

Appendix A: Health Economy Performance Measures Summary

Acute - Urgent Care

Non Elective Care (Right First Time/Long Term Conditions)

	CCG	STHFT	SCHFT
% seen/treated within 4 hours of arrival in A&E (YTD)	*	95.72%	97.59%
Emergency Readmissions within 30 days	12.08%	N/A	N/A
Non-elective Admissions (FFCEs) (YTD)	20683	16874	2665
Number of attendances at A&E departments - Type 1 (YTD) ¹	56708	38742	17732
Number of attendances at A&E departments - Total (YTD) ¹	67041	49732	17732
Unplanned Hospitalisation for chronic ambulatory care sensitive conditions	220.4	N/A	N/A
Emergency admissions - acute conditions that should not require admission	366.0	N/A	N/A
Unplanned hospitalisation for asthma, diabetes and epilepsy in under 19s	67.4	N/A	N/A
Emergency admissions for children with lower respiratory infections (LRTI)	216.2	N/A	N/A
Urgent Operations cancelled for the second time	N/A	0	0
Patient overall experience of out of hours GP Services	69.82%	N/A	N/A

Yorkshire Ambulance Service (YAS) Ambulance Response Times

	CCG	STHFT	SCHFT	YAS
Category A response in 8 mins (RED 1 most time-critical e.g. cardiac arrest) ³	82.98%	N/A	N/A	78.95%
Category A response in 8 mins (RED 2 less time-critical e.g. strokes and fits) ³	78.68%	N/A	N/A	76.85%
Category A response in 19 mins ³	98.86%	N/A	N/A	97.52%
Ambulance handover: % handovers to A&E within 15mins ²	*	80.1%	96.9%	79.6%
Crew Clear: % post-handovers (ambulance ready for next call) within 15mins ²	*	81.0%	79.6%	76.8%
Trolley waits in A&E (patients waiting over 12 hours to be seen/treated)	*	0	0	N/A

Footnotes:

¹ Number of attendances at A&E departments:

- CCG position = total reported from any Provider recording Sheffield-registered patient activity (national A&E data)
- STHFT & SCHFT positions = total provider position (local data, as national is not available by exact months)
- SCHFT has a Main A&E department only, so all attendances are Type 1 in nature

² Ambulance handover/crew clear times:

- Whilst official data source and data quality is determined, CCG position reported is as per the YAS position

³ Category A responses:

- CCG position has been included for information, but all CCGs are officially measured against the YAS total position

* CCG data is not collected and so is estimated from Provider data submissions

Long Term Conditions, Cancer and Older People

	CCG
Potential years of life lost (PYLL)	2.62%
Under 75 mortality rate from Cardiovascular Disease (CVD) per 100,000	65.54
Under 75 mortality rate from Respiratory Disease per 100,000	23.41
Under 75 mortality rate from Cancer per 100,000	118.93
Under 75 mortality rate from Liver disease per 100,000	14.06
Proportion of people feeling supported to manage their condition	67.20%
Health-related quality of life for people with long-term conditions	54.02%

Mental Health & Learning Disabilities

	SHSCFT
Care Programme Approach (CPA) 7-day follow up by Mental Health services, after psychiatric inpatient care	99.00%
Proportion of people entering psychological treatment against the level of need in the general population	5.88%
The proportion of those referred that enter psychological treatment	73.67%
The proportion of people who are moving to recovery, following psychological treatment	79.53%
Estimating the diagnosis rate of people with dementia	WIP

Quality Standards

Health Care Acquired Infections (HCAI)

	CCG	STHFT	SCHFT	SHSCFT
MRSA bacteraemia (YTD)	1	1	0	N/A
Clostridium Difficile (C Diff) (YTD)	84	39	1	N/A
Mixed sex accommodation breaches (YTD)	0	0	0	0

APPENDIX B: Mental Health Trust Performance Measures

Sheffield Health and Social Care NHS Foundation Trust

1. Crisis Resolution/Home Treatment: As at the end of August, there have been 610 home treatment interventions against a 12-month target of 1,202. This equates to 22% more patients benefiting from this service than originally planned by the end of August.

