NHS Vale of York Clinical Commissioning Group Performance Report

Report produced: December 2016 Latest validated data: October 2016

Section	Measure	Relates to	Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Yorkshire Ambulance (YAS) Response Times	Category A (Red) 8 minute Response Time	Vale of York	75%	72.1%	70.9%	65.7%	70.2%	74.9%	62.5%	76.4%	
Yorkshire Ambulance (YAS) Handover Times Emergency Department	line	York Trust		57.2%	57.2%	53.3%	60.3%	56.4%	61.0%	54.4%	
	15 min Target % meeting 4 hour target	York	100%	65.2%	57.2%	60.3%	70.0%	70.8%	70.2%	62.2%	
		Scarborough		46.0%	57.0%	44.1%	47.0%	37.0%	47.7%	41.6%	
		Vale of York York Trust	95%	86.8% 86.7%	87.9% 86.7%	87.2% 87.2%	92.7% 92.6%	90.6% 90.5%	91.0% 90.9%	85.5% 85.5%	
	Sustainability & Transformation Fund	Trajectory		85.0%	86.0%	87.0%	88.0%	89.0%	89.5%	90.0%	90.5%
	Number of Attendances	York Trust		15,129	16,979	16,091	17,709	17,385	16,371	16,491	
	Number of 4 hour Breaches	York Trust		2,008	2,059	2,063	1,303	1,647	1,486	2,398	
	Waiting more than 8 Hours	York		182	285	221	47	71	39	222	
		Scarborough York Trust		208 390	35 320	114 335	100 147	198 269	136 175	257 479	
		York Trust		4,029	4,297	4,319	4,305	4,464	4,413	4,412	
Out of Hours	Urgent face to face consultations within			94.7%	94.3%	94.7%	92.3%	90.9%	93.4%	95.2%	
	2 hours Less urgent face to face consultations					97.5%	92.3%	90.9%	98.0%	95.2%	
	within 2-6 hours	Vale of York	95%	96.1%	97.5%						
	Speak to the Clinician within 2 hours.			95.9%	96.5%	94.1%	92.3%	94.0%	100.0%	98.5%	
	Speak to the Clinician within 2-6 hours.			84.6%	88.7%	86.8%	83.9%	83.5%	89.7%	91.4%	
	Speak to the Clinician within 6+ hours.			94.4%	95.3%	97.7%	95.8%	94.3%	97.7%	94.8%	
Diagnostics	Patients Waiting Greater than 6 weeks	Vale of York	99%	98.6%	99.2%	99.0%	98.7%	98.6%	99.1%	98.7%	
		York Trust		99.2%	99.4%	99.3%	99.1%	99.2%	99.4%	99.2%	
18 Week Referral to Treatment	Incomplete pathways seen < 18 weeks from referral	Vale of York York Trust	92%	92.4% 92.6%	92.9% 92.9%	92.4% 92.5%	91.8% 92.0%	91.5% 91.6%	91.6% 90.8%	91.5% 90.9%	
	Sustainability & Transformation Fund	Trajectory		92.6%	92.9%	92.5%	92.0%	91.6%	90.8%	90.9%	92.0%
	Admitted Backlog	York Trust	-	+66	-38	+167	+212	+152	+305	-	92.078
	Theatre Lists Cancelled	York Trust	-	-	26	27	36	19	47	-	
Cancer	Patients seen < 14 days of an urgent	Vale of York	93%	94.9%	94.1%	94.9%	94.7%	91.1%	94.5%	88.1%	
	suspect Cancer referral	York Trust	3376	92.6%	93.3%	92.3%	89.6%	88.7%	92.7%		
	Patients seen < 14 days of an urgent	Vale of York		96.2%	100%	95.0%	94.1%	93.9%	96.2%	96.7%	
	referral with Breast Symptoms, Cancer not initially suspected	York Trust	93%	94.4%	98.3%	96.1%	90.0%	94.0%	95.8%		
	Patients seen < 31 days of Cancer Diagnosis and package of care	Vale of York	96%	99.4%	99.3%	100.0%	99.5%	98.3%	96.2%	98.0%	
	agreement	York Trust	50/0	99.2%	99.0%	100.0%	99.2%	99.6%	98.0%		
	Patients seen < 31 days for second or subsequent Cancer Treatment - Surgery	Vale of York	94%	97.8%	90.9%	98.0%	97.2%	100%	92.1%	97.5%	
		York Trust		100%	88.5%	98.0%	100%	100%	92.7%		
	Patients seen < 31 days for second or subsequent Cancer Treatment - Drugs Patients seen < 31 days for second or subsequent Cancer Treatment -	Vale of York		100%	100%	100%	100%	100%	100%	100%	
		York Trust	98%	100%	100%	100%	100%	100%	100%		
										100%	
		Vale of York	94%	100%	97.3%	100%	100%	100%	100%	100%	
	Radiotherapy	York Trust		-	-	-	-	-	-		
	Patients seen < 62 days to first definitive treatment following an urgent referral	Vale of York 85%	85%	85.4%	89.3%	85.1%	84.5%	91.3%	71.8%	75.0%	
	for suspected Cancer	York Trust		86.6%	85.5%	87.2%	85.2%	88.8%	77.1%		<u> </u>
	Patients seen < 62 days to first definitive	/ale of York	90%	83.3%	100.0%	88.9%	90.0%	92.9%	83.3%	96.0%	
	treatment following referral from a NHS Cancer Screening Service	York Trust	90%	90.0%	93.3%	89.7%	91.7%	93.2%	92.6%		
		NHS		247	135	162	122	141	179	192	
Delayed Transfer of Care	Acute	Social Care]	246	222	105	102	53	125	47	
		Total	ł	493	357	267	224	194	304	239	
	Non-Acute	NHS Social Care	-	130 144	239 97	232 373	276 472	354 387	377 227	346 239	
		Total	1	274	336	605	748	741	604	585	
Dementia	Estimated Diagnosis rate for People with Dementia	Vale of York	66.7%	51.1%	50.8%	53.1%	54.2%	52.7%	54.7%	55.3%	
Improving Access to Psychology Therapies (Unvalidated)		Trajectory	-					11.5%	11.9%	13.1%	14.2%
	% of people entering treatment against the level of need in the general population	Vale of York					8.6%	11.5%	12.7%	14.1%	
		TEWV	15%				8.3%	11.3%	12.9%	14.3%	
	% of people not at caseness at their last session.	Humber					13.9%	16.5%	8.7%	8.7%	49.00/
		Trajectory Vale of York	-				49.6%	45.0% 43.3%	46.0% 46.1%	47.0% 43.9%	48.0%
		TEWV	50%				50.5%	43.3%	48.8%	43.9%	
		Humber					44.4%	53.3%	21.4%	80.0%	
	6 Week Finished Treatment	Trajectory	-					65.0%	67.0%	69.0%	71.0%
		Vale of York	750/				66.1%	76.0%	79.6%	77.6%	
		TEWV	75%							75.9% 100%	
		Humber	I							100%	<u> </u>

