

Intelligent Monitoring Report

Report on

Bolton NHS Foundation Trust

21 October 2013 (Revised)

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 Bolton NHS Foundation Trust. We have analysed each indicator to identify two possible levels of risk.

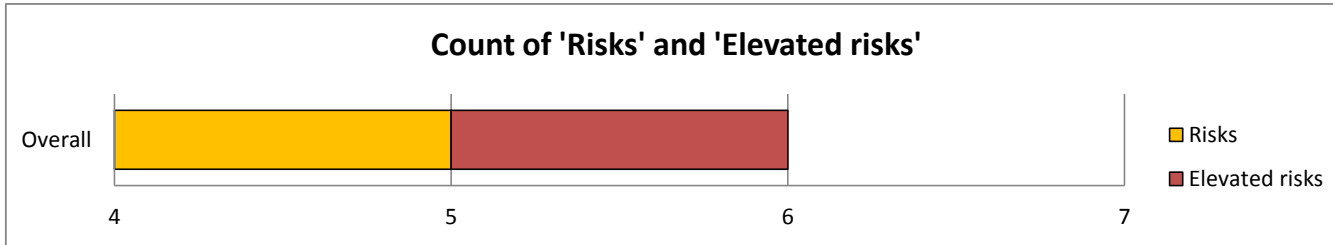
We have used a number of statistical tests to determine where the thresholds of "risk" and "elevated risk" sit for each indicator, based on our judgement of which statistical tests are most appropriate. These tests include CUSUM and z scoring techniques. For some data sources we have applied a set of rules to the data as the basis for these thresholds - for example concerns raised by staff to CQC (and validated by CQC) are always flagged in the model.

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



| | |
|---------------------------------|-------|
| Band | 4 |
| Number of 'Risks' | 5 |
| Number of 'Elevated risks' | 1 |
| Overall Risk Score | 7 |
| Number of Applicable Indicators | 84 |
| Proportional Score | 4.17% |
| Maximum Possible Risk Score | 168 |

| | |
|----------------------|--|
| Elevated risk | Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test |
| Risk | Never Event incidence |
| Risk | Proportion of reported patient safety incidents that are harmful |
| Risk | PROMs EQ-5D score: Groin Hernia Surgery |
| Risk | Monitor - Governance risk rating |
| Risk | Composite risk rating of ESR items relating to staff sickness rates |

