

West Hampshire Performance Report

Based on performance data available as at 9 May 2019



EXECUTIVE SUMMARY

Key Performance Headlines

A&E <4 hour waits

- UHS performance declined from 81.05% in March to 76.92% in April, not achieving the 95% standard
- HHFT performance declined from 88.25% in March to 83.44% in April, not achieving the 95% standard.

Cancer waits

- 6 of 9 cancer standards not achieved at CCG level in March 2019
- 6 of 9 cancer standards not achieved at UHS
- 3 of 9 cancer standards not achieved at HHFT.

RTT Incomplete

- March's CCG performance improved marginally to 88.66%, not achieving the 92% standard
- The CCG reported zero 52 week waits.
- CCG did not maintain Mar 18 waiting list of 37,537 with 37,735. However, UHS significantly reduced their waiting list both at trust wide level and for WH patients.

Length of Stay

- HHFT bed reduction 31% in Mar 19 (67 bed days)
- March data shows a worsened position for UHS following achievement of 26% reduction in Jan 2019 to 19% (52 bed days).

Diagnostic waits

- March's CCG performance was 1.47%, not achieving the 1% standard but a slight improvement on previous month.

Mixed Sex Accommodation

- 5 breaches recorded in March, a significant reduction compared to 18 in February against the zero tolerance target.

Wheelchair Waiting Times

- Performance improved marginally in Q4 to 52.24% but did not achieve the national standard.

Dementia Diagnosis rate

- March's CCG performance was 62.08%, not achieving the 66.7% standard

CAMHS Waiting Times

- The external review of the service has concluded and initial findings have been reviewed by the 3 way Board meeting, and a range of interim actions agreed – including additional investment and the establishment of a transformation board.

Care Programme Approach (CPA)

- The CCG achieved the 95% standard in Quarter 4 with 97.25%

IAPT access and recovery rate







- The CCG is achieving the recovery rate in Feb 19 with 54.35%. However, access rate is marginally below operating plan standard with 4.13%.

IAPT people seen within 6 and 18 weeks

- Standards of 75% and 95% achieved in March with 96.23% and 100% respectively.



KEY – DIRECTION OF TRAVEL / BENCHMARKING

Direction of Travel – arrows depict movement compared to previous month or quarter		Benchmarking – based on NHSE published data
	Below target, but performance improved	Upper quartile
	Below target, performance deteriorated	Inter quartile
	Above target, performance improved	Lower quartile
	Above target, but performance deteriorated	
	Below standard, no change in position	
	Above standard, no change in position	



WHCCG PERFORMANCE - SUMMARY

Key issues

Performance

Travel

Ongoing actions to improve position

Benchmarking

RTT Incompletes

88.66 vs 95% standard (Mar 19)



Total RTT waiting list

37,735 vs 37,537 target (Mar 19)



Cancer waiting times

3 of 9 standards achieved (Mar 19)



Diagnostic 6 week waits

1.47% vs 1% standard (Mar 19)



Ambulance response times

2 of 6 targets achieved (Mar 19)



CAMHS waiting times

0 of 5 targets achieved (Mar 19)



Wheelchair waiting times

52.24% vs 100% standard (Q4)



Dementia diagnosis

62.08% vs 66.7% standard (Mar 19)



Mixed sex accommodation

18 breaches (Mar 19) (zero tolerance)



- **RTT 18 weeks** – CCG has not achieved the 92% standard for 19 consecutive months. This was a slight improvement
- **RTT waiting list** – CCG total waiting increased above the March 2018 position and the CCG did not meet the standard. This was predominantly due to HHFT who missed the standard by 700 patients
- **Cancer waiting times** – CCG only achieved 3 of the 9 standards, however majority of standards improved again. See UHS and HHFT slides for further details.
- **Diagnostic waiting times** – 141 patients waited longer than 6 weeks in March 2019, a small improvement. 97 breaches occurred at HHFT – see HHFT slide for further details.
- **Ambulance response times** – there was an improvement in March, with 2 standards being achieved and the Category 1 standard only being marginally missed. Performance overall still needs improvement.
- **CAMHS waiting times** – performance in March deteriorated against 2 of the 5 targets, but there was an improvement in overall 18 week referral to treatment times.
- **Wheelchair waiting times** – Q4 performance improved marginally to 52.24%. Average waiting times for children in Mar 19 is 18.9 weeks.
- **Dementia Diagnosis** – CCG's diagnosis rate in March is 62.08%, an improvement from 61.7%. The CCG will not be able to meet the standard due to ongoing issues with prevalence calculator.
- **Mixed sex accommodation** – 5 breaches recorded in March compared to 18 in February

85 / 197 CCGs

N/A

N/A – see provider tabs

107 / 197 CCGs

N/A

N/A

N/A

117 / 195 CCGs

N/A

UNIVERSITY HOSPITAL SOUTHAMPTON FT (UHSFT) – SUMMARY TRUST WIDE POSITION

Key issues

Performance

Travel

Ongoing actions to improve position

Benchmarking

A&E 4 hour waits

76.92% vs 95% standard (Apr 19)



Diagnostics 6 week waits

0.97% vs 1% standard (Mar 19)



