

**Agenda Item: 09**

Nikki Cocks  
 NHS Norwich CCG Governing Body  
 Tuesday 24<sup>th</sup> March 2015



**Norwich**

**Clinical Commissioning Group**

<b>Subject:</b>	Performance Report
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<b>Submitted To:</b>	NHS Norwich CCG Governing Body Meeting Tuesday 24 <sup>th</sup> March 2015
<b>Purpose of Paper:</b>	For Information

**Summary:**

The purpose of this paper is to present the performance report to the Governing Body.

It must be noted that the current urgent care system is under pressure, with some of this impacting on the 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.

The main areas to be brought to the Executive Committee's attention are outlined below, with more detail in the accompanying report.

- NNUH did not meet the A&E (4 hours) target of 95% with a figure of 85.5% being recorded for February. The reason for this is an increase in emergency admissions with daily surges in activity, and high delayed transfers of care. Commissioners are addressing this by way of a daily conference call with the provider, and weekly meeting of senior clinicians, chief executives and accountable officers.
- NNUH have not met the following quarterly cancer targets,
  - 31 day subsequent treatment (surgery): target 94%, January actual 90%, quarter 3 actual 91.7%. This is due to a backlog of patients awaiting surgery in head and neck and urology. Performance at CCG level for January was 83.2% for Norwich, quarter 3 actual 89.1%
  - 62 day standard: target 85.0%, January actual 83.3%, quarter 3 actual 77.1%. This is due to surgical capacity in head and neck cancers. Performance at CCG level for January was 75.4%, quarter 3 actual 70.7%.

Both of these targets have breached agreed Remedial Action Plans. Commissioners have therefore issued a First Exception Report.

- NNUH have not met the overall RTT admitted, non-admitted and incomplete targets in January with figures of 79.9% (target 90%), 93.6% (target 95%) and 90.1% (target 92%) respectively. The reason for these breaches is significant emergency pressures in terms of bed availability and cancellations, the time between referral and decision to treat leaving little time for the treatment to be planned and booked within 18 weeks, and Medical vacancies in specified areas. As part of the recovery plan patients will be given the option to attend independent sector hospitals in surrounding areas.
- Ambulance Turnaround is below target with validated January data showing 2 ambulances waiting more than 60 minutes and 5 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: The January locality report, showed an over activity for the Norwich locality of +1.3%, this equated to an additional 321 responses when compared to contracted activity. EEAST breached one Red indicator, being RED2 A8 by 8.4% when actuals are compared with trajectory. Performance is managed at a regional consortium level, with Norfolk represented by North Norfolk Chief Officer.
- NCH&C performance in respect of Podiatric Surgery has increased in January with a figure of 66.7% being recorded and remains under the target of 95%. As part of their Remedial Action Plan the provider is seeking alternative provision to increase capacity.
- NCH&C performance in respect of MSK physiotherapy has dropped in January with a figure of 86.6% being recorded and remains under the target of 95%. NCH&C have provided a business case which is being considered and the way forward and pathway agreed.
- EEAST 111 performance in respect of Urgent call returned by a clinician < 60 minutes in January is under target with a figure of 90.2% being recorded against a target of 95%.

NHS Norwich CCG continues to meet quarterly with NHS England (NHSE) as well as providing monthly information to allow the NHSE Area Team to provide the updates required to the NHSE Regional Team.

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