

Intelligent Monitoring Report

Report on
London North West Healthcare NHS Trust

May 2015

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<http://www.cqc.org.uk/Provider/R1K>

Intelligent Monitoring Report: May 2015

Intelligent Monitoring is a tool which assesses risk within care services. It has been developed to support CQC's regulatory function and purpose of ensuring that health and social care services provide people with safe, effective, compassionate, and high-quality care. Intelligent Monitoring highlights those areas of care to be followed up through inspections and other engagements.

What does this report contain?

Intelligent Monitoring is built on a set of indicators for monitoring risks to the quality of care. These indicators measure outcomes that have a high impact on service users and relate to the five key questions that are asked during inspections, namely: are services safe, effective, caring, responsive, and well-led?

This report presents the results of Intelligent Monitoring for London North West Healthcare NHS Trust.

A number of tests are used to determine the levels of risk for each indicator. The tests include Cumulative Sums (CUSUM) and z-scoring techniques which are applied based on the judgement of which is the most appropriate test for each indicator. Where an indicator has 'no evidence of risk' this refers to where the statistical analysis has not deemed the result to be outside the confidence limits or pre-determined threshold.

For some indicators the thresholds are determined by a rules-based approach, for example concerns raised by staff to CQC (and validated by CQC) are always flagged in the model.

From these analyses, each trust is assigned to one of six risk bands by producing a weighted sum of the indicators that have been identified as 'risk' or 'elevated risk', and comparing that score with all of the indicators which apply to that trust. In this process, the weighting refers to 'elevated risks' being scored as double the value of 'risks'.

Priority bands are not assigned to those trusts that have had inspection reports published in the last twelve months. For these trusts, the priority band is displayed as "Recently inspected". This reflects the fact that CQC's comprehensive inspections provide the definitive judgements for each organisation.

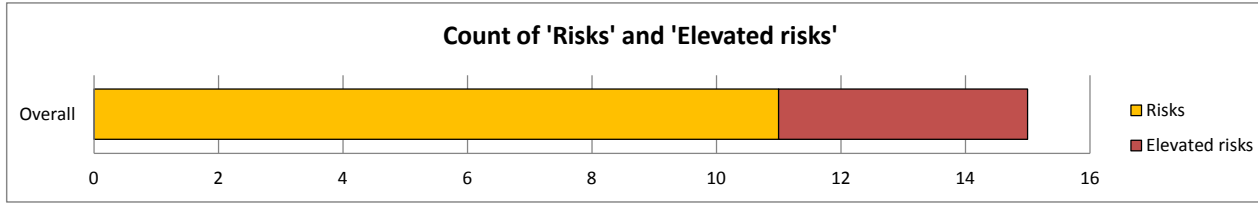
What guidance is available?

The Indicator and Methodology Guidance document describes more about Intelligent Monitoring and provides definitions and the full methodology for each indicator. It also provides details of time periods covered and the analysis applied.

The Statistical Methodology document provides a more detailed description of the statistical methods of data analysis used.

Both documents are available on Intelligent Monitoring section of the CQC website- <http://www.cqc.org.uk/public/hospital-intelligent-monitoring>

Trust Summary



Priority banding for inspection	1
Number of 'Risks'	11
Number of 'Elevated risks'	4
Overall Risk Score	19
Number of Applicable Indicators	93
Percentage Score	10.22%
Maximum Possible Risk Score	186

Safe	Never Event incidence	Elevated risk	
	Proportion of ambulance journeys where the ambulance vehicle remained at hospital for more than 60 minutes		Risk
	Composite risk rating of ESR items relating to ratio: Staff vs bed occupancy		Elevated risk
Effective	Composite of knee related PROMS indicators	Risk	
	Proportion of patients who received all the secondary prevention medications for which they were eligible	Risk	
Caring	Inpatient Survey Q35 (2014) "Did you find someone on the hospital staff to talk to about your worries and fears?" (Score out of 10)	Risk	
	Inpatient Survey Q23 (2014) "Did you get enough help from staff to eat your meals?" (Score out of 10)	Risk	
	Inpatient Survey Q32 (2014) "Were you involved as much as you wanted to be in decisions about your care and treatment?" (Score out of 10)	Risk	
	Inpatient Survey Q68 (2014) "Overall..." (I had a very poor/good experience) (Score out of 10)	Risk	
	Inpatient Survey Q66 (2014) "Overall, did you feel you were treated with respect and dignity while you were in the hospital?" (Score out of 10)	Risk	
Inpatient Survey Q28 (2014) "Did you have confidence and trust in the nurses treating you?" (Score out of 10)	Risk		
Responsive	Composite indicator: A&E waiting times more than 4 hours	Elevated risk	
Well-led	TDA - Escalation score	Risk	
	Composite indicator: NHS staff survey questions relating to abuse from other staff	Risk	
Cross-cutting	Composite of PLACE indicators	Elevated risk	

