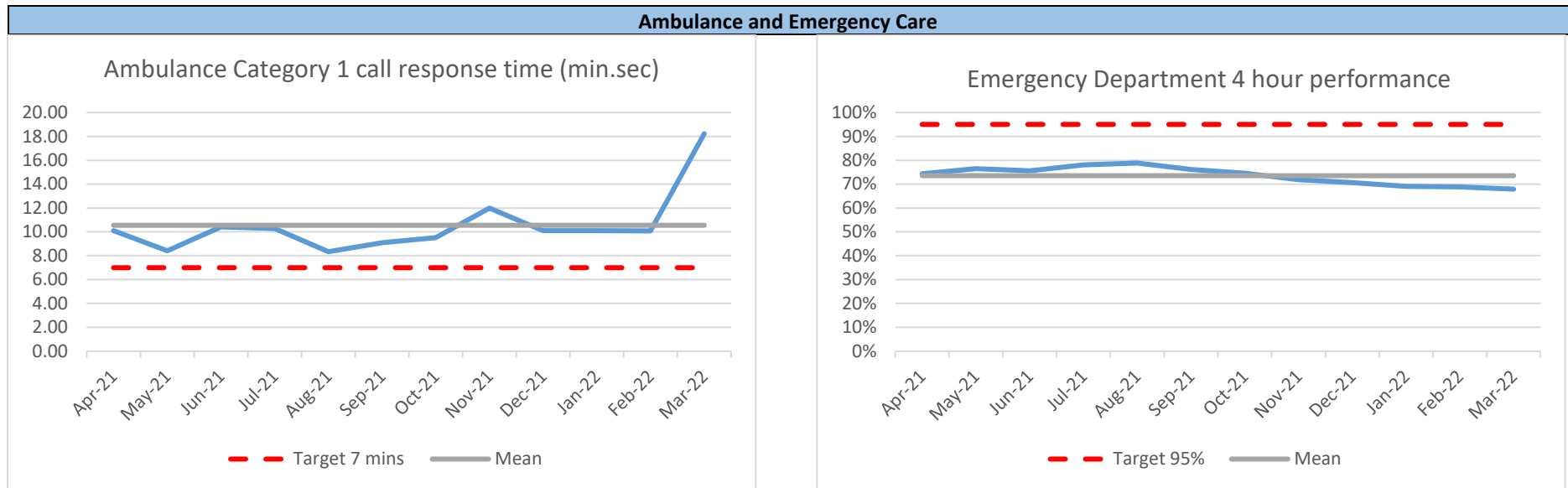




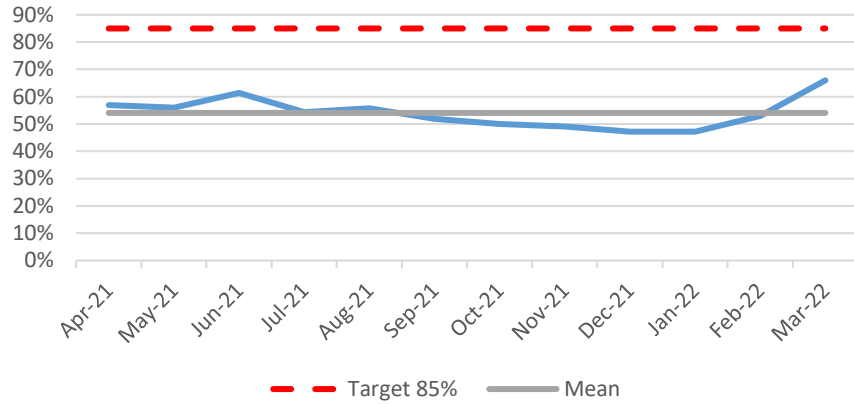
### Mandate Metrics Performance for 2021-22

The metrics detailed below relate to the Mandate to Manx Care 2021-22 <https://www.gov.im/media/1372259/dhsc-mandate-to-manx-care-2021-gc-0021.pdf>. At the time the Mandate for 2021-22 was written, the scoping exercise regarding the performance reporting mechanisms and methodologies had not been completed, and therefore the Department accepted this position. Monthly performance (blue line), Target (red line) and Mean (grey line) are reported for each Figure, with source data reported on Pages 6-10.



