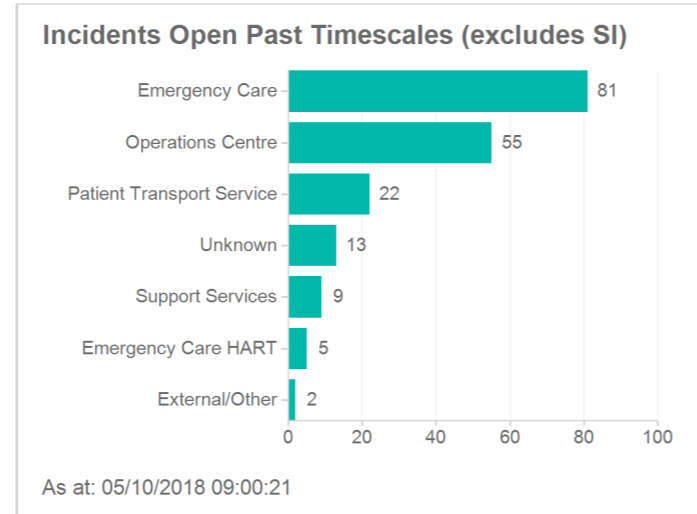
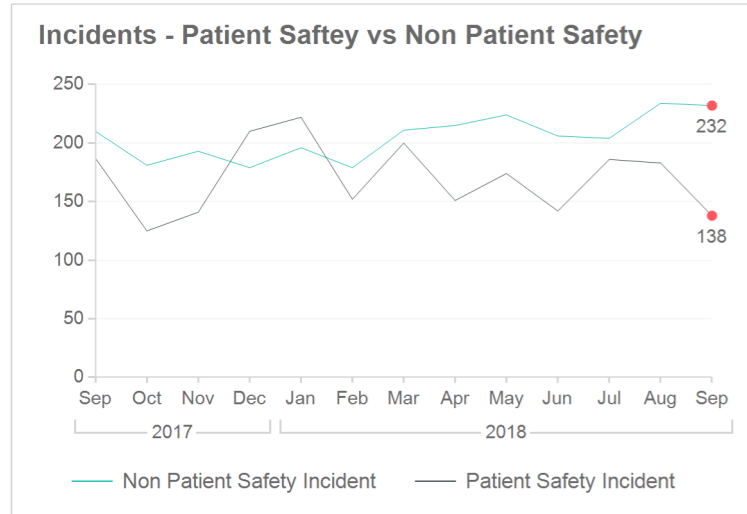


Incidents Reported	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
Patient Safety Incident	187	125	141	210	222	152	200	151	174	142	186	183	138	974
Non Patient Safety Incident	210	181	193	179	196	179	211	215	224	206	204	234	232	1315
Total	397	306	334	389	418	331	411	366	398	348	390	417	370	2289

Serious Untowards Incidents	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
	2		2	2	4	3		2	5	2		2		11