Tier One Indicators

| Section | ID | Indicators | Observed | Expected | Risk? |
|-------------------------------------|---|--|---|---------------------|---------------------|
| Never Events | STEISNE | Never Event incidence | - | - | Risk |
| Avoidable infections | CDIFF | Incidence of Clostridium difficile (C.difficile) | 52 | 34.04 | No evidence of risk |
| | MRSA | Incidence of Meticillin-resistant Staphylococcus aureus (MRSA) | 4 | 2.42 | No evidence of risk |
| Deaths in low risk diagnosis groups | MORTLOWR | Dr. Foster: Deaths in low risk diagnosis groups | - | - | No evidence of risk |
| Patient safety incidents | NRLSL03 | Proportion of reported patient safety incidents that are harmful | 0.47 | 0.28 | Risk |
| | NRLSL04 | Potential under-reporting of patient safety incidents resulting in death or severe harm | 1.12 | 1.49 | No evidence of risk |
| | NRLSL05 | Potential under-reporting of patient safety incidents | 197.62 | 235.27 | No evidence of risk |
| Venous Thromboembolism | VTERA03 | Proportion of patients risk assessed for Venous Thromboembolism (VTE) | 0.96 | 0.95 | No evidence of risk |
| Mortality: Trust Level | SHMI01 | Summary Hospital-level Mortality Indicator | Trust's mortality rate is 'As Expected' | - | No evidence of risk |
| | COM_HSMR | Dr. Foster: Composite of Hospital Standardised Mortality Ratio indicators | - | - | No evidence of risk |
| Mortality | COM_CARDI | Composite indicator: In-hospital mortality - Cardiological conditions and procedures | - | - | No evidence of risk |
| | COM_CEREB | Composite indicator: In-hospital mortality - Cerebrovascular conditions | - | - | No evidence of risk |
| | COM_DERMA | Composite indicator: In-hospital mortality - Dermatological conditions | - | - | No evidence of risk |
| | COM_ENDOC | Composite indicator: In-hospital mortality - Endocrinological conditions | - | - | No evidence of risk |
| | COM_GASTR | Composite indicator: In-hospital mortality - Gastroenterological and hepatological conditions and procedures | - | - | No evidence of risk |
| | COM_GENIT | Composite indicator: In-hospital mortality - Genito-urinary conditions | - | - | No evidence of risk |
| | COM_HAEMA | Composite indicator: In-hospital mortality - Haematological conditions | - | - | No evidence of risk |
| | COM_INFEC | Composite indicator: In-hospital mortality - Infectious diseases | - | - | No evidence of risk |
| | COM_MENTA | Composite indicator: In-hospital mortality - Conditions associated with Mental health | - | - | No evidence of risk |
| | COM_MUSCU | Composite indicator: In-hospital mortality - Musculoskeletal conditions | - | - | No evidence of risk |
| | COM_NEPHR | Composite indicator: In-hospital mortality - Nephrological conditions | - | - | No evidence of risk |
| | COM_NEURO | Composite indicator: In-hospital mortality - Neurological conditions | - | - | No evidence of risk |
| | COM_PAEDI | Composite indicator: In-hospital mortality - Paediatric and congenital disorders and perinatal mortality | - | - | No evidence of risk |
| | COM_RESPI | Composite indicator: In-hospital mortality - Respiratory conditions and procedures | - | - | No evidence of risk |
| | COM_TRAUM | Composite indicator: In-hospital mortality - Trauma and orthopaedic conditions and procedures | - | - | No evidence of risk |
| COM_VASCU | Composite indicator: In-hospital mortality - Vascular conditions and procedures | - | - | No evidence of risk | |

| Section | ID | Indicators | Observed | Expected | Risk? |
|------------------------------------|--------------|--|--------------|--------------|---------------------|
| Maternity and women's health | MATELECCS | Maternity outlier alert: Elective Caesarean section | - | - | No evidence of risk |
| | MATEMERCs | Maternity outlier alert: Emergency Caesarean section | - | - | No evidence of risk |
| | MATSEPSIS | Maternity outlier alert: Puerperal sepsis and other puerperal infections | - | - | No evidence of risk |
| Re-admissions | MATMATRE | Maternity outlier alert: Maternal readmissions | - | - | No evidence of risk |
| | MATNEORE | Maternity outlier alert: Neonatal readmissions | - | - | No evidence of risk |
| | HESELRE | Emergency readmissions following an elective admission | 494 | 502.64 | No evidence of risk |
| | HESEMRE | Emergency readmissions following an emergency admission | 3721 | 3651.24 | No evidence of risk |
| PROMs | PROMS19 | PROMs EQ-5D score: Groin Hernia Surgery | 0.22 | 1 | Risk |
| | PROMS20 | PROMs EQ-5D score: Hip Replacement | 0.89 | 1 | No evidence of risk |
| | PROMS22 | PROMs EQ-5D score: Knee Replacement | Not included | Not included | Not included |
| | PROMS24 | PROMs EQ-5D score: Varicose Vein Surgery | Not included | Not included | Not included |
| Audit | NHFD01 | The number of cases assessed as achieving compliance with all nine standards of care measured within the National Hip Fracture Database. | 0.32 | 0.6 | No evidence of risk |
| | SINAP14 | Key Indicator 1: Number of patients scanned within 1 hour of arrival at hospital | 0.45 | 0.4 | No evidence of risk |
| | SINAP15 | Key Indicator 8: Number of potentially eligible patients thrombolysed | Not included | Not included | Not included |
| Surgical revisions outlier | SURGHIPREV | Surgical revisions outlier alert: Hip revisions | Not included | Not included | Not included |
| | SURGKNEREV | Surgical revisions outlier alert: Knee revisions | Not included | Not included | Not included |
| Compassionate care | IPSurTalkWor | Inpatient Survey 2012 Q34 "Did you find someone on the hospital staff to talk to about your worries and fears?" | 6.22 | - | No evidence of risk |
| | IPSurSupEmot | Inpatient Survey 2012 Q35 "Do you feel you got enough emotional support from hospital staff during your stay?" | 7.64 | - | No evidence of risk |
| Meeting physical needs | IPSurHelpEat | Inpatient Survey 2012 Q23 "Did you get enough help from staff to eat your meals?" | 7.88 | - | No evidence of risk |
| | IPSurInvDeci | Inpatient Survey 2012 Q32 "Were you involved as much as you wanted to be in decisions about your care and treatment?" | 7.33 | - | No evidence of risk |
| | IPSurCntPain | Inpatient Survey 2012 Q39 "Do you think the hospital staff did everything they could to help control your pain?" | 8.41 | - | No evidence of risk |
| Overall experience | IPSurOverall | Inpatient Survey 2012 Q68 "Overall..." (I had a very poor/good experience) | 8.02 | - | No evidence of risk |
| | FFTNHSEscore | NHS England inpatients score from Friends and Family Test | 76.84 | - | No evidence of risk |
| Treatment with dignity and respect | IPSurRspDign | Inpatient Survey 2012 Q67 "Overall, did you feel you were treated with respect and dignity while you were in the hospital?" | 9.07 | - | No evidence of risk |
| Trusting relationships | IPSurConfDoc | Inpatient Survey 2012 Q25 "Did you have confidence and trust in the doctors treating you?" | 8.89 | - | No evidence of risk |
| | IPSurConfNur | Inpatient Survey 2012 Q28 "Did you have confidence and trust in the nurses treating you?" | 8.93 | - | No evidence of risk |

