

































































## Appendix A: Health Economy Performance Measures Summary

### Acute Services Portfolio - 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)	*	95.52%	97.48%
Emergency Readmissions within 30 days	12.48%	N/A	N/A
Non-elective Admissions (FFCEs) (YTD)	41139	33502	5401
Number of attendances at A&E departments - Type 1 (YTD) <sup>1</sup>	111282	77259	33961
Number of attendances at A&E departments - Total (YTD) <sup>1</sup>	131592	98379	33961
Unplanned Hospitalisation for chronic ambulatory care sensitive conditions	985.7	N/A	N/A
Emergency admissions - acute conditions that should not require admission	1495	N/A	N/A
Unplanned hospitalisation for asthma, diabetes and epilepsy in under 19s	279	N/A	N/A
Emergency admissions for children with lower respiratory infections (LRTI)	805	N/A	N/A
Urgent Operations cancelled for the second time	N/A	0	0
Patient overall experience of out of hours GP Services	69.17%	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) <sup>3</sup>	81.16%	N/A	N/A	78.38%
Category A response in 8 mins (RED 2 less time-critical e.g. strokes and fits) <sup>3</sup>	76.63%	N/A	N/A	75.43%
Category A response in 19 mins <sup>3</sup>	98.65%	N/A	N/A	97.33%
Ambulance handover: % handovers to A&E within 15mins <sup>2</sup>	*	77.7%	95.2%	81.5%
Crew Clear: % post-handovers (ambulance ready for next call) within 15mins <sup>2</sup>	*	85.0%	83.7%	78.6%
Trolley waits in A&E (patients waiting over 12 hours to be seen/treated)	*	0	0	N/A

#### Footnotes:

##### <sup>1</sup> 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

##### <sup>2</sup> Ambulance handover/crew clear times:

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

##### <sup>3</sup> 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	73.75
Under 75 mortality rate from Respiratory Disease per 100,000	24.55
Under 75 mortality rate from Cancer per 100,000	131.57
Under 75 mortality rate from Liver disease per 100,000	16.58
Proportion of people feeling supported to manage their condition	68.85%
Health-related quality of life for people with long-term conditions	54.35%

### Mental Health, Learning Disabilities and Dementia

	SHSCFT
Care Programme Approach (CPA) 7-day follow up by Mental Health services, after psychiatric inpatient care	98.20%
Proportion of people entering psychological treatment against the level of need in the general population	8.52%
The proportion of people who are moving to recovery, following psychological treatment	47.90%
Estimating the diagnosis rate of people with dementia ( <b>NB:</b> estimated figure using locally-available data)	68.10%

### Quality Standards

#### Health Care Acquired Infections (HCAI)

	CCG	STHFT	SCHFT	SHSCFT
MRSA bacteraemia (YTD)	3	3	0	N/A
Clostridium Difficile (C Diff) (YTD)	150	67	3	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 December, there have been 1,050 home treatment interventions against a 12-month target of 1,202. This equates to 16.5% more patients benefiting from this service than originally planned by the end of December.

2. CPA 7 day follow up: December's monthly performance is 93.8%, bringing the YTD performance to 98.2%, although this is still above the 95% target. 2 patients were not followed up in Quarter 3, 1 due to staff sickness and 1 due to a patient who DNA'd and staff were unable to contact the patient, despite repeated efforts. The latter has now been seen..