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Safe	STEISNE	Never Event incidence (01-Feb-14 to 31-Jan-15)	Data updated	6	-	Elevated risk
	CDIFF	Incidence of Clostridium difficile (C.difficile) (01-Jan-14 to 31-Dec-14)	Data updated	38	60.18	No evidence of risk
	MRSA	Incidence of Meticillin-resistant Staphylococcus aureus (MRSA) (01-Jan-14 to 31-Dec-14)	Data updated	2	4.05	No evidence of risk
	MORTLOWR	Dr Foster Intelligence: Mortality rates for conditions normally associated with a very low rate of mortality (01-Jul-13 to 30-Jun-14)	Data updated	Within expected range	-	No evidence of risk
	NRLSL03	Proportion of reported patient safety incidents that are harmful (01-Dec-13 to 30-Nov-14)	Data updated	0.2	0.27	No evidence of risk
	NRLSL04	Potential under-reporting of patient safety incidents resulting in death or severe harm (01-Dec-13 to 30-Nov-14)	Data updated	77	66.93	No evidence of risk
	NRLSL05	Potential under-reporting of patient safety incidents (01-Dec-13 to 30-Nov-14)	Data updated	10642	12877.6	No evidence of risk
	COM_CASIM	Composite of Central Alerting System (CAS): Dealing with (CAS) safety alerts in a timely way (01-Apr-04 to 31-Jan-15)	Data updated	-	-	No evidence of risk
	CASIM01A01	The number of alerts which CAS stipulated should have been closed by trusts during the preceding 12 months, but which were still open on the date CQC extracted data from the CAS system (01-Feb-14 to 31-Jan-15)	Data updated	0 alerts still open	-	No evidence of risk
	CASIM01B01	The number of alerts which CAS stipulated should have been closed by trusts more than 12 months before, but which were still open on the date CQC extracted data from the CAS system (01-Apr-04 to 31-Jan-14)	Data updated	0 alerts still open	-	No evidence of risk
	CASIM01C01	Percentage of CAS alerts with closing dates during the preceding 12 months which the trust has closed late (01-Feb-14 to 31-Jan-15)	Data updated	< 25% of alerts closed late	-	No evidence of risk
	VTERA03	Proportion of patients risk assessed for Venous Thromboembolism (VTE) (01-Oct-14 to 31-Dec-14)	Data updated	0.94	0.95	No evidence of risk
	AESURWAIT	A&E Survey Q7: From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse? (01-Jan-14 to 31-Mar-14)	No change	6.06	-	No evidence of risk
	AMBTURN06	Proportion of ambulance journeys where the ambulance vehicle remained at hospital for more than 60 minutes (01-Dec-14 to 31-Dec-14)	Data updated	0.17	0.056	Risk
	NRLSL08	Consistency of reporting to the National Reporting and Learning System (NRLS) (01-Apr-14 to 30-Sep-14)	Data updated	6 months of reporting	-	No evidence of risk
	NHSSTAFF07	NHS Staff Survey - KF10. The proportion of staff receiving health and safety training in last 12 months (01-Sep-14 to 31-Dec-14)	Data updated	0.80	0.76	No evidence of risk
	NHSSTAFF11	NHS Staff Survey. The proportion of staff who stated that the incident reporting procedure was fair and effective (KF 14 - 2014) (01-Sep-14 to 31-Dec-14)	Data updated	0.63	0.63	No evidence of risk
	ESRSUP	Composite risk rating of ESR items relating to staff support/ supervision (01-Jan-14 to 31-Dec-14)	Modified, data updated	-	-	No evidence of risk
	ESRSUP01	Ratio of Band 6 Nurses to Band 5 Nurses (01-Jan-14 to 31-Dec-14)	Modified, data updated	0.7	0.41	No evidence of risk
	ESRSUP02	Ratio of Charge Nurse/ Ward Sister (Band 7) to Band 5/6 Nurses (01-Jan-14 to 31-Dec-14)	Modified, data updated	0.21	0.18	No evidence of risk
	ESRSUP03	Proportion of all ward staff who are registered nurses (01-Jan-14 to 31-Dec-14)	Modified, data updated	0.66	0.68	No evidence of risk
	ESRSUP04	Ratio of consultant doctors to non-consultant doctors (01-Jan-14 to 31-Dec-14)	Modified, data updated	0.52	0.67	No evidence of risk
ESRSUP05	Ratio of band 7 Midwives to band 5/6 Midwives (01-Jan-14 to 31-Dec-14)	Modified, data updated	0.64	0.25	No evidence of risk	

