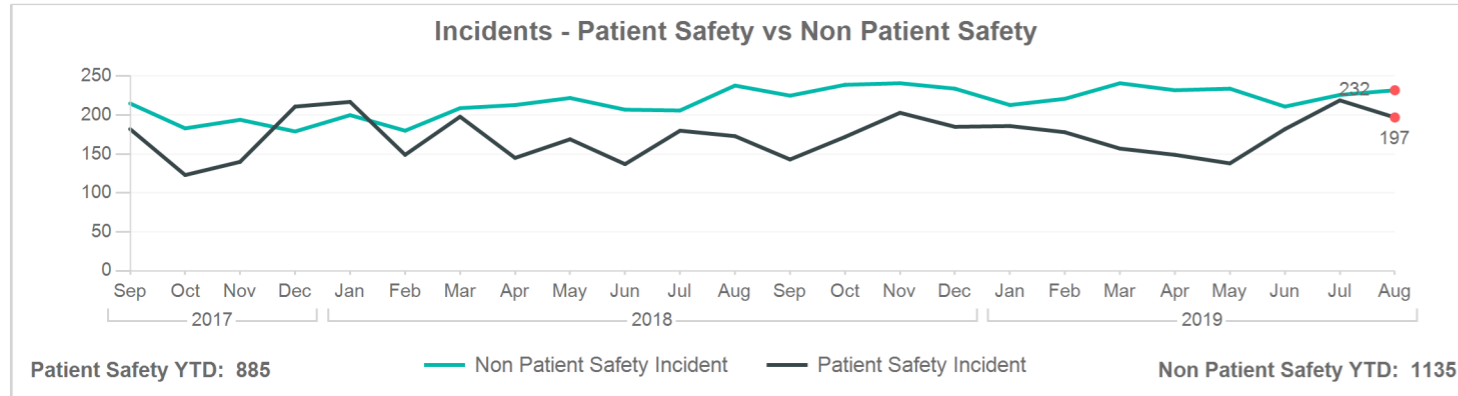


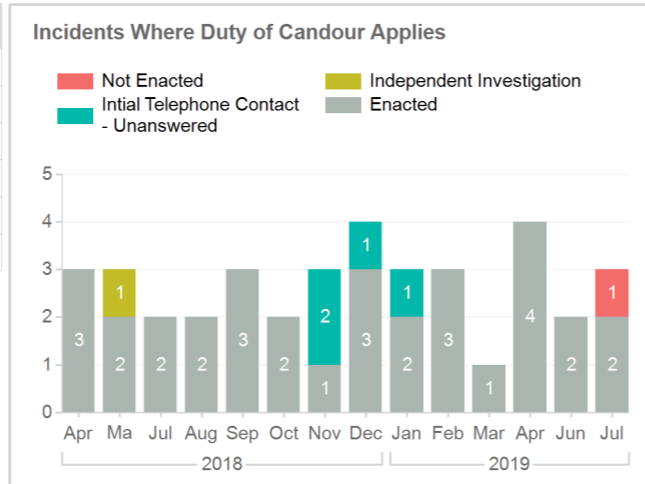
Incidents Received



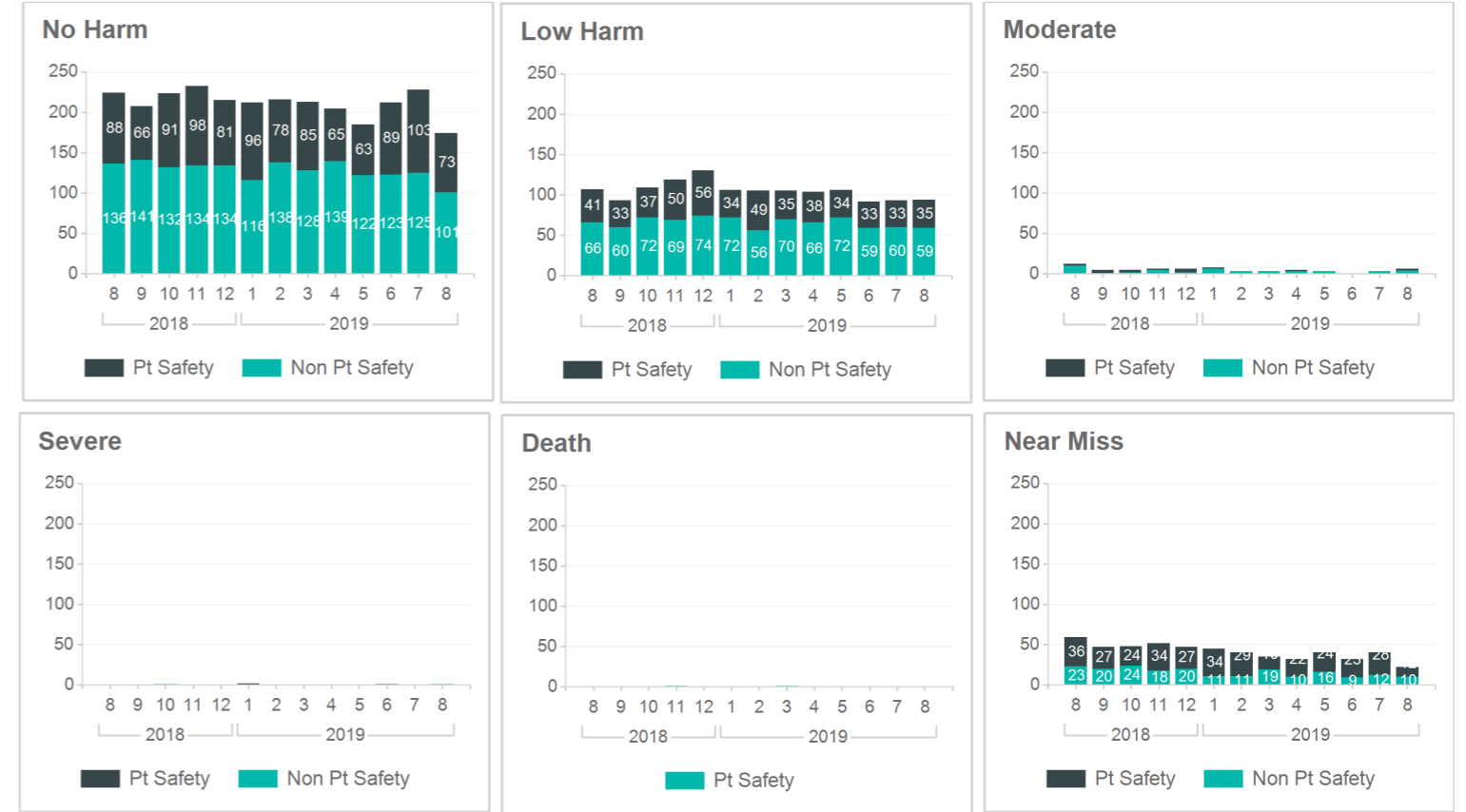
Top 10 Incident Causes (Aug-2019)	Patient Safety	Non Patient Safety	Total	% of Total	+ / - Last Month
Violence/Assault/Aggression	0	61	61	14.2%	↑
111 Triage	40	1	41	9.6%	↓
Dispatch	27	0	27	6.3%	↓
NEAS Treatment Or Procedure Issue	26	0	26	6.1%	↑
Security	0	25	25	5.8%	↑
Vehicle Incident	0	25	25	5.8%	↓
Access, Admission, Delay, Transfer, Discharge	20	0	20	4.7%	↑
Equipment Issue	0	20	20	4.7%	↑
Manual Handling	1	16	17	4.0%	↓
Medication Issue	17	0	17	4.0%	↑
Total	131	148	279	65.0%	↓

Service Line (Aug-2019)	Patient Safety	Non Patient Safety	Total	% of Total	+ / - Last Month
Emergency Care	65	168	233	54.3%	↑
Operations Centre	105	17	122	28.4%	↓
Patient Transport Service	21	31	52	12.1%	→
Unknown	4	6	10	2.3%	↑
Support Services	2	5	7	1.6%	↓
Emergency Care HART	0	4	4	0.9%	↓
External/Other	0	1	1	0.2%	→
Total	197	232	429	100.0%	↓

IPC (Aug-2019)	Observed	Compliance	%	Rating
BBE	36	36	100.0%	●
GEL	36	35	97.2%	●
Hand Hygiene (Unscheduled Care)	35	33	94.3%	●
IV Cannulation	11	11	100.0%	●
PPE: Aprons	11	10	90.9%	●
PPE: Gloves	35	32	91.4%	●