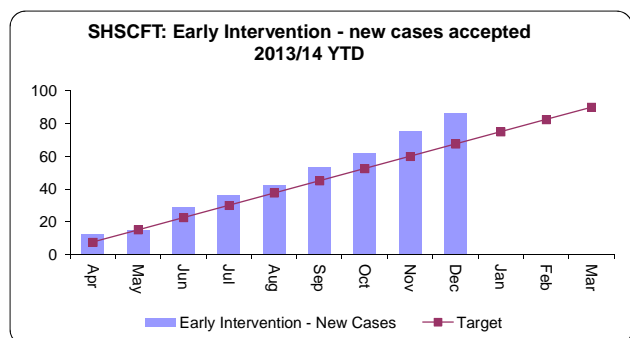
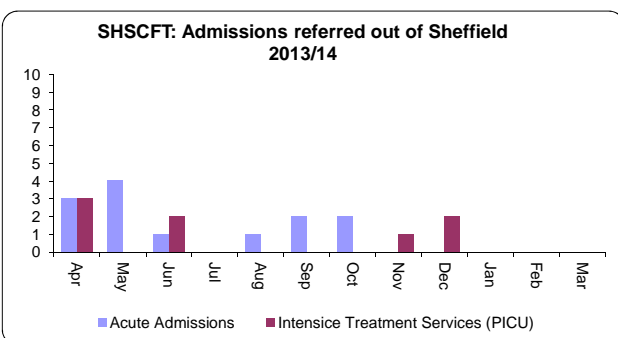
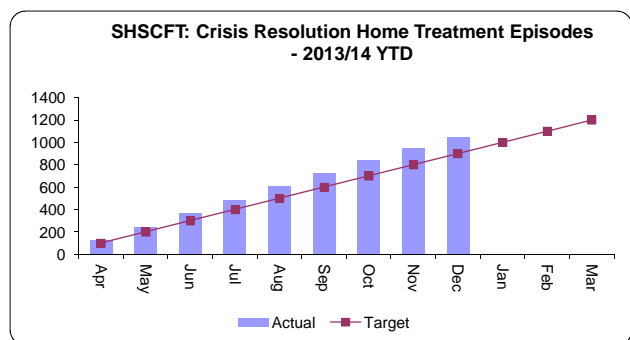
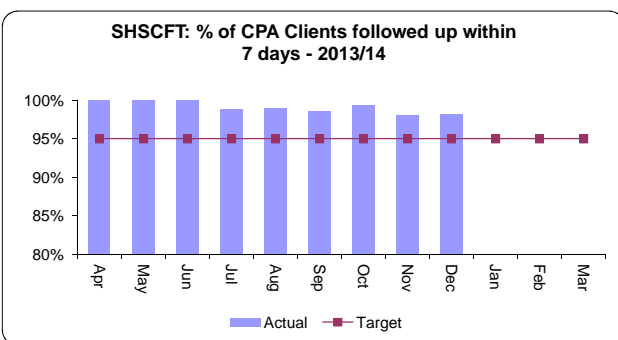
3. Psychosis intervention: Activity over the last year is more closely aligned to the target thresholds. New Community Mental Health Team (CMHT) models have reduced the numbers of dedicated Early Intervention Service (EIS) cases over the Q3 period, which is being reviewed in light of the new service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

#### 4. Psychological therapy services:

- The quarter 2 performance for the proportion of patients receiving psychological therapy continues towards target level; with 8.52% as at the end of quarter 2 against the half-way plan of 7.5%, good progress is being made towards 15% by the end of 2013/14.
- With regards to the proportion of patients having completed treatment that are moving to recovery: As noted previously, last year's plan for patients having completed treatment and moving to recovery was 44.4% and this was achieved. However, NHS England have noted that the recovery rate should reach 50% by 2014/2015. Whilst not currently meeting this at the half-way point, the CCG do not foresee any issues in reaching the requirement by the end of this year.

Quarter 3 psychological therapy services information will be included in next month's report.

SHSCFT Indicators All indicators are Year to date				
	Target	October	November	Change
Crisis Resolution / Home treatment	1202	951	1050	▲
Psychosis intervention - New cases	90	75	86	▲
Psychosis intervention - Maintain Capacity	270	177	176	▼
CPA 7 day follow up	95%	99.30%	98.20%	▼
Anxiety/depression:		Q1	Q2	
% receiving Psychological therapy	15%	4.33%	8.52%	▲
Psychological therapy pts. move to recovery	50%	47.36%	47.90%	▲