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Safe	ESRSTAFF	Composite risk rating of ESR items relating to ratio: Staff vs bed occupancy (01-Jan-14 to 31-Dec-14)	Modified, data updated	-	-	Elevated risk
	ESRRAT01	Ratio of all medical and dental staff to occupied beds (number of beds per staff) (01-Jan-14 to 31-Dec-14)	Modified, data updated	8.62	4.56	Risk
	ESRRAT02	Ratio of all nursing staff to occupied beds (number of beds per staff) (01-Jan-14 to 31-Dec-14)	Modified, data updated	4.99	2.23	Elevated risk
	ESRRAT03	Ratio of all other clinical staff to occupied beds (number of beds per staff) (01-Jan-14 to 31-Dec-14)	Modified, data updated	4.48	2.05	Elevated risk
	ESRRAT04	Ratio of all midwifery staff to births (number of births per staff) (01-Jan-14 to 31-Dec-14)	Modified, data updated	25.91	26.93	No evidence of risk
	SAFEGUARDING	Safeguarding concerns (25-Feb-14 to 24-Feb-15)	Data updated	-	-	No evidence of risk

Effective	SHMI01	Summary Hospital-level Mortality Indicator (01-Jul-13 to 30-Jun-14)	Data updated	Trust's mortality rate is 'Lower than expected'	-	No evidence of risk
	COM_HSMR	Dr Foster Intelligence: Composite of Hospital Standardised Mortality Ratio indicators (01-Jul-13 to 30-Jun-14)		-	-	No evidence of risk
	HSMR	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (01-Jul-13 to 30-Jun-14)	Data updated	Within expected range	-	No evidence of risk
	HSMRWKDAY	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (Weekday) (01-Jul-13 to 30-Jun-14)	Data updated	Within expected range	-	No evidence of risk
	HSMRWKEND	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (Weekend) (01-Jul-13 to 30-Jun-14)	Data updated	Within expected range	-	No evidence of risk
	COM_CARDI	Composite indicator: In-hospital mortality - Cardiological conditions and procedures		-	-	No evidence of risk
	HESMORT24CU	In-hospital mortality: Cardiological conditions (01-Nov-13 to 31-Oct-14)	Data updated	-	-	No evidence of risk
	MORTAMI	Mortality outlier alert: Acute myocardial infarction (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTARRES	Mortality outlier alert: Cardiac arrest and ventricular fibrillation (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTCABGI	Mortality outlier alert: CABG (isolated first time) (case status as at 15-May-15)	Data updated	Not included	Not included	Not included
	MORTCABGO	Mortality outlier alert: CABG (other) (case status as at 15-May-15)	Data updated	Not included	Not included	Not included
	MORTCASUR	Mortality outlier alert: Adult cardiac surgery (case status as at 15-May-15)	Data updated	Not included	Not included	Not included
	MORTCATH	Mortality outlier alert: Coronary atherosclerosis and other heart disease (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTCHF	Mortality outlier alert: Congestive heart failure; nonhypertensive (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTDYSRH	Mortality outlier alert: Cardiac dysrhythmias (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTHVD	Mortality outlier alert: Heart valve disorders (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTPHD	Mortality outlier alert: Pulmonary heart disease (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	COM_CEREB	Composite indicator: In-hospital mortality - Cerebrovascular conditions		-	-	No evidence of risk
	HESMORT21CU	In-hospital mortality: Cerebrovascular conditions (01-Nov-13 to 31-Oct-14)	Data updated	-	-	No evidence of risk
	MORTACD	Mortality outlier alert: Acute cerebrovascular disease (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	COM_DERMA	Composite indicator: In-hospital mortality - Dermatological conditions		-	-	No evidence of risk
	HESMORT35CU	In-hospital mortality: Dermatological conditions (01-Nov-13 to 31-Oct-14)	Data updated	-	-	No evidence of risk
	MORTSKINF	Mortality outlier alert: Skin and subcutaneous tissue infections (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTSKULC	Mortality outlier alert: Chronic ulcer of skin (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	COM_ENDOC	Composite indicator: In-hospital mortality - Endocrinological conditions		-	-	No evidence of risk
	HESMORT29CU	In-hospital mortality: Endocrinological conditions (01-Nov-13 to 31-Oct-14)	Data updated	-	-	No evidence of risk
	MORTDIABWC	Mortality outlier alert: Diabetes mellitus with complications (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTDIABWOC	Mortality outlier alert: Diabetes mellitus without complications (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MORTFLUID	Mortality outlier alert: Fluid and electrolyte disorders (case status as at 15-May-15)	Data updated	-	-	No evidence of risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Effective	COM_GASTR	Composite indicator: In-hospital mortality - Gastroenterological and hepatological conditions and procedures		-	-	No evidence of risk
