

## A meeting of Clinical Commissioning Group Board 4<sup>TH</sup> April 2013

### ENCLOSURE 07 PERFORMANCE REPORT

**RESPONSIBLE LEAD:** Tony Read, Chief Financial Officer

**AUTHOR:** Mike Hellier, Head of System Intelligence

#### **RECOMMENDATIONS:**

The Committee is asked to:

- Review Performance
- Agree any recovery action

#### **SUMMARY:**

This report covers monthly reported items and quarter three performance. The summary report of the main monthly items and quarterly exceptions is attached at Perf Annex 01. As requested at the CCG Board, the annex includes both colour RAG rating and for those not meeting standards or plans the number of the public or patients affected.

#### **KEY ISSUES:**

##### **NHS Commissioning Outcomes 12/13**

The key successes so far this year are:

- Infections for MRSA and CDifficile have more than halved year on year.
- All cancer waiting time targets have been met year to date.
- All headline 18 week referral to treatment times have been met.

The key red areas in the Quarterly Reports are:

- Smoking cessation – The Q3 performance means that the CCG is now 156 behind plan with Q4 requiring 724 to deliver 1800 for the year, which would be an unprecedented level. Guidance on recording smoking cessation at practices was shared at the Neighbourhood Forum in January 2013. Public Health is meeting with Lambeth to review their system for extracting data from EMIS to link with QUIT Manager (the system for reporting smoking data for stop smoking services in practices). Current discussions in Lewisham have been unsuccessful.
- Immunisation performance with a focus on pre school booster performance. It was agreed at Delivery Committee to set up a task group to identify key actions, especially investigating the role of Health Visitors and School Nurses. The outcome of this work and associated actions will be reported in the August Performance Report.
- Health Checks. The number of health checks carried out is at an historic low. It is likely that some underreporting by practices has contributed to this. A short piece of work (using the Search and Report facility within EMISWeb) is being carried out led by Dr Arun Gupta which should lead practices to record higher numbers. This needs to be complete by mid April when data needs to be entered on the national reporting system.
- Improving Access to Psychological Therapies. In line with the previously agreed exception and action plan, the service has provided a recovery trajectory over 13/14 for waiting times and an analysis relating to recovery rates. This analysis has identified that people with more severe mental health needs have been accessing the service, for whom the service has more challenges in gaining recovery. It was agreed that the Quality Alerts process for input from practices would be used to request information on mental health services. A revised exception report has been

### **Constitutional Commitments**

18 weeks referral to treatment times waits over a year have not significantly reduced in January 13 with the recovery actions being the same as previously reported with all Trusts except Kings assuring the CCG that they have a plan to reduce to zero by the end of 12/13. Kings reduction to zero waits should take until the end of Q1 13/14.

Lewisham Healthcare Emergency Department (ED) 4 hour performance has not significantly changed from the March report with similarly challenged performance on ED. Thirty nine practices have taken up the primary care extra urgent slots scheme and this has begun and is in place for the remainder of the financial year. It is worth noting that, after validation, there have been no over 60 minute handover delays in January and February 2013. This is significantly different to last year at the same time. The significant schemes for winter at Lewisham Healthcare will be in place over the Easter weekend.

In addition there have been two instances when a number of patients for whom there has been a decision to admit have waited over 12 hours to be admitted to a bed. There were 5 patients affected in one incident and 8 in the most recent incident. The Governing Body should be aware that both have been declared as Serious Incidents for which Lewisham Healthcare will provide a Final Report encompassing Root Cause Analysis and Action Plan, which will be reviewed at Part 2 of the Governing Body. CCG clinicians have reviewed the privacy and dignity of the accommodation where patients were looked after and fed and were given drinks. Further work to provide patient feedback on their experience has been requested from the Trust.

### **Personal Confidential Data**

Under new rules agreed in February 2013 around Personal Confidential Data the CCG will no longer be able to see and send acute hospital data to practices. Delivery Committee agreed that this should be raised on the risk register and a communication to practices be devised.

### **PUBLIC AND USER INVOLVEMENT:**

- Measures are consulted upon nationally.

### **STAKEHOLDER INVOLVEMENT**

Delivery Committee has reviewed this report.

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