

REPORT TO: HEALTH OVERVIEW AND SCRUTINY PANEL

DATE OF MEETING: THURSDAY 26 MARCH 2015

SUBJECT OF REPORT: WESTON AREA HEALTH NHS TRUST – SUMMARY PERFORMANCE REPORT – PERIOD ENDING January 2015.

TOWN OR PARISH: ALL

OFFICER PRESENTING: NICK WOOD, CHIEF EXECUTIVE

KEY DECISION: INFORMATION AND DISCUSSION

RECOMMENDATIONS

Members are asked to note the content of this report which provides an update on performance within Weston Area Health NHS Trust.

1 SUMMARY OF REPORT

The Trust has faced a challenging third quarter in respect of performance against national standards. Despite the rise in Emergency attendances and a series of Norovirus outbreaks the Trust has continued to make improvements in its quality and safety of services.

Overall performance has been good against most measures and is in line with expectation for the year to-date. With the support of additional funding provided nationally Winter resilience plans were enacted at the beginning of Quarter 3 which have enabled the service to remain safe through this busy period.

The Trust has seen improvements in the safety of services this year with harm free care at levels of 98% year to date. This is due to reductions in the levels of pressure ulcers, a downward trend in the number of falls within the Hospital, and improvements in VTE assessment.

In June of this year in response to the national initiative supporting the reduction in patients waiting over 18 weeks, a plan was submitted to support a reduction in waiting times whilst foregoing the delivery of the national targets for Referral to Treatment (RTT).

The Trust has delivered against this recovery plan and has a very small number of patients who have waited over 18 weeks for treatment, and since the national moratorium on these targets the Trust has delivered all of the RTT targets.

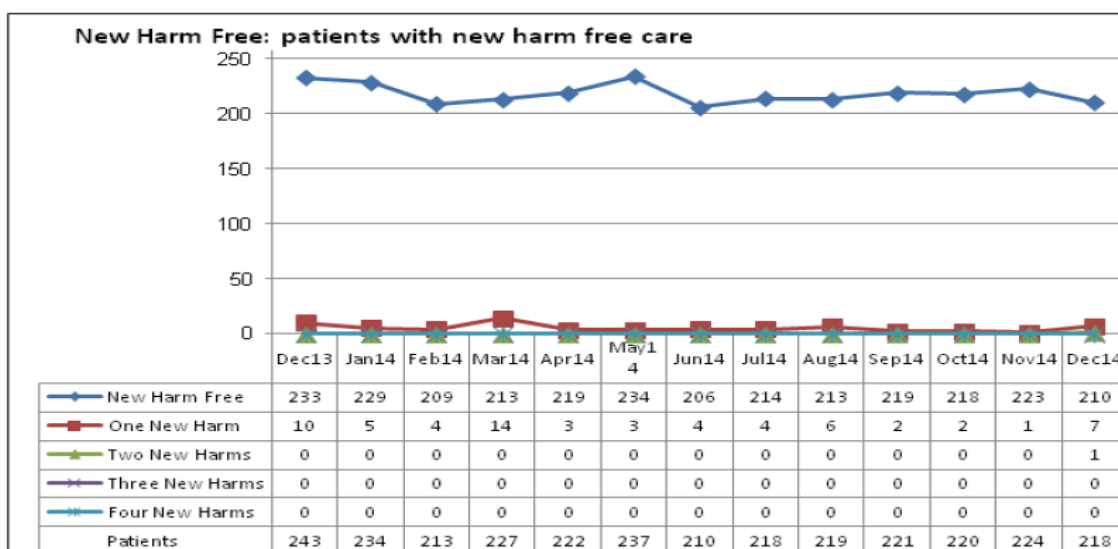
The most challenging area this year has been through our Emergency Department service where the Trust has failed to see and treat 95% of patients within four hours for the second and third quarters. This is due to a number of reasons which are detailed within this report.

The Trust has continued to improve its performance against the national cancer targets through the year, achieving all eight of the national cancer targets for Quarter 3. We continue to face challenges in achievement in the breast symptomatic two week wait standard, due mainly to patient choice, and in the 62 day standard for treatment.