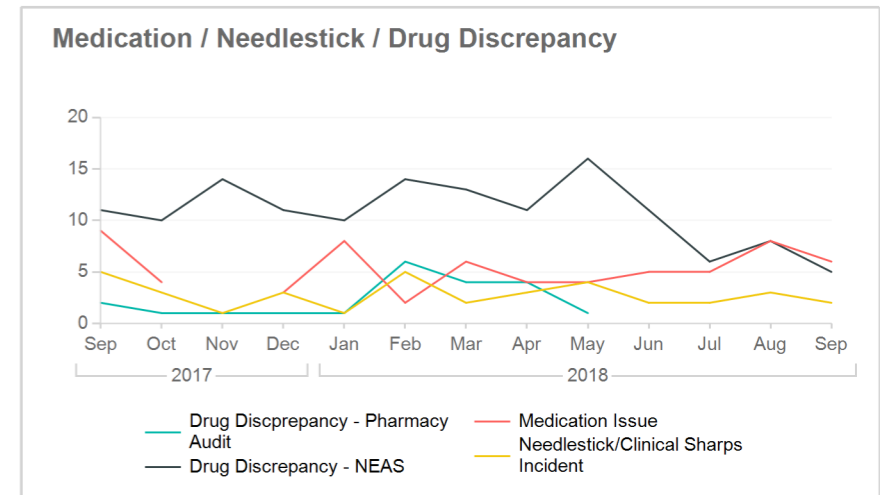
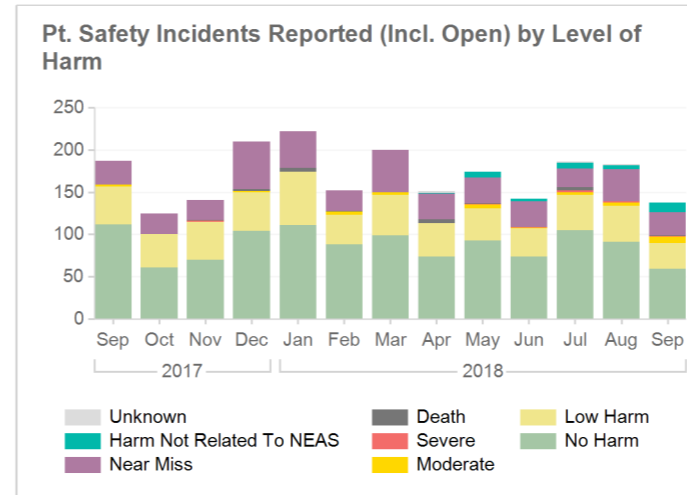


The table below relates to incidents closed during the latest month *

Actual Harm	Patient Safety	Non Patient Safety	Total	+/- Last Mnth
No Harm	96	125	221	↓
Low Harm	34	62	96	↓
Moderate Harm	3	6	9	↓
Severe Harm	1	-	1	↑
Death	3	1	4	↑
Near Miss	23	21	44	↓
Unknown	-	-	-	→
Total	160	215	375	↓

% of Closed Patient Safety Incidents *	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
LowHarm/No Harm/Near Miss%	99.5%	98.0%	96.6%	98.1%	97.6%	99.5%	97.0%	98.8%	97.7%	98.5%	96.6%	98.0%	95.6%	97.5%
Moderate Harm/Severe Harm/Death %	0.5%	2.0%	3.4%	1.9%	2.4%	0.5%	3.0%	1.2%	2.3%	1.5%	3.4%	2.0%	4.4%	2.5%

* Excludes incidents where harm not related to NEAS



Top 10 Incident Causes (Sep-2018)	Patient Safety	Non Patient Safety	Total	% of Total	+ / - Last Month
Violence/Assault/Aggression	0	44	44	11.9%	↓
Vehicle Incident	0	42	42	11.4%	↑
111 Triage	27	7	34	9.2%	→
Access, Admission, Delay, Transfer, Discharge	30	0	30	8.1%	↓
Equipment Issue	0	19	19	5.1%	↓
3rd Party Provider / Private Contractor Issue	17	0	17	4.6%	↑
Manual Handling	2	15	17	4.6%	→
Security	0	16	16	4.3%	↓
Staff Attitude	11	5	16	4.3%	↓
Contact With Material/Object	2	11	13	3.5%	↑
Total	89	159	248	67.0%	↓

