

# Intelligent Monitoring Report

Report on  
Heart of England NHS Foundation Trust

December 2014

To view the most recent inspection report please visit the link below.

<http://www.cqc.org.uk/Provider/RR1>

CQC has developed a new model for monitoring a range of key indicators about NHS acute and specialist hospitals. These indicators relate to the five key questions we will ask of all services – are they safe, effective, caring, responsive and well-led? The indicators will be used to raise questions about the quality of care. They will not be used on their own to make judgements. Our judgements will always be based on the result of an inspection, which will take into account our Intelligent Monitoring analysis alongside local information from the public, the trust and other organisations.

### **What does this report contain?**

This report presents CQC's analysis of the key indicators (which we call 'tier one indicators') for Heart of England NHS Foundation Trust. We have analysed each indicator to identify two possible levels of risk.

We have used a number of tests to determine where the thresholds of "risk" and "elevated risk" sit for each indicator, based on our judgement of which statistical tests are most appropriate. These tests include CUSUM and z-scoring techniques. Where an indicator has 'no evidence of risk' this refers to where our statistical analysis has not deemed there to be a "risk" or "elevated risk". For some data sources these 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.

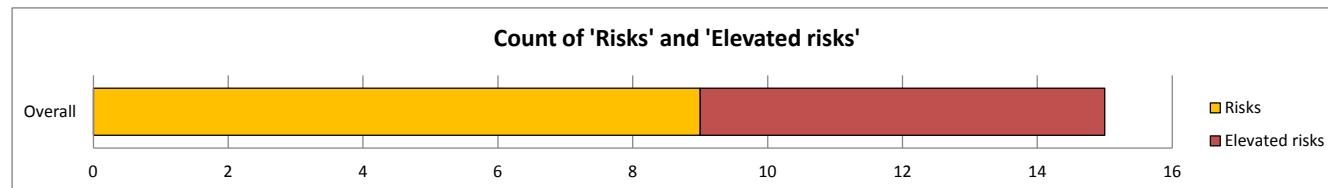
NHS Trusts that have had an inspection at the time of producing this update of Intelligent Monitoring have not been assigned a banding; all other indicator analysis results are shown in their report. "Recently inspected" is stated for these trusts. This is to reflect the fact that CQC's new comprehensive inspections will provide its definitive judgements for each organisation.

Further details of the analysis applied are explained in the accompanying guidance document.

### **What guidance is available?**

We have published a document setting out the definition and full methodology for each indicator. If you have any queries or need more information, please email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or use the contact details at [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

## Trust Summary



Priority banding for inspection	1
Number of 'Risks'	9
Number of 'Elevated risks'	6
Overall Risk Score	21
Number of Applicable Indicators	95
Percentage Score	11.05%
Maximum Possible Risk Score	190

<b>Elevated risk</b>	Dr Foster Intelligence: Composite of Hospital Standardised Mortality Ratio indicators (01-Apr-13 to 31-Mar-14)
<b>Elevated risk</b>	SSNAP Domain 2: overall team-centred rating score for key stroke unit indicator (01-Apr-14 to 30-Jun-14)
<b>Elevated risk</b>	NHS England inpatients score from Friends and Family Test (% change) (01-Aug-13 to 31-Jul-14)
<b>Elevated risk</b>	Monitor - Governance risk rating (09-Sep-14 to 09-Sep-14)
<b>Elevated risk</b>	NHS Staff Survey - KF10. The proportion of staff receiving health and safety training in last 12 months (01-Sep-13 to 31-Dec-13)
<b>Elevated risk</b>	Whistleblowing alerts (18-Jul-13 to 29-Sep-14)
<b>Risk</b>	Composite indicator: In-hospital mortality - Cardiological conditions and procedures
<b>Risk</b>	Composite indicator: In-hospital mortality - Gastroenterological and hepatological conditions and procedures
<b>Risk</b>	Composite indicator: In-hospital mortality - Genito-urinary conditions
<b>Risk</b>	Composite indicator: In-hospital mortality - Trauma and orthopaedic conditions and procedures
<b>Risk</b>	Composite of hip related PROMS indicators (01-Apr-13 to 31-Mar-14)
<b>Risk</b>	Inpatient Survey Q39 "Do you think the hospital staff did everything they could to help control your pain?" (Score out of 10) (01-Jun-13 to 31-Aug-13)
<b>Risk</b>	Composite indicator: Referral to treatment (01-Jul-14 to 31-Jul-14)
<b>Risk</b>	Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test (01-Jul-14 to 31-Jul-14)
<b>Risk</b>	Inpatients response percentage rate from NHS England Friends and Family Test (01-Aug-13 to 31-Jul-14)