18 wks RTT incompletes

86.74% vs 92% standard (Mar 19)



Long Stays

26% reduction (Mar 19)



Cancer 2 week waits

95.24% vs 93% standard (Mar 19)



Cancer 2WW breast symptoms

70.64% vs 96% standard (Mar 19)



Cancer 31 days

91.69% vs 94% standard (Mar 19)



Cancer 31 days surgery

62.5% vs 85% standard (Feb 19)



Cancer 62 days

70.44% vs 90% standard (Mar 19)



- **A&E** – Further deterioration from 81% to 76% against UHS trajectory of 90%. RAP in place, including the recently agreed ECIST actions. Performance within AE department and time to initial assessment remain key actions for UHS to address. High level of attendances, acuity of patients, and bed closures due to Norovirus impacted on performance. A bid for capital funding has been submitted.
- **Diagnostics** – Trust achieved the 1% standard in Mar 2019 for the second consecutive month, representing significant achievement and in line with the agreed recovery plan.
- **RTT 18 weeks** – marginal improvement - plans in place to deliver improvements in Ophthalmology, Neurology and T&O. However, it should be noted that UHS maintained their Mar 18 waiting list position, reducing from 31,297 to 30,633. This is a significant achievement.
- **Long Stays** – Mar 19 data shows slightly worsened position to 19% (52 beds).
- **Cancer waiting times** – UHS achieved 3 of the 9 standards in Mar 19, however performance improved against majority of standards, most notably the breast symptom 2 week wait standard and the 2 week wait standard, which was achieved for the first time in 12 months.
- **31 day and 62 day standards** – performance improved against the 62 day standard in March, but deteriorated against the 31 day surgery standard.
- In light of the agreement reached with UHS that due to workforce challenges they will not be able to deliver the required standards for 62 days and 31 day surgery until December 2019, the CCG has agreed a RAP. Trust will be monitored against their operating plan trajectories.

111 / 135 trusts

103 / 173 trusts

118 / 181 trusts

N/A

63 / 152 trusts

95 / 124 trusts

145 / 153 trusts

144 / 144 trusts

139 / 156 trusts

HAMPSHIRE HOSPITALS FOUNDATION TRUST (HHFT) – SUMMARY OF TRUST WIDE POSITION

Key issues	Performance	Travel	Ongoing actions to improve position	Benchmarking
A&E 4 hour waits	83.44% vs 95% standard (Apr 19)	↓	<ul style="list-style-type: none"> A&E – performance deteriorated in April, HHFT did not achieve their operating plan trajectory of 88%. The 20:20 ImprovED initiative is being implemented, addressing: ED flow, internal flow, system flow, surgery flow, and is moving from the sprint to sustainability phase. Pre ‘late May Bank Holiday’ Discharge Drive/MADE event being considered. Diagnostics – HHFT performance is static and 124 patients did not receive the required test within 6 weeks. Cystoscopy position improved in March, Urodynamics and Medical Imaging continue to be the highest breach areas. Trust have key actions in place and are aiming to recover by April 2019. RTT 18 weeks – deteriorated to 88.13%. Main breaches seen in Dermatology, Cardiology and Gynaecology. HHFT have confirmed that T&O and Gynae will improve in Apr 19. Long Stays – Trust exceeding 26% reduction. Cancer – HHFT achieved 6 of the 9 standards 2 week waits and breast 2 week waits – Trust achieved 2 week waits, however, breast symptoms deteriorated on previous month, mainly due to patient choice. Cancer 31 days radiotherapy – significant improvement was seen in month moving from 44% to 83% in March. Consultation ongoing to move BNH radiotherapy service to UHS to oversee which will enable better rotation of staffing and optimise use of facilities, management of waiting times and provide informed choice for patients. Outcome expected in July 19. Cancer 62 days – the Trust is still not achieving the standard with slight deterioration in month. The main challenges remain in urology, and colorectal patients. Additional surgery lists have been implemented and a clinical fellow has started. Urology consultant business case agreed, recruitment underway. 	65 / 135 trusts
Diagnostics 6 week waits	1.92% vs 1% standard (Mar 19)	↓		126 / 173 trusts
18 wks RTT incompletes	88.13% vs 92% standard (Mar 19)	↓		107 / 181 trusts
Long Stays	31% reduction (Mar 19)	↓		N/A
Cancer 2 week waits breast symptoms	91.88% vs 93% standard (Mar 19)	↓		66 / 124 trusts
Cancer 31 days radiotherapy	83.33% vs 96% standard (Mar 19)	↑		54 / 56 trusts
Cancer 62 days	72.53% vs 85% standard (Mar 19)	↓		130 / 156 trusts
Cancer 62 day screening	100% vs 90% standard (Mar 19)	↑		1 / 130 trusts

ROYAL BOURNEMOUTH & CHRISTCHURCH HOSPITALS FOUNDATION TRUST (RBCH) - SUMMARY

Key issues

Performance

Travel

Ongoing actions to improve position

Benchmarking

A&E 4 hour waits

91.15% vs 95% standard (Apr 19)



Diagnostics 6 week waits

0.73% vs 1% standard (Mar 19)



