

Intelligent Monitoring Report

Report on
University Hospitals Birmingham NHS Foundation Trust

December 2014

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

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

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 University Hospitals Birmingham 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.

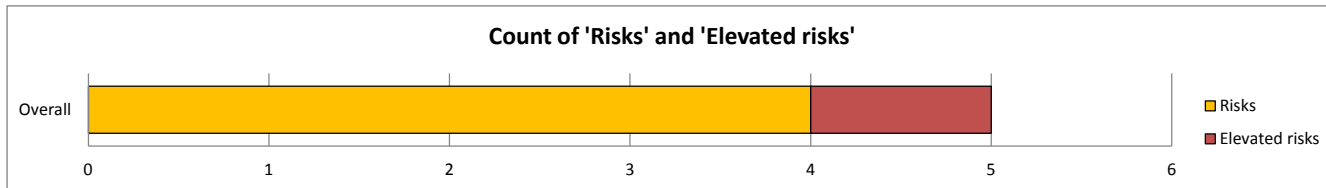
NHS Trusts that have had an inspection at the time of producing this update of Intelligent Monitoring have not been assigned a banding; all other indicator analysis results are shown in their report. "Recently inspected" is stated for these trusts. This is to reflect the fact that CQC's new comprehensive 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 or use the contact details at www.cqc.org.uk/contact-us

Trust Summary



| | |
|---------------------------------|-------|
| Priority banding for inspection | 5 |
| Number of 'Risks' | 4 |
| Number of 'Elevated risks' | 1 |
| Overall Risk Score | 6 |
| Number of Applicable Indicators | 88 |
| Percentage Score | 3.41% |
| Maximum Possible Risk Score | 176 |

| | |
|----------------------|---|
| Elevated risk | SSNAP Domain 2: overall team-centred rating score for key stroke unit indicator (01-Apr-14 to 30-Jun-14) |
| Risk | Composite indicator: In-hospital mortality - Neurological conditions |
| Risk | Composite indicator: Emergency readmissions with an overnight stay following an elective admission (01-Apr-13 to 31-Mar-14) |
| Risk | All cancers: 62 day wait for first treatment from urgent GP referral (01-Apr-14 to 30-Jun-14) |
| Risk | The proportion of patients whose operation was cancelled (01-Apr-14 to 30-Jun-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) | 75 | 53.31 | No evidence of risk |
| | MRSA | Incidence of Meticillin-resistant Staphylococcus aureus (MRSA) (01-Aug-13 to 31-Jul-14) | 5 | 4.1 | 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) | 0.19 | 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) | 20 | 65.71 | No evidence of risk |
| | NRLSL05 | Potential under-reporting of patient safety incidents (01-Jun-13 to 31-May-14) | 10699 | 11891.1 | 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) | 0.99 | 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) | - | - | No evidence of risk |
| | HSMR | Dr Foster Intelligence: Hospital Standardised Mortality Ratio (01-Apr-13 to 31-Mar-14) | Within expected range | - | No evidence of 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 | - | - | No evidence of risk |
| | HESMORT24CU | <i>In-hospital mortality: Cardiological conditions (01-May-13 to 30-Apr-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTAMI | <i>Mortality outlier alert: Acute myocardial infarction (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTARRES | <i>Mortality outlier alert: Cardiac arrest and ventricular fibrillation (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTCABGI | <i>Mortality outlier alert: CABG (isolated first time) (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTCABGO | <i>Mortality outlier alert: CABG (other) (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTCASUR | <i>Mortality outlier alert: Adult cardiac surgery (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTCATH | <i>Mortality outlier alert: Coronary atherosclerosis and other heart disease (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTCHF | <i>Mortality outlier alert: Congestive heart failure; nonhypertensive (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTDYSRH | <i>Mortality outlier alert: Cardiac dysrhythmias (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTHVD | <i>Mortality outlier alert: Heart valve disorders (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTPHD | <i>Mortality outlier alert: Pulmonary heart disease (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | COM_CEREB | Composite indicator: In-hospital mortality - Cerebrovascular conditions | - | - | No evidence of risk |
| | HESMORT21CU | <i>In-hospital mortality: Cerebrovascular conditions (01-May-13 to 30-Apr-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTACD | <i>Mortality outlier alert: Acute cerebrovascular disease (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | COM_DERMA | Composite indicator: In-hospital mortality - Dermatological conditions | - | - | No evidence of risk |
| | HESMORT35CU | <i>In-hospital mortality: Dermatological conditions (01-May-13 to 30-Apr-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTSKINF | <i>Mortality outlier alert: Skin and subcutaneous tissue infections (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTSKULC | <i>Mortality outlier alert: Chronic ulcer of skin (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | COM_ENDOC | Composite indicator: In-hospital mortality - Endocrinological conditions | - | - | No evidence of risk |
| | HESMORT29CU | <i>In-hospital mortality: Endocrinological conditions (01-May-13 to 30-Apr-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTDIABWC | <i>Mortality outlier alert: Diabetes mellitus with complications (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTDIABWOC | <i>Mortality outlier alert: Diabetes mellitus without complications (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |
| | MORTFLUID | <i>Mortality outlier alert: Fluid and electrolyte disorders (case status as at 19-Nov-14)</i> | - | - | <i>No evidence of risk</i> |