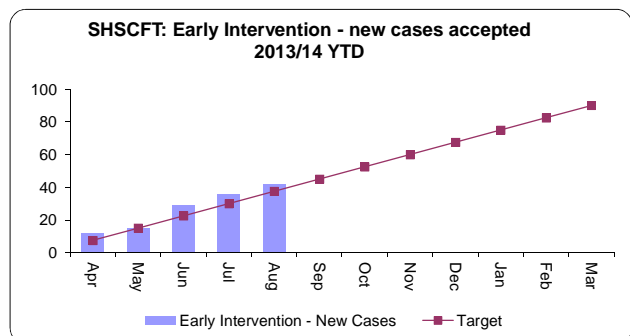
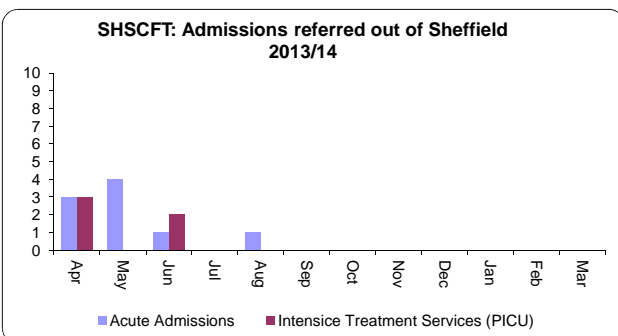
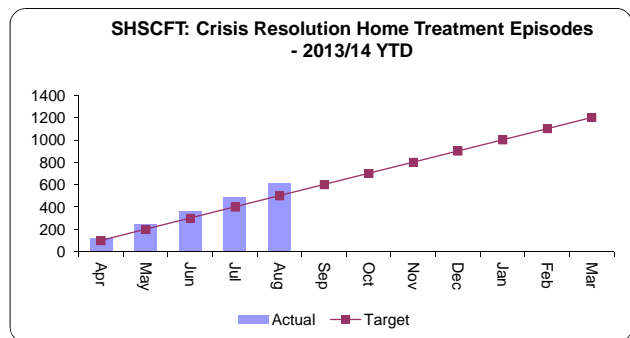
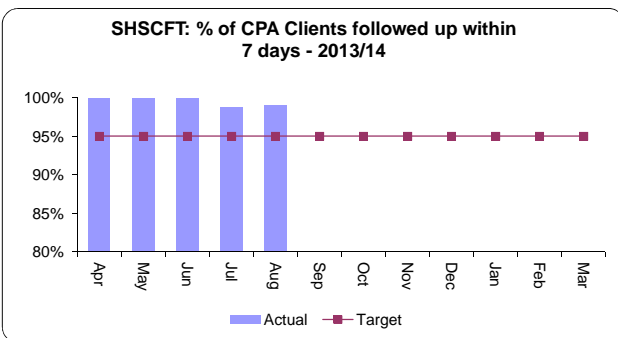
2. CPA 7 day follow up: August's monthly performance is 100%. Actions to strengthen confidence in on-going performance are being implemented, including team-level review and confirmation reporting that follow up has taken place in advance of the 7 day period lapsing and more consistent approaches and actions from day 5 onwards, regarding maintaining proactive actions to contact the client to ensure they remain well.

3. Psychosis intervention: Activity over the last year is more closely aligned to the target thresholds. New Community Mental Health Team (CMHT) models have reduced the numbers of dedicated EIS cases over the Q3 period, which is being reviewed in light of the new service pathways.

4. Psychological therapy services: The quarter 1 performance for psychological therapy indicators is exceeding their respective target levels.

SHSCFT Indicators

	Target	July	August	Change
Crisis Resolution / Home treatment	1202	486	610	▲
Psychosis intervention - New cases (YTD)	90	36	42	▲
Psychosis intervention - Maintain Capacity	270	191	185	▼
CPA 7 day follow up (YTD)	95%	98.80%	99.00%	▲
Anxiety/depression:		Q4	Q1	
% receiving Psychological therapy	3.8%	5.83%	5.88%	▲
% referred for psychological therapy receiving it	65.5%	67.06%	73.67%	▲
Psychological therapy pts. move to recovery	44.40%	80.30%	79.53%	▼



APPENDIX B: Ambulance Trust Performance Measures

Yorkshire Ambulance Service

For August 2013, both the Category A 8 minute (Red 1 & Red 2) and 19 minute targets continued to be achieved at the Yorkshire Ambulance Service (YAS) Trust level. Performance is formally reviewed monthly by commissioners at the Yorkshire & Humber 999 Contract Management Board.