Summary

The key items to be noted this month are:

- Yorkshire Ambulance Response times have improved from September and have achieved the 75% target for the first time this year.
- Yorkshire Ambulance Handover times continue to fail to achieve target and have fallen to 54.4% this month from 61.0% last month across the York Trust sites.
- Emergency Department performance continues to be an issue. Performance has continued to fail to achieve the 95% and is now at the lowest point this year (85.5%)
- Out of Hours performance around urgent face to face consultations with 2 hours has continued to improve and has achieved target for the first time this year.
- Aggregated 18 Week Referral to Treatment incomplete pathways has failed to achieve target for the 4th month in a row. York Trust has now failed to meet the sustainability and transformation fund trajectory for the third month in a row.
- Cancer Patients seen in less than 14 days if urgent suspect cancer referral has decreased by 6% in October. This has resulted in a failure to achieve target. Performance has improved across the other Cancer measures although 62 days to first definitive treatment continues to perform below target.
- The estimated diagnostic rate for people with **Dementia** is now 55.3% from 54.7% last month and work is continuing to sustain this trajectory.
- Improving Access to psychology therapies % of people not at caseness at their last session measure has fallen from 46.1% to 43.9% and has therefore underperformed against the agreed trajectory.

Yorkshire Ambulance Service (YAS) Response Times

Current Performance

- > The most recent validated data for Vale of York CCG is October 2016
- Vale of York performance for Red 8 minute response time was 76.4% against 75% target.