| Section | ID | Indicators | Observed | Expected | Risk? |
|-----------|---|---|----------|---------------------|---------------------|
| Mortality | 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-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> | - | - | No evidence of 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 | - | - | No evidence of risk |
| | HESMORT31CU | <i>In-hospital mortality: Genito-urinary conditions (01-May-13 to 30-Apr-14)</i> | - | - | No evidence of risk |
| | MORTUTI | <i>Mortality outlier alert: Urinary tract infections (case status as at 19-Nov-14)</i> | - | - | 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-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 | - | - | Risk |
| | HESMORT34CU | <i>In-hospital mortality: Neurological conditions (01-May-13 to 30-Apr-14)</i> | - | - | 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> | Not included | Not included | Not included |
| | 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 | - | - | No evidence of risk |
| | HESMORT37CU | <i>In-hospital mortality: Trauma and orthopaedic conditions (01-May-13 to 30-Apr-14)</i> | - | - | No evidence of 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) | Not included | Not included | Not included |
| | MATEMERCs | Maternity outlier alert: Emergency Caesarean section (case status as at 19-Nov-14) | Not included | Not included | Not included |
| | MATSEPSIS | Maternity outlier alert: Puerperal sepsis and other puerperal infections (case status as at 19-Nov-14) | Not included | Not included | Not included |
| Re-admissions | MATMATRE | Maternity outlier alert: Maternal readmissions (case status as at 19-Nov-14) | Not included | Not included | Not included |
| | MATNEORE | Maternity outlier alert: Neonatal readmissions (case status as at 19-Nov-14) | Not included | Not included | Not included |
| | COM_ELRE_ON | Composite indicator: Emergency readmissions with an overnight stay following an elective admission (01-Apr-13 to 31-Mar-14) | - | - | Risk |
| | HESELRE_ON | Emergency readmissions with an overnight stay following an elective admission (Cross sectional) (01-Apr-13 to 31-Mar-14) | 1071 | 924.12 | 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) | 3363 | 3429.13 | 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) | 0.07 | 0.09 | No evidence of risk |
| | PROMS_HIP | Composite of hip related PROMS indicators (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| | PROMS53 | PROMs EQ-5D score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| | PROMS54 | PROMs Oxford score: Hip Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| | PROMS_KNEE | Composite of knee related PROMS indicators (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| | PROMS55 | PROMs EQ-5D score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| | PROMS56 | PROMs Oxford score: Knee Replacement (PRIMARY) (01-Apr-13 to 31-Mar-14) | Not included | Not included | Not included |
| 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) | 0.53 | 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 |