	HESMORT27CU	<i>In-hospital mortality: Gastroenterological and hepatological conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTALCLIV	<i>Mortality outlier alert: Liver disease, alcohol-related (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTBILIA	<i>Mortality outlier alert: Biliary tract disease (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTGASHAE	<i>Mortality outlier alert: Gastrointestinal haemorrhage (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTGASN	<i>Mortality outlier alert: Noninfectious gastroenteritis (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTINTOBS	<i>Mortality outlier alert: Intestinal obstruction without hernia (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTOGAS	<i>Mortality outlier alert: Other gastrointestinal disorders (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTOLIV	<i>Mortality outlier alert: Other liver diseases (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTOPJEJ	<i>Mortality outlier alert: Operations on jejunum (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTPERI	<i>Mortality outlier alert: Peritonitis and intestinal abscess (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTTEPBI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on biliary tract (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTTEPLGI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on lower GI tract (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTTEPUGI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on upper GI tract (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTTOJI	<i>Mortality outlier alert: Therapeutic operations on jejunum and ileum (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_GENIT	Composite indicator: In-hospital mortality - Genito-urinary conditions		-	-	No evidence of risk
	HESMORT31CU	<i>In-hospital mortality: Genito-urinary conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTUTI	<i>Mortality outlier alert: Urinary tract infections (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_HAEMA	Composite indicator: In-hospital mortality - Haematological conditions		-	-	No evidence of risk
	HESMORT28CU	<i>In-hospital mortality: Haematological conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTDEFI	<i>Mortality outlier alert: Deficiency and other anaemia (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_INFEC	Composite indicator: In-hospital mortality - Infectious diseases		-	-	No evidence of risk
	HESMORT26CU	<i>In-hospital mortality: Infectious diseases (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTSEPT	<i>Mortality outlier alert: Septicaemia (except in labour) (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_MENTA	Composite indicator: In-hospital mortality - Conditions associated with Mental health		-	-	No evidence of risk
	HESMORT33CU	<i>In-hospital mortality: Conditions associated with Mental health (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTSENI	<i>Mortality outlier alert: Senility and organic mental disorders (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_MUSCU	Composite indicator: In-hospital mortality - Musculoskeletal conditions		-	-	No evidence of risk
	HESMORT36CU	<i>In-hospital mortality: Musculoskeletal conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTPATH	<i>Mortality outlier alert: Pathological fracture (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_NEPHR	Composite indicator: In-hospital mortality - Nephrological conditions		-	-	No evidence of risk
	HESMORT30CU	<i>In-hospital mortality: Nephrological conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTRENA	<i>Mortality outlier alert: Acute and unspecified renal failure (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTRENC	<i>Mortality outlier alert: Chronic renal failure (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_NEURO	Composite indicator: In-hospital mortality - Neurological conditions		-	-	No evidence of risk
	HESMORT34CU	<i>In-hospital mortality: Neurological conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTEPIL	<i>Mortality outlier alert: Epilepsy, convulsions (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Effective	COM_PAEDI	Composite indicator: In-hospital mortality - Paediatric and congenital disorders and perinatal mortality		-	-	No evidence of risk
	HESMORT32CU	<i>In-hospital mortality: Paediatric and congenital disorders (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MATPERIMOR	<i>Maternity outlier alert: Perinatal mortality (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_RESPI	Composite indicator: In-hospital mortality - Respiratory conditions		-	-	No evidence of risk
