

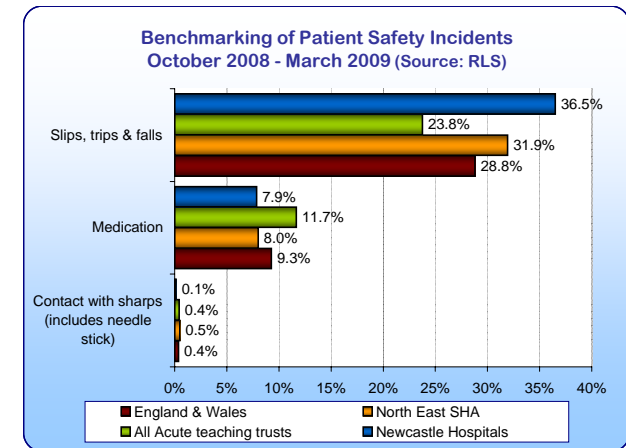
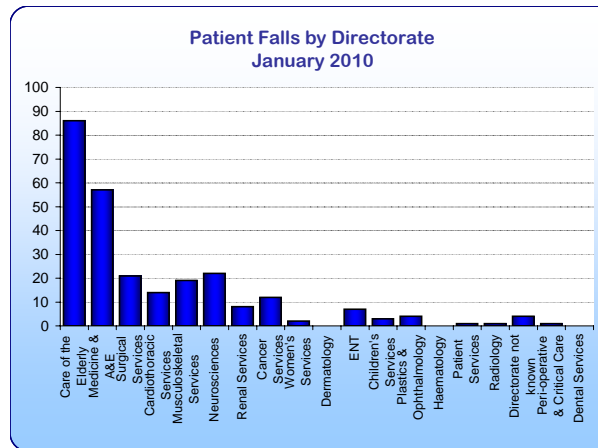
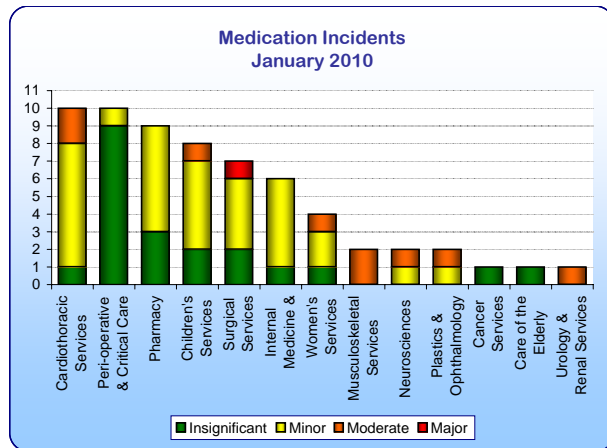
The Newcastle upon Tyne Hospitals 
NHS Foundation Trust

Quality & Performance Account January 2010

Agenda item 8(iv)
Paper P

The Newcastle upon Tyne Hospitals NHS Foundation Trust Quality & Performance Account January 2010

Safety	Actual 2008/09	Target 2009/10	Monthly Target	Quarter 1	Quarter 2	Quarter 3	November	December	January
Slip, trip and fall - patient (Datix)	2,582	2,324	193.7	619 ●	653 ●	656 ●	218 ●	203 ●	262 ●
Slip, trip and fall - visitor and staff (Datix)	409	Not defined	Not defined	109	106	100	33	25	25
Fall from height - patient (Datix)	408	Not defined	Not defined	137	128	145	59	45	49
Fall from height - visitor and staff (Datix)	45	Not defined	Not defined	11	7	8	1	2	2
Sharps and needlestick injuries (Datix)	307	246	20.5	89 ●	79 ●	79 ●	21 ●	26 ●	25 ●
Surgical Rectification	6	0	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●
Surgical Rectification - Dentistry	Not defined	0	0	3 ●	1 ●	1 ●	1 ●	0 ●	1 ●
Mismatched transfusion (severe event)	0	0	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●
Mismatched transfusion (near miss)	0	0	0	1 ●	1 ●	1 ●	1 ●	0 ●	0 ●
Medication: Total number of incidents	815	Not defined	Not defined	174	120	167	47	68	63
Total number of incidents reported (Datix)	10,189	Not defined	Not defined	2,383	2,379	2,413	775	805	891
Total number of CNST claims	123	Not defined	Not defined	36	33	26	9	5	7
Number of radiation incidents reported to HSE and CQC	8	Not defined	Not defined	6	1	0	0	0	1