Current issues impacting on performance:

- Red 8 minute response time has shown a significant improvement (up from 62.5% in September and achieved target in October.
- A number of individual performance challenges particularly around calls received from Healthcare Professionals have been highlighted to YAS during October and November to identify particular areas of pressure. Review of these incidents by YAS is on-going.

Mitigating actions include:

 Performance and staffing levels continue to be good during November and December and escalation processes are being well managed.

Finance and Contracting implications:

✤ No known implications.

Yorkshire Ambulance Service (YAS) Handover Times

Current Performance

- > The most recent validated data for Vale of York is October 2016
- Performance for York Trust combined was 54.4% (target 100%); this is a decrease from August performance of 61.0%. York hospital site performance was 62.2%, and Scarborough hospital site was 41.6%.
- The most recent unvalidated data for Vale of York is week ending 4th December which shows handover performance of 54% combined, 58% at York hospital and 47% at Scarborough

Current issues impacting on performance:

Some beds closed due to infection during November and the situation has not improved. At the A&E Delivery Board on 7th December the overriding priority was agreed to be flow through the hospital, including the implementation of the SAFER bundle of actions and the importance of reducing the numbers of stranded patients (more than 7 days in hospital). Current York Hospital levels are running at 58% whilst other similar hospitals have rates less than 30%. This impacts on handovers; see below for more detail.

 Staffing for the Ambulance Assessment Area is still variable at times of high demand

Mitigating actions include:

- Vale of York CCG, YAS and York Trust are undertaking the actions detailed in the Ambulance Handover Concordat and regular meetings are taking place.
- Discussion around the additional numbers coming into Scarborough Sites are focussing on Bridlington and the Minor Injuries Unit there.
- Healthwatch York have offered to support this plan with a programme of patient engagement and feedback over the next two months; an initial planning has been held and we are just awaiting approval of the scheme from York Trust. All other partners are happy to support on the current proposed basis.
- YAS have agreed to conduct further analysis/observation of the self-handover process during the month of October and are in the process of organising the audit on both sites. Limited information has been made available from October, and more analysis of learning points is on-going.
- York Trust are continuing to develop the Clinical Navigator role as part of the ED Front Door project and embed further the Ambulance Assessment 'pit-stop' model (York); proceeding with the development of a 5 cubicle ambulance handover/assessment area in SGH commencing in January 2017. Staffing in the York Ambulance Assessment area continues to be prioritised by York Trust management.

Finance and Contracting implications:

No known implications.

Emergency Department (ED)

Current Performance

- > The most recent validated data available for Vale of York is October 2016
- Performance against 4 hour target for Vale of York was 85.5% (target 95%). This is an decrease from the September figure of 91.0%
- The most recent unvalidated figures for York Trust are for week ending 4th December 2016 and show performance of 81.81%
- York Trust failed to achieve the Sustainability and Transformation Fund Trajectory for October a performance of 85.46% against a trajectory of 90.0%.

Current issues impacting on performance:

- York Trust failed the Sustainability and Transformation Fund Trajectory this month.
- High bed occupancy has impacted patient flow at York Hospital
- In October 2016 there were 16,491 attendances compared to 16,892 in October 2015 (2.4% decrease). There were a total of 2,398 breaches (1,539 admitted, 859 non-admitted) across all sites. The number of patients waiting over 8 hours in ED was 479 (York 222, Scarborough 257) and an increase of 304 (174%) on September.
- Performance at York Hospital site in November 2016 using unvalidated data showed that the 95% hour target was not met at any point this month.
 Performance reached a high of 89.01% and a low of 59.72%
- York Trust had 4,412 non-elective admissions (excluding maternity and paediatrics) in October 2016 compared to 3,972 in October 2015, a 11% rise. This includes an increase of 342 admissions (28%) where patients stayed less than 24 hours. Work is ongoing to understand the large numbers of increased admissions for short lengths of stay particularly as attendances are falling.

Mitigating actions include:

- The ED Front Door Model continues to be embedded and has demonstrated significant improvements in ED; current waits are not generally due to ED delays.
- Detailed analysis of performance continues to be carried out. The significant factors remain available bed capacity and patient flow.
- Implementation of SAFER across both sites is being implemented. Priority wards are AMU's and Acute Elderly. Two key priorities are discharge status and use of Discharge Lounge.
- Work is on-going with regard to Consultant Physician rotas in order to ensure timely review of patients following admission and to ensure 7 day cover.
- Delayed Transfers of Care remain a challenge and work is on-going.
- The A&E Delivery Board on 7th December emphasised the priority given to both SAFER and Discharge and ECIP are supporting this work with the provision of a Matron from their team to work with York Trust staff.