The 8 minute target is split into two parts: Red 1 and Red 2. This split reflects the way Ambulance Trusts already sub-divide their Category A calls for operational purposes:

1. Red 1 calls are the most time-critical and cover cardiac arrest patients who are not breathing and do not have a pulse and other severe conditions such as airway obstruction. These make up less than 5% of all calls.
2. Red 2 calls are serious but less immediately time-critical and cover conditions such as stroke and fits.

Key Risks:

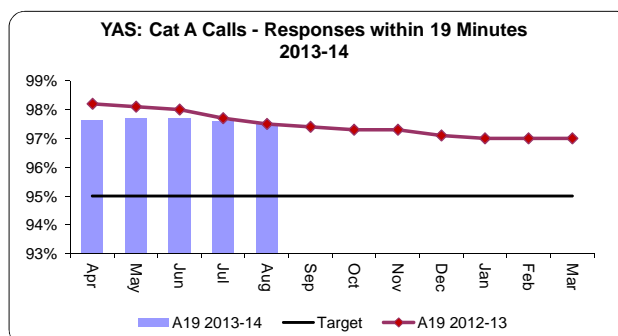
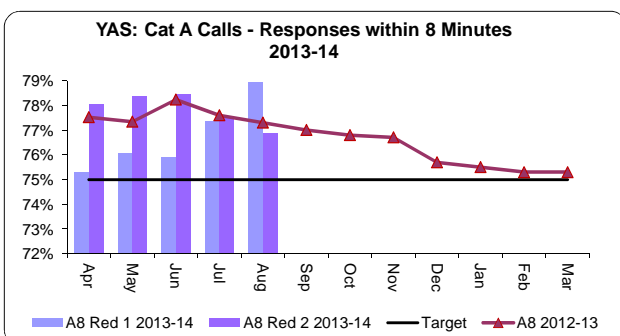
YAS have been requested to provide a winter plan setting out actions to mitigate the impact of the weather this winter and this will be reviewed along with winter plans from all other key providers in Sheffield at the Sheffield Urgent Care Board on 25th September 2013.

Key points to note:

Agreement has been reached with Arriva Transport Solutions Ltd to commence a non-paramedic GP Urgent service from September 2013 to run in parallel with the existing paramedic-led GP urgents service provided by YAS. Arrangements are being made to ensure the transition from YAS to Arriva runs smoothly.

YAS Indicators

	<u>Target</u>	<u>July</u>	<u>August</u>	<u>Monthly Change</u>
Cat A 8 minutes Red 1 (YTD)	75%	77.37%	78.95%	▲
Cat A 8 minutes Red 2 (YTD)	75%	77.46%	76.85%	▼
Cat A 19 minutes (YTD)	95%	97.58%	97.52%	▼



Data has increasingly become available for the new quality indicators and shows there is a varying degree of fluctuation month-on-month. As target levels have not yet been published, RAG ratings are not reflected in the table below.

Quality Indicators

	<u>Target</u>	<u>June</u>	<u>July</u>	<u>Monthly Change</u>
Re-contact after discharge (Phone)		7.9%	7.6%	▼
Re-contact after discharge (Treatment at scene)		6.8%	7.3%	▲
Re-contact after discharge (Frequent Caller)		2.0%	2.0%	◄►
Time to answer call (Median)	5 sec	1	1	◄►
Time to answer call (95th Percentile)		21	37	▲
Time to answer call (99th Percentile)		84	103	▲
Time to treatment (Median)		5.3	5.6	▲
Time to treatment (95th Percentile)		13	14.2	▲
Time to treatment (99th Percentile)		19.7	21	▲
Call closed with advice (Phone advice)		4.8%	5.0%	▲
Call closed with advice (Transport)		29.3%	30.7%	▲
Clinical Indicators		<u>March</u>	<u>April</u>	
Outcome from Cardiac Arrest (CA) All		21.9%	19.0%	▼
Outcome from CA Utstein Group (UG)		47.1%	40.0%	▼
Outcome from acute STEMI Angioplasty		81.2%	77.4%	▼
STEMI Care Bundle		78.8%	83.7%	▲
Outcome from Stroke 60 min to Stroke Unit		59.5%	63.2%	▲
Stroke - Appropriate Care Bundle		94.4%	97.1%	▲
Outcome from CA - Survival to Discharge All		7.6%	11.7%	▲
Outcome from CA - Survival to Discharge UG		17.6%	33.3%	▲
Service Experience		N/A	N/A	

