

## Council of Governors

Date:

5<sup>th</sup> December 2017

Agenda item:

22

Title:

Operational Delivery

Items:

- Presentation

# 2017-2018 Operational Priorities





## **Single Oversight Framework for the NHS:**

### **4 hour Emergency Access Standard = Monthly 95%**

% of patients assessed and treated within 4 hours, from arrival to leaving the department.

### **18 Week Referral to treatment (RTT) Incomplete Standard = Monthly 92%**

% of patients waiting to start treatment that have been waiting up to and over 18 weeks

### **Cancer standards 62-day = Monthly 85%**

Maximum 62-day wait for first treatment from GP referral

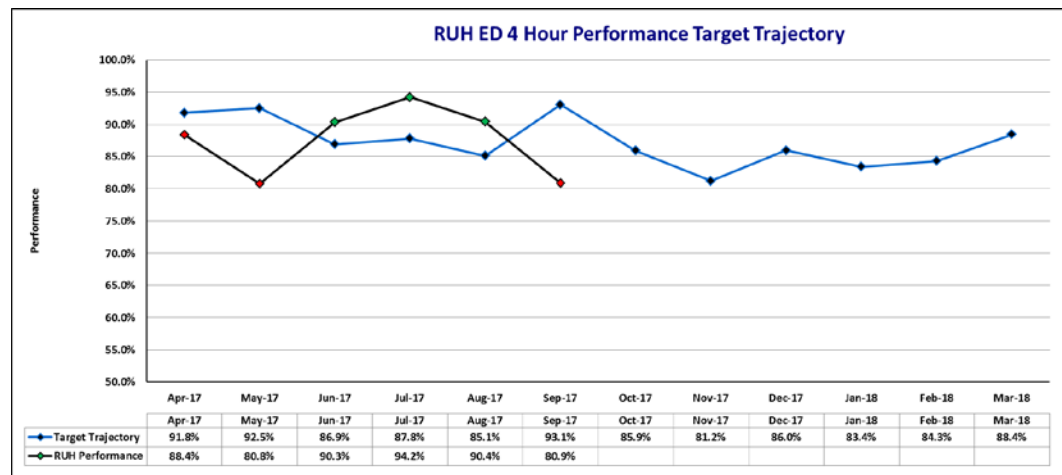
### **Diagnostics Access = Monthly 99%**

Maximum of a 6 week wait for a nationally agreed list of diagnostic tests

## **In addition there are 14 Quality Indicators for Acute Providers:**

C – Difficile Infection (target set for each Trust), for the RUH 22 cases

- Improvement Plan agreed and managed by the Urgent Care Collaborative Board
- Delivery remains a challenge for the whole system and is managed via A&E Delivery Board