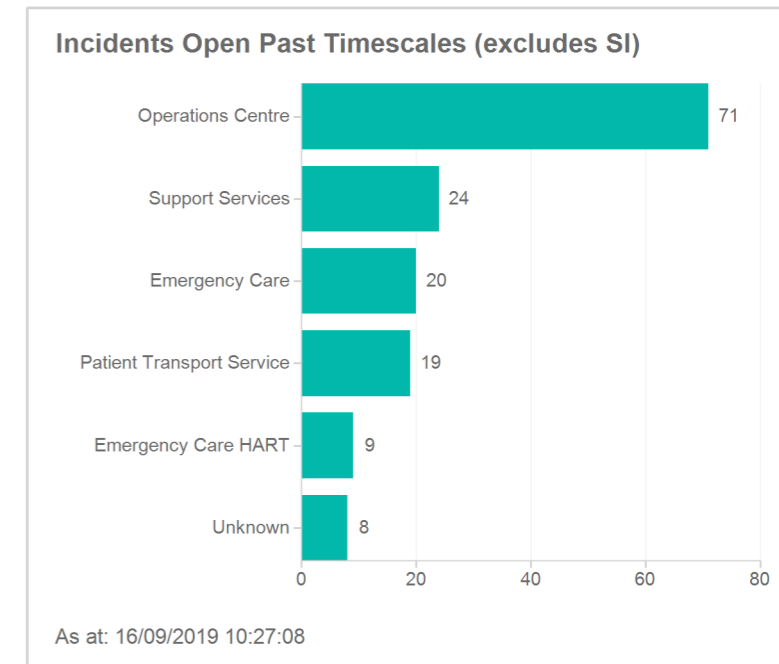
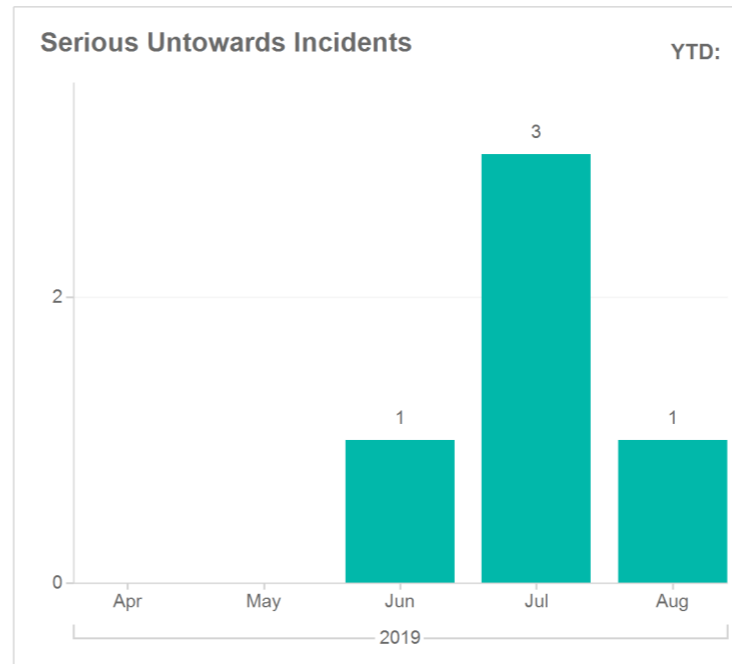


Actual Harm (the charts below relates to closed incidents *)