18 wks RTT incompletes

84.60% vs 92% standard (Mar 19)



Cancer 62 day screening

90% vs 90% standard (Mar 19)



Cancer 2 week waits breast symptoms

100% vs 93% standard (Mar 19)



Cancer 2 week waits

95.5% vs 93% standard (Mar 19)



Cancer 31 days

99.17% vs 96% standard (Mar 19)



Cancer 62 days

89.07% vs 85% standard (Mar 19)



- **A&E** – Trust failed the 95% standard in April 19, but is still performing well nationally.
- **Diagnostics** – Trust continued to considerably improve performance and achieved the standard – only 38 patients waited above 6 weeks. Performance has been recovered in line with the agreed RAP.
- **RTT** – Performance deteriorated further. Capacity issues are still impacting Dermatology, Urology, Ophthalmology and Gastroenterology. Additional consultant posts have been filled in Urology and Dermatology. Aiming to meet standard by April 2019.
- **Cancer 62 day screening** – Trust now delivering standard in line with plan, representing significant improvement on previous month (69.23%).
- **Cancer waiting times** – all other waiting times achieving standard in March 2019.

25 / 135 trusts

85 / 173 trusts

138 / 181 trusts

79 / 130 trusts

1 / 124 trusts

58 / 152 trusts

49 / 153 trusts

33 / 156 trusts

Quality services, better health



SALISBURY NHS FOUNDATION TRUST (SFT) – SUMMARY OF TRUST WIDE POSITION

Key issues

Performance

Travel

Ongoing actions to improve position

Benchmarking

A&E 4 hour waits

92.46% vs 95% standard (Apr19)



- **A&E** – Trust did not achieve standard in April however performance improved further. CCG continues to work with Wiltshire CCG A&E Delivery Board on improvement plans oversight.
- **Diagnostics** – Trust continued to achieve the standard in March, with 27 patients breaching.
- **18 weeks** – Trust achieving standard.
- **Cancer waiting times standards** – Trust achieved all cancer standards applicable in March. Most notable improvements were seen in 2ww breast symptoms, 31 day diagnosis to treatment and 62 day standards, which were all below standard in February.
- **Mixed Sex Accommodation** – Trust reported 3 breaches in March which represents significant improvement on previous month (62). Reviewed at monthly CQRMs and CCG quality leads have conducted visits to the AMU ambulatory unit where all breaches have occurred. CCGs assured by mitigation actions put in place.

19 / 135 trusts

Diagnostics 6 week waits

0.74% vs 1% standard (Mar 19)



86 / 173 trusts

18 wks RTT incompletes

93.06% vs 92% standard (Mar 19)



46 / 181 trusts

Cancer 2 week waits

96.58% vs 93% standard (Mar 19)



38 / 152 trusts

Cancer 2 week waits breast symptoms

100% vs 93% standard (Mar 19)



1 / 124 trusts

Cancer 31 days

100% standard (Mar 19)



1 / 153 trusts

Cancer 62 days

86.67% vs 85% standard (Mar 19)



53 / 156 trusts

Mixed sex accommodation

3 breaches (Mar 19)



N/A

Quality services, better health



SOUTHERN HEALTH FOUNDATION TRUST (SHFT) – SUMMARY (COMMUNITY & MENTAL HEALTH)

Key issues

Performance

Travel

Ongoing actions to improve position

Benchmarking

RTT Incompletes

93.38% vs 92% standard (Mar 19)



Diagnostic 6 week waits

0.25% vs 1% standard (Mar 19)



Delayed Transfers of Care - Adults

0.6% vs 7.5% standard (Mar 19)



Referrals receiving 1st treatment in 7 days - Adults

96.1% vs 90% standard (Mar 19)



Care Programme Approach (CPA) within 7 days - Adults

100% vs 95% standard (Mar 19)



CPA – Older People’s MH

100% vs 95% standard (Mar 19)



Referrals receiving 1st treatment in 7 days - OPMH

94.2% vs 90% standard (Mar 19)



Delayed transfers of care - OPMH

10.9% vs 7.5% standard (Mar 19)



Referrals receiving 1st treatment in 7 days - LD

100% vs 90% standard (Mar 19)



- **RTT 18 weeks** – SHFT achieving the 92% standard.
- **Diagnostics** – SHFT achieving the 1% standard with 4 breaches recorded in March.
- **Delayed transfers of care Adults** – Trust achieving 7.5% standard.
- **Referrals receiving 1st treatment within 7 days Adults** – Trust achieving target, with further improvement seen in March.
- **CPA older people’s mental health** – SHFT achieving standard for WHCCG patients.
- **Referrals receiving 1st treatment within 7 days OPMH** – Trust achieving target for WHCCG patients, with marginal improvement seen on previous month.
- **Delayed transfers of care OPMH** – trust not achieving standard with 10.9%, however this represents improvement on previous month of 14.1%.
- **Referrals receiving 1st treatment within 7 days Learning Disabilities** – Trust achieving target for WHCCG patients with 100%.

43 / 181 trusts

44 / 173 trusts

N/A

N/A

N/A

N/A

N/A

N/A

N/A