



CATEGORY OF PAPER

Specific action required:		Provides Assurance:	✓	For Information:	
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Board of Directors' Meeting – 26/09/2019

Report title:	Integrated Quality & Performance Report (IQPR) – August 2019
Purpose of report:	To provide the Board with an overview of key performance metrics for August 2019.
Key issues: <i>(key points of the paper, how this supports the achievement of the Trust's corporate objectives, overview of risk implications, main risk details on page 2)</i>	<p>Key issues are noted below, with further detail available for review in the data report.</p> <p>August 2019 response times remain high and above the mean although showing an improved position from July, with only C1 national and local response targets being achieved. Local 2019/20 response targets are not expected to be achieved at the year end.</p> <p>Incident demand has increased through July and August 2019, however, demand remains in line with ORH forecast levels.</p> <p>Sustained improvements have been seen in See and Treat rates, as part of our work to reduce conveyance rates. However, we are currently not forecasting to achieve the Q4 target in full. Further improvement initiatives are planned for the remainder of the year and the impact of NHS Pathways 18 is yet to be fully understood.</p> <p>Long waits remain a concern, with Categories 1-3 consistently above the mean and C1 and C2 waits over 30 minutes and 80 minutes, respectively, both above normal variation.</p> <p>As part of reinstating reporting following implementation of combined Cleric, reporting for NHS111 KPIs has been amended to reflect new guidance released as well as improved reporting. The national targets are currently being reviewed and a revised draft is expected to be released in October 2019, however clinician capacity remains a challenge in achieving the current targets, especially for clinician ring backs and clinical input. The percentage of calls receiving clinical input is further limited through local initiatives to ensure appropriate use of clinician input, including the Senior Health Advisor role.</p> <p>Paramedic recruitment remains on track for the year-end whilst CCA recruitment remains challenging with high vacancies.</p> <p>Handover to clear performance is better than the same time last year but is almost 3 minutes above the year end target of 17 minutes. Achievement of the abstractions and C1 activation targets remains on track.</p> <p>Following approval by the Workforce Committee Trust targets for Statutory and Mandatory Training and Appraisal Compliance have been revised.</p>
Issue previously considered by:	Delivering Consistently Performance Task and Finish Group
Recommended actions:	Board members are asked to note monthly performance in August 2019.
Sponsor / approving director:	Caroline Thurlbeck, Director of Strategy, Technology and Transformation
Report author:	Hannah Winney, Planning and Performance Manager

Governance and assurance

Link to Trust Priorities: <i>(please tick)</i>	Improving Quality and Safety	NHS 111 and CAS	Clinical Care and Transport	Developing a Sustainable Workforce	Communication and Engagement	Organisational Sustainability
	✓	✓	✓	✓		
Link to CQC / KLOE: <i>(please tick)</i>	Caring		Responsive	Effective	Well Led	Safe
				✓	✓	
Link to Trust values: <i>(please tick)</i>	Pride	Strive for excellence	Respect	Compassion	Take responsibility & be accountable	Make a difference – day in & day out
		✓			✓	
<i>(Please explain how this paper supports the application of the Trust's values in practice)</i>	This paper ultimately links to all of our values, but particularly strong linkages can be seen in respect of taking responsibility and being accountable (i.e. demonstrating how the Trust is performing, both in respect of identifying issues and also highlighting areas of positive progress, which link directly to patient care. The paper enables the Board to hold the Directors to account for core aspects of delivery).					
Any relevant legal / statutory issues? <i>(Such as relevant acts, regulations, national guidelines or constitutional issues to consider)</i>	A number of targets are nationally set (ambulance response) and others, such as the Scheduled Care targets, are locally agreed. Performance against these targets is a core part of monitoring by our regulators.					
Equality analysis completed If this is not relevant please explain why:	Yes		No		Not Relevant	
					✓	
	This is not a policy review or major service change and therefore does not require an equality analysis to be completed.					
Key considerations	Details					
Confirm whether any risks that have been identified have been recognized on a risk register and provide the reference number:	<p>ORR-41 – risk of failure to deliver ambulance KPIs in relation to response times.</p> <p>ORR-51 – risk of insufficient manpower resources and inability to recruit to vacancies impacting on financial and performance targets.</p> <p>ORR-55 – risk of inability to develop, spread and embed a robust quality improvement culture impacts on the ability to drive continuous improvement in patient safety, effectiveness and experience.</p>					
Please specify any Financial Implications Please explain whether there are any associated efficiency savings or increased productivity opportunities?	Performance information is used to inform contracting and commissioning meetings, with the Conveyance rate target linked to financial payments on a quarterly basis. Non-achievement of this target would have financial implications for the Trust.					
Are any additional resources required e.g. staff capacity?	None identified.					
Is there any current or expected impact on patient outcomes/experience/quality?	Monitoring the metrics contained within this report, identifying good practice and areas for improvement are critical to ensuring that we continue to strive to deliver high quality patient care.					

<p>Specify whether appropriate clinical and/or stakeholder engagement has been undertaken: <i>(stakeholders could include staff, other Trust departments, providers, CCGs, patients, carers or the general public)</i></p>	<p>Not applicable to this paper.</p>			
<p>Are there any aspects of this paper which need to be communicated to our stakeholders (internal or external)? <i>(Please tick – if 'yes' then please complete all boxes. Please briefly specify the key points for communication and ensure the Comms team are informed via mailto:publicrelations@neas.nhs.uk)</i></p>	Yes	No	Positive	Negative
	✓			
	Proactive	Reactive	Internal	External
			✓	✓
<p>This paper is shared with the public, Governors and staff, demonstrating transparency on performance.</p>				