2 HARM FREE CARE

The NHS Safety Thermometer is the measurement tool to support patient safety improvement and records patient harm and quality of services in the delivery of harm free care, measuring four key harms, pressure ulcers, falls, urinary tract infections from catheter and new venous thromboembolisms.

The data below tracks the performance of the Trust in the delivery of harm free care for the year ending December 2014



The trend shows harm free care increasing consistently across the year and now shows over 98% of care in the Hospital is harm free.

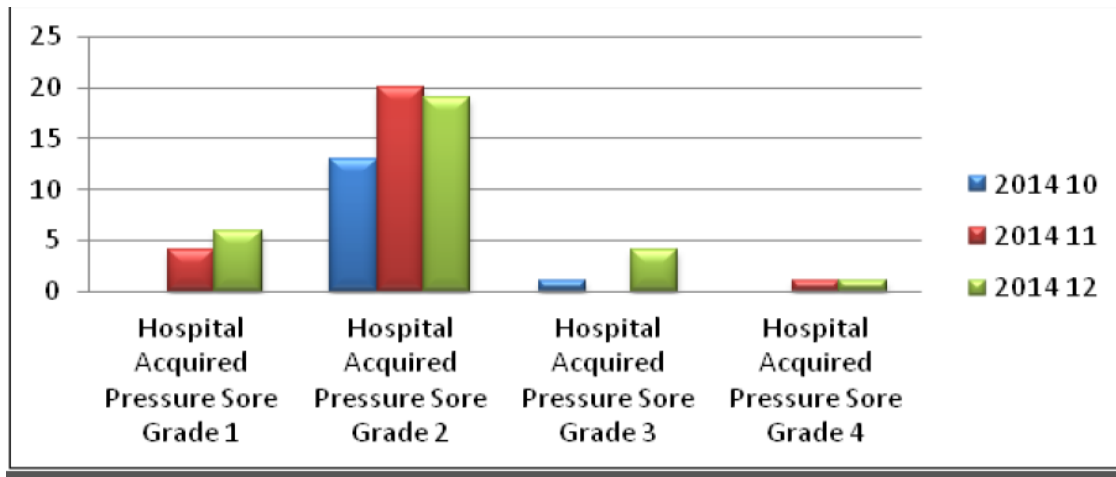
The main drivers for this improvement have been the reduction in pressure ulcers and the improvements in VTE surveillance.

There has been a marked reduction in the number of Grade 3 and 4 pressure ulcers over the past year and the levels of overall pressure ulcers caused in the Hospital continues to fall.

Other areas within the safety thermometer include UTI from catheter and the Trust has not seen a catheter acquired UTI in the past six months; this is despite a relatively high number of catheterised patients in the Hospital (28%).

This year we have seen a marked improvement in the assessment of VTE in all patients with over 99% of patients now being assessed within 24 hours of admission compared with 88% at this point last year.

The following table illustrates the levels and severity of pressure ulcers that have occurred in the Hospital in Quarter 3, showing again the ongoing improvement in higher grade pressure ulcers but highlighting the need for the Trust to remain vigilant and responsive to vulnerable patients who are a higher risk to level 1 and 2 pressure sores.



We have also continued to focus on falls prevention, and area where the improvement has been more variable through the year.

In Quarter 3 a total of 11 patients sustained falls reported through the safety thermometer of which seven resulted in harm to the patient, of these harms 6 occurred prior to admission to the hospital and 1 in hospital.

We continue to focus on falls prevention in the hospital and also the assurance of risk assessment on admission has improved over this quarter, with further focus on root cause analysis of falls as and when they occur.

In October to December 2014 a total of 9 patients were reported to have a catheter associated infection from the patient safety survey. No patients had a new infection during their hospital stay.