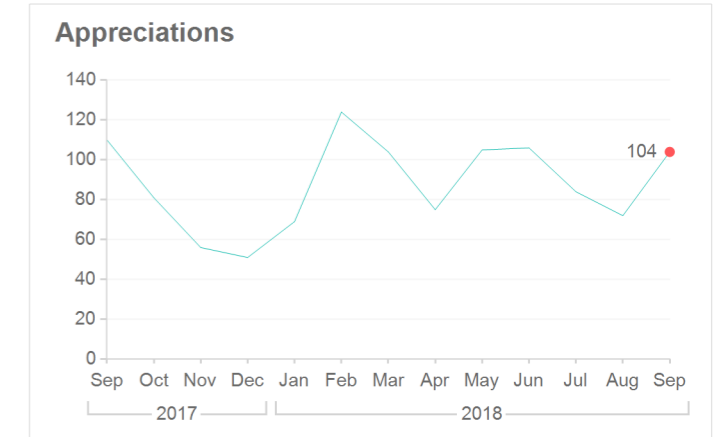
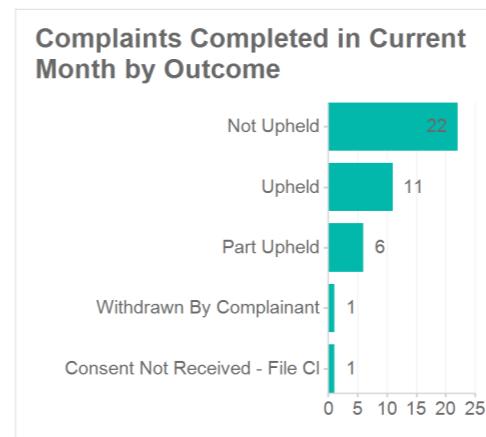
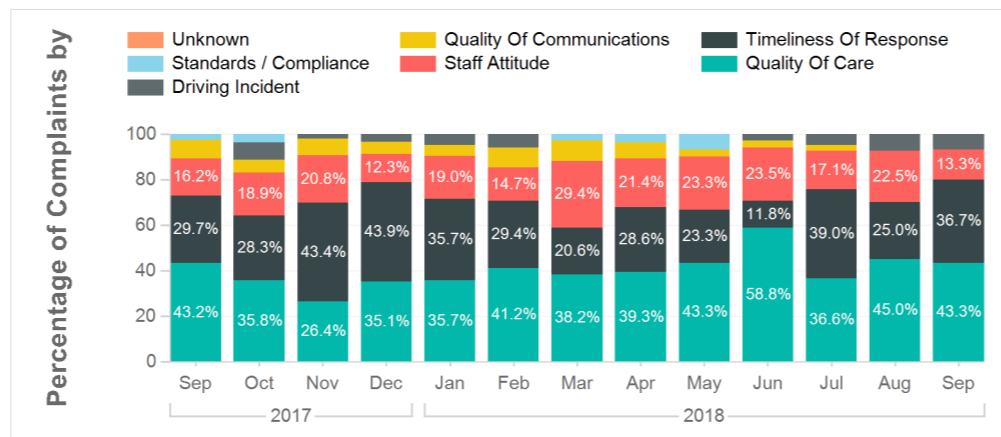
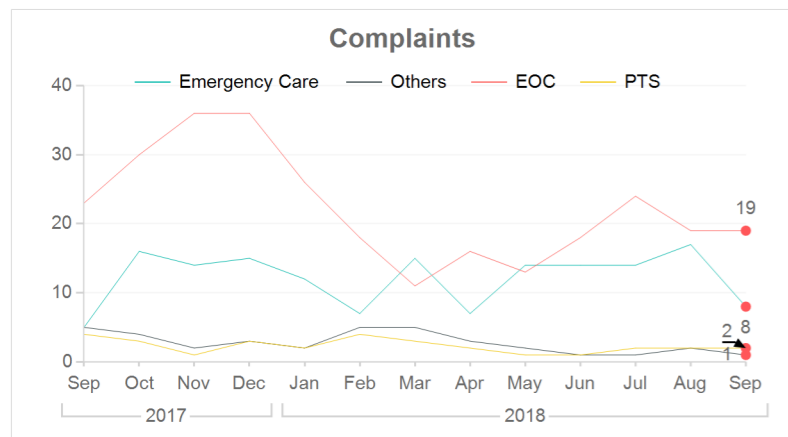
Service Line (Sep-2018)	Patient Safety	Non Patient Safety	Total	% of Total	+ / - Last Month
Emergency Care	52	152	204	55.1%	↓
Operations Centre	73	25	98	26.5%	↓
Patient Transport Service	11	42	53	14.3%	↓
Support Services	0	6	6	1.6%	↓
Unknown	0	4	4	1.1%	↓
External/Other	2	1	3	0.8%	↑
Emergency Care HART	0	2	2	0.5%	↓
Total	138	232	370	100.0%	↓