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Serious Untoward Incident (SUI)	2008/2009 Figures	% reported within 24hrs	% response within 60 days	Quarter 1	Quarter 2	Quarter 3	November	December	January
General	14	100% ●	Ongoing ●	4	3	2	0	0	2
HCAI	11	100% ●	Ongoing ●	3	24	32	5	5	2
Information Governance	3	100% ●	Ongoing ●	2	0	1	0	0	0

Details of each SUI reported during January:

General - 1: A pregnant women developed serous complications of pregnancy and despite appropriate treatment she died, therefore this case was reported as maternal death. 2: A patient was discharged home with incorrect medications.

HCAI - 1: One patient died with C.diff reported on Part 1 of the death certificate. 2: One patient died with MRSA reported on Part 2 of the death certificate.

Information Governance - Nil.

Exception Summary:

The overall number of incidents reported during January has increased significantly when compared to preceding months.

There has been a significant increase in the number of patient falls reported during January, the greatest increase was from the Elderly Care Directorate. All Directorate Management Teams have been reminded of the trust target and the need to ensure that patients are appropriately assessed for risk of falls. The new training package has been launched, subsequent reports will include details of staff accessing the training. This issue remains a serious concern.

The number of sharps incidents remains beyond the trust target. Strategies to reduce such incidents are still being developed. This issue remains a serious concern.

There was one Dentistry Surgical Rectification Incident reported in January. This was in relation to a high-speed hand piece being used on wrong tooth, removing about 1mm of tooth tissue. The mistake was fully explained to the patient and tooth restored. All incident records for 2009/2010 have been reviewed to retrospectively report all Dentistry Surgical Rectification incidents, demonstrating a total of six incidents to date.

The number of medication related incidents remains high, although during January there was only one such incident which was of major severity. The incident relates to a failure to follow policy for administration of medicines resulting in a patient receiving medication which they were not prescribed. There were no adverse effects.

Clinical Outcomes	Actual 2008/2009	Target 2009/10	Monthly Target	Quarter 1	Quarter 2	Quarter 3	November	December	January
Hospital standardised mortality ratio (NHS Choices)	78.11 ¹	≤ 75	≤ 75				Not available	79.11 ●	Not available
Smoking during pregnancy (Cumulative)	18.6%	<=18.6%	<=18.6%	18.0% ●	17.9% ●	17.8% ●	17.9% ●	17.8% ●	17.8% ●
Breast feeding initiation (Cumulative)	62.2%	>=62.2%	>=62.2%	63.3% ●	62.5% ●	62.4% ●	62.4% ●	62.4% ●	62.8% ●
Data quality on ethnic group (Cumulative)	91.9%	>=85%	>=85%	91.0% ●	90.5% ●	91.5% ●	90.4% ●	91.5% ●	91.6% ●

¹ - July 2007 - June 2008

Exception Summary:

Breastfeeding Initiation – Performance for the year to date has improved slightly since December and remains better than target. The Infant Feeding Co-ordinator is awaiting a start date and there is good evidence that her appointment is likely to improve rates.

Smoking During Pregnancy – Year to date remains better than target.

HSMR – Currently we are unable to confirm the figure for November 2009 and the December figure indicates a very small rise when compared with the September and October figures. Until further figures are available it is difficult to confirm if this increase is a trend or an alteration due to activity in the month which will be balanced in other months.

Information below provided by Dr Foster confirms NUTH figures in previous years before and after the threshold changes.