## Tier One Indicators

Section	ID	Indicators	Observed	Expected	Risk?
Never Events	STEISNE	Never Event incidence (01-Sep-13 to 31-Aug-14)	1	-	No evidence of risk
Avoidable infections	CDIFF	Incidence of Clostridium difficile (C.difficile) (01-Aug-13 to 31-Jul-14)	83	67.85	No evidence of risk
	MRSA	Incidence of Meticillin-resistant Staphylococcus aureus (MRSA) (01-Aug-13 to 31-Jul-14)	4	5.22	No evidence of risk
Deaths in low risk diagnosis groups	MORTLOWR	Dr Foster Intelligence: Mortality rates for conditions normally associated with a very low rate of mortality (01-Apr-13 to 31-Mar-14)	Within expected range	-	No evidence of risk
Patient safety incidents	NRLSL03	Proportion of reported patient safety incidents that are harmful (01-Jun-13 to 31-May-14)	0.29	0.28	No evidence of risk
	NRLSL04	Potential under-reporting of patient safety incidents resulting in death or severe harm (01-Jun-13 to 31-May-14)	184	93.84	No evidence of risk
	NRLSL05	Potential under-reporting of patient safety incidents (01-Jun-13 to 31-May-14)	15288	16980	No evidence of risk
Central Alerting System	COM_CASIM	Composite of Central Alerting System (CAS) safety alerts indicators (01-Apr-04 to 31-Aug-14)	-	-	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-Sep-13 to 31-Aug-14)	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-Aug-13)	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-Sep-13 to 31-Aug-14)	< 25% of alerts closed late	-	No evidence of risk
Venous Thromboembolism	VTERA03	Proportion of patients risk assessed for Venous Thromboembolism (VTE) (01-Apr-14 to 30-Jun-14)	0.92	0.95	No evidence of risk
Mortality: Trust Level	SHMI01	Summary Hospital-level Mortality Indicator (01-Apr-13 to 31-Mar-14)	Trust's mortality rate is 'As Expected'	-	No evidence of risk
	COM_HSMR	Dr Foster Intelligence: Composite of Hospital Standardised Mortality Ratio indicators (01-Apr-13 to 31-Mar-14)	-	-	Elevated risk
	HSMR	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (01-Apr-13 to 31-Mar-14)	Higher than expected	-	Elevated risk
	HSMRWKDAY	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (Weekday) (01-Apr-13 to 31-Mar-14)	Within expected range	-	No evidence of risk
	HSMRWKEND	Dr Foster Intelligence: Hospital Standardised Mortality Ratio (Weekend) (01-Apr-13 to 31-Mar-14)	Within expected range	-	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
	COM_CARDI	Composite indicator: In-hospital mortality - Cardiological conditions and procedures	-	-	Risk
	HESMORT24CU	In-hospital mortality: Cardiological conditions (01-May-13 to 30-Apr-14)	-	-	No evidence of risk
	MORTAMI	Mortality outlier alert: Acute myocardial infarction (case status as at 19-Nov-14)	-	-	Risk
	MORTARRES	Mortality outlier alert: Cardiac arrest and ventricular fibrillation (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTCABGI	Mortality outlier alert: CABG (isolated first time) (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTCABGO	Mortality outlier alert: CABG (other) (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTCASUR	Mortality outlier alert: Adult cardiac surgery (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTCATH	Mortality outlier alert: Coronary atherosclerosis and other heart disease (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTCHF	Mortality outlier alert: Congestive heart failure; nonhypertensive (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTDYSRH	Mortality outlier alert: Cardiac dysrhythmias (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTHVD	Mortality outlier alert: Heart valve disorders (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTPHD	Mortality outlier alert: Pulmonary heart disease (case status as at 19-Nov-14)	-	-	No evidence of risk
	COM_CEREB	Composite indicator: In-hospital mortality - Cerebrovascular conditions	-	-	No evidence of risk
	HESMORT21CU	In-hospital mortality: Cerebrovascular conditions (01-May-13 to 30-Apr-14)	-	-	No evidence of risk
	MORTACD	Mortality outlier alert: Acute cerebrovascular disease (case status as at 19-Nov-14)	-	-	No evidence of risk
	COM_DERMA	Composite indicator: In-hospital mortality - Dermatological conditions	-	-	No evidence of risk
