

Agenda Item:

Nikki Cocks

NHS Norwich CCG Governing Body Meeting

Tuesday 27th January 2015**Norwich****Clinical Commissioning Group**

Subject:	Performance Report
Presented By:	Nikki Cocks Director of Operations & Delivery
Submitted To:	NHS Norwich CCG Governing Body Meeting Tuesday 27 th January 2015
Purpose of Paper:	For Information
Summary:	
<p>The purpose of this paper is to present the performance report to the Governing Body.</p> <p>The current urgent care system remains under pressure, with some of this impacting on elective capacity. Commissioners and Providers are working closely at operational level (via Capacity Planning Group) to try and manage the situation. Plans to implement a number of schemes using System Resilience (Winter Pressures) monies are in progress. Implementation of schemes in the YourNorwich programme, including virtual ward and rapid response, are planned to alleviate pressures in the longer term.</p> <p>The main areas to be brought to the Governing Body's attention are outlined below, with more detail in the accompanying report.</p> <ul style="list-style-type: none"> • NNUH has not met the A&E (4 hours) target of 95% with December actual at 85.3%. Quarter 3 actual 87.7%. Due to increased attendances NNUH has been on black alert during this period. A lack of critical care beds and flows through the hospital resulted in a major internal incident level being announced by the NNUH. A system wide recovery plan has been agreed with the aspiration of restoring the A&E performance by the end of Jan 2015. • NNUH has not met the following quarterly cancer targets, <ul style="list-style-type: none"> ○ 31 day subsequent treatment (surgery): target 94%, November actual 88%, quarter 2 actual 90%. This is due to high demand in plastic surgery, gynaecology and dermatology. A CQN has been issued and a more robust Recovery Action Plan has been agreed. Norwich performance for November was 90.1%, quarter 2 actual 86.3% ○ 62 day standard: target 85%, November actual 69.9%, quarter 2 actual 75.5%. This is due to surgical capacity in gynaecology and head and neck cancers. A CQN has been issued and a more robust Recovery Action Plan has been agreed. Norwich performance for November was 72.5%, quarter 2 actual 79.0% • NNUH has not met the overall RTT admitted, non-admitted and incomplete targets in November with figures of 83% (target 90%), 93.9% (target 95%) and 91.6% (target 92%) respectively. The Trust is also failing to meet targets in 10 specialties, <ul style="list-style-type: none"> ○ Admitted target - General Surgery, Urology, Trauma & Orthopaedics, ENT, Oral Surgery, Plastic Surgery, Thoracic Surgery, Pain Management, Cardiology, and Gynaecology. ○ Non-admitted -Trauma & Orthopaedics, ENT, Oral Surgery, Orthodontics, Plastic Surgery, Pain Management, Dermatology, Respiratory Medicine, Gynaecology and Gynaecology Oncology. ○ As at the 30th November there were 895 patients waiting over 18 weeks. • NNUH reported 5 Grade 3 pressure ulcers and 0 Grade 4 pressure ulcers in 	

November. To be reported within the CQPS Harvest report.

- NNUH reported 5 Clostridium difficile infections in November. To be reported within the CQPS Harvest report.
- Ambulance Turnaround is below target with validated November data showing no ambulances waiting more than 60 minutes and 11 waiting more than 30 minutes. There remains increased high demand at NNUH, which commissioners are working closely with providers to try and manage.
- EEAST 999 performance: Performance dropped in December and EEAST missed their contractual monthly targets for Ambulance 8 minute Red 1 (target 75.0%, actual 71.7%) and Red 2 (target 75%, actual 61.1%) and 19 minute calls (target 95%, actual 90.3%). Performance is managed at a regional consortium level - Norfolk is represented by North Norfolk CCG's Chief Officer.
- NCH&C performance in respect of Podiatric Surgery has improved in November with a figure of 72.7% being recorded but remains under the target of 95%. Contract Query Notice issued and a remedial action plan with trajectory for recovery has been agreed and being monitored by SPRG.
- NCH&C performance in respect of MSK physiotherapy has improved slightly in November with a figure of 91.4 % being recorded but remains under the target of 95%. NCH&C have provided a business case which is being considered and the way forward and pathway agreed.
- NCH&C has reported 2 Clostridium difficile infections in November. To be reported within the CQPS Quality report.
- NSFT - percentage of patients that complete treatment and move to recovery in November has fallen with a figure of 39.8% being recorded against a target of 50%. The number of patients who receive psychological therapies has increased to 272 which is above the trajectory of 246. The action plan to recover performance is being monitored weekly. There has been a significant increase in referrals in the last few months and along with new administrative processes to tackle attrition rates, it is expected to show improved access rates over the next quarter.
- EEAST 111 performance in respect of Urgent call returned by a clinician < 60 minutes has dropped in November with a figure of 82.9% being recorded against a target of 95%.
- EEAST 111 performance in respect of warm transfer to clinician has dropped in November with a figure of 57.8% being recorded against a target of 72%.

NHS Norwich CCG continues to meet quarterly with NHS England (NHSE) as well as providing monthly information to ensure that NHSE has up to date information.

Recommendation: The Governing Body is asked to note the areas of performance concern.