

CCG Performance Report

October 2015

Wandsworth Clinical Commissioning Group



Key Messages

A&E 4-hour maximum wait

YTD performance has improved since April 2015, but remains below 95% at 94.8%. Performance will clearly be challenging during the winter period. The System Resilience Group has commissioned external support, to ensure there is an agreed analysis of the issues and an agreed recovery plan across the system.

18-Weeks maximum wait from Referral to Treatment (RTT)

The CCG is slightly below the 92% 18-week incomplete pathway target in September at 91.2%. Clinical summits and reviews of challenged specialties at St. George's are ongoing to identify potential improvements, in internal processes and in referral pathways from primary care. St. George's are also working through a waiting list validation programme to improve data quality, which is expected to improve the CCG's performance. A revised recovery trajectory will be set once the initial validation exercise has been completed.

Diagnostic Waits within maximum of 6 weeks

The 99% target has been achieved in September, following implementation of the non-obstetric ultrasound recovery plan, and is expected to be maintained, but will continue to be monitored closely.

IAPT access and recovery

Access rate in Q1 2015/16 was 3.5% against a target of 3.75%. Recovery rate was 45% against a target of 50%. We are forecasting an access rate of 3.6% and recovery rate of 44.3% for Q2 (July-September 2015).

Dementia Diagnosis Rate

Continues to improve with 71.3% of the predicted number of patients aged over 65 with dementia have been diagnosed against a target of 67%.

Cancer Treatment Waiting Times

The CCG and St. George's have achieved the 62-day wait standard in September 2015. However, the 2-week wait standard was not met and 3 Wandsworth CCG patients waited longer than 31-days for treatment, meaning that the CCG narrowly missed this target in September.

Wandsworth Clinical Commissioning Group



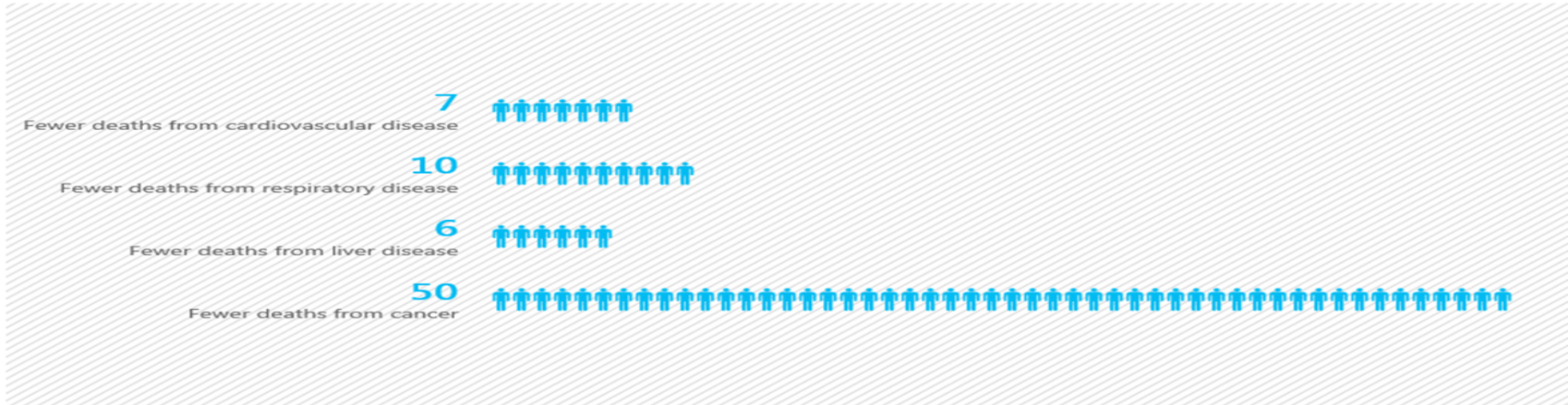
Improving Outcomes

A number of updates to outcome indicators, including mortality rates, quality of life and patient experience have been made in September 2015. Updated indicators are labelled in the tables on slides 19-21.