	HESMORT35CU	In-hospital mortality: Dermatological conditions (01-May-13 to 30-Apr-14)	-	-	No evidence of risk
	MORTSKINF	Mortality outlier alert: Skin and subcutaneous tissue infections (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTSKULC	Mortality outlier alert: Chronic ulcer of skin (case status as at 19-Nov-14)	-	-	No evidence of risk
	COM_ENDOC	Composite indicator: In-hospital mortality - Endocrinological conditions	-	-	No evidence of risk
	HESMORT29CU	In-hospital mortality: Endocrinological conditions (01-May-13 to 30-Apr-14)	-	-	No evidence of risk
	MORTDIABWC	Mortality outlier alert: Diabetes mellitus with complications (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTDIABWOC	Mortality outlier alert: Diabetes mellitus without complications (case status as at 19-Nov-14)	-	-	No evidence of risk
	MORTFLUID	Mortality outlier alert: Fluid and electrolyte disorders (case status as at 19-Nov-14)	-	-	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
Mortality	COM_GASTR	Composite indicator: In-hospital mortality - Gastroenterological and hepatological conditions and procedures	-	-	Risk
	HESMORT27CU	<i>In-hospital mortality: Gastroenterological and hepatological conditions (01-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTALCLIV	<i>Mortality outlier alert: Liver disease, alcohol-related (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTBILIA	<i>Mortality outlier alert: Biliary tract disease (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTGASHAE	<i>Mortality outlier alert: Gastrointestinal haemorrhage (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTGASN	<i>Mortality outlier alert: Noninfectious gastroenteritis (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTINTOBS	<i>Mortality outlier alert: Intestinal obstruction without hernia (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTOGAS	<i>Mortality outlier alert: Other gastrointestinal disorders (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTOLIV	<i>Mortality outlier alert: Other liver diseases (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTOPJEJ	<i>Mortality outlier alert: Operations on jejunum (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTPERI	<i>Mortality outlier alert: Peritonitis and intestinal abscess (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTTEPBI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on biliary tract (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTTEPLGI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on lower GI tract (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTTEPUGI	<i>Mortality outlier alert: Therapeutic endoscopic procedures on upper GI tract (case status as at 19-Nov-14)</i>	-	-	Risk
	MORTTOJI	<i>Mortality outlier alert: Therapeutic operations on jejunum and ileum (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	COM_GENIT	Composite indicator: In-hospital mortality - Genito-urinary conditions	-	-	Risk
	HESMORT31CU	<i>In-hospital mortality: Genito-urinary conditions (01-May-13 to 30-Apr-14)</i>	-	-	Risk
	MORTUTI	<i>Mortality outlier alert: Urinary tract infections (case status as at 19-Nov-14)</i>	-	-	Risk
	COM_HAEMA	Composite indicator: In-hospital mortality - Haematological conditions	-	-	No evidence of risk
	HESMORT28CU	<i>In-hospital mortality: Haematological conditions (01-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTDEFI	<i>Mortality outlier alert: Deficiency and other anaemia (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTSEPT	<i>Mortality outlier alert: Septicaemia (except in labour) (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTSENI	<i>Mortality outlier alert: Senility and organic mental disorders (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTPATH	<i>Mortality outlier alert: Pathological fracture (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTRENA	<i>Mortality outlier alert: Acute and unspecified renal failure (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
MORTRENC	<i>Mortality outlier alert: Chronic renal failure (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk	
MORTEPIL	<i>Mortality outlier alert: Epilepsy, convulsions (case status as at 19-Nov-14)</i>	-	-	No evidence of risk	