APPENDIX C: Contract Activity



Sheffield Teaching Hospitals NHS Foundation Trust

Sheffield Clinical Commissioning Group

Performance against Sheffield CCG Activity Target at Month 5, April - August 2013

PLEASE NOTE: The financial performance is reported separately in the Finance Report

Outpatient First Attendances: 3.5% above plan
 Outpatient Follow-ups: 0.6% above plan
 Outpatient Procedures: 5.8% above plan

Inpatient Elective Spells: 1.6% above plan
 Inpatient Non-elective Spells: 4.2% above plan
 A&E Attendances: 5.8% above plan

Figure 1: Referrals¹

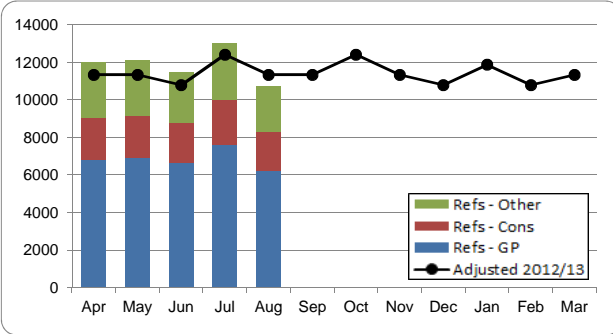


Figure 4: Electives

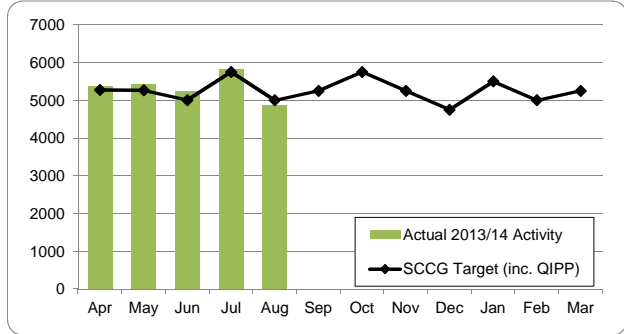


Figure 2: Firsts²

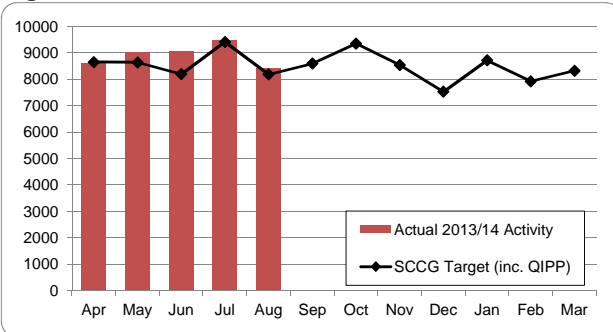


Figure 5: Non-Electives

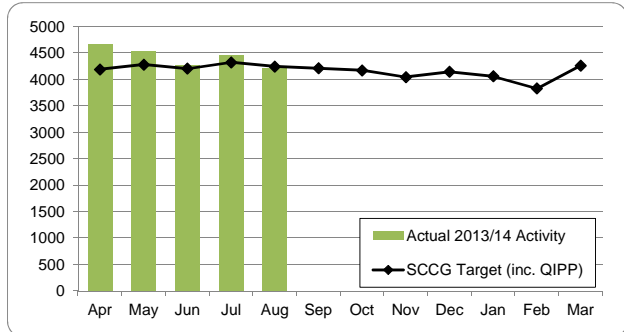


Figure 3: Follow-ups

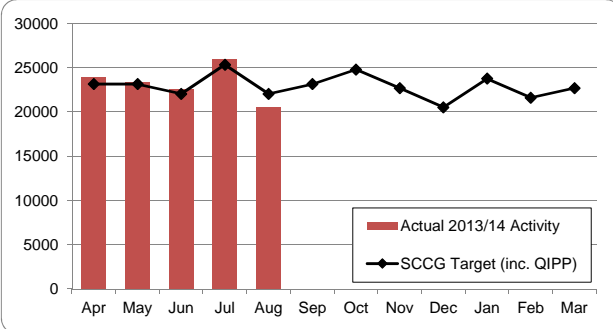


Figure 6: Accident and Emergency

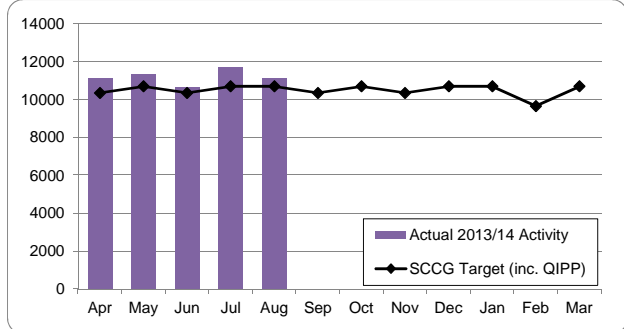


Table 1. Outpatient Activity

Activity	2013/14	Target	Var	% Var
Firsts	44,630	43,110	1,520	3.5%