Between 2013 and 2014 (during the first year of full CCG operation), there was an improvement for the Wandsworth population in:

- Under 75 mortality rate from cardiovascular disease
- Under 75 mortality rate from respiratory disease
- Under 75 mortality rate from liver disease
- Under 75 mortality rate from cancer
- Health-related quality of life for people with long-term conditions
- Employment of people with long-term conditions
- Patient experience of GP out-of-hours services, dental services and hospital care

In Wandsworth, compared to 2013, in 2014 there were:



CCG Performance Scorecard

Key Service standards

October 2015

Service Standard	KPI	Wandsworth CCG	Provider*		Target	Comments	Issues	Actions	Recovery Date																																																												
Urgent & Emergency Care (A&E)	Type 1	91.8%	89.7%	95%	National	YTD performance has improved since April 2015, but remains below 95% at 94.8%. St. George's YTD performance is 92.1%.	St. George's are regularly reporting higher than expected numbers of attendances and ambulance arrivals. Issues with flow are creating bed capacity and ED cubicle capacity pressures at peak periods. Slippage on physical capacity schemes. Waits in ED for specialist review are also an issue.	The System Resilience Group has commissioned the "One Version of the Truth" diagnostic review, which has been shown to substantially improve performance in Trusts that have used it. This will lead to a recovery plan for the system	TBC																																																												
	All Types	92.6%	90.7%	95%	National					RTT (18 Weeks)	Admitted	75.7%	77.7%	90%	National	CCG performance against the incomplete target has improved slightly from 91.2% in September to 91.6% in October.	Referrals to St George's up 1.8% from Wandsworth. Risks around outpatient and bed capacity, and winter pressures. Management of outpatient booking and capacity has led to an increased first outpatient backlog. Issues with PTL tracking and ongoing data validation have also contributed to poor performance	Clinical summits and reviews of challenged specialties at St. George's are ongoing to identify potential improvements. St. George's are also validating their waiting lists to improve data quality, which is expected to improve the CCG's performance.	TBC	Non-Admitted	92.8%	92.5%	95%	National	Incomplete	91.6%	89.1%	92%	National	Cancer Access	2-week wait (all)	72.3%	70.4%	93%	National	Performance against the 62-day wait standard has recovered in September. 2-week waits remain a challenge, particularly at St. George's.	There have been significant outpatient capacity issues at St. George's, e.g. in Gynaecology combined with increased demand in urgent 2-week referrals, e.g. in skin. St. George's also report an increase in late referrals from other trusts and some breaches due to patient choice / non-attendance impacting on the 62-day standard.	St. George's submitted an action plan in September on the 62-day standard, projecting compliance from October. St. George's submitted a 2-week standard improvement plan projecting compliance from November. Some of the actions are being reviewed and revised recovery plans have been requested.	Nov-15	2-week wait (breast)	96.0%	95.0%	93%	National	31-day wait (all)	95.7%	96.1%	96%	National	31-day wait (surgery)	95%	96.7%	94%	National	31-day wait (drug)	100%	100%	98%	National	31-day wait (radiotherapy)	98%	100%	94%	National	62-day wait (all)	88.2%	86.0%	85%	National
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	62-day wait (all)	88.2%	86.0%	85%	National																																																																
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CCG Performance Scorecard

Key Service standards

October 2015

Service Standard	KPI	Wandsworth CCG	Provider*	Target	Comments	Issues	Actions	Recovery Date	
Diagnostics Waits	6-week wait	99.3%	99.0%	99%	National	Performance against this target has improved in September 2015 and the target is being met for the second month in a row.	Issues with non-obstetric ultrasound at St. George's earlier in the year have been addressed.	Performance will continue to be monitored through the performance meetings with St. George's	N/A
Health Visitor Establishment					NHS England	NHS England are responsible for delivering this target nationally.			
IAPT	Access	7.50%	6.50%	15%	Operating Plan	Access performance is 7.5% YTD for October 2015, including practice-based counsellors. YTD target is 8.75%	Referral rates to Wandsworth IAPT have increased to sufficient levels. Some capacity issues in October due to staff turnover.	CCG continues to work with Wandsworth IAPT service. Marketing plan being implemented to promote service. Group sessions planned for less complex patients. GP meetings with clinical leads	Dec-15
	Recovery Rate	46.00%	53.6%	50%	Operating Plan				
Dementia	Diagnosis Rate	71.3%	N/A	67%	Operating Plan	Target is being met from 1st April 2015	Under-reporting due to issues updating practice registers with details of patients diagnosed by the Memory Assessment Service.	List validation complete in all but 2 practices.	N/A
Transforming Care for People with Learning Disabilities	Care plan review within last 6 months	0 / 1				The CCG currently has 1 patient admitted before 1st April 2014. 1 patient was discharged in August. Of the 5 current inpatients there is one expected discharge by January 2016.	The CCG has achieved the initial target to discharge at least 50% of patients admitted before April 2014.	Care planning is focused on the individual needs of each patient. Regular reviews of patients ongoing.	
	Planned discharge date	1 / 1							