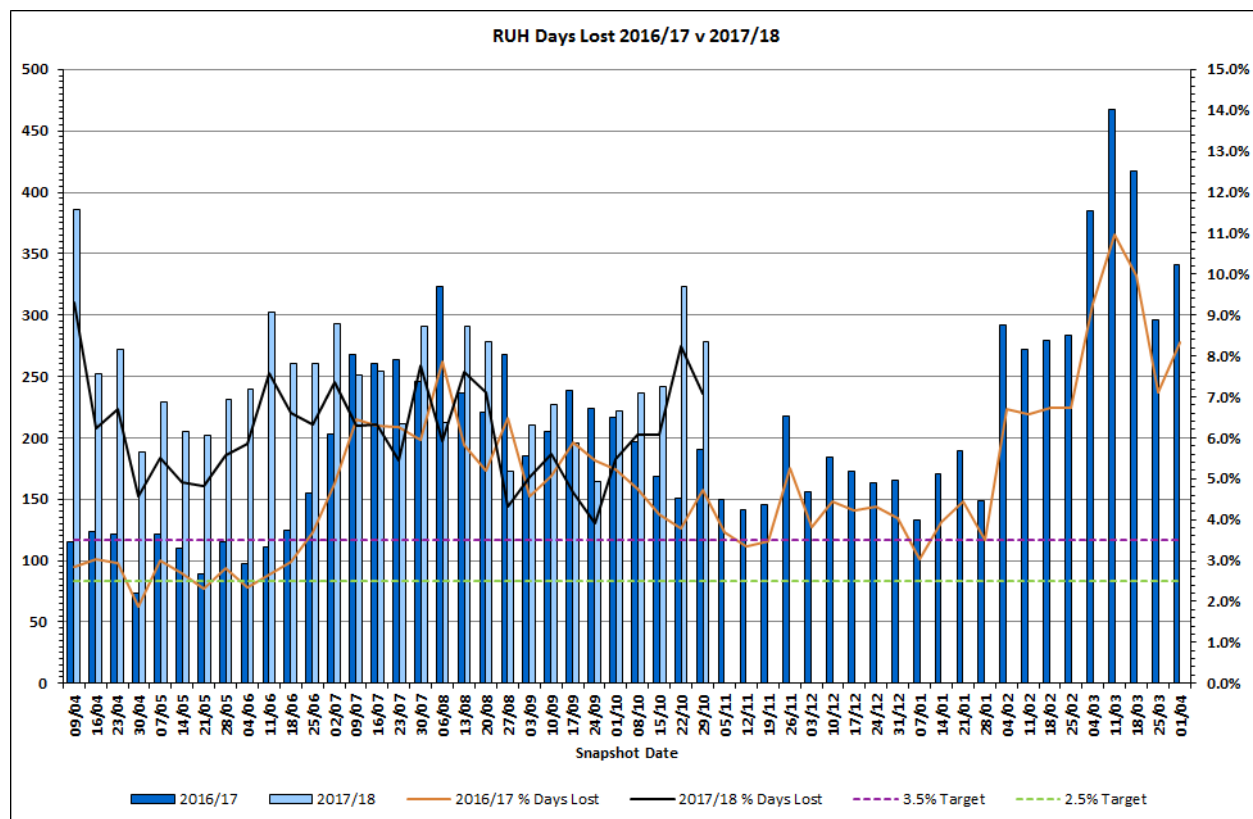


## Three key areas for RUH improvement in 2017/18:

1. Ambulatory care and rapid assessment e.g. Flying Frailty Squad
2. Senior review and timely discharge
3. Simplifying discharge pathways and introducing Home First

# DELAYED TRANSFERS OF CARE (DTOC)

- Reducing delays is a system metric and required to support RUH 4 hour plan
- National mandate set **3.5% target** (Purple line on the graph)
- Delays occur for both transfer to health beds e.g. Community Hospitals and Social Services delays for a placement in a care home or support at home



Key staff message is that statistically patients arriving in an already overcrowded ED have poorer outcomes.

## **Monitoring the key ED safety metrics:**

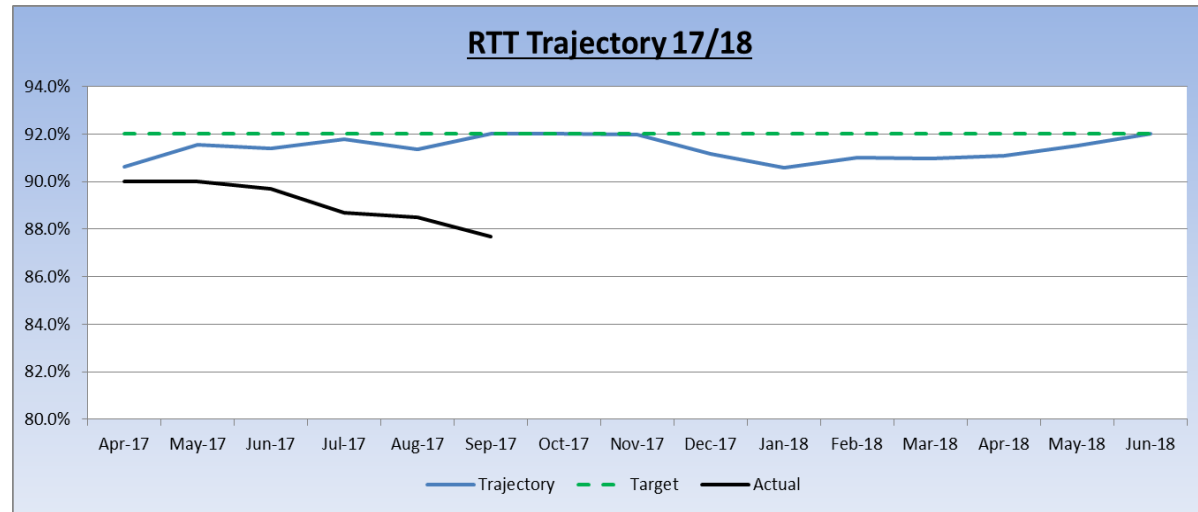
- ED and Front Door staffing levels
- % of patients with a total time in ED over 12 hours
- Total time in ED by age band, with a focus on 85+ patients
- Managing peaks in arrivals to ED
- Time to assessment and treatment

## **National Escalation levels – OPEL 1 - 4**

Review of RUH Escalation response to ensure that it is more clinically led and strengthen the actions that will support ED and manage risk at peak periods of pressure.

