

Agenda Item: 09

Nikki Cocks
 NHS Norwich CCG
 Governing Body
 Tuesday 24 November 2015



Norwich

Clinical Commissioning Group

Subject:	Performance Report
Presented By:	Nikki Cocks Director of Operations & Delivery
Submitted To:	NHS Norwich CCG Governing Body Tuesday 24 November 2015
Purpose of Paper:	For Information
<p>Summary:</p> <p>The purpose of this paper is to present the performance report to the Governing Body.</p> <p>The System Resilience Group meets two weekly to oversee performance (chaired by North Norfolk CCG). It is attended by commissioner and provider Chief Executive Officers.</p> <p>The areas for the attention of the Governing Body are outlined below (and <i>Appendix 1</i>).</p> <ul style="list-style-type: none"> • NNUH achieved 87% against the A&E (4 hours) target of 95% for October. As the agreed recovery has not been met then contract levers will continue to be applied. A revised recovery plan is expected from the provider by the end of November. • NNUH has not met the following quarterly cancer target, <ul style="list-style-type: none"> ○ 62 day standard: Contractual target 85%, agreed trajectory within RAP is 75%, September actual 75.9%, showing that the trajectory is on track. The drop in performance was due to planned backlog clearance, and a revised trajectory to achieve in December has been accepted and assured by NHSE. Norwich CCG performance for September was 82.4%. • NNUH reached 95.4% in September against a target of 99% for patients waiting six weeks from referral to diagnostic test. Norwich CCG performance is at 96.3%. The most significant capacity gap is within Gastroenterology. A Remedial Action Plan has now been updated and is due to be agreed by mid-November. • NNUH have not met the RTT incomplete target in September with a figure of 86.7% (target 92%). Norwich CCG performance is at 87.7%. A reduction in activity across a broad range of specialities in August against plan contributed to the rise in patients on an incomplete pathway. An updated recovery plan is being agreed with the Trust and contractual levers continue to be applied. A date of April 2016 has been set for recovery (incomplete pathways). • EEAST 999 performance: The September locality report, showed an over activity for the Norwich locality of +11.33%, this equated to an additional 1671 responses. This is impacting on performance for Red 2 (Immediately life threatening), and Green 2 (Serious but non-life threatening) responses. EEAST have been asked for a commentary so Commissioners can understand the delays. The rising activity levels are being discussed at the Pre-hospital Improvement Board which is a forum to discuss such issues. Performance is managed at a regional consortium level, with Norfolk represented by North Norfolk Chief Officer. 	
<p>Recommendation: The Governing Body is asked to note the areas of performance concern.</p>	