Finance and Contracting implications

York Trusts Governing Body papers for November make reference to plans to open Medical and Surgical Assessment units from December, as well as further utilising the existing Ambulatory Care Unit. Operationally Vale of York CCG would fully support this but there have been no conversations as yet about how these units will be funded. It is likely that the cohort of patients directed through these areas will not meet the criteria for an admission but unless the Provider and the Commissioner have a discussion to agree the most appropriate payment models then it is likely this activity will be captured and charged as non-elective attendances and attracting the relevant tariff.

Out of Hours (OOH)

Current Performance

- > The most recent validated data available for Vale of York is October 2016
- Urgent Face to Face consultations within 2 hours are at 95.23% and less urgent within 6 hours 96.94%, both against target of 95%
- Speak to clinician calls within 2 hours are at 98.5%, within 2 6 hours at 91.36%, and within 6 hours+ at 94.82%, against target of 95%

Current issues impacting on performance:

 Performance has shown an improvement across the board since the August 2016.

Mitigating actions include:

 It was confirmed on the 12th December that the escalation plan around NHS 111 booking and the proposed direct booking changes will not be implemented prior to Christmas/New Year and discussions will continue. The Vale of York continues to be unhappy about the clinical risks involved.

Diagnostics

Current Performance

- > The most recent validated data available for Vale of York is October 2016
- 98.7% of diagnostic tests took place within 6 weeks, a decrease from the prior months performance of 99.07%

Current issues impacting on performance:

- Vale of York CCG did not meet the 99% Diagnostics target in October 2016, with performance of 98.7%. This equates to 50 patients waiting over 6 weeks for a Diagnostic test.
- 31 of these breaches were at York Trust, with an additional 16 at Hull and East Yorkshire Hospitals, 1 each at Leeds Teaching Hospitals, Nuffield Health – York Hospital and Cambridge University Hospitals.
- The largest numbers of breaches were in MRI at York Trust with 13, CT scanning at Hull and East Yorkshire Hospitals also with 13 and 10 in Cystoscopy at York Trust.
- York Trust met the 99% target in October 2016 with performance of 99.2%.

Finance and Contracting implications

No known implications

18 Week Referral to Treatment (RTT)

Current Performance

- > The most recent validated data available for Vale of York is October 2016
- 91.51% (target 92%) of patients on incomplete pathways have been waiting no more than 18 weeks from referral, a decrease from 91.63% in September 2016
- Sustainability and Transformation Fund Trajectory has not been achieved by York Trust for October at 90.92% against a trajectory of 92%

Current issues impacting on performance:

- Vale of York CCG did not achieve the incomplete target on an aggregate level for the fourth month in a row. This equates to 1,362 patients out of 16,047 waiting over 18 weeks.
- The areas which did not meet target on a speciality level were Urology (83.11%), Respiratory Medicine (85.85%), Plastic Surgery (86.15%), General Surgery (88.46%), Gynaecology (90.91%),
- The Vale of York figure is calculated based on treatment for Vale of York patients at any provider. Although the vast majority of the CCG's patients are treated at York Trust, many different providers are taken into account so the target failure cannot be easily allocated to any one provider.
- Within York Trust a number of specialities did not achieve the standard, Max Fax (80.71%), Thoracic Medicine (86.16%), Urology (86.41%), Dermatology (87.97%), General Surgery (88.54%) Rheumatology (88.77%).
- Cancellation of theatre lists continues to be a significant factor in the resultant increase in backlog. This continues to be about 6 to 10 sessions per week.
- Due to bed pressures 43 operations were cancelled in October.
- The introduction of BMI thresholds, the impact of which is difficult to quantify, will reduce the number of referrals and additions to the waiting list which will have a detrimental effect on performance as the profile of the waiting list changes.