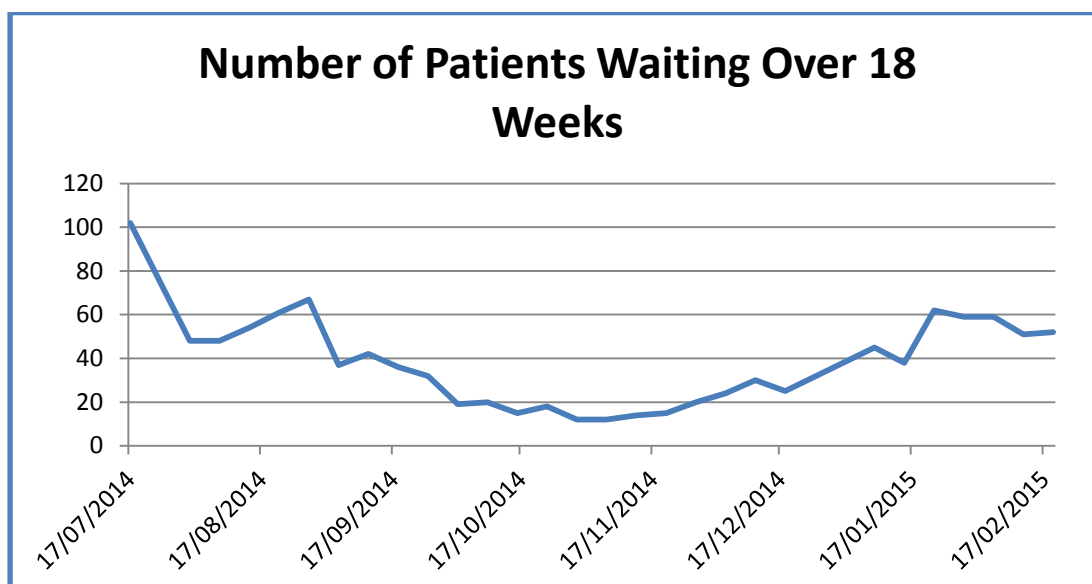
The main challenge to keeping patients safe so far this winter has been the control of Noro Virus which has been particularly severe in the North Somerset area this winter. Since September of 2014 the trust has experienced a number of severe outbreaks affecting upto 4 wards at a time and severely impacting on the flow and safe delivery of care for affected areas.

A particularly challenging period was during the New Year break when over 1/3 of the Hospitals beds were affected. In order to control and manage these outbreaks the Director of Infection Control has advised restricted visiting and enhanced hand washing and other precautionary measures.

We have also instigated two external reviews of our practice to ensure that the trust has been following all best practice guidance in preventing these outbreaks. We have been praised for our approach and safety precautions and whilst the performance of the Trust has been affected we have maintained a safe environment for our patients during this difficult period.

3 REFERRAL TO TREATMENT & CANCER WAITING TIMES

Across all areas the Trust has made significant progress in bringing down the overall waiting time, despite pressures on patient flow particularly during the winter months the table below highlights the number of patients who have waited over 18 weeks.