* Provider is St. George's Healthcare NHS Trust or South West London & St. George's Mental Health Trust for IAPT Targets.

♠ Provisional data for St. George's based on South London and Surrey CCGs



CCG Performance Scorecard

Are patient rights under the NHS Constitution being promoted?

Indicator	Operational Standard	Lower Threshold	CCG Assurance Reporting Period	Actual Performance	R/A/G Rating	
Referral To Treatment waiting times for non-urgent consultant-led treatment						
Admitted patients to start treatment within a maximum of 18 weeks from referral	90%	85%	Oct-15	75.7%	Red	
Non-admitted patients to start treatment within a maximum of 18 weeks from referral	95%	90%	Oct-15	92.8%	Amber	
Patients on incomplete non-emergency pathways (yet to start treatment) should have been waiting no more than 18 weeks from referral	92%	87%	Oct-15	91.6%	Amber	
Number of patients waiting more than 52 weeks	0	10	Oct-15	3	Amber	
Diagnostic test waiting times						
Patients waiting for a diagnostic test should have been waiting less than 6 weeks from referral	99%	94%	Oct-15	99.3%	Green	
A&E waits						
Patients should be admitted, transferred or discharged within 4 hours of their arrival at an A&E department	St. George's	95%	90%	Sep-15	90.7%	Amber
	CCG Overall	95%	90%	Sep-15	92.6%	Amber
Cancer waits – 2 week wait						
Maximum two-week wait for first outpatient appointment for patients referred urgently with suspected cancer by a GP	93%	88%	Sep-15	72.3%	Red	
Maximum two-week wait for first outpatient appointment for patients referred urgently with breast symptoms (where cancer was not initially suspected)	93%	88%	Sep-15	96.0%	Green	
Cancer waits – 31 days						
Maximum one month (31-day) wait from diagnosis to first definitive treatment for all cancers	96%	91%	Sep-15	95.7%	Amber	
Maximum 31-day wait for subsequent treatment where that treatment is surgery	94%	89%	Sep-15	95.0%	Green	
Maximum 31-day wait for subsequent treatment where that treatment is an anti-cancer drug regimen	98%	93%	Sep-15	100.0%	Green	
Maximum 31-day wait for subsequent treatment where the treatment is a course of radiotherapy	94%	89%	Sep-15	97.5%	Green	



CCG Performance Scorecard

Are patient rights under the NHS Constitution being promoted?