| Section | ID | Indicators | Observed | Expected | Risk? |
|---------------------------|--|--|-----------------------|---------------------|---------------------|
| Access measures | AD_A&E12 | A&E waiting times more than 4 hours | 0.04 | 0.05 | No evidence of risk |
| | RTT_01 | Referral to treatment times under 18 weeks: admitted pathway | 0.95 | 0.9 | No evidence of risk |
| | RTT_02 | Referral to treatment times under 18 weeks: non-admitted pathway | 0.97 | 0.95 | No evidence of risk |
| | DIAG6WK01 | Diagnostics waiting times: patients waiting over 6 weeks for a diagnostic test | 0.11 | 0.01 | Elevated risk |
| | WT_CAN26 | All cancers: 62 day wait for first treatment from urgent GP referral | 0.91 | 0.85 | No evidence of risk |
| | WT_CAN27 | All cancers: 62 day wait for first treatment from NHS cancer screening referral | 0.92 | 0.9 | No evidence of risk |
| | WT_CAN22 | All cancers: 31 day wait from diagnosis | 0.98 | 0.96 | No evidence of risk |
| | CND_OPS02 | The proportion of patients whose operation was cancelled | 0.01 | 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 | 0.02 | 0.07 | No evidence of risk |
| AMBTURN06 | Proportion of ambulance journeys where the ambulance vehicle remained at hospital for more than 60 minutes | 0.05 | 0.02 | 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 | 0.01 | 0.02 | No evidence of risk |
| Reporting culture | NRLS14 | Consistency of reporting to the National Reporting and Learning System (NRLS) | 6 months of reporting | - | No evidence of risk |
| | SUSDQ | Data quality of trust returns to the HSCIC | - | - | No evidence of risk |
| | FFTRESP02 | Inpatients response rate from NHS England Friends and Family Test | 0.2 | 0.26 | No evidence of risk |
| Partners | MONITOR01 | Monitor - Governance risk rating | Red | - | Risk |
| | TDA01 | TDA - Escalation score | Not included | Not included | Not included |
| | NTS12 | GMC National Training Survey – Trainee's overall satisfaction | Within Q2/IQR | - | No evidence of risk |
| Staff survey | STASURBG01 | NHS Staff Survey - Percentage of staff who would recommend the trust as a place to work or receive treatment | 0.63 | 0.64 | No evidence of risk |
| | NHSSTAFF04 | NHS Staff Survey - KF7. % staff appraised in last 12 months | 0.91 | 0.82 | No evidence of risk |
| | NHSSTAFF06 | NHS Staff Survey - KF9. Support from immediate managers | 0.66 | 0.65 | No evidence of risk |
| | NHSSTAFF07 | NHS Staff Survey - KF10. % staff receiving health and safety training in last 12 months | 0.78 | 0.74 | No evidence of risk |
| | NHSSTAFF11 | NHS Staff Survey - KF15. Fairness and effectiveness of incident reporting procedures | 0.63 | 0.63 | No evidence of risk |
| | NHSSTAFF16 | NHS Staff Survey - KF21. % reporting good communication between senior management and staff | 0.27 | 0.27 | No evidence of risk |