## APPENDIX B: Ambulance Trust Performance Measures

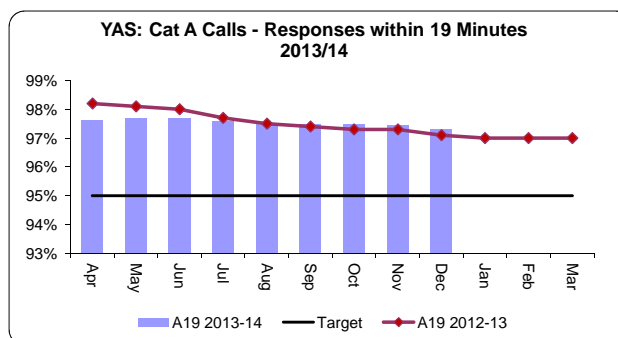
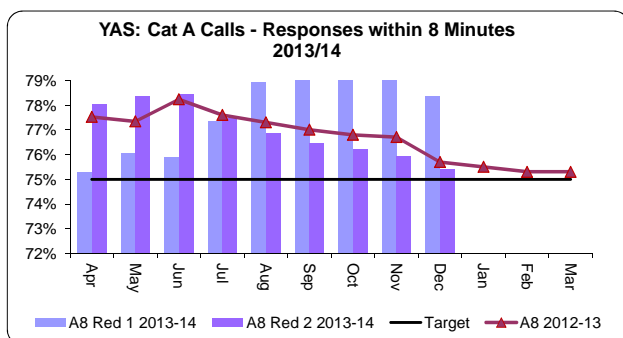
### Yorkshire Ambulance Service

For December 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. (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. Red 2 calls are serious but less immediately time-critical and cover conditions such as stroke and fits.)

**Key Risks:** YAS have provided winter planning documentation setting out actions to mitigate the impact of adverse weather this winter. YAS remain above 75% YTD on their red targets, but failure to meet their green targets (with the exception of G4) in 2013/14 remains a considerable cause for concern. (G1 & 2 - serious but non life-threatening, G3 & 4 - non life-threatening.). As previously noted, a contract query was issued in August 2013 in respect of underperformance against these green targets. YAS have indicated that the G1-3 targets will not be achieved in 2013/14. Commissioners have yet to agree with YAS an improvement plan and trajectory and conclusion of this matter is being addressed as part of the on-going contract negotiations for 2014/15.

**Key points to note:** A further contract query will shortly be issued (and sanctions imposed) for December underperformance against the 75% target for R1 and R2 8 min performance across YAS. An action plan for an improved and sustainable level of Red performance in 2013/14 has been agreed with YAS and, at the time of writing, YAS appear to be on course to achieve their 75% target for the year as a whole by the end of March 2014.

YAS Indicators	Target	November	December	Monthly Change
Cat A 8 minutes Red 1 (YTD)	75%	79.09%	78.38%	▼
Cat A 8 minutes Red 2 (YTD)	75%	75.95%	75.43%	▼
Cat A 19 minutes (YTD)	95%	97.44%	97.33%	▼



Data is available for the 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	Target	October	November	Monthly Change
Re-contact after discharge (Phone)		6.8%	7.6%	▲
Re-contact after discharge (Treatment at scene)		4.5%	4.6%	▲
Re-contact after discharge (Frequent Caller)		2.6%	1.9%	▼
Time to answer call (Median)	5 sec	1	1	◄►
Time to answer call (95th Percentile)		20	20	◄►
Time to answer call (99th Percentile)		66	63	▼
Time to treatment (Median)		5.6	5.7	▲
Time to treatment (95th Percentile)		14.1	14.1	◄►
Time to treatment (99th Percentile)		20.7	21.1	▲
Call closed with advice (Phone advice)		3.9%	4.0%	▲
Call closed with advice (Transport)		29.6%	29.9%	▲
<b>Clinical Indicators</b>		<b>July</b>	<b>August</b>	
Outcome from Cardiac Arrest (CA) All		28.7%	23.8%	▼
Outcome from CA Utstein Group (UG)		53.3%	50.0%	▼
Outcome from acute STEMI Angioplasty		87.1%	82.2%	▼
STEMI Care Bundle		84.9%	87.1%	▲
Outcome from Stroke 60 min to Stroke Unit		70.8%	60.7%	▼
Stroke - Appropriate Care Bundle		97.9%	97.7%	▼
Outcome from CA - Survival to Discharge All		10.1%	11.3%	▲
Outcome from CA - Survival to Discharge UG		37.9%	37.0%	▼
Service Experience		N/A	N/A	