Controlled Drugs Self Audit	Aug-18	YTD
Successful (Self)	601	601
Unsuccessful (Self)	2	2
Total	603	603

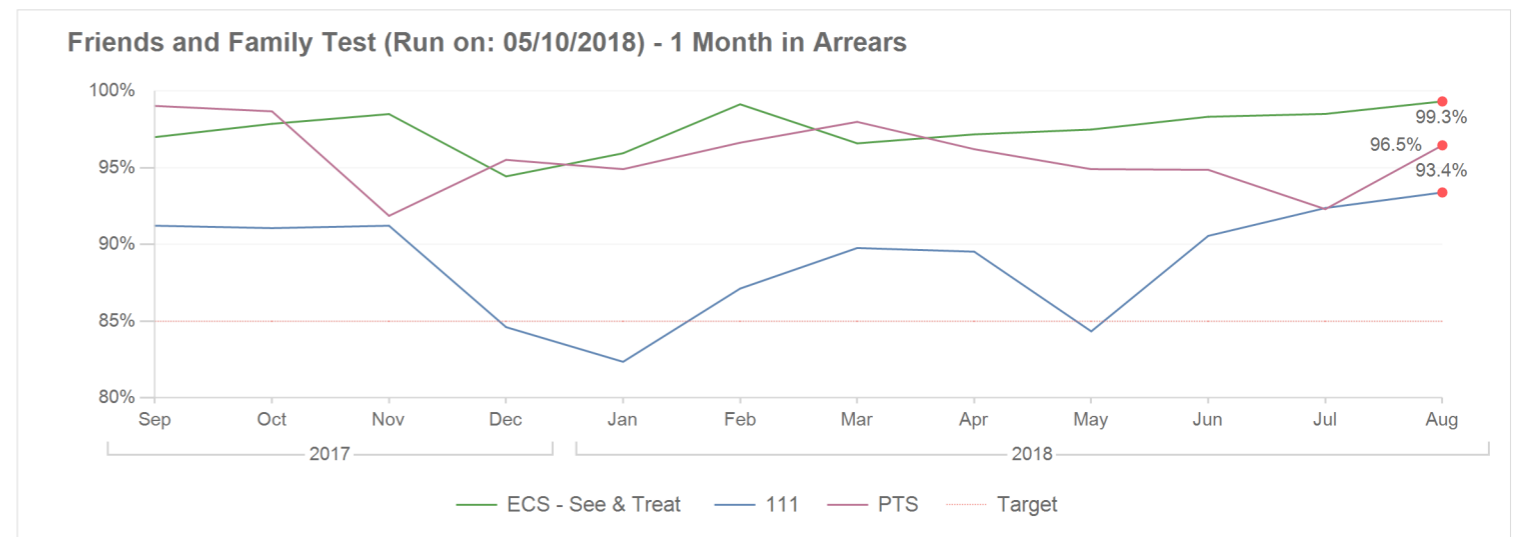
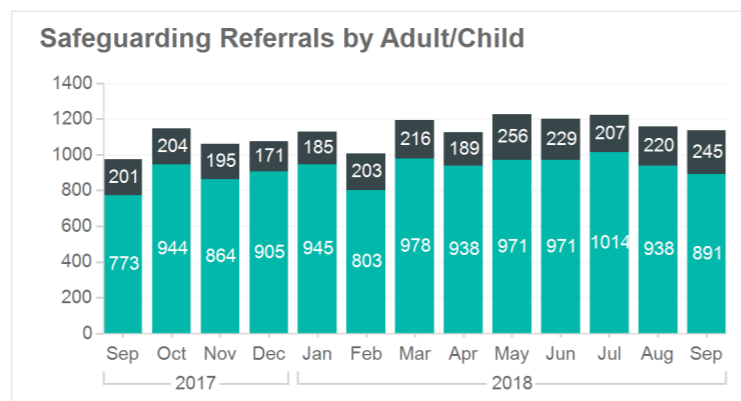
Quality Dashboard - Sep-2018