Indicator	Operational Standard	Lower Threshold	CCG Assurance Reporting Period	Actual Performance	R/A/G Rating
Cancer waits – 62 days					
Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer	85%	80%	Sep-15	88.2%	Green
Maximum 62-day wait from referral from an NHS screening service to first definitive treatment for all cancers	90%	85%	Sep-15	100.0%	Green
Maximum 62-day wait for first definitive treatment following a consultant's decision to upgrade the priority of the patient (all cancers)	None Set	None Set	Sep-15	100.0%	
Category A ambulance calls					
Category A calls resulting in an emergency response arriving within 8 minutes (Red 1)	75%	70%	Oct-15	70.1%	Amber
Category A calls resulting in an emergency response arriving within 8 minutes (Red 2)	75%	70%	Oct-15	64.8%	Red
Category A calls resulting in an ambulance arriving at the scene within 19 minutes	95%	90%	Oct-15	92.9%	Amber
Ambulance Handovers					
All handovers between ambulance and A & E must take place within 15 minutes and crews should be ready to accept new calls within a further 15 minutes.	100%			YTD not available	
Mixed Sex Accommodation Breaches					
Patient Experience: Breaches of Same Sex Accommodation	0	>10	Oct 15 YTD	4	Amber
Mental Health					
Care Programme Approach (CPA): The proportion of those patients on Care Programme Approach (CPA) discharged from inpatient care who are followed up within 7 days.	95%	90%	Aug-15	96.0%	Green
Cancelled Operations					
Proportion of patients not treated within 28 days of last minute cancellation	0%	TBC	Sep-15	6.5%	Amber
Urgent operations cancelled for a 2nd time	0	10	Sep 15 YTD	0	Green

Indicator RAG rating

Green - Performance at or above the standard

Amber - Performance between the standard and the lower threshold

Red - Performance below the lower threshold OR same indicator has Amber performance for two consecutive quarters



CCG Performance Scorecard

Are health outcomes improving for local people?

NHS Outcomes Framework measures which NHS England and CCGs will use in annual assurance (as described in The Forward View into action: planning for 2015/16)

Indicator	CCG Assurance Reporting Period	Actual Performance	R/A/G Rating	Comments	
1. Preventing people from dying prematurely					
Potential years of life lost (PYLL) from causes considered amenable to healthcare	Adults	2013	3047	Amber	
	Children	2013	482.8	Green	England-wide figure. Reduction on 2012 figure.
Under 75 mortality rate from cardiovascular disease (per 100,000) UPDATED		2014	67.5	Green	Wandsworth CCG has seen an improvement over the 2013 figure of 69.6
Under 75 mortality rate from respiratory disease (per 100,000) UPDATED		2014	20.1	Green	Wandsworth CCG has seen an improvement over the 2013 figure of 23
Under 75 mortality rate from liver disease UPDATED		2014	12.2	Green	12.2 is an improvement over the 2013 figure of 14
Under 75 mortality rate from cancer UPDATED		2014	98.4	Green	98.4 is an improvement over the 2013 figure of 113.3.
One-year survival rate from all cancers (%)		2011	68.64	Green	Wandsworth CCG has seen an improvement over the 2010 figure of 68.25
Five-year survival rate from all cancers		2007	47.9	Green	England-wide figure. Increase on 2006 figure.
One-year survival rate from breast, lung & colorectal cancers (%)		2011	71.28	Green	Wandsworth CCG has seen an improvement over the 2010 figure of 68.25
Five-year survival rate from breast, lung & colorectal cancers (%)		2007	51.4	Green	England-wide figure. Increase on 2006 figure.
Excess under 75 mortality rate in adults with serious mental illness		2012/13	334	Green	Wandsworth CCG has seen an improvement over the 2011/120 figure of 427.8
Infant mortality (rate per 1,000 live births)		2013	3.7	Green	Wandsworth CCG has seen an improvement over the 2012 figure of 3.9
Five year survival from all cancers in children		2006	81.3	Green	England-wide figure. Increase on 2005 figure.
2. Enhancing quality of life for people with long term conditions					
Health-related quality of life for people with long-term conditions UPDATED		2014/15	0.765	Green	Average: 0.743 2013/14: Score 0.764 Average 0.743 Data from GP Patient Survey.
Proportion of people feeling supported to manage their condition (%) UPDATED		2014/15	61.50%	Amber	Data from GP Survey There has been a deterioration over the previous figure of 62.7%. Average: 64.4%
Employment of people with long-term conditions (% Difference in employment rate between people with LTCs and the general population) UPDATED		Q1 2015	16.00%	Green	Improvement over Q4 2014 figure of 14.2%. Average 13.1%
Unplanned hospitalisation for chronic ambulatory care sensitive conditions (adults)		2013/14	842.7	Amber	Provisional figure for 2013/14 is a 10% reduction on 2012/13 figure. Quality premium target is 3.2%
Unplanned hospitalisation for asthma, diabetes and epilepsy in under 19s		2013/14	257.3	Amber	Wandsworth has seen a small deterioration from the 2012/13 figure of 256.5. England Average: 313.4
Health-related quality of life for carers (average health status score (EQ-5DTM)) UPDATED		2014/15	0.808	Amber	Wandsworth has seen a slight deterioration over 2013/14 score of 0.817. England average 0.804.
Employment of people with mental illness (% Difference in employment rate between people with mental illness and the general population)		Q2 2014	42.90%	Amber	Wandsworth saw an improvement on the Q4 2013 figure of 45%. England Average: 36.8%
Estimated diagnosis rate for people with dementia		Oct-15	71.3%	Green	