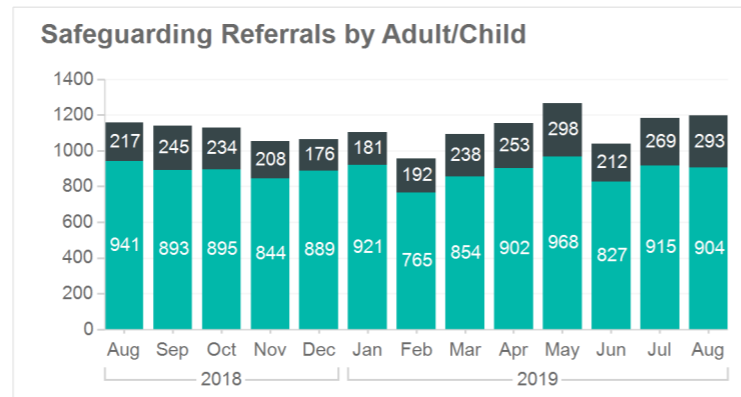
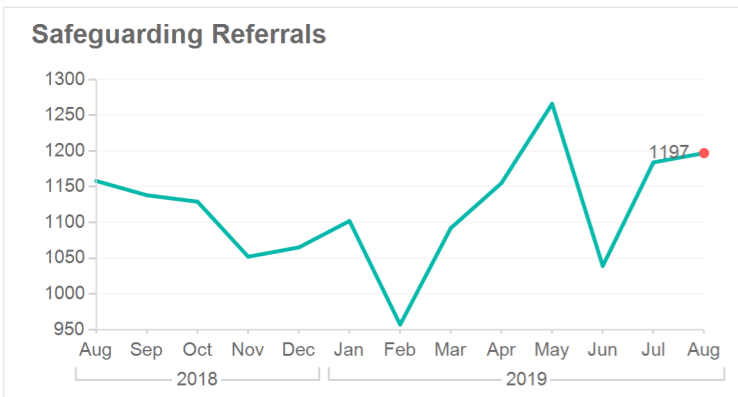
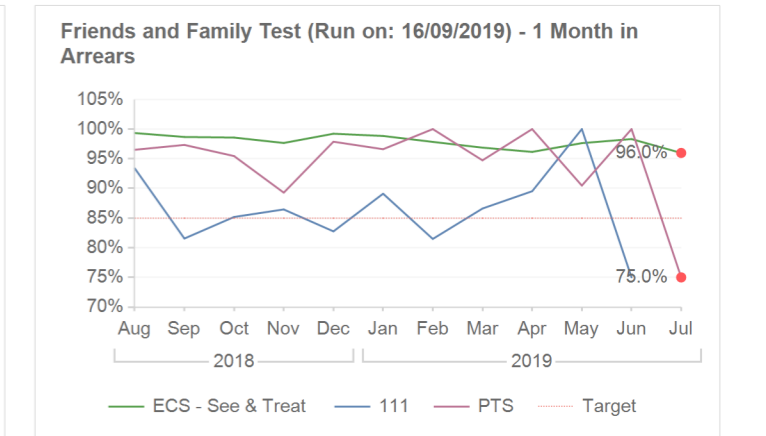
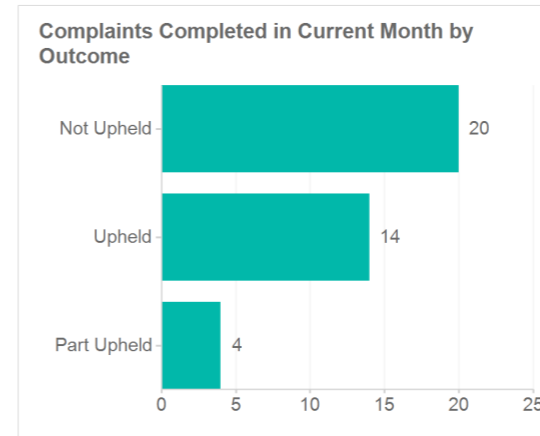
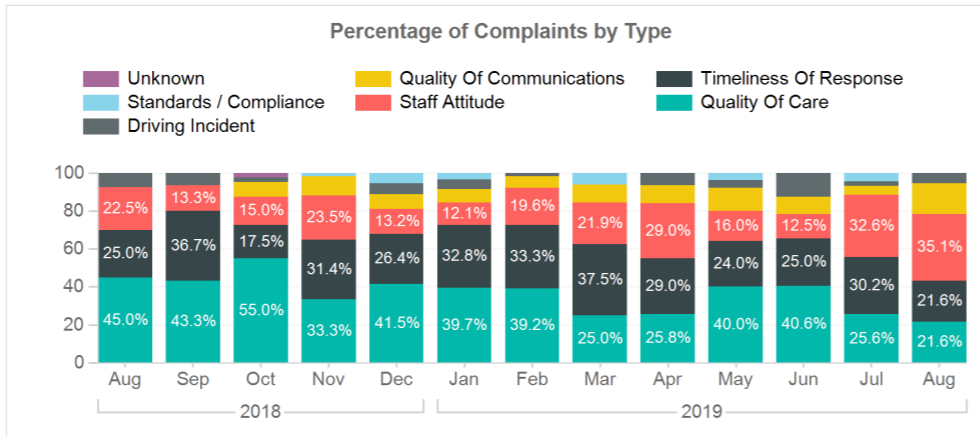
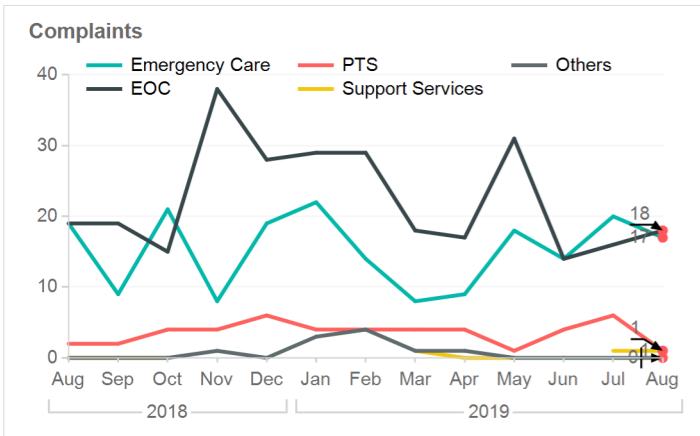
% of Closed Patient Safety Incs *	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	YTD
LowHarm/No Harm/Near Miss%	98.8%	96.9%	98.1%	98.9%	97.6%	97.6%	100.0%	99.3%	98.4%	100.0%	99.3%	100.0%	98.4%	99.3%
Mod Harm/Severe Harm/Death %	1.2%	3.1%	1.9%	1.1%	2.4%	2.4%	0.0%	0.7%	1.6%	0.0%	0.7%	0.0%	1.6%	0.7%