# 18 WEEKS RTT

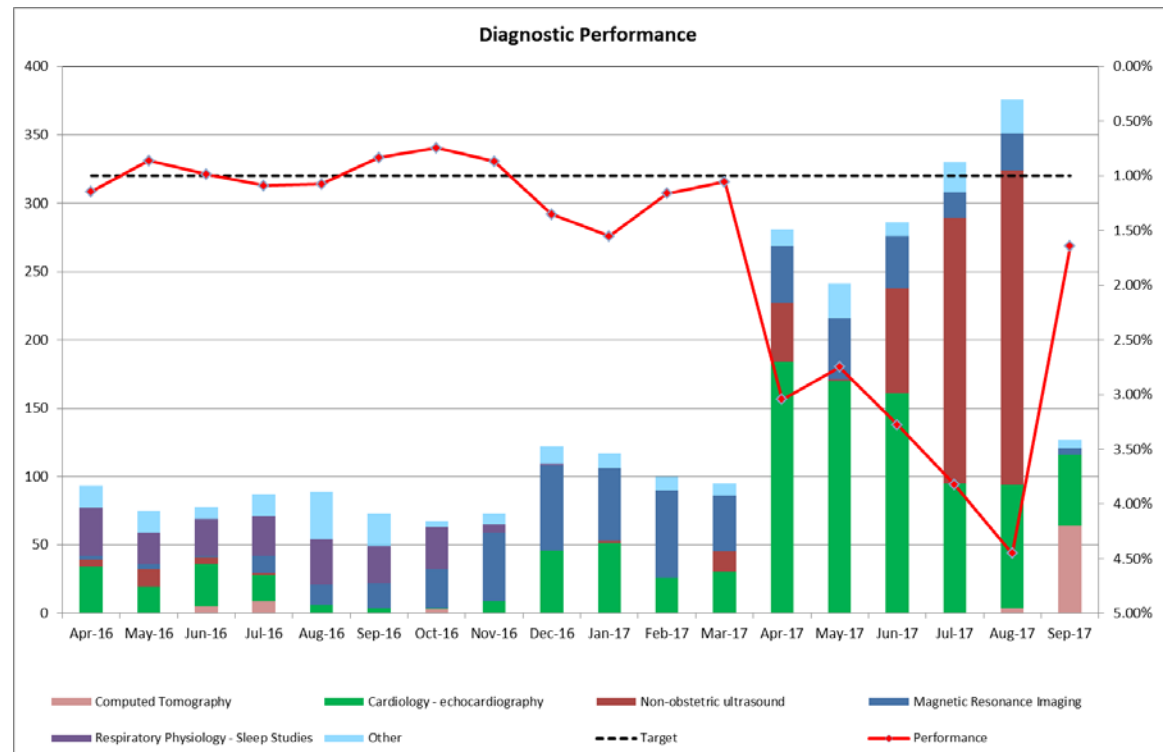
- Performance affected from winter last year
- Treatment of cancer patients a priority
- Backlog of patients has been reduced in the last 3 months
- Surgery continues to be challenging. Medical staff gaps and treatment of cancer
- Medicine – Cardiology and Dermatology



RUH has a more detailed **elective winter plan** for 2017/18

Cardiac diagnostics an issue in year, but delivering agreed improvement plan

Radiology have also been a focus for improvement





RUH **delivering** against all cancer targets.

National focus on 62 day cancer standard, RUH continues to deliver performance and performs well when compared to other Trusts and the England average.

			Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
62 Day	Cancer Network	RUH	90.90%	85.10%	87.50%	81.50%	85.60%	90.30%	88.20%	85.40%	81.00%	86.30%	86.70%	87.70%
		UHB	79.50%	85.20%	85.10%	84.70%	79.03%	81.20%	76.80%	77.98%	81.70%	74.70%	Not yet available	Not yet available
		NBT	78.90%	89.00%	90.20%	89.10%	87.86%	89.60%	87.80%	80.76%	86.00%	90.20%	Not yet available	Not yet available
		Taunton	80.40%	86.00%	82.50%	75.00%	25.00%	83.20%	82.40%	74.05%	76.50%	84.80%	Not yet available	Not yet available
		Yeovil	79.80%	90.00%	92.50%	89.00%	91.75%	93.40%	84.95%	88.39%	92.30%	84.30%	Not yet available	Not yet available
		Gloucester	73.10%	79.40%	72.20%	63.20%	70.79%	71.10%	78.46%	75.94%	71.20%	74.80%	Not yet available	Not yet available
		Weston	76.60%	75.70%	86.70%	73.30%	71.43%	83.60%	78.43%	70.15%	66.70%	77.00%	Not yet available	Not yet available
	Other Local Trusts	GWH	91.40%	85.70%	86.20%	85.40%	84.27%	88.50%	77.17%	79.07%	81.30%	76.00%	Not yet available	Not yet available
		Salisbury	85.30%	94.60%	81.00%	75.00%	83.95%	85.44%	81.55%	83.21%	89.30%	86.10%	Not yet available	Not yet available
	National	England	81.10%	82.30%	83.00%	79.70%	79.82%	83.03%	82.91%	81.03%	80.50%	81.40%	Not yet available	Not yet available