| Section | ID | Indicators | Observed | Expected | Risk? |
|--------------------------|---------------------|--|----------|---------------------|---------------------|
| Staffing | ESRSIC | Composite risk rating of ESR items relating to staff sickness rates | - | - | Risk |
| | ESRReg | Composite risk rating of ESR items relating to staff registration | - | - | No evidence of risk |
| | ESRTO | Composite risk rating of ESR items relating to staff turnover | - | - | No evidence of risk |
| | ESRSTAB | Composite risk rating of ESR items relating to staff stability | - | - | No evidence of risk |
| | ESRSUP | Composite risk rating of ESR items relating to staff support/ supervision | - | - | No evidence of risk |
| | ESRSTAFF | Composite risk rating of ESR items relating to ratio: Staff vs bed occupancy | - | - | No evidence of risk |
| | FLUVAC01 | Healthcare Worker Flu vaccination uptake | 0.35 | 0.48 | No evidence of risk |
| Qualitative intelligence | WHISTLEBLOW | Whistleblowing alerts | - | - | No evidence of risk |
| | GMCconcerns | GMC - Serious Education Concerns | - | - | No evidence of risk |
| | Safeguarding | Safeguarding concerns | - | - | No evidence of risk |
| | SYE | CQC - Share Your Experience | 4 | - | No evidence of risk |
| | NHSchoices | NHS Choices | 16 | - | No evidence of risk |
| | P_OPINION | Patient Opinion | 6 | - | No evidence of risk |
| | CQC_COM | CQC complaints | 9 | - | No evidence of risk |
| PROV_COM | Provider complaints | 428 | - | No evidence of risk | |