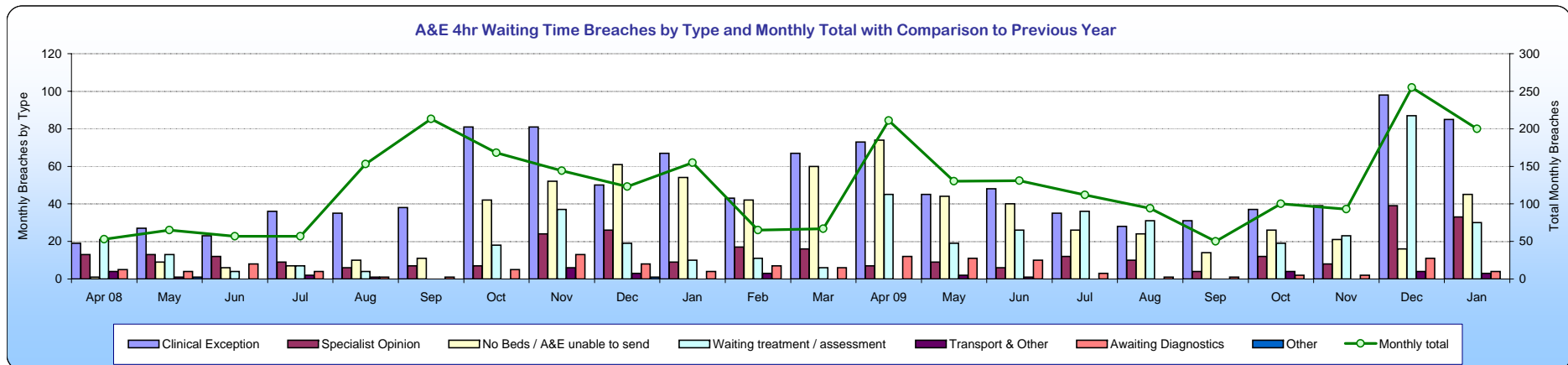
HSMR 07/08 before change was	79	HSMR 07/08 after change was	80
HSMR 08/09 before change was	74	HSMR 08/09 after change was	80

This equates to a 7% increase for 08/09 which represents the figure change observed nationally with the majority of trusts.

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Clinical Effectiveness	Actual 2008/2009	Target 2009/10	Monthly Target	Quarter 1	Quarter 2	Quarter 3	November	December	January
Caesarean section rates (Quarterly)		24%	24%	24.2% ●	24.8% ●	28.4% ●			
Compliance with national PROMS (hips, knees, varicose veins & hernia procedures)	Not available	80%	80%	86% ●	87% ●	85% ●	87.8% ●	82.0% ●	82.0% ●
Number of complaints received	568	Not defined	Not defined	156	142	143	52	40	47
Total time in A&E	98.9%	>=98%	>=98%	98.6% ●	99.2% ●	98.5% ●	99.1% ●	97.3% ●	98.0% ●
Inpatients waiting longer than the 26 week standard	0	<=0.3%	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●
Outpatients waiting longer than the 13 week standard	0	<=0.3%	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●
Delayed transfers of care (Quarterly)	1.6%	minimal	minimal	0.9%	0.6%	0.4%			
Waiting times for rapid access chest pain clinic (Quarterly)	100%	100%	100%	100.0% ●	100.0% ●	100.0% ●			
Cancelled operations (Quarterly)	0.5%	<=0.8%	<=0.8%	0.5% ●	0.3% ●	0.2% ●			
Those not admitted within 28 days (Quarterly)	3.0%	<=5%	<=5%	3.2% ●	3.3% ●	3.6% ●			
Percentage patients who spend more than 90% of their time on stroke unit (Quarterly)		>=65%	>=65%	54.1% ●	52.4% ●	52.8% ●			
Percentage high risk TIA cases treated within 24 hours (Quarterly)		Not defined	Not defined	38.0%	30.0%	87.5%			
Choose and Book: Referrals	Not available	>95%	>95%	100.0% ●	100.0% ●	97% ●	90.0% ●	100.0% ●	100.0% ●
Choose and Book: Appointments	Not available	100%	100%	99.4% ●	99.7% ●	99% ●	99.7% ●	98.4% ●	98.4% ●
Choose and Book: Slot issues	3.8%	<=4%	<=4%	11.7% ●	8.1% ●	5.1% ●	4.1% ●	4.2% ●	3.0% ●