Section	ID	Indicators	Observed	Expected	Risk?
	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MATPERIMOR	<i>Maternity outlier alert: Perinatal mortality (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTASTHM	<i>Mortality outlier alert: Asthma (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTBRONC	<i>Mortality outlier alert: Acute bronchitis (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTCOPD	<i>Mortality outlier alert: Chronic obstructive pulmonary disease and bronchiectasis (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTPLEU	<i>Mortality outlier alert: Pleurisy, pneumothorax, pulmonary collapse (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTPNEU	<i>Mortality outlier alert: Pneumonia (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	COM_TRAUM	Composite indicator: In-hospital mortality - Trauma and orthopaedic conditions and procedures	-	-	Risk
	HESMORT37CU	<i>In-hospital mortality: Trauma and orthopaedic conditions (01-May-13 to 30-Apr-14)</i>	-	-	Risk
	MORTCRAN	<i>Mortality outlier alert: Craniotomy for trauma (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTFNOF	<i>Mortality outlier alert: Fracture of neck of femur (hip) (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTHFREP	<i>Mortality outlier alert: Head of femur replacement (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTHIPREP	<i>Mortality outlier alert: Hip replacement (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTINTINJ	<i>Mortality outlier alert: Intracranial injury (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTOFRA	<i>Mortality outlier alert: Other fractures (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTREDFB	<i>Mortality outlier alert: Reduction of fracture of bone (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTREDFBL	<i>Mortality outlier alert: Reduction of fracture of bone (upper/lower limb) (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTREDFNOF	<i>Mortality outlier alert: Reduction of fracture of neck of femur (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTSHUN	<i>Mortality outlier alert: Shunting for hydrocephalus (case status as at 19-Nov-14)</i>	-	-	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-May-13 to 30-Apr-14)</i>	-	-	No evidence of risk
	MORTAMPUT	<i>Mortality outlier alert: Amputation of leg (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTANEUR	<i>Mortality outlier alert: Aortic, peripheral, and visceral artery aneurysms (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTCLIP	<i>Mortality outlier alert: Clip and coil aneurysms (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTOFB	<i>Mortality outlier alert: Other femoral bypass (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTPVA	<i>Mortality outlier alert: Peripheral and visceral atherosclerosis (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
	MORTREPAAA	<i>Mortality outlier alert: Repair of abdominal aortic aneurysm (AAA) (case status as at 19-Nov-14)</i>	-	-	No evidence of risk
MORTTOFA	<i>Mortality outlier alert: Transluminal operations on the femoral artery (case status as at 19-Nov-14)</i>	-	-	No evidence of risk	