Appendix of indicators used in the composite mortality indicators

| Section | ID | Indicators | Risk? |
|---|--|---|---------------------|
| Dr. Foster: Hospital Standardised Mortality Ratio | HSMR | Dr. Foster: Hospital Standardised Mortality Ratio | No evidence of risk |
| | HSMRWKDAY | Dr. Foster: Hospital Standardised Mortality Ratio (Weekday) | No evidence of risk |
| | HSMRWKEND | Dr. Foster: Hospital Standardised Mortality Ratio (Weekend) | No evidence of risk |
| Cardiological Conditions and Procedures | HESMORT24CU | In-hospital mortality: Cardiological conditions | No evidence of risk |
| | MORTAMI | Mortality outlier alert: Acute myocardial infarction | No evidence of risk |
| | MORTARRES | Mortality outlier alert: Cardiac arrest and ventricular fibrillation | No evidence of risk |
| | MORTCABGI | Mortality outlier alert: CABG (isolated first time) | Not included |
| | MORTCABGO | Mortality outlier alert: CABG (other) | Not included |
| | MORTCASUR | Mortality outlier alert: Adult cardiac surgery | Not included |
| | MORTCATH | Mortality outlier alert: Coronary atherosclerosis and other heart disease | No evidence of risk |
| | MORTCHF | Mortality outlier alert: Congestive heart failure; nonhypertensive | No evidence of risk |
| | MORTDYSRH | Mortality outlier alert: Cardiac dysrhythmias | No evidence of risk |
| | MORTHVD | Mortality outlier alert: Heart valve disorders | No evidence of risk |
| MORTPHD | Mortality outlier alert: Pulmonary heart disease | No evidence of risk | |
| Cerebrovascular Conditions | HESMORT21CU | In-hospital mortality: Cerebrovascular conditions | No evidence of risk |
| | MORTACD | Mortality outlier alert: Acute cerebrovascular disease | No evidence of risk |
| Dermatological Conditions | HESMORT35CU | In-hospital mortality: Dermatological conditions | No evidence of risk |
| | MORTSKINF | Mortality outlier alert: Skin and subcutaneous tissue infections | No evidence of risk |
| | MORTSKULC | Mortality outlier alert: Chronic ulcer of skin | No evidence of risk |
| Endocrinological Conditions | HESMORT29CU | In-hospital mortality: Endocrinological conditions | No evidence of risk |
| | MORTDIABWC | Mortality outlier alert: Diabetes mellitus with complications | No evidence of risk |
| | MORTDIABWOC | Mortality outlier alert: Diabetes mellitus without complications | No evidence of risk |
| | MORTFLUID | Mortality outlier alert: Fluid and electrolyte disorders | No evidence of risk |

| Section | ID | Indicators | Risk? |
|---|--|--|---------------------|
| Gastroenterological and Hepatological Conditions and Procedures | HESMORT27CU | In-hospital mortality: Gastroenterological and hepatological conditions | No evidence of risk |
| | MORTALCLIV | Mortality outlier alert: Liver disease, alcohol-related | No evidence of risk |
| | MORTBILIA | Mortality outlier alert: Biliary tract disease | No evidence of risk |
| | MORTGASHAE | Mortality outlier alert: Gastrointestinal haemorrhage | No evidence of risk |
| | MORTGASN | Mortality outlier alert: Noninfectious gastroenteritis | No evidence of risk |
| | MORTINTOBS | Mortality outlier alert: Intestinal obstruction without hernia | No evidence of risk |
| | MORTOGAS | Mortality outlier alert: Other gastrointestinal disorders | No evidence of risk |
| | MORTOLIV | Mortality outlier alert: Other liver diseases | No evidence of risk |
| | MORTOPJEJ | Mortality outlier alert: Operations on jejunum | No evidence of risk |
| | MORTPERI | Mortality outlier alert: Peritonitis and intestinal abscess | No evidence of risk |
| | MORTTEPBI | Mortality outlier alert: Therapeutic endoscopic procedures on biliary tract | No evidence of risk |
| | MORTTEPLGI | Mortality outlier alert: Therapeutic endoscopic procedures on lower GI tract | No evidence of risk |
| | MORTTEPUGI | Mortality outlier alert: Therapeutic endoscopic procedures on upper GI tract | No evidence of risk |
| MORTTOJI | Mortality outlier alert: Therapeutic operations on jejunum and ileum | No evidence of risk | |
| Genito-Urinary Conditions | HESMORT31CU | In-hospital mortality: Genito-urinary conditions | No evidence of risk |
| | MORTUTI | Mortality outlier alert: Urinary tract infections | No evidence of risk |
| Haematological Conditions | HESMORT28CU | In-hospital mortality: Haematological conditions | No evidence of risk |
| | MORTDEFI | Mortality outlier alert: Deficiency and other anaemia | No evidence of risk |
| Infectious Diseases | HESMORT26CU | In-hospital mortality: Infectious diseases | No evidence of risk |
| | MORTSEPT | Mortality outlier alert: Septicaemia (except in labour) | No evidence of risk |
| Conditions Associated With Mental Health | HESMORT33CU | In-hospital mortality: Conditions associated with Mental health | Not included |
| | MORTSENI | Mortality outlier alert: Senility and organic mental disorders | No evidence of risk |
| Musculoskeletal Conditions | HESMORT36CU | In-hospital mortality: Musculoskeletal conditions | No evidence of risk |
| | MORTPATH | Mortality outlier alert: Pathological fracture | No evidence of risk |
| | MORTSPON | Mortality outlier alert: Spondylosis, intervertebral disc disorders, other back problems | No evidence of risk |