Follow-ups	116,384	115,722	662	0.6%
OP Payable Procedures	25,221	23,834	1,387	5.8%
Follow-ups:First Ratio	2.61	2.68	-0.08	-2.9%

Table 2. Inpatient and A&E Activity

Activity	2013/14	Target	Var	% Var
Electives	26,717	26,303	414	1.6%
Non Electives	22,133	21,238	895	4.2%
Excess Bed Day Costs (£000s)	£ 4,109	£ 4,073	£ 35	0.9%
A&E	55,789	52,747	3,042	5.8%

Source: STHFT Contract Monitoring

Notes:

¹ Referrals compared to 2012/13, adjusted for working days and counting changes.

Includes all Sheffield activity (CCG and NHS England) for specialties >50% CCG commissioned.

All remaining data is Sheffield CCG only (i.e. excluding NHS England commissioned activity - specialised and dental).

Outpatient attendances exclude Clinical Psychology, Diabetes, Hearing Services, Palliative Medicine and Obstetrics.

² First outpatient attendances excludes CDU (Clinical Decision Unit) Attendances. CDU Attendances are overperforming by 1083 (11.8%).

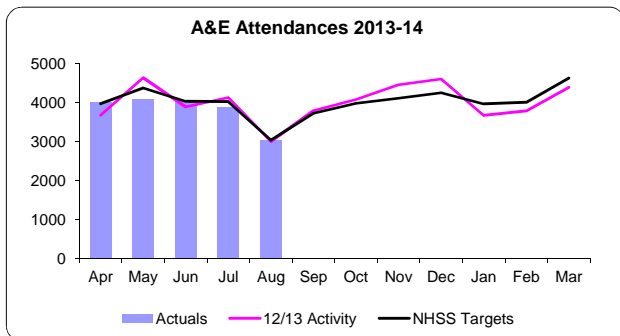
Excess Bed Day Costs include MFF (Market Forces Factor).