# APPENDIX C: Contract Activity



## Sheffield Teaching Hospitals NHS Foundation Trust

## Sheffield Clinical Commissioning Group

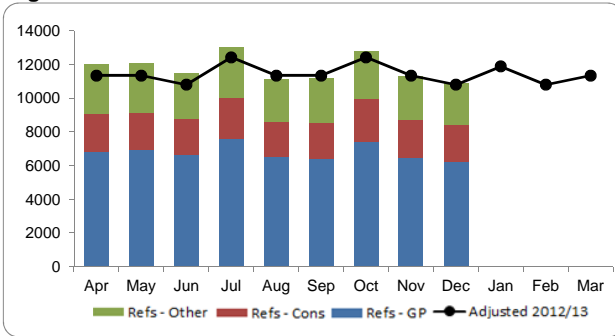
Performance against Sheffield CCG Activity Target at Month 9, Apr - Dec 2013

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

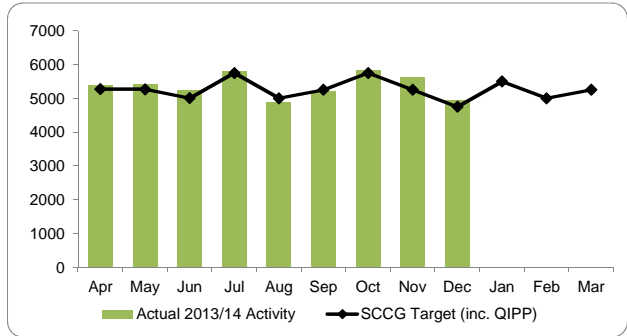
Outpatient First Attendances: 3.9% above plan  
 Outpatient Follow-ups: 3.2% above plan  
 Outpatient Procedures: 13.2% above plan

Inpatient Elective Spells: 2.2% above plan  
 Inpatient Non-elective Spells: 5.1% above plan  
 A&E Attendances: 4.3% above plan