| Section | ID | Indicators | Risk? |
|---|---|---|---------------------|
| Nephrological Conditions | HESMORT30CU | In-hospital mortality: Nephrological conditions | No evidence of risk |
| | MORTRENA | Mortality outlier alert: Acute and unspecified renal failure | No evidence of risk |
| | MORTRENC | Mortality outlier alert: Chronic renal failure | No evidence of risk |
| Neurological Conditions | HESMORT34CU | In-hospital mortality: Neurological conditions | No evidence of risk |
| | MORTEPIL | Mortality outlier alert: Epilepsy, convulsions | No evidence of risk |
| Paediatric and Congenital Disorders and Perinatal Mortality | HESMORT32CU | In-hospital mortality: Paediatric and congenital disorders | No evidence of risk |
| | MATPERIMOR | Maternity outlier alert: Perinatal mortality | No evidence of risk |
| Respiratory Conditions and Procedures | HESMORT25CU | In-hospital mortality: Respiratory conditions | No evidence of risk |
| | MORTASTHM | Mortality outlier alert: Asthma | No evidence of risk |
| | MORTBRONC | Mortality outlier alert: Acute bronchitis | No evidence of risk |
| | MORTCOPD | Mortality outlier alert: Chronic obstructive pulmonary disease and bronchiectasis | No evidence of risk |
| | MORTPLEU | Mortality outlier alert: Pleurisy, pneumothorax, pulmonary collapse | No evidence of risk |
| MORTPNEU | Mortality outlier alert: Pneumonia | No evidence of risk | |
| Trauma and Orthopaedic Conditions | HESMORT37CU | In-hospital mortality: Trauma and orthopaedic conditions | No evidence of risk |
| | MORTCRAN | Mortality outlier alert: Craniotomy for trauma | No evidence of risk |
| | MORTFNOF | Mortality outlier alert: Fracture of neck of femur (hip) | No evidence of risk |
| | MORTHFREP | Mortality outlier alert: Head of femur replacement | No evidence of risk |
| | MORTHIPREP | Mortality outlier alert: Hip replacement | No evidence of risk |
| | MORTINTINJ | Mortality outlier alert: Intracranial injury | No evidence of risk |
| | MORTOFRA | Mortality outlier alert: Other fractures | No evidence of risk |
| | MORTREDFB | Mortality outlier alert: Reduction of fracture of bone | No evidence of risk |
| | MORTREDFBL | Mortality outlier alert: Reduction of fracture of bone (upper/lower limb) | No evidence of risk |
| | MORTREDFNOF | Mortality outlier alert: Reduction of fracture of neck of femur | No evidence of risk |
| MORTSHUN | Mortality outlier alert: Shunting for hydrocephalus | No evidence of risk | |

| Section | ID | Indicators | Risk? |
|------------------------------------|-------------|--|---------------------|
| Vascular Conditions and Procedures | HESMORT23CU | In-hospital mortality: Vascular conditions | No evidence of risk |
| | MORTAMPUT | Mortality outlier alert: Amputation of leg | No evidence of risk |
| | MORTANEUR | Mortality outlier alert: Aortic, peripheral, and visceral artery aneurysms | No evidence of risk |
| | MORTCLIP | Mortality outlier alert: Clip and coil aneurysms | No evidence of risk |
| | MORTOFB | Mortality outlier alert: Other femoral bypass | No evidence of risk |
| | MORTPVA | Mortality outlier alert: Peripheral and visceral atherosclerosis | No evidence of risk |
| | MORTREPAAA | Mortality outlier alert: Repair of abdominal aortic aneurysm (AAA) | No evidence of risk |
| | MORTTOFA | Mortality outlier alert: Transluminal operations on the femoral artery | No evidence of risk |