Mitigating actions include:

- From the 3rd of October a new theatre agreement is now in place with close monitoring of sessions requested by directorates against baseline levels. This details the specialities most affected and facilitates prioritisation of capacity as new staff come into post.
- Work in theatres around new start / finish times, new porter roles and working closely with surgical tams has resulted in early evidence of improved theatre utilisation, with trends improving by 4% over recent months.
- An open days resulted in 3 wte appointments for theatres and a further 7 candidates have been shortlisted for interview. This beings the overall level of vacancy down from 13.8 wte to 10.8 wte.
- This is the third consecutive month York Trust has failed the STFT standard which places Quarter 3 performance at risk. It is anticipated that the improved

theatre staffing, validation and additional external capacity will achieve the incomplete standard from February 17 onwards.

Finance and Contracting implications

- York Trust are sub-contracting some activity to Nuffield York for Urology and are also leasing theatre capacity from Ramsay Healthcare for Gynaecology and Max Fax lists. The Trust is also transferring some breached Orthopaedic activity to Clifton Park.
- While this will all help contribute to improving the declining RTT position, there are affordability issues within the CCG to consider as the costs of this additional capacity have no offset.
- Leeds Teaching Hospital had some operational issues associated with pharmacy software and the ordering of drugs that led to a number of cancelled elective lists. Leeds Teaching Hospital are working with local independent Providers to recover this capacity which will increase spend on this contract.

Cancer

Current Performance

- > The most recent validated data available for Vale of York is October 2016
- Performance against the 14 day target of 93% was 88.1% for All Tumour Types. Breast Symptomatic performance was at 96.7%
- Performance against the 31 days targets subsequent treatment surgery of 94% was 97.5%. The other 31 day targets achieved their targets.
- 62 day treatments following urgent GP Referral against a target 85% was 75.0%.
 62 day treatments following Screening Referral achieved 96.0% against 90% target.

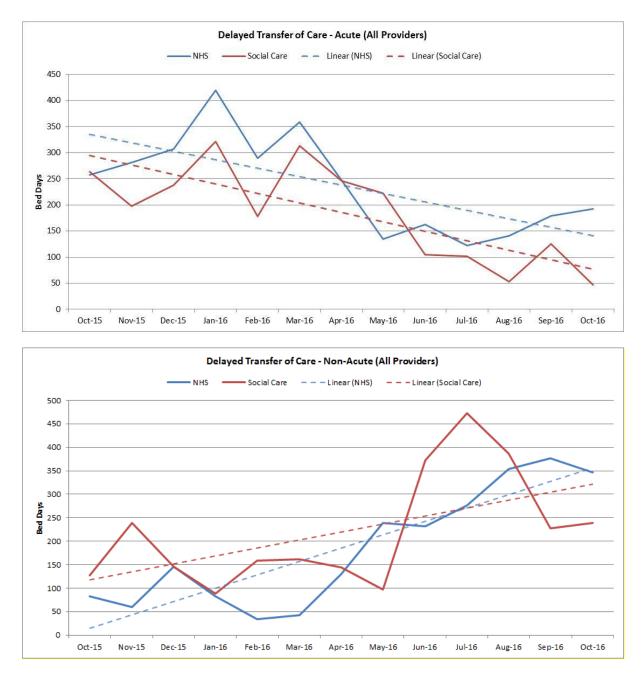
Current issues impacting on performance:

- Vale of York CCG failed two targets this month.
- Performance against the 14 days target all tumours types was 88.1% against a target of 93%. This represents 102 out of 854 patients being treated beyond 14 days.
- Performance against the 62 days treatment following urgent GP referral failed at 75.0% against a target of 85%. This represents 21 out of 84 patients being treated beyond 62 days.
- Data is not yet available for October at York Trust level; however the Trust did achieve 4 out of the 7 targets for September 2016.
- York Trust has not achieved the 14 Day Fast Track, achieving 92.7%, compared to a target of 93%. Failure was driven mainly by Dermatology, which has continued to struggle with capacity.
- York Trust has not achieved the 62 Day 1st Treatment Standard. Whilst breach numbers were not in excess compared to previous months the number of patients treated was significantly lower resulting in performance of only 77.1%

The use of the 1% STF tolerance meant the York Trust achieved the STFT 62 days first treatment target for quarter 2.

Delayed Transfers of Care (DTOC)

Current Performance



Note : Tees, Esk & Wear Valleys NHS Trust corrected their reporting method in July.

Current issues impacting on performance:

 Biggest challenge is delays with Continuing HealthCare packages for complex patients.