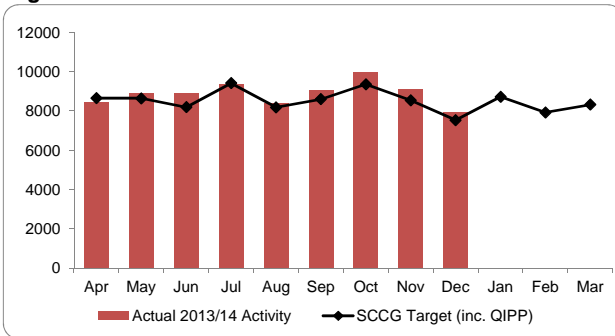
**Figure 1: Referrals<sup>1</sup>**



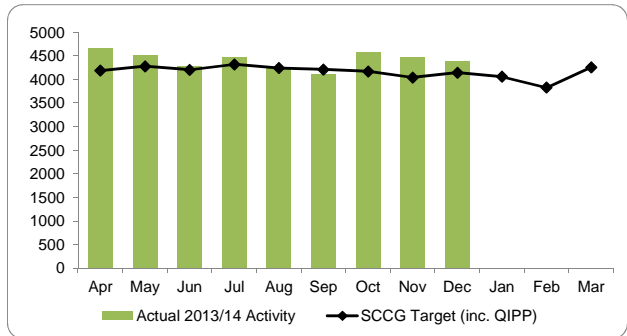
**Figure 4: Electives**



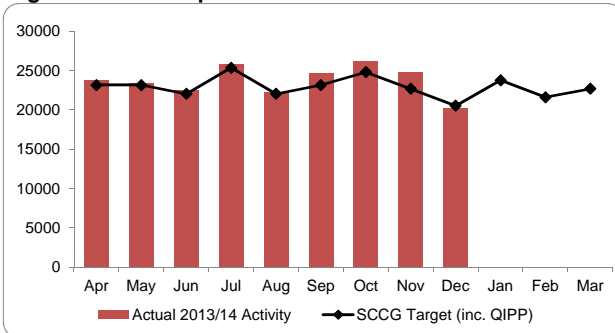
**Figure 2: Firsts<sup>2</sup>**



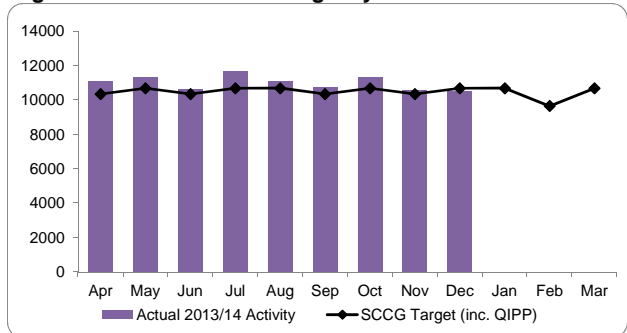
**Figure 5: Non-Electives**



**Figure 3: Follow-ups**



**Figure 6: Accident and Emergency**



**Table 1. Outpatient Activity**

Activity	2013/14	Target	Var	% Var
Firsts	80,140	77,148	2,992	3.9%
Follow-ups	213,464	206,892	6,572	3.2%
OP Payable Procedures	48,505	42,848	5,657	13.2%
Follow-ups:First Ratio	2.66	2.68	-0.02	-0.7%

**Table 2. Inpatient and A&E Activity**

Activity	2013/14	Target	Var	% Var
Electives	48,371	47,310	1,061	2.2%
Non Electives	39,731	37,806	1,925	5.1%
Excess Bed Day Costs (£000s)	£ 7,251	£ 7,321	£ -70	-1.0%
A&E	98,927	94,807	4,120	4.3%

Source: STHFT Contract Monitoring

**Notes:**

- <sup>1</sup> 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.
- <sup>2</sup> First outpatient attendances exclude CDU (Clinical Decision Unit). CDU Attendances are overperforming by 2299 (13.9%). Excess Bed Day Costs include MFF (Market Forces Factor).

Produced by NHS Sheffield CCG Contract Team, January 2014

# APPENDIX C: Contract Activity



## Sheffield Children's Hospital NHS Foundation Trust

## Sheffield Clinical Commissioning Group

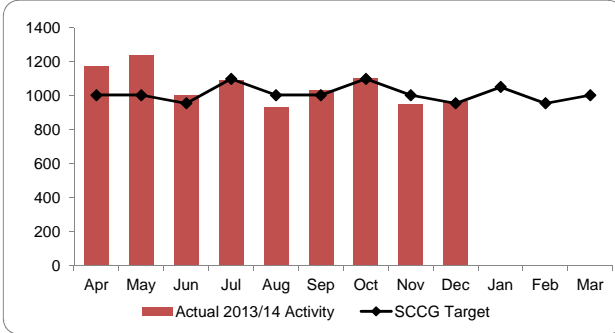
Performance against Sheffield CCG Activity Target at Month 9, Apr - Dec 2013

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

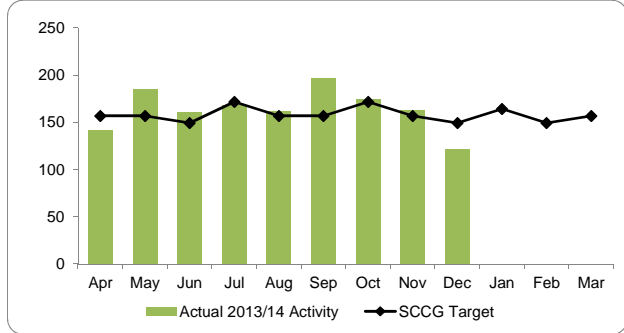
Outpatient First Attendances: 4% above plan  
 Outpatient Follow-ups: 4.5% above plan  
 Outpatient Procedures: 55.9% above plan