Produced by NHS Sheffield CCG Contract Team, September 2013

APPENDIX C: Contract Activity

Sheffield Children's NHS Foundation Trust

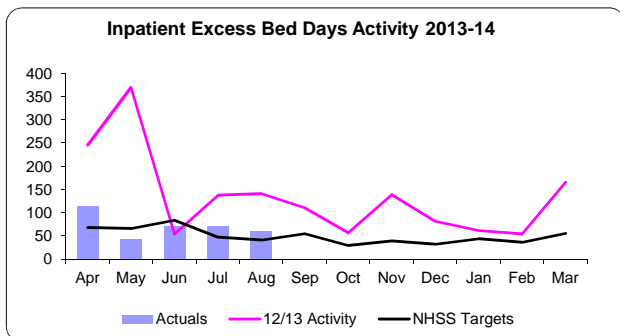
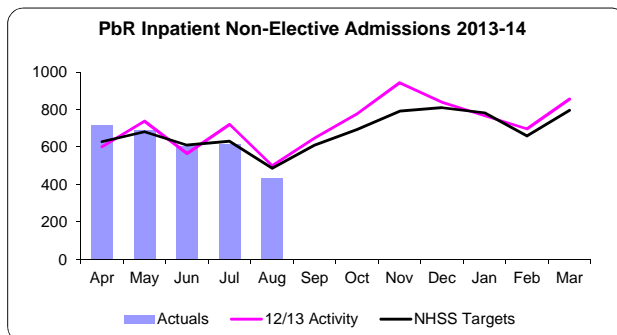
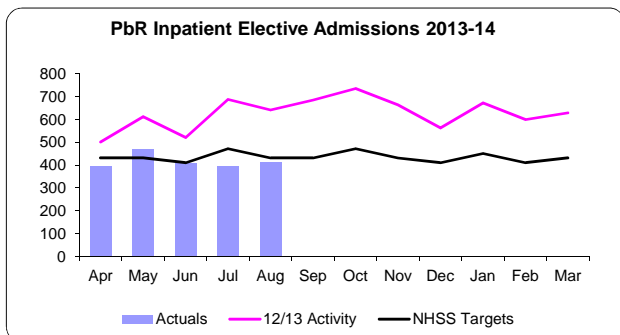
2013/14 Actual performance against Plan and 2012/13 performance



A&E activity fluctuated throughout 2012/13, but the first 5 months of 2013/14 show a slight decrease in attendances. Activity is just below the target level for August.

Following their dip below the '95% within 4 hours' target level in April and improvement in May to July, as at the end of August, SCHFT's cumulative A&E performance has risen again, to 97.59%.

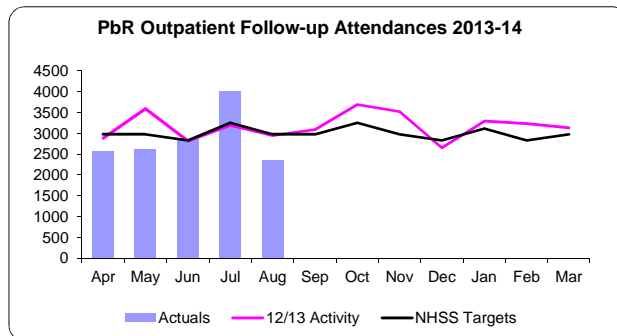
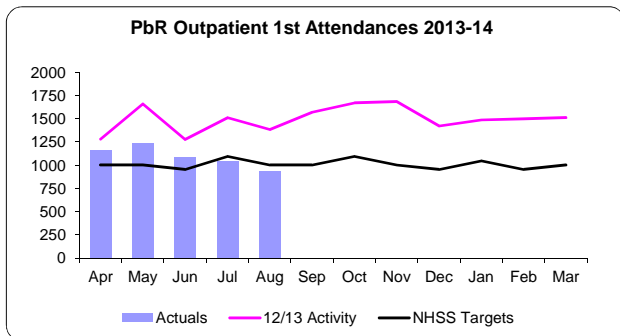
It should be noted that all A&E attendances at the Trust are Type 1 in nature.



Elective activity has remained fairly constant from June to August and is below planned levels. Non-elective admission levels have fallen in August and are below planned level for the month.

Although still lower than the level seen in April, excess bed days are still just above the planned amount for the month.

Outpatient first attendances remain below the levels seen last year and are also just under plan; follow-ups in August have fallen from the levels seen last month and are well below planned levels for the month.



Position to August 2013:

SCHFT outpatient firsts are overtrading by 403 attendances and follow-ups are undertrading by 595. In terms of elective activity, there is currently an undertrade of 88 spells. Non-elective activity is currently overtrading by 21 spells. Excess bed days are overperforming by 56 bed-days. There is currently an undertrade on A&E attendances of 407.

Activity figures are from SCHFT contract monitoring information
SCHFT Finance Team