Section	ID	Indicators	Observed	Expected	Risk?
Maternity and women's health	MATELECCS	Maternity outlier alert: Elective Caesarean section (case status as at 19-Nov-14)	-	-	No evidence of risk
	MATEMERCs	Maternity outlier alert: Emergency Caesarean section (case status as at 19-Nov-14)	-	-	No evidence of risk
	MATSEPSIS	Maternity outlier alert: Puerperal sepsis and other puerperal infections (case status as at 19-Nov-14)	-	-	No evidence of risk
Re-admissions	MATMATRE	Maternity outlier alert: Maternal readmissions (case status as at 19-Nov-14)	-	-	No evidence of risk
	MATNEORE	Maternity outlier alert: Neonatal readmissions (case status as at 19-Nov-14)	-	-	No evidence of risk
	COM_ELRE_ON	Composite indicator: Emergency readmissions with an overnight stay following an elective admission (01-Apr-13 to 31-Mar-14)	-	-	No evidence of risk
	HESELRE_ON	Emergency readmissions with an overnight stay following an elective admission (Cross sectional) (01-Apr-13 to 31-Mar-14)	1133	1109.3	No evidence of risk
	HESELRECU_ON	Emergency readmissions with an overnight stay following an elective admission (CUSUM) (01-Jan-14 to 31-Mar-14)	-	-	No evidence of risk
	COM_EMRE_ON	Composite indicator: Emergency readmissions with an overnight stay following an emergency admission (01-Apr-13 to 31-Mar-14)	-	-	No evidence of risk
	HESEMRE_ON	Emergency readmissions with an overnight stay following an emergency admission (Cross sectional) (01-Apr-13 to 31-Mar-14)	7134	7120.05	No evidence of risk
HESEMRECU_ON	Emergency readmissions with an overnight stay following an emergency admission (CUSUM) (01-Jan-14 to 31-Mar-14)	-	-	No evidence of risk	
PROMs	PROMS52	PROMs EQ-5D score: Groin Hernia Surgery (01-Apr-13 to 31-Mar-14)	0.12	0.09	No evidence of risk
	PROMS_HIP	Composite of hip related PROMS indicators (01-Apr-13 to 31-Mar-14)	-	-	Risk
	PROMS53	PROMs EQ-5D score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	0.42	0.44	No evidence of risk
	PROMS54	PROMs Oxford score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	20.05	21.29	Risk
	PROMS_KNEE	Composite of knee related PROMS indicators (01-Apr-13 to 31-Mar-14)	-	-	No evidence of risk
	PROMS55	PROMs EQ-5D score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	0.33	0.32	No evidence of risk
PROMS56	PROMs Oxford score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14)	16.38	16.24	No evidence of risk	
Audit	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)	0.41	0.6	No evidence of risk
	SSNAPD02	SSNAP Domain 2: overall team-centred rating score for key stroke unit indicator (01-Apr-14 to 30-Jun-14)	Level E	-	Elevated risk