CCG Performance Scorecard

Are health outcomes improving for local people?

NHS Outcomes Framework measures which NHS England and CCGs will use in annual assurance (as described in The Forward View into action: planning for 2015/16)

Indicator	CCG Assurance Reporting Period	Actual Performance	R/A/G Rating	Comments
4. Ensuring that people have a positive experience of care				
Patient experience of GP services UPDATED	2014/15	85.80%	Amber	Small deterioration on 2013/14 figure of 86.7%. England average: 84.8%
Patient experience of GP out-of-hours services UPDATED	2014/15	64.5	Amber	Improvement on 2013/14 figure of 52.4%. England average: 68.6%
Patient experience of dental services UPDATED	2014/15	83.30%	Amber	Improvement on 2013/14 figure of 76.8%. England average: 84.6%
Patient experience of hospital care (St. George's) UPDATED	2014/15	76.20%	Amber	Improvement over 2013/14 figure of 75.3%. England average: 76.6%
Responsiveness to in-patients' personal needs (St. George's) UPDATED	2014/15	68.6	Green	Small deterioration over 2013/14 figure of 68.8. England average: 68.9.
Patient experience of A&E services	2014	82.8	Green	Improvement over 2012/13 figure of 80.2. England average: 80.7
Access to GP services UPDATED	2014/15	74.70%	Amber	Deterioration on 2013/14 figure of 77.4%. England average: 73.3%
Access to NHS dental services UPDATED	2013/14	94.10%	Amber	Small deterioration on 2013/14 figure of 94.5%. England average: 95%
Women's experience of maternity services				National data only. No data for Wandsworth
Bereaved carers' views on the quality of care in the last 3 months of life				National data only. No data for Wandsworth
5. Treating and caring for people in a safe environment and protecting them from avoidable harm				
Incidence of healthcare associated infection (HCAI) i) MRSA	Sep 15 YTD	2	Red	Number of cases assigned to the CCG by Post Infection Review process.
Incidence of healthcare associated infection (HCAI) ii) C.difficile	Sep 15 YTD	23	Green	
Patient safety incidents reported (per 100 admissions)	2013-14	9.5	Amber	Deterioration on 2012/13 figure of 10.1. Aim is to increase reporting and learning from incidents.
6. IAPT				
IAPT Roll-out	Oct 15 YTD	7.50%	Amber	YTD Target: 8.75%
IAPT Recovery Rate	Oct 15 YTD	46.00%	Amber	YTD Target: 50%
The proportion of people that wait 6 weeks or less from referral to entering a course of IAPT treatment	Oct-15	97.80%	Green	
The proportion of people that wait 18 weeks or less from referral to entering a course of IAPT treatment	Oct-15	99.30%	Green	
7. Transforming Care (Learning Disabilities)				
Total number of patients in in-patient beds for mental and/or behavioural healthcare who have either learning disabilities and/or autistic spectrum disorder (including Asperger's syndrome)	As at 15th October 2015	5	Green	
Numbers of admissions to in-patient beds for mental and/or behavioural healthcare who have either learning disabilities and/or autistic spectrum disorder (including Asperger's syndrome)	As at 15th October 2015	1	Green	
Numbers of patients discharged to community settings	As at 15th October 2015	1	Green	
Patients without a care coordinator	As at 15th October 2015	0	Green	
Patients not on the register	As at 15th October 2015	0	Green	
Patients without a review in the last 26 weeks	As at 15th October 2015	1	Amber	