	HESMORT25CU	<i>In-hospital mortality: Respiratory conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTASTHM	<i>Mortality outlier alert: Asthma (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTBRONC	<i>Mortality outlier alert: Acute bronchitis (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTCOPD	<i>Mortality outlier alert: Chronic obstructive pulmonary disease and bronchiectasis (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTPLEU	<i>Mortality outlier alert: Pleurisy, pneumothorax, pulmonary collapse (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTPNEU	<i>Mortality outlier alert: Pneumonia (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_TRAUM	Composite indicator: In-hospital mortality - Trauma and orthopaedic conditions and procedures		-	-	No evidence of risk
	HESMORT37CU	<i>In-hospital mortality: Trauma and orthopaedic conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTCRAN	<i>Mortality outlier alert: Craniotomy for trauma (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTFNOF	<i>Mortality outlier alert: Fracture of neck of femur (hip) (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTHFREP	<i>Mortality outlier alert: Head of femur replacement (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTHIPREP	<i>Mortality outlier alert: Hip replacement (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTINTIJ	<i>Mortality outlier alert: Intracranial injury (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTOFRA	<i>Mortality outlier alert: Other fractures (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTREDFB	<i>Mortality outlier alert: Reduction of fracture of bone (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTREDFBL	<i>Mortality outlier alert: Reduction of fracture of bone (upper/lower limb) (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTREDFNOF	<i>Mortality outlier alert: Reduction of fracture of neck of femur (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTSHUN	<i>Mortality outlier alert: Shunting for hydrocephalus (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	COM_VASCU	Composite indicator: In-hospital mortality - Vascular conditions and procedures		-	-	No evidence of risk
	HESMORT23CU	<i>In-hospital mortality: Vascular conditions (01-Nov-13 to 31-Oct-14)</i>	Data updated	-	-	No evidence of risk
	MORTAMPUT	<i>Mortality outlier alert: Amputation of leg (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTANEUR	<i>Mortality outlier alert: Aortic, peripheral, and visceral artery aneurysms (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTCLIP	<i>Mortality outlier alert: Clip and coil aneurysms (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTOFB	<i>Mortality outlier alert: Other femoral bypass (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTPVA	<i>Mortality outlier alert: Peripheral and visceral atherosclerosis (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTREPAAA	<i>Mortality outlier alert: Repair of abdominal aortic aneurysm (AAA) (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MORTTOFA	<i>Mortality outlier alert: Transluminal operations on the femoral artery (case status as at 15-May-15)</i>	Data updated	-	-	No evidence of risk
	MATELECCS	Maternity outlier alert: Elective Caesarean section (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MATEMERC	Maternity outlier alert: Emergency Caesarean section (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MATSEPSIS	Maternity outlier alert: Puerperal sepsis and other puerperal infections (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MATMATRE	Maternity outlier alert: Maternal readmissions (case status as at 15-May-15)	Data updated	-	-	No evidence of risk
	MATNEORE	Maternity outlier alert: Neonatal readmissions (case status as at 15-May-15)	Data updated	-	-	No evidence of risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Effective	COM_ELRE_ON	Composite indicator: Emergency readmissions with an overnight stay following an elective admission (01-Oct-13 to 30-Sep-14)		-	-	No evidence of risk
	HESELRE_ON	Emergency readmissions with an overnight stay following an elective admission (Cross sectional) (01-Oct-13 to 30-Sep-14)	Data updated	897	944.62	No evidence of risk
	HESELRECU_ON	Emergency readmissions with an overnight stay following an elective admission (CUSUM) (01-Jul-14 to 30-Sep-14)	Data updated	-	-	No evidence of risk
	COM_EMRE_ON	Composite indicator: Emergency readmissions with an overnight stay following an emergency admission (01-Oct-13 to 30-Sep-14)		-	-	No evidence of risk
	HESEMRE_ON	Emergency readmissions with an overnight stay following an emergency admission (Cross sectional) (01-Oct-13 to 30-Sep-14)	Data updated	5047	5181.49	No evidence of risk
	HESEMRECU_ON	Emergency readmissions with an overnight stay following an emergency admission (CUSUM) (01-Jul-14 to 30-Sep-14)	Data updated	-	-	No evidence of risk
	PROMS52	PROMs EQ-5D score: Groin Hernia Surgery (01-Apr-13 to 31-Mar-14)	Data updated	Not included	Not included	Not included
	PROMS_HIP	Composite of hip related PROMS indicators (01-Apr-13 to 31-Mar-14)	Data updated	-	-	No evidence of risk