| Section | ID | Indicators | Observed | Expected | Risk? |
|------------------------------------|--------------|--|-----------------------------------|----------|---------------------|
| 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) | 6.43 | - | 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) | 7.62 | - | 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) | 7.24 | - | 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) | 7.54 | - | 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) | 7.91 | - | No evidence of 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) | 8.29 | - | No evidence of risk |
| | FFTNHSESCORE | NHS England inpatients score from Friends and Family Test (% change) (01-Aug-13 to 31-Jul-14) | 0.7% Short Term 0.1% Long Term | - | No evidence of 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) | 9.05 | - | 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) | 9.06 | - | 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) | 8.74 | - | 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) | 6.68 | - | 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) | 8.37 | - | 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) | 9.01 | - | 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) | 7.63 | - | 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) | 6.56 | - | 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) | 7.63 | - | 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) | 6.84 | - | 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) | 8.69 | - | 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) | 0.06 | 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) | - | - | 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-Jul-14 to 31-Jul-14) | 90.3% | 88.4% | No evidence of 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) | 97.0% | 95.8% | No evidence of risk |
| | RTT_03 | Monthly Referral to Treatment (RTT) waiting times for incomplete pathways: percentage within 18 weeks (01-Jul-14 to 31-Jul-14) | 93.2% | 93.2% | No evidence of risk |
| | DIAG6WK01 | Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test (01-Jul-14 to 31-Jul-14) | 0.01 | 0.017 | No evidence of risk |
| | WT_CAN26 | All cancers: 62 day wait for first treatment from urgent GP referral (01-Apr-14 to 30-Jun-14) | 0.76 | 0.85 | 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) | 0.96 | 0.96 | No evidence of risk |
| | CND_OPS02 | The proportion of patients whose operation was cancelled (01-Apr-14 to 30-Jun-14) | 0.02 | 0.008 | 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 | 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) | 0.012 | 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) | 0.02 | 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) | 0.99 | 0.97 | No evidence of risk |
| | PLACE02 | PLACE score for food (29-Jan-14 to 17-Jun-14) | 0.91 | 0.89 | No evidence of risk |
| | PLACE03 | PLACE score for privacy, dignity and well being (29-Jan-14 to 17-Jun-14) | 0.98 | 0.87 | No evidence of risk |
| | PLACE04 | PLACE score for facilities (29-Jan-14 to 17-Jun-14) | 0.98 | 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) | 99.5% | 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) | 99.0% | 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) | 42.9% | 32.9% | No evidence of risk |
| Partners | MONITOR01 | Monitor - Governance risk rating (09-Sep-14 to 09-Sep-14) | Monitor risk rating: No evident concerns | - | No evidence of risk |
| | MONITOR02 | Monitor - Continuity of service rating (09-Sep-14 to 09-Sep-14) | 2*: level of risk is material but stable | - | 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) | 0.76 | 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) | 0.86 | 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) | 0.68 | 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) | 0.74 | 0.75 | No evidence of 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) | 0.65 | 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) | 0.35 | 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) | 0.002 | 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) | 0.007 | 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) | 0.007 | 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) | 0.038 | 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) | 0.047 | 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) | 0.037 | 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) | 0.99 | 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) | 0.06 | 0.1 | No evidence of risk |
| | ESRTURO2 | Turnover rate (leavers) for Nursing and Midwifery staff (01-Aug-13 to 31-Jul-14) | 0.05 | 0.12 | No evidence of risk |
| | ESRTURO3 | Turnover rate (leavers) for other clinical staff (01-Aug-13 to 31-Jul-14) | 0.08 | 0.12 | No evidence of risk |
| | ESRTURO4 | Turnover rate (leavers) for all other staff (01-Aug-13 to 31-Jul-14) | 0.09 | 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) | 0.96 | 0.94 | No evidence of risk |
| | ESRSTA02 | Stability Index for Nursing and Midwifery staff (01-Aug-13 to 31-Jul-14) | 0.93 | 0.9 | No evidence of risk |
| | ESRSTA03 | Stability Index for other clinical staff (01-Aug-13 to 31-Jul-14) | 0.91 | 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) | 0.45 | 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) | 0.18 | 0.18 | No evidence of risk |
| | ESRSUP03 | Proportion of all ward staff who are registered nurses (01-Aug-13 to 31-Jul-14) | 0.7 | 0.68 | No evidence of risk |
| | ESRSUP04 | Ratio of consultant doctors to non-consultant doctors (01-Aug-13 to 31-Jul-14) | 0.69 | 0.66 | No evidence of risk |
| | ESRSUP05 | Ratio of band 7 Midwives to band 5/6 Midwives (01-Aug-13 to 31-Jul-14) | Not included | Not included | Not included |
| | 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) | 4.53 | 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) | 2.15 | 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) | 2.2 | 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) | Not included | Not included | Not included |
| | FLUVAC01 | Healthcare Worker Flu vaccination uptake (01-Sep-13 to 31-Jan-14) | 0.35 | 0.59 | No evidence of risk |

| Section | ID | Indicators | Observed | Expected | Risk? |
|--------------------------|--------------|--|----------|----------|---------------------|
| Qualitative intelligence | WHISTLEBLOW | Whistleblowing alerts (18-Jul-13 to 29-Sep-14) | 0 | - | No evidence of 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) | 7 | 9.59 | 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) | 25 | 16.77 | 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) | 5 | 4.7 | No evidence of risk |
| | CQC_COM | CQC complaints (23-Sep-13 to 22-Sep-14) | 34 | 50.67 | No evidence of risk |
| | PROV_COM | Provider complaints (01-Apr-13 to 31-Mar-14) | 664 | 671.98 | No evidence of risk |