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Compassionate care	IPSURTALKWOR	Inpatient Survey Q34 "Did you find someone on the hospital staff to talk to about your worries and fears?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	5.05	-	No evidence of risk
	IPSURSUPEMOT	Inpatient Survey Q35 "Do you feel you got enough emotional support from hospital staff during your stay?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	6.71	-	No evidence of risk
Meeting physical needs	IPSURHELPEAT	Inpatient Survey Q23 "Did you get enough help from staff to eat your meals?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	7.35	-	No evidence of risk
	IPSURINVDECI	Inpatient Survey Q32 "Were you involved as much as you wanted to be in decisions about your care and treatment?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	6.94	-	No evidence of risk
	IPSURCNTPAIN	Inpatient Survey Q39 "Do you think the hospital staff did everything they could to help control your pain?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	7.38	-	Risk
Overall experience	IPSUROVERALL	Inpatient Survey Q68 "Overall..." (I had a very poor/good experience) (Score out of 10) (01-Jun-13 to 31-Aug-13)	7.89	-	No evidence of risk
	FFTNHSESCORE	NHS England inpatients score from Friends and Family Test (% change) (01-Aug-13 to 31-Jul-14)	-9.8% Short Term - 12.2% Long Term	-	Elevated risk
Treatment with dignity and respect	IPSURRSPDIGN	Inpatient Survey Q67 "Overall, did you feel you were treated with respect and dignity while you were in the hospital?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	8.53	-	No evidence of risk
Trusting relationships	IPSURCONFDOC	Inpatient Survey Q25 "Did you have confidence and trust in the doctors treating you?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	8.71	-	No evidence of risk
	IPSURCONFNUR	Inpatient Survey Q28 "Did you have confidence and trust in the nurses treating you?" (Score out of 10) (01-Jun-13 to 31-Aug-13)	8.55	-	No evidence of risk
A&E Survey	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)	6.43	-	No evidence of 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)	8.2	-	No evidence of risk
	AESURPRIV	A&E Survey Q18: Were you given enough privacy when being examined or treated? (01-Jan-14 to 31-Mar-14)	8.96	-	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)	7.53	-	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)	5.83	-	No evidence of 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)	6.88	-	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)	6.53	-	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)	8.46	-	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
Access measures	COM_AD_A&E	Composite indicator: A&E waiting times more than 4 hours (01-Jul-14 to 30-Sep-14)	-	-	No evidence of 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-Jul-14 to 30-Sep-14)	0.09	0.05	No evidence of 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-Jul-14 to 30-Sep-14)	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-Jul-14 to 30-Sep-14)	Not included	Not included	Not included
	COM_RTT	Composite indicator: Referral to treatment (01-Jul-14 to 31-Jul-14)	-	-	Risk
	RTT_01	Monthly Referral to Treatment (RTT) waiting times for completed admitted pathways (on an adjusted basis): percentage within 18 weeks (01-Jul-14 to 31-Jul-14)	Not submitted	-	Risk
	RTT_02	Monthly Referral to Treatment (RTT) waiting times for completed non-admitted pathways: percentage within 18 weeks (01-Jul-14 to 31-Jul-14)	Not submitted	-	Risk
	RTT_03	Monthly Referral to Treatment (RTT) waiting times for incomplete pathways: percentage within 18 weeks (01-Jul-14 to 31-Jul-14)	Not submitted	-	Risk
	DIAG6WK01	Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test (01-Jul-14 to 31-Jul-14)	Not submitted	-	Risk
	WT_CAN26	All cancers: 62 day wait for first treatment from urgent GP referral (01-Apr-14 to 30-Jun-14)	0.8	0.85	No evidence of risk
	WT_CAN27	All cancers: 62 day wait for first treatment from NHS cancer screening referral (01-Apr-14 to 30-Jun-14)	0.97	0.9	No evidence of risk
	WT_CAN22	All cancers: 31 day wait from diagnosis (01-Apr-14 to 30-Jun-14)	0.97	0.96	No evidence of risk
