

ITEM: 10/027  
DOC: 4

**Meeting:** Trust Board  
**Date:** 24<sup>th</sup> March 2010

**Title:** Dashboard Report

**Executive Summary: Patient Experience**

- Patient survey – completed responses are up from January (807) to 938 in February. The trust has been collecting patient experience feedback on the electronic devices since September and the year to date total number of patient responses is 4008. The data is now presented in run chart form for the first time – the presentation will require further development and targets for performance improvement will be agreed in the coming month. In relation to the four national in-patient questions the data shows that patients felt less satisfied with the care and service that they received – however the net promoter score has been maintained and has increased in February. Drill down into the data by area is underway to determine where in particular patients are mostly dissatisfied and why, and remedial actions will be taken to improve their experience.
- Single sex accommodation – The number of single sex accommodation breaches continues to fall as monitored by the bed managers. However patient experience as measured on the electronic devices suggests that patients perceive they share accommodation and bathroom facilities with members of the opposite sex and interestingly drill down of the data shows that patients who are nursed on wholly single sex wards describe sharing mixed sex accommodation. The trust is required to make a declaration relating to our commitment to virtually eliminate mixed sex accommodation and this is presented under different cover at today's board. It is accompanied by an action plan to further improve our performance. The dashboard will change to provide different levels of data on single sex accommodation performance in future reports.

**Access & Targets**

Cancelled operations – The trust had higher than average numbers of cancellations on the day of operation. This was due to three particular problems:

- two separate cancellations of theatre lists due to consultant sickness
- problems with the gynaecology theatre ventilation
- quality control of the surgical tray wrap provided by the off site decontamination service

Although the numbers were high in the month the trust remains within the required thresholds for the end of the year. All patients have now been rebooked.

- Performance against the “symptomatic breast referral until seen”  
Performance on this item is red rated for February. However the work that has been undertaken with the clinicians and administration teams to review the breast cancer 2 week pathway is now delivering results. The last two consecutive weeks have seen performance at 100% (this compares with November performance of around 30%). All other cancer targets are projected to be met at the end of the year.

**Workforce & Efficiency**

- There has been a step change upwards in the number of patients who DNA on their 1<sup>st</sup> appointment. Work is underway to determine why patients are failing to attend.
- There has been a step change downwards in sickness absence that reflects the improved performance.
- The vacancy rate continues to reduce and is now lower than target. The target will be reviewed and balanced against the need for flexibility in the workforce and containing costs.

**Finance**

Detail of financial performance will be presented in the finance report to the board.

**Action:** The Trust Board is asked to review Trust performance.

**From:** Fiona Smith, Director of Planning and Performance