Birmingham Women's NHS
NHS Foundation Trust

SUBJECT :	Performance Dashboard - Performance for Month 11 2012-13
REPORT BY :	Neil Savage, Chief Operating Officer
AUTHOR :	Neil Savage, Chief Operating Officer

RECOMMENDATIONS

The Board is asked to receive:

1. An Executive Summary of the key themes and trends in Performance for Month 11, February 2013
2. The related Performance Dashboard. The Board is asked to note the key in-month themes

Links to Strategic objectives	Delivering an excellent experience that exceeds our patients' expectations(patients) Developing an exceptional organisation where people achieve their potential (people/staff/resources)

Links to BAF risks	Quality of care needs to meet Trust and patient expectations
	Achievement of the CIP programme and controlling costs
	Staff absence patterns affect payroll costs through bank/agency spend
	Development & Retention of staff to provide capacity and capability to deliver the service
	Recruitment, retention and development

Links to compliance requirements	Monitor
	NHSLA
	Care Quality Commission

EXECUTIVE SUMMARY

Appendix 1 provides a summary of *key themes and trends from the Dashboard and Directorate Performance reports in Month 11, February 2013* (appendix 1). For ease of reference, some of the Quality Dashboard metrics which are also critical to Performance are referred to.
Enclosure 2 for this item is *the Performance Dashboard*. This captures KPI's for the month. This format mirrors the Quality Dashboard. The Board is asked to note the key in-month themes.

Appendix 1

Key Performance Themes and Trends
Month 11 – February 2013

Patient Activity, Demand and Efficiency
Maternity & Radiology Total Deliveries are ahead of their YTD target of 7,352 at 7,367. The forecasted Total Deliveries for year end remains in excess of the end of year target of 8,000. In-month referral rates were below target at 2,015, with Actual YTD ahead at 23,212. In-month there were 664 deliveries against an original plan of 626.The number of Obstetric spells have increased in month but remains 415 behind the YTD target albeit an improved position. New Outpatients for the Trust as a whole is below target and Red, with the lion's share of this due to lower Maternity (and other specialist clinic) activity.
Gynaecology & Fertility At 2,118 Gynaecology referrals were above the in-month target although the Actual YTD remains 1074 behind target. Elective spells were above target at 267, with Actual YTD just below target by 29. In-month emergency spells were also low at 98, 17 below target. Both outpatient procedures and follow ups remain above target in-month and actual YTD.
Cancer Referral to Treatment Target Times These are now reported on the Quality Dashboard. The Trust-wide Cancer Waiting Times (CWT) standards were achieved in-month except for the Cancer 2 month GP urgent referral to treatment standard. All remain on track for year end except for one month to treatment standard (1.6% short).
Theatre Utilisation & Cancelled Operations These are now reported on the Quality Dashboard. There was 1 cancelled operation in-month.
Genetics & Laboratories Referrals remain exceptionally high. In-month actual was 871 against a target of 617. Actual YTD is 2,237 ahead of target at 9,055 (33%).
Neonatal Overall activity remained above contract in-month, and was at its highest level all year.

Workforce
Contracted WTE The workforce reduced slightly from 1,491.91 at the end of January to 1,489.32 wte at the end of Month 11, with very minor reductions single figure reductions in Corporate, Gynaecology and Maternity.
Agency/Bank Spend as a % of Paybill Agency and Bank spend rose above the target at 3.42% with the highest spends remaining within Maternity (5.86% - mostly medical locums) and Neonatology (4.24% - albeit an improvement on the previous month).
Compulsory Training The uptake increased slightly again to 86.5% in-month exceeding the in-year stretch target. All Directorates achieved the stretch target with only Maternity missing it at 81.2% although it did exceed the minimum policy requirement of 75%. NB In March – the national NHS IG Toolkit Training requirement of 95% of all staff was exceeded.
Staff Appraisal This is now reported on the Quality Dashboard. Staff Appraisal / PDR rates increased in-month to 87.12%. All Directorates except Gynae (74.55%) exceeded the 85% stretch target. In light of the staff survey results it is important that the Trust now focuses on content, structure and quality of appraisals.
Sickness Absence This is now reported on the Quality Dashboard. The sickness rate reduced from 5.55% last month to 4.56%, still well above the in-year target of 3.39% and remains red under the RAG rating. Only Corporate Management, Genetics and Laboratories achieved the target in-month. Highest absence was in Neonates at 6.96% (reduced from 7.55% last month) with musculo-skeletal, pregnancy related illness & anxiety / stress / depression / other psychiatric illnesses being some of the main reasons. NB The new sickness procedure has now been agreed with Staff Side colleagues on 7th March with increased trigger points and sanctions. Joint training will now be provided to managers in partnership with HR and the trades unions.
Employee Investigations This reports on the number of individual disciplinary investigations being taken forwards with staff. The number of investigations in February was high at 7 cases and is Red under the RAG rating. Four investigations are being dealt with in Gynaecology

and Fertility (involving two staff), 2 in Maternity (two staff) and 1 in Neonatology (1 member of staff). These are being managed in line with the Trust's disciplinary policy.
<u>Staff Grievances</u> This is Red under the RAG rating as there are two staff grievances in-month, one over target. One is in Maternity, the other in Neonates. Both are being managed in line with the Trust's grievance policy.