	CND_OPS02	The proportion of patients whose operation was cancelled (01-Apr-14 to 30-Jun-14)	0.01	0.008	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-Apr-14 to 30-Jun-14)	0.022	0.051	No evidence of risk	
AMBTURN06	Proportion of ambulance journeys where the ambulance vehicle remained at hospital for more than 60 minutes (01-Apr-14 to 30-Apr-14)	0.013	0.024	No evidence of risk	
Discharge and Integration	DTC40	Ratio of the total number of days delay in transfer from hospital to the total number of occupied beds (01-Apr-14 to 30-Jun-14)	0.015	0.023	No evidence of risk
Patient-led assessments of the care environment	COM_PLACE	Composite of PLACE indicators (29-Jan-14 to 17-Jun-14)	-	-	No evidence of risk
	PLACE01	PLACE score for cleanliness of environment (29-Jan-14 to 17-Jun-14)	0.96	0.97	No evidence of risk
	PLACE02	PLACE score for food (29-Jan-14 to 17-Jun-14)	0.88	0.89	No evidence of risk
	PLACE03	PLACE score for privacy, dignity and well being (29-Jan-14 to 17-Jun-14)	0.8	0.87	No evidence of risk
	PLACE04	PLACE score for facilities (29-Jan-14 to 17-Jun-14)	0.89	0.92	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
Reporting culture	NRLSL08	Consistency of reporting to the National Reporting and Learning System (NRLS) (01-Oct-13 to 31-Mar-14)	6 months of reporting	-	No evidence of risk
	COM_SUSDQ	Data quality of trust returns to the HSCIC (01-Apr-14 to 30-Jun-14)	-	-	No evidence of risk
	SUSA&E02	Percentage of Secondary Uses Service (SUS) records for Accident and Emergency care with valid entries in mandatory fields. (01-Apr-14 to 30-Jun-14)	99.8%	96.7%	No evidence of risk
	SUSAPC02	Percentage of Secondary Uses Service (SUS) records for inpatient care with correct entries in mandatory fields. (01-Apr-14 to 30-Jun-14)	99.6%	97.3%	No evidence of risk
	SUSOP02	Percentage of Secondary Uses Service (SUS) records for outpatient care with valid entries in mandatory fields. (01-Apr-14 to 30-Jun-14)	99.8%	97.3%	No evidence of risk
	FFTRESP02	Inpatients response percentage rate from NHS England Friends and Family Test (01-Aug-13 to 31-Jul-14)	17.7%	32.9%	Risk
Partners	MONITOR01	Monitor - Governance risk rating (09-Sep-14 to 09-Sep-14)	Monitor risk rating: Subject to enforcement action	-	Elevated risk
	MONITOR02	Monitor - Continuity of service rating (09-Sep-14 to 09-Sep-14)	4: no evident concerns	-	No evidence of risk
	TDA03	TDA - Escalation score (01-Jun-14 to 30-Jun-14)	Not included	Not included	Not included
	NTS12	GMC National Training Survey – trainee's overall satisfaction (26-Mar-14 to 08-May-14)	Within the middle quartile (Q2/IQR)	-	No evidence of risk
Staff survey	STASURBG01	NHS Staff Survey - The proportion of staff who would recommend the trust as a place to work or receive treatment (01-Sep-13 to 31-Dec-13)	0.61	0.65	No evidence of risk
	NHSSTAFF04	NHS Staff Survey - KF7. The proportion of staff who were appraised in last 12 months (01-Sep-13 to 31-Dec-13)	0.83	0.83	No evidence of risk
	NHSSTAFF06	NHS Staff Survey - KF9. The proportion of staff reported receiving support from immediate managers (01-Sep-13 to 31-Dec-13)	0.62	0.65	No evidence of risk
	NHSSTAFF07	NHS Staff Survey - KF10. The proportion of staff receiving health and safety training in last 12 months (01-Sep-13 to 31-Dec-13)	0.55	0.75	Elevated risk
	NHSSTAFF11	NHS Staff Survey - KF15. The proportion of staff who stated that the incident reporting procedure was fair and effective (01-Sep-13 to 31-Dec-13)	0.60	0.62	No evidence of risk
	NHSSTAFF16	NHS Staff Survey - KF21. The proportion of staff reporting good communication between senior management and staff (01-Sep-13 to 31-Dec-13)	0.25	0.29	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
Staffing	ESRSIC	Composite risk rating of ESR items relating to staff sickness rates (01-Aug-13 to 31-Jul-14)	-	-	No evidence of risk
	ESRSIC01	Proportion of days sick due to back problems in the last 12 months (01-Aug-13 to 31-Jul-14)	0.003	0.003	No evidence of risk
	ESRSIC02	Proportion of days sick due to stress in the last 12 months (01-Aug-13 to 31-Jul-14)	0.008	0.007	No evidence of risk
	ESRSIC03	Proportion of days sick in the last 12 months for Medical and Dental staff (01-Aug-13 to 31-Jul-14)	0.011	0.035	No evidence of risk
	ESRSIC04	Proportion of days sick in the last 12 months for Nursing and Midwifery staff (01-Aug-13 to 31-Jul-14)	0.047	0.042	No evidence of risk