- City of York Council are trying to accommodate delayed patients in Step Down beds until home care packages are available.
- Patients are still delaying in York Trust due to 'patient choice' issues which are now being progressed by the Senior Patient Flow Manager and Directorate Managers.

Mitigating actions include:

- Vale of York CCG and the Partnership Commissioning Unit are currently working together to address the shortage of EMI dementia beds across North Yorkshire and York. PCU are preparing an options appraisal paper to go to the Vale of York Senior Management Team in the next two weeks.
- Weekly DTOC meetings are being held with Vale of York CCG, City of York Council and Tees, Esk & Wear Valleys NHS Trust to understand and expedite delays at Meadowfields, Cherry Tree and Worsely Court.

Healthcare Associated Infections (HCAI)

Current Performance – financial year to date

- ✤ At York Trust for Week Ending 4th December 2016 :
- MRSA bacteraemias stand at 5 year to date against a 0 trajectory for 2016/17
- C-Difficile infections stand at 18 year to date against a full year trajectory of 43
- A meeting between the deputy DPIC at York Trust and the newly appointed shared IPC Specialist nurse has occurred to discuss HCAI and IPC.
- The overall C dif rate continues to reduce and assurance has been obtained on communication to Trust Board of any issues identified at post infection reviews to ensure organisational oversight as the Chief Nurse report highlights that delay in sampling and inappropriate use of antimicrobials have been themes despite a reduction in the overall trajectory
- 2 cases of CPE (Carbapenamase-producing Enterobacteriaceae) were identified on the same ward at York Trust in November. A co-ordinated response was commenced and the CCG supported communications with primary care. An action plan is now required to identify what is required to increase organisational preparedness and risks.

Dementia

Current Performance

The most recent data available for Vale of York is October 2016 and current performance is at 55.3% which is an increase from the September position of 54.7%.

The clinical lead has now been in touch with the seven practices who have the greatest potential (i.e. at least 100 patients each) to increase the level of primary care coding. Some meetings have already taken place but there has been an issue with the system tool kit used to identify these patients cohorts at practice level. NHS England's clinical network team have been working to resolve this. This work will continue into early next year when the next cohort of practices will be contacted.

The additional funding from NHS England will be used to support additional coding of dementia in primary care. Arrangements to invoice NHS England for the additional funding are now in place.

Improving Access to Psychological Therapies (IAPT)

Current Performance

- The most recent unvalidated data available for Vale of York is October 2016. This is based on local data received directly from providers, as national validated figures from the Health and Social Care Information Centre (HSCIC) are 3 months in arrears. Please note that unvalidated figures can change significantly once processed and validated, so these figures are an indication only
- Access levels in October are at 14.1%, up from 12.7% in September, which is above the planned trajectory of 13.1% but below the 15% target
- Recovery rates in October are at 43.9% down from 46.1% in August. This is below the planned trajectory of 47% against a national target of 50%.
- The 6 week finished treatment target in October is at 77.6% down from 79.6% in August. This is above the planned trajectory of 69.0% and the national target of 75.0%

Data above is for combined service provision from Tees, Esk & Wear Valleys NHS Trust (TEWV) and Humber Trusts, year to date breakdown being:

- Year to Date: TEWV Prevalence 11.9%, Recovery 44.9%. 6 Week Finished Treatment 75.9%
- Year to Date: Humber Prevalence 14.8%, Recovery 43.8%, 6 Week Finished Treatment 100%

Following the meeting with NHS England and their intensive support team a follow up telephone conference will be in place for week commencing 19th December. Discussions with TEWV have been positive and they have agreed to participate fully in both a remote and face to face comprehensive of the local services. NHS England have requested that this is done across all 4 North Yorkshire CCGs.

Child and Adolescent Mental Health Services

Current Performance

257 patients in total were found to be awaiting their initial assessment or first treatment appointment as a result of a case by case validation exercise.

TEWV have provided the Vale of York CCG with the current waiting lists by cohort from the new PARIS system. Two cohorts were identified which could be outsourced to the third & independent sectors to address the needs children and young people with low mood and anxiety and suspected attention deficit hyperactivity disorder. The provider has been requested to urgently identify other cohorts which could be addressed in a similar manner so that the additional funding from NHS England can be fully utilised. These initiatives will seek to reduce the numbers of patients awaiting access to diagnosis and treatment by 31st March in accordance with national expectations.