Complaints/Appreciations	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
Number of Complaints	37	53	53	57	42	34	34	28	30	34	41	40	30	203
Acknowledged <= 3 days	37	53	53	55	41	34	32	27	29	33	41	40	29	199
% Acknowledged <= 3 days	100.0%	100.0%	100.0%	96.5%	97.6%	100.0%	94.1%	96.4%	96.7%	97.1%	100.0%	100.0%	96.7%	98.0%
1 Extension agreed	0	0	2	3	2	3	2	1	1	1	3	1	0	7
2+ Extensions agreed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Avg Days to Respond	30	29	32	28	31	32	31	25	29	36	25	23	30	27
Minimum Days to Respond	7	1	8	6	5	6	8	5	3	4	4	1	1	1
Maximum Days to Respond	46	84	112	57	85	94	72	86	59	96	75	73	68	96
% Completed <= agreed date	86.7%	87.7%	79.5%	94.9%	92.4%	85.1%	92.7%	86.8%	86.2%	76.0%	97.4%	93.8%	92.7%	89.7%
Appreciations	110	81	56	51	69	124	104	75	105	106	84	72	104	595

Service Line (Sep-2018)	Complaints			Appreciations			% Complaints Completed <= agreed date	
	Complaints	% of Total	+ / - Last Month	Appreciations	% of Total	+ / - Last Month	Service Line (Sep-2018)	% of Total
Emergency Care	8	26.7%	↓	78	75.0%	↑	Emergency Care	94.4%
Emergency Care HART	0	0.0%	→	2	1.9%	↑	External/Other	100.0%
External/Other	1	3.3%	↓	8	7.7%	→	Operations Centre	94.7%
Operations Centre	19	63.3%	→	13	12.5%	↑	Patient Transport Service	66.7%
Patient Transport Service	2	6.7%	→	3	2.9%	↓	Total	92.7%
Unknown	0	0.0%	→	0	0.0%	→		
Total	30	100.0%	↓	104	100.0%	↑		



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
No of Safeguarding Rererrals	974	1148	1059	1076	1130	1006	1194	1127	1227	1200	1221	1158	1136



Top 5 Nature Of Abuse (Adult - Current Month)	Cases	% of Adult Total
Adult - General Welfare	654	73.4%
Adult - Mental Health Issues	59	6.6%
Adult - Neglect Or Acts Of Omission	37	4.2%
Adult - Self-Neglect	31	3.5%
Adult - Self-Harm	27	3.0%
Total	808	90.7%

Top 5 Nature Of Abuse (Child - Current Month)	Cases	% of Child Total
Child - Neglect	99	40.4%
Child - Self-Harm	35	14.3%
Child - Emotional Abuse	31	12.7%
Child - Mental Health Issues	23	9.4%
Child - Physical Abuse	16	6.5%
Total	204	83.3%

IPC (Sep-2018)	Observed	Compliance	%	Rating
BBE	32	32	100.0%	●
Gel	32	32	100.0%	●
Hand Hygiene (Unscheduled Care)	32	25	78.1%	●
IV Cannulation	7	7	100.0%	●
PPE: Aprons	8	4	50.0%	●
PPE: Gloves	31	26	83.9%	●