Clinical Effectiveness - Cancer Waiting Times	Actual 2008/2009 (New strategy)	Target 09/10	Monthly Target 09/10	Quarter 1	Quarter 2	Quarter 3	November	December	January
All cancers: 2 week wait	98.3%	93.0%	93.0%	93.1% ●	93.3% ●	95.6% ●	96.3% ●	96.0% ●	
2 Week Wait for Symptomatic Breast Patients (Cancer Not initially Suspected) *	n/a	93.0%	93.0%	21.5% ●	21.4% ●	38.2% ●	28.1% ●	46.0% ●	
All cancers: 1 month diagnosis to first treatment	97.0%	96.0%	96.0%	98.2% ●	98.6% ●	98.7% ●	98.5% ●	98.6% ●	
All cancers: 1 month diagnosis to subsequent treatment	97.4%	94.0%	94.0%	97.6% ●	95.5% ●	97.3% ●	97.1% ●	97.7% ●	
All cancers: 2 month urgent referral to treatment	82.9%	85.0%	85.0%	83.1% ●	81.2% ●	85.4% ●	86.2% ●	87.4% ●	
Percentage cancer patients treated within 62 days of consultant decision to upgrade priority status	92.9%	Not defined	Not defined	100.0%	90.4%	98.5%	83.3%	100.0%	
Percentage patients referred from cancer screening service treated within 62 days	95.5%	90.0%	90.0%	100.0% ●	100.0% ●	95.1% ●	87.1% ●	97.3% ●	

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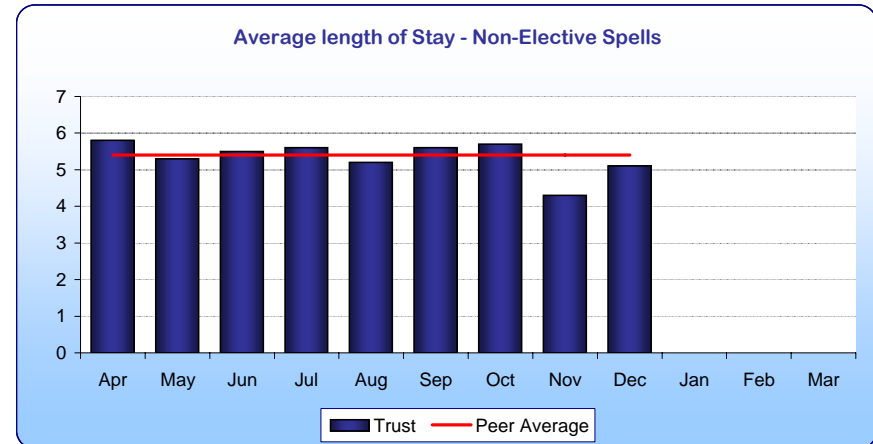
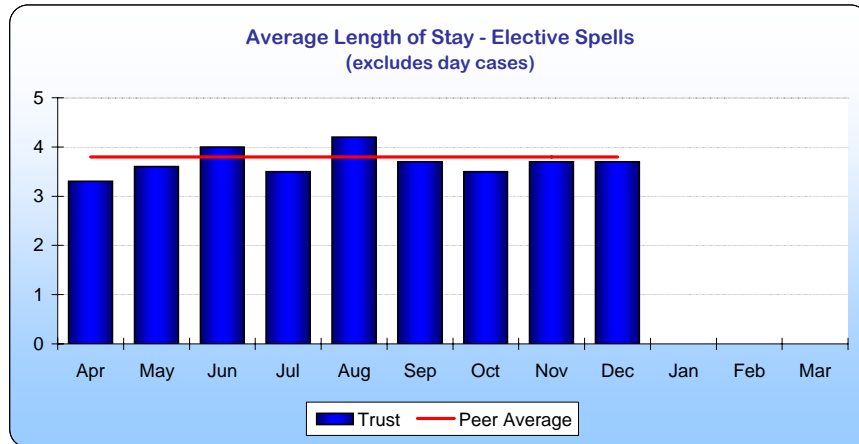
Note: Cancer target are reported one month in arrears due to the national data collection timetable

