.0%	85.0%	82.8%	82.8%	85%		
O48	Sickness Absence: % Sickness (reported one month in arrears)	4.3%	4.3%	4.3%	4.3%	4.3%	4.2%	4.3%	4.3%	4.3%	4.3%	4.3%	4.3%			3.5%		
O49	Staff Turnover: Turnover rate (YTD position)	12.8%	12.8%	13.2%	13.6%	12.9%	13.3%	13.4%	13.6%	14.0%	14.2%	14.3%	14.4%	14.5%	14.5%	12%		
<b>ACTIVITY</b>																		
A01	Day Cases	3759	3951	4096	4206	4031	4038	3895	4263	3575	3749	3790	4232	3326	3326			
A02	Elective Inpatients	1191	1207	1216	1284	1189	1266	1268	1288	1129	1207	1209	1444	1205	1205			
A03	Non-elective inpatients	4429	4629	4813	4672	4468	4388	4764	4630	4701	4427	4201	4965	4673	4673			
A04	Outpatient First attendances	10498	10612	11826	9928	10914	10811	10962	11779	9325	10315	10328	12344	9456	9456			
A05	Outpatient Follow-up attendances	23633	24089	25211	23974	25719	25335	25025	27606	22352	26786	24337	28242	24775	24775			
A06	Outpatients with procedure	6468	6355	6999	6579	7081	7175	7033	7497	5927	6874	6622	7591		0			
A07	A&E Attendances	13168	14407	13670	14707	13888	13599	14093	13599	13231	12794	12209	13955	13189	13189			

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**