	PROMS53	PROMs EQ-5D score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	Data updated	0.46	0.44	No evidence of risk
	PROMS54	PROMs Oxford score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	Data updated	19.68	21.34	No evidence of risk
	PROMS_KNEE	Composite of knee related PROMS indicators (01-Apr-13 to 31-Mar-14)	Data updated	-	-	Risk
	PROMS55	PROMs EQ-5D score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	Data updated	0.28	0.32	Risk
	PROMS56	PROMs Oxford score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	Data updated	14.41	16.25	Risk
	NHFD01	The proportion of cases assessed as achieving compliance with all nine standards of care measured within the National Hip Fracture Database. (01-Jan-13 to 31-Dec-13)	No change	0.46	0.6	No evidence of risk
	SSNAPD02	SSNAP Domain 2: overall team-centred rating score for key stroke unit indicator (01-Jul-14 to 30-Sep-14)	Data updated	Level B	-	No evidence of risk
	MINAP22	Proportion of patients who received all the secondary prevention medications for which they were eligible (01-Apr-13 to 31-Mar-14)	Reinstated, data updated	0.6	0.88	Risk
	AESURPAIN	A&E Survey Q30: Do you think the hospital staff did everything they could to help control your pain? (01-Jan-14 to 31-Mar-14)	No change	7.05	-	No evidence of risk
	NHSSTAFF04	NHS Staff Survey - KF7. The proportion of staff who were appraised in last 12 months (01-Sep-14 to 31-Dec-14)	Data updated	0.77	0.84	No evidence of risk
	NHSSTAFF06	NHS Staff Survey - KF9. The proportion of staff reported receiving support from immediate managers (01-Sep-14 to 31-Dec-14)	Data updated	0.68	0.66	No evidence of risk
	ESRReg	Composite risk rating of ESR items relating to staff registration (31-Dec-14 to 31-Dec-14)	Data updated	-	-	No evidence of risk
	ESRREG01	Proportion of Medical and Dental staff that hold an active professional registration (31-Dec-14 to 31-Dec-14)	Data updated	1	0.99	No evidence of risk
ESRREG02	Proportion of Nursing and Midwifery staff that hold an active professional registration (31-Dec-14 to 31-Dec-14)	Data updated	0.98	0.99	No evidence of risk	
Caring	IPSURTALKWOR	Inpatient Survey Q35 (2014) "Did you find someone on the hospital staff to talk to about your worries and fears?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	4.31	-	Risk
	IPSURSUPEMOT	Inpatient Survey Q36 (2014) "Do you feel you got enough emotional support from hospital staff during your stay?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	6.46	-	No evidence of risk
	IPSURHELPEAT	Inpatient Survey Q23 (2014) "Did you get enough help from staff to eat your meals?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	5.91	-	Risk
	IPSURINVDECI	Inpatient Survey Q32 (2014) "Were you involved as much as you wanted to be in decisions about your care and treatment?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	6.46	-	Risk
	IPSURCNTPAIN	Inpatient Survey Q40 (2014) "Do you think the hospital staff did everything they could to help control your pain?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	7.71	-	No evidence of risk
	IPSUROVERALL	Inpatient Survey Q68 (2014) "Overall..." (I had a very poor/good experience) (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	7.36	-	Risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Caring	FFTLIKERECEIP	NHS England Inpatient % Likely to Recommend the Trust from Friends and Family Test (% change) (01-Jan-14 to 31-Dec-14)	Modified, data updated	4.3% Short Term 2.6% Long Term	-	No evidence of risk
	IPSURRSPDIGN	Inpatient Survey Q66 (2014) "Overall, did you feel you were treated with respect and dignity while you were in the hospital?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	8.37	-	Risk
	IPSURCONFDOC	Inpatient Survey Q25 (2014) "Did you have confidence and trust in the doctors treating you?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	8.32	-	No evidence of risk
	IPSURCONFNUR	Inpatient Survey Q28 (2014) "Did you have confidence and trust in the nurses treating you?" (Score out of 10) (01-Jun-14 to 31-Aug-14)	Data updated	8	-	Risk
	AESURCONFID	A&E Survey Q14: Did you have confidence and trust in the doctors and nurses examining and treating you? (01-Jan-14 to 31-Mar-14)	No change	8.24	-	No evidence of risk
	AESURATTENT	A&E Survey Q19: If you needed attention, were you able to get a member of medical or nursing staff to help you? (01-Jan-14 to 31-Mar-14)	No change	7.47	-	No evidence of risk
	AESURREASS	A&E Survey Q22: If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you? (01-Jan-14 to 31-Mar-14)	No change	5.97	-	No evidence of risk
	AESURCONT	A&E Survey Q41: Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department? (01-Jan-14 to 31-Mar-14)	No change	6.42	-	No evidence of risk
	AESURDIGRES	A&E Survey Q42: Overall, did you feel you were treated with respect and dignity while you were in the A&E Department? (01-Jan-14 to 31-Mar-14)	No change	8.34	-	No evidence of risk