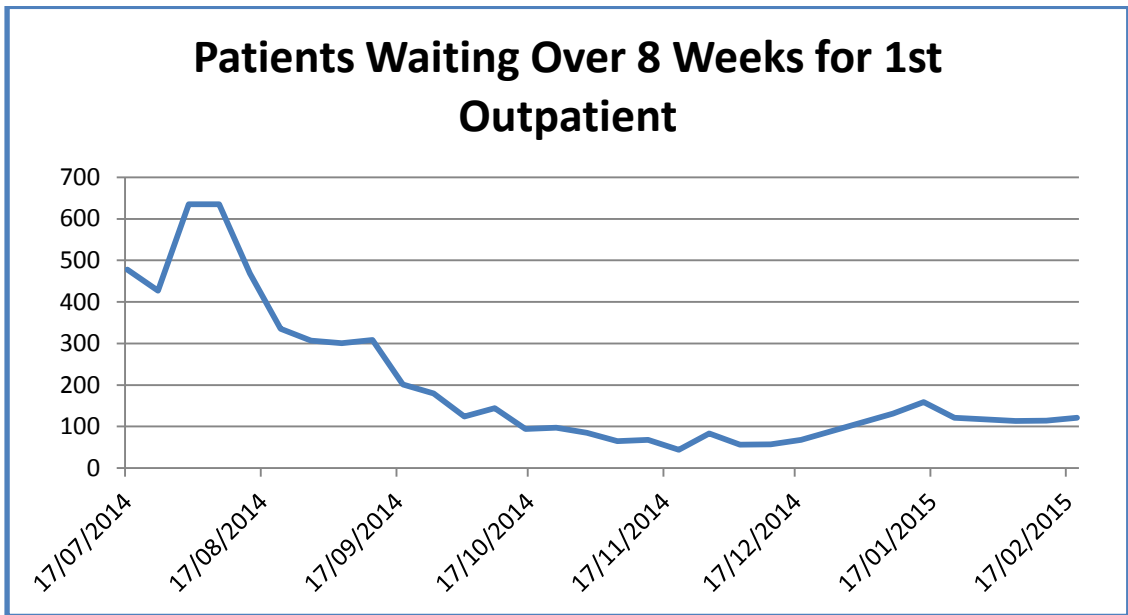


Performance against the admitted 18 week wait target has remained stable through the winter period at 95% against a 90% target.

The achievement of the 95% target for non admitted patients has also continued to be achieved standing at 98% for January 2015.

The number of over 18 week waiters nationally has increased steadily over the year and is now at its highest for 5 years, despite this national trend the Trust has less than 1% of its waiting list who have breached this timeline and the number has more than halved during the last 2 quarters.

The number of patients waiting over 8 weeks for an Outpatient appointment has also declined over the winter period as illustrated below.



Significant focus this year has been put on the delivery of the national cancer targets, delivery has always been fragile within the Trust, efforts by our Cancer Services team has resulted in all of the 8 standards being achieved for Quarter 3.

Report Date		December 2014	Q3
Two Week Wait Standard	Operational Standard	Trust Current Position	Trust Current Position
Percentage patients seen within 2 weeks for all urgent referrals	93.00%	98%	98.3%
Percentage patients seen within 2 weeks for referrals for breast symptoms	93.00%	93.6%	95.5%
62 Day Standard	Operational Standard	Trust Current Position	Trust Current Position
Percentage patients treated within 62 days from GP Referral	85.00%	88.1%	89.5%
Percentage patients treated within 62 days from Consultant Upgrade	90.00%	100%	85.7%
Percentage patients treated within 62 days from Screening Programme	90.00%	100%	100%
31 Day Standard	Operational Standard	Trust Current Position	Trust Current Position
Percentage of patients receiving first definitive treatment within 31 days of a cancer diagnosis	96.00%	100%	100%
Subsequent Treatment	Operational Standard	Trust Current Position	Trust Current Position
Percentage of patients receiving subsequent treatment for cancer within 31 days where that treatment is Surgery	94.00%	100%	100%
Percentage of patients receiving subsequent treatment for cancer within 31 days where that treatment is an Anti-Cancer Drug Regime	98.00%	100%	100%

4 EMERGENCY DEPARTMENT

The NHS Constitution sets the national standard where in 95% of all patients attending NHS Emergency Department's spend a maximum of four hours in the department before being discharged, referred/transferred to other services or admitted to the hospital and transferred to an inpatient bed. The Trust has not achieved the target for quarters 2 and 3 of this year and current performance is at 93% for the year to date.

The Trust is disappointed that this is the one national target that we have now failed to achieve consistently this year our performance still rates considerably above the national average for major Emergency Departments which are currently performing at 90.5% for this year.

The severity of the Norovirus outbreaks and the restrictions this has placed on capacity during the winter has increased delays to patients being admitted to the hospital and resulted in blocking in the emergency department.

Actual activity remains above last years levels but is within the planned levels predicted by the CCG. Work with all stakeholders and partners has resulted in a level of performance that whilst not at the national standard, has demonstrated improved co-ordination and joint working.

5 AUTHOR

Nick Wood, Chief Executive