* Excludes incidents where harm not related to NEAS



Complaints/Appreciations	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	YTD	Trend
Number of Complaints	40	30	40	51	53	58	51	32	31	50	32	43	37	193	
Acknowledged <= 3 days	40	29	39	51	53	58	50	32	30	50	31	41	36	188	
% Acknowledged <= 3 days	100.0%	96.7%	97.5%	100.0%	100.0%	100.0%	98.0%	100.0%	96.8%	100.0%	96.9%	95.3%	97.3%	97.4%	
1 Extension agreed	3	1	2	0	3	2	1	0	1	0	2	3	0	6	
2+ Extensions agreed	0	0	0	0	0	0	0	0	0	1	1	0	0	2	
Avg Days to Respond	23	30	30	26	24	30	25	38	28	25	32	30	22	28	
Minimum Days to Respond	1	1	2	2	2	4	2	4	2	1	1	3	2	1	
Maximum Days to Respond	73	68	98	69	87	153	48	89	59	78	83	87	55	87	
% Completed <= agreed date	93.8%	92.7%	97.5%	89.7%	95.6%	97.9%	95.1%	85.2%	90.0%	93.8%	86.1%	91.8%	94.6%	91.2%	
Appreciations	72	105	120	116	85	96	77	100	100	82	91	92	103	468	

Service Line (Aug-2019)	Complaints			Appreciations			% Complaints Completed <= agreed date	
	Complaints	% of Total	+ / - Last Month	Appreciations	% of Total	+ / - Last Month	Service Line (Aug-2019)	% of Total
Emergency Care	17	45.9%	↓	80	77.7%	↑	Emergency Care	93.3%
External/Other	0	0.0%	→	5	4.9%	↑	Operations Centre	100.0%
Operations Centre	18	48.6%	↑	2	1.9%	↓	PTS	75.0%
PTS	1	2.7%	↓	11	10.7%	↑	Support Services	100.0%
Support Services	1	2.7%	→	1	1.0%	→	Total	94.6%
Unknown	0	0.0%	→	4	3.9%	↓		
Total	37	100.0%	↓	103	100.0%	↑		



Top 5 Nature Of Abuse (Adult - Current Month)	Cases	% of Adult Total
Adult - General Welfare	690	76.3%
Adult - Mental Health Issues	60	6.6%
Adult - Self-Neglect	38	4.2%
Adult - Neglect Or Acts Of Omission	30	3.3%
Adult - Domestic Violence Or Abuse	21	2.3%
Total	839	92.8%

Top 5 Nature Of Abuse (Child - Current Month)	Cases	% of Child Total
Child - Neglect	140	47.8%
Child - Mental Health Issues	42	14.3%
Child - Self-Harm	40	13.7%
Child - Emotional Abuse	13	4.4%
Total	248	84.6%