Responsive	AESURPRIV	A&E Survey Q18: Were you given enough privacy when being examined or treated? (01-Jan-14 to 31-Mar-14)	No change	8.61	-	No evidence of risk
	COM_AD_A&E	Composite indicator: A&E waiting times more than 4 hours (01-Oct-14 to 31-Dec-14)	Data updated	-	-	Elevated risk
	AD_A&E13	Proportion of patients spending more than 4 hours in Type 1 only A&E departments from arrival to discharge, transfer or admission (01-Oct-14 to 31-Dec-14)	Data updated	0.31	0.05	Elevated risk
	AD_A&E14	Proportion of patients spending more than 4 hours in Type 2 only A&E departments from arrival to discharge, transfer or admission (01-Oct-14 to 31-Dec-14)	Data updated	Not included	Not included	Not included
	AD_A&E15	Proportion of patients spending more than 4 hours in Type 3 only A&E departments from arrival to discharge, transfer or admission (01-Oct-14 to 31-Dec-14)	Data updated	0.01	0.05	No evidence of risk
	COM_RTT	Composite indicator: Referral to treatment (01-Dec-14 to 31-Dec-14)	Data updated	-	-	No evidence of risk
	RTT_01	Monthly Referral to Treatment (RTT) waiting times for completed admitted pathways (on an adjusted basis): percentage within 18 weeks (01-Dec-14 to 31-Dec-14)	Data updated	86.9%	89.2%	No evidence of risk
	RTT_02	Monthly Referral to Treatment (RTT) waiting times for completed non-admitted pathways: percentage within 18 weeks (01-Dec-14 to 31-Dec-14)	Data updated	95.8%	95.3%	No evidence of risk
	RTT_03	Monthly Referral to Treatment (RTT) waiting times for incomplete pathways: percentage within 18 weeks (01-Dec-14 to 31-Dec-14)	Data updated	92.6%	92.5%	No evidence of risk
	DIAG6WK01	Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test (01-Dec-14 to 31-Dec-14)	Data updated	0.012	0.021	No evidence of risk
	WT_CAN26	All cancers: 62 day wait for first treatment from urgent GP referral (01-Oct-14 to 31-Dec-14)	Data updated	0.84	0.85	No evidence of risk
	WT_CAN27	All cancers: 62 day wait for first treatment from NHS cancer screening referral (01-Oct-14 to 31-Dec-14)	Data updated	0.98	0.9	No evidence of risk
	WT_CAN22	All cancers: 31 day wait from diagnosis (01-Oct-14 to 31-Dec-14)	Data updated	0.98	0.96	No evidence of risk
	CND_OPS02	The proportion of patients whose operation was cancelled (01-Oct-14 to 31-Dec-14)	Data updated	0.007	0.01	No evidence of risk
	CND_OPS01	The number of patients not treated within 28 days of last minute cancellation due to non-clinical reason (01-Oct-14 to 31-Dec-14)	Data updated	0.052	0.063	No evidence of risk
	DTC40	Ratio of the total number of days delay in transfer from hospital to the total number of occupied beds (01-Oct-14 to 31-Dec-14)	Data updated	0.02	0.026	No evidence of risk
	CQC_COM	CQC concerns and complaints (25-Feb-14 to 24-Feb-15)	Data updated	24	53.47	No evidence of risk
	PROV_COM	Provider complaints (01-Apr-13 to 31-Mar-14)	No change	1007	1093.29	No evidence of risk
	PHSO_COM	Parliamentary and Health Service Ombudsman (01-Apr-14 to 30-Sep-14)	New	2	4.42	No evidence of risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Well-led	FFTRESP02	Inpatients response percentage rate from NHS England Friends and Family Test (01-Jan-14 to 31-Dec-14)	Data updated	31.5%	35.5%	No evidence of risk
	MONITOR01	Monitor - Governance risk rating (02-Mar-15 to 02-Mar-15)	Data updated	Not included	Not included	Not included
	MONITOR02	Monitor - Continuity of service rating (02-Mar-15 to 02-Mar-15)	Data updated	Not included	Not included	Not included
	TDA03	TDA - Escalation score (01-Nov-14 to 30-Nov-14)	Data updated	Intervention (significant delivery issues)	-	Risk
	NTS12	GMC National Training Survey – trainee's overall satisfaction (26-Mar-14 to 08-May-14)	No change	Within the middle quartile (Q2/IQR)	-	No evidence of risk
	STASURBG01	NHS Staff Survey - The proportion of staff who would recommend the trust as a place to work or receive treatment (01-Sep-14 to 31-Dec-14)	Data updated	0.66	0.66	No evidence of risk
	NHSSTAFF16	NHS Staff Survey - KF21. The proportion of staff reporting good communication between senior management and staff (01-Sep-14 to 31-Dec-14)	Data updated	0.32	0.30	No evidence of risk