* - Shadow Monitoring: Apr-Dec 09, Standard: Jan-Mar 2010

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Clinical Effectiveness - 18 weeks & diagnostics	Actual 2008/2009	Target 2009/10	Monthly Target	Quarter 1	Quarter 2	Quarter 3	November	December	January
18 week RTT times: admitted patients	>=90% ¹	>=90%	>=90%	93.2% ●	93.3% ●	95.0% ●	94.9% ●	94.7% ●	92.4% ●
18 week RTT times: non-admitted patients	>=95% ¹	>=95%	>=95%	96.2% ●	96.3% ●	97.2% ●	97.0% ●	96.9% ●	97.3% ●
18 week RTT times: direct access Audiology	>=95% ¹	>=95%	>=95%	99.9% ●	99.8% ●	99.9% ●	100.0% ●	99.7% ●	97.3% ●
18 week RTT times: data completeness Admitted	90-110% ¹	90-110%	90-110%	101.6% ●	100.4% ●	97.3% ●	96.7% ●	95.2% ●	104.1% ●
18 week RTT times: data completeness Non-Admitted	90-110% ¹	90-110%	90-110%	98.9% ●	100.0% ●	100.5% ●	98.5% ●	103.6% ●	104.8% ●
Patients waiting more than 6 weeks for non-audiology diagnostic tests	0	0	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●
Patients waiting more than 6 weeks for audiology tests	0	0	0	0 ●	0 ●	0 ●	0 ●	0 ●	0 ●

¹ - January - March 2009



Exception Summary:

A&E - Pressures across the Trust in January have contributed to the number of patients that have breached in A&E, due to a shortage of beds, along with the continuing adverse weather conditions.

Choose and Book - Slot issue performance has again improved and shows 3% for January, a significant achievement. This needs to be sustained to achieve the quarterly 4% contract target. Slot issues continue to be monitored and actioned on a daily basis.

In terms of the requirement to make directly bookable (DBS) routine appointments available in all specialties, performance was again 98.4%. The Foot and Ankle service has not yet been published due to capacity issues.

Cancer Targets - Performance against the 14 day target for symptomatic breast patients has improved since November and needs to be improved further in order to be compliant with this standard by January 2010.

All other targets are compliant for December and quarter 3.

18 weeks - All targets including data completeness & diagnostic targets have been achieved for the year April-January. All RTT national specialties were compliant for the month of January 2010.

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Activity monitoring - Month on Month	Target 2009/10	Monthly Target	Quarter 1	Quarter 2	Quarter 3	November	December	January
Elective spells	37,412	3,118	8,912 ●	8,828 ●	8,768 ●	2,887 ●	2,622 ●	2,562 ●
Non-elective spells	64,697	5,391	15,983 ●	15,350 ●	16,550 ●	5,441 ●	5,862 ●	5,445 ●
Planned Same Day Procedures	96,242	8,020	30,714 ●	37,727 ●	33,657 ●	10,683 ●	10,157 ●	10,460 ●
New outpatients	225,957	18,830	54,824 ●	57,054 ●	55,100 ●	18,594 ●	17,057 ●	16,974 ●
Review outpatients	588,430	49,036	148,294 ●	141,567 ●	146,525 ●	51,281 ●	44,375 ●	47,386 ●

Activity monitoring - Cumulative	Target 2009/10	Cumulative Target	Cumulative Actual	Percentage Variance
Elective spells	37,412	31,177	29,070 ●	-6.8%
Non-elective spells	64,678	53,914	53,328 ●	-1.1%
Planned Same Day Procedures	96,279	80,202	112,558 ●	40.3%
New outpatients	222,818	188,298	183,952 ●	-2.3%
Review outpatients	577,959	490,358	483,772 ●	-1.3%

Exception Summary:

Activity - Cumulative activity is below plan across elective spells, non-elective spells, new and review outpatients and above plan for planned same day procedures. There are some variances from plan within Directorates and this is being closely monitored.