	ESRSIC05	Proportion of days sick in the last 12 months for other clinical staff (01-Aug-13 to 31-Jul-14)	0.053	0.046	No evidence of risk
	ESRSIC06	Proportion of days sick in the last 12 months for non-clinical staff (01-Aug-13 to 31-Jul-14)	0.042	0.039	No evidence of risk
	ESRReg	Composite risk rating of ESR items relating to staff registration (31-Jul-14 to 31-Jul-14)	-	-	No evidence of risk
	ESRREG01	Proportion of Medical and Dental staff that hold an active professional registration (31-Jul-14 to 31-Jul-14)	1	0.99	No evidence of risk
	ESRREG02	Proportion of Nursing and Midwifery staff that hold an active professional registration (31-Jul-14 to 31-Jul-14)	1	0.99	No evidence of risk
	ESRTO	Composite risk rating of ESR items relating to staff turnover (01-Aug-13 to 31-Jul-14)	-	-	No evidence of risk
	ESRTURO1	Turnover rate (leavers) for Medical and Dental staff (01-Aug-13 to 31-Jul-14)	0.07	0.1	No evidence of risk
	ESRTURO2	Turnover rate (leavers) for Nursing and Midwifery staff (01-Aug-13 to 31-Jul-14)	0.08	0.12	No evidence of risk
	ESRTURO3	Turnover rate (leavers) for other clinical staff (01-Aug-13 to 31-Jul-14)	0.09	0.12	No evidence of risk
	ESRTURO4	Turnover rate (leavers) for all other staff (01-Aug-13 to 31-Jul-14)	0.08	0.11	No evidence of risk
	ESRSTAB	Composite risk rating of ESR items relating to staff stability (01-Aug-13 to 31-Jul-14)	-	-	No evidence of risk
	ESRSTA01	Stability Index for Medical and Dental staff (01-Aug-13 to 31-Jul-14)	0.94	0.94	No evidence of risk
	ESRSTA02	Stability Index for Nursing and Midwifery staff (01-Aug-13 to 31-Jul-14)	0.9	0.9	No evidence of risk
	ESRSTA03	Stability Index for other clinical staff (01-Aug-13 to 31-Jul-14)	0.9	0.9	No evidence of risk
	ESRSTA04	Stability Index for non clinical staff (01-Aug-13 to 31-Jul-14)	0.93	0.91	No evidence of risk
	ESRSUP	Composite risk rating of ESR items relating to staff support/ supervision (01-Aug-13 to 31-Jul-14)	-	-	No evidence of risk
	ESRSUP01	Ratio of Band 6 Nurses to Band 5 Nurses (01-Aug-13 to 31-Jul-14)	0.36	0.4	No evidence of risk
	ESRSUP02	Ratio of Charge Nurse/ Ward Sister (Band 7) to Band 5/6 Nurses (01-Aug-13 to 31-Jul-14)	0.17	0.18	No evidence of risk
	ESRSUP03	Proportion of all ward staff who are registered nurses (01-Aug-13 to 31-Jul-14)	0.65	0.68	No evidence of risk
	ESRSUP04	Ratio of consultant doctors to non-consultant doctors (01-Aug-13 to 31-Jul-14)	0.59	0.66	No evidence of risk
	ESRSUP05	Ratio of band 7 Midwives to band 5/6 Midwives (01-Aug-13 to 31-Jul-14)	0.23	0.26	No evidence of risk
	ESRSTAFF	Composite risk rating of ESR items relating to ratio: Staff vs bed occupancy (01-Aug-13 to 31-Jul-14)	-	-	No evidence of risk
	ESRRAT01	Ratio of all medical and dental staff to occupied beds (number of beds per staff) (01-Aug-13 to 31-Jul-14)	5.15	4.6	No evidence of risk
	ESRRAT02	Ratio of all nursing staff to occupied beds (number of beds per staff) (01-Aug-13 to 31-Jul-14)	2.42	2.23	No evidence of risk
	ESRRAT03	Ratio of all other clinical staff to occupied beds (number of beds per staff) (01-Aug-13 to 31-Jul-14)	2.28	2.07	No evidence of risk
	ESRRAT04	Ratio of all midwifery staff to births (number of births per staff) (01-Aug-13 to 31-Jul-14)	28.01	28.23	No evidence of risk
	FLUVAC01	Healthcare Worker Flu vaccination uptake (01-Sep-13 to 31-Jan-14)	0.38	0.59	No evidence of risk

Section	ID	Indicators	Observed	Expected	Risk?
Qualitative intelligence	WHISTLEBLOW	Whistleblowing alerts (18-Jul-13 to 29-Sep-14)	1 or more	-	Elevated risk
	GMC	GMC - Enhanced monitoring (01-Mar-09 to 22-Jul-14)	-	-	No evidence of risk
	SAFEGUARDING	Safeguarding concerns (23-Sep-13 to 22-Sep-14)	-	-	No evidence of risk
	SYE	CQC Share Your Experience - the number of negative comments is high relative to positive comments (09-Sep-13 to 08-Sep-14)	20	8.65	No evidence of risk
	NHSCHOICES	NHS Choices - the number of negative comments is high relative to positive comments (01-May-13 to 30-Apr-14)	69	97.06	No evidence of risk
	P_OPINION	Patient Opinion - the number of negative comments is high relative to positive comments (28-May-13 to 27-May-14)	57	43.85	No evidence of risk
	CQC_COM	CQC complaints (23-Sep-13 to 22-Sep-14)	60	68.59	No evidence of risk
	PROV_COM	Provider complaints (01-Apr-13 to 31-Mar-14)	958	1106.85	No evidence of risk