	COM_ABUSESTA	Composite indicator: NHS staff survey questions relating to abuse from other staff (01-Sep-14 to 31-Dec-14)	New	-	-	Risk
	NHSSTAFF13	NHS Staff Survey - KF17. Percentage experiencing physical violence from staff in last 12 months (01-Sep-14 to 31-Dec-14)	New	5%	3%	Risk
	NHSSTAFF15	NHS Staff Survey - KF19. Percentage experiencing harassment, bullying or abuse from staff in last 12 months (01-Sep-14 to 31-Dec-14)	New	31%	25%	No evidence of risk
	ESRSIC	Composite risk rating of ESR items relating to staff sickness rates (01-Jan-14 to 31-Dec-14)	Data updated	-	-	No evidence of risk
	ESRSIC01	Proportion of days sick due to back problems in the last 12 months (01-Jan-14 to 31-Dec-14)	Data updated	0.001	0.003	No evidence of risk
	ESRSIC02	Proportion of days sick due to stress in the last 12 months (01-Jan-14 to 31-Dec-14)	Data updated	0.001	0.007	No evidence of risk
	ESRSIC03	Proportion of days sick in the last 12 months for Medical and Dental staff (01-Jan-14 to 31-Dec-14)	Data updated	0.01	0.035	No evidence of risk
	ESRSIC04	Proportion of days sick in the last 12 months for Nursing and Midwifery staff (01-Jan-14 to 31-Dec-14)	Data updated	0.042	0.044	No evidence of risk
	ESRSIC05	Proportion of days sick in the last 12 months for other clinical staff (01-Jan-14 to 31-Dec-14)	Data updated	0.037	0.047	No evidence of risk
	ESRSIC06	Proportion of days sick in the last 12 months for non-clinical staff (01-Jan-14 to 31-Dec-14)	Data updated	0.042	0.041	No evidence of risk
	ESRTO	Composite risk rating of ESR items relating to staff turnover (01-Jan-14 to 31-Dec-14)	Data updated	-	-	No evidence of risk
	ESRTUR01	Turnover rate (leavers) for Medical and Dental staff (01-Jan-14 to 31-Dec-14)	Data updated	0.09	0.1	No evidence of risk
	ESRTUR02	Turnover rate (leavers) for Nursing and Midwifery staff (01-Jan-14 to 31-Dec-14)	Data updated	0.15	0.12	No evidence of risk
	ESRTUR03	Turnover rate (leavers) for other clinical staff (01-Jan-14 to 31-Dec-14)	Data updated	0.17	0.13	No evidence of risk
	ESRTUR04	Turnover rate (leavers) for all other staff (01-Jan-14 to 31-Dec-14)	Data updated	0.1	0.12	No evidence of risk
	ESRSTAB	Composite risk rating of ESR items relating to staff stability (01-Jan-14 to 31-Dec-14)	Data updated	-	-	No evidence of risk
	ESRSTA01	Stability Index for Medical and Dental staff (01-Jan-14 to 31-Dec-14)	Data updated	0.93	0.93	No evidence of risk
	ESRSTA02	Stability Index for Nursing and Midwifery staff (01-Jan-14 to 31-Dec-14)	Data updated	0.89	0.89	No evidence of risk
	ESRSTA03	Stability Index for other clinical staff (01-Jan-14 to 31-Dec-14)	Data updated	0.86	0.89	No evidence of risk
	ESRSTA04	Stability Index for non clinical staff (01-Jan-14 to 31-Dec-14)	Data updated	0.93	0.9	No evidence of risk
	FLUVAC01	Healthcare Worker Flu vaccination uptake (01-Sep-13 to 31-Jan-14)	No change	Not included	Not included	Not included
	WHISTLEBLOW	Snapshot of whistleblowing alerts (status as at 04-Mar-15)	Data updated	Zero	-	No evidence of risk
	GMC	GMC - Enhanced monitoring (case status as at 23-Mar-15)	Data updated	-	-	No evidence of risk

Key question	Indicator ID	Indicator description	Indicator status	Observed	Expected	Risk?
Cross-cutting	COM_PLACE	Composite of PLACE indicators (29-Jan-14 to 17-Jun-14)	No change	-	-	Elevated risk
	PLACE01	PLACE score for cleanliness of environment (29-Jan-14 to 17-Jun-14)	No change	0.98	0.97	No evidence of risk
	PLACE02	PLACE score for food (29-Jan-14 to 17-Jun-14)	No change	0.71	0.89	Elevated risk
	PLACE03	PLACE score for privacy, dignity and well being (29-Jan-14 to 17-Jun-14)	No change	0.76	0.87	Risk
	PLACE04	PLACE score for facilities (29-Jan-14 to 17-Jun-14)	No change	0.9	0.92	No evidence of risk
	SYE	CQC Share Your Experience - the number of negative comments is high relative to positive comments (01-Feb-14 to 31-Jan-15)	Data updated	20	13.52	No evidence of risk
	P_OPINION	Patient Opinion - the number of negative comments is high relative to positive comments (04-Feb-14 to 03-Feb-15)	Data updated	11	5.72	No evidence of risk