Inpatient Elective Spells: 3.4% above plan  
 Inpatient Non-elective Spells: 6.5% above plan  
 A&E Attendances: 2.7% below plan

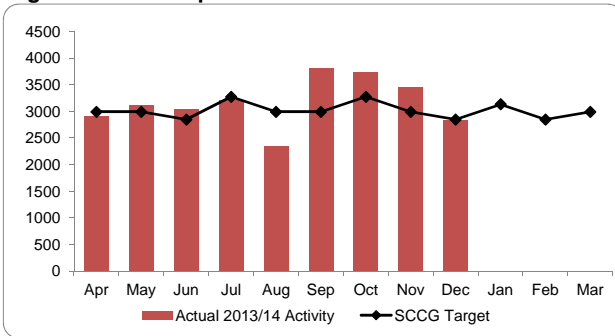
**Figure 1: Firsts**



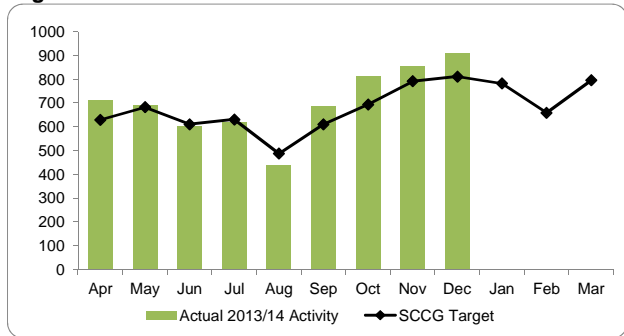
**Figure 4: Electives**



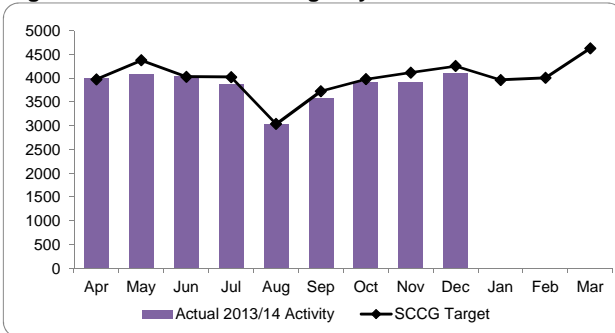
**Figure 2: Follow-ups**



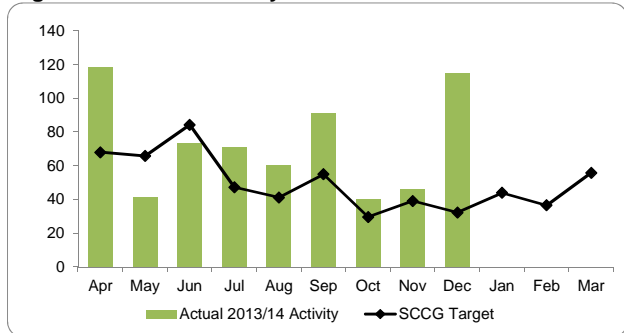
**Figure 5: Non-Electives**



**Figure 3: Accident and Emergency**



**Figure 6: Excess Bed Days**



**Table 1. Outpatient Activity**

Activity	2013/14	Target	Var	% Var
Firsts	9,500	9,134	366	4.0%
Follow-ups	28,467	27,229	1,238	4.5%
OP Payable Procedures	34	22	12	55.9%
Follow-ups:First Ratio	3.00	2.98	0.02	0.5%

**Table 2. Inpatient and A&E Activity**

Activity	2013/14	Target	Var	% Var
Electives	1,474	1,426	48	3.4%
Non Electives	6,334	5,949	385	6.5%
Excess Bed Day Costs (£000s)	£ 182	£ 155	£ 27	17.5%
A&E	34,561	35,522	-961	-2.7%

Source: SCH Contract Monitoring (SLAM)

**Notes:**

Sheffield CCG Activity Only