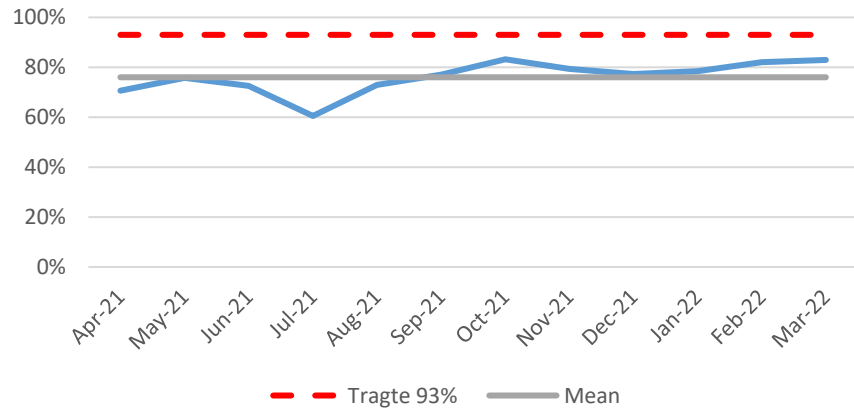
**Elective Care**

% of Urgent GP referrals seen for first appointment within 6 weeks

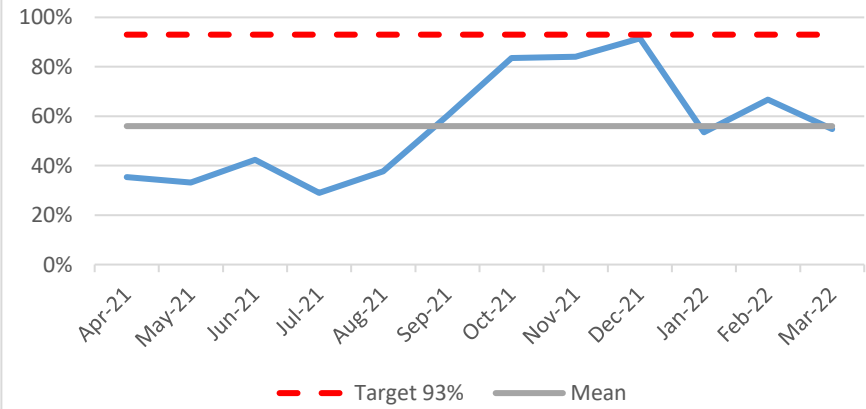


**Cancer services**

Two week wait: urgent referral for suspected cancer to first appointment

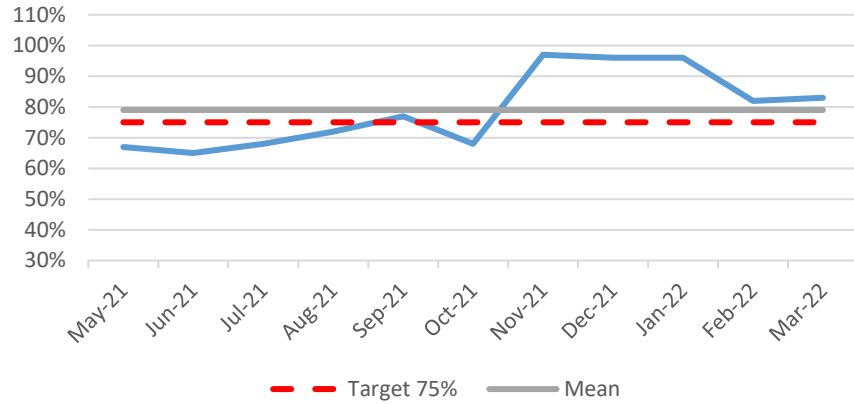


Two week wait: referral for breast symptoms to first appointment

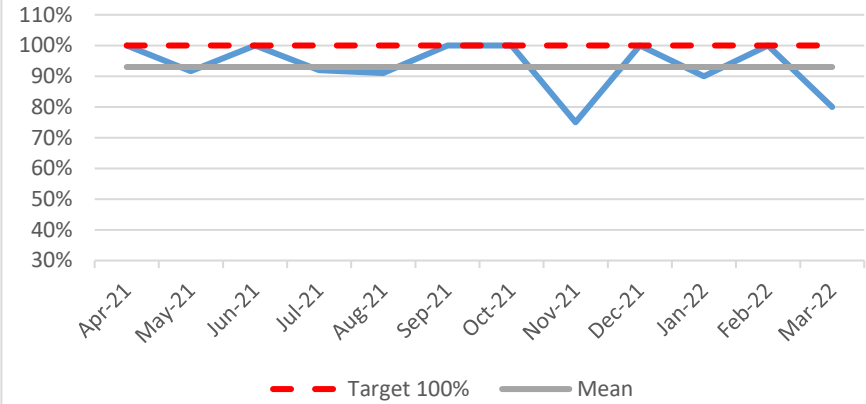


**Mental Health services**

Time to response from ED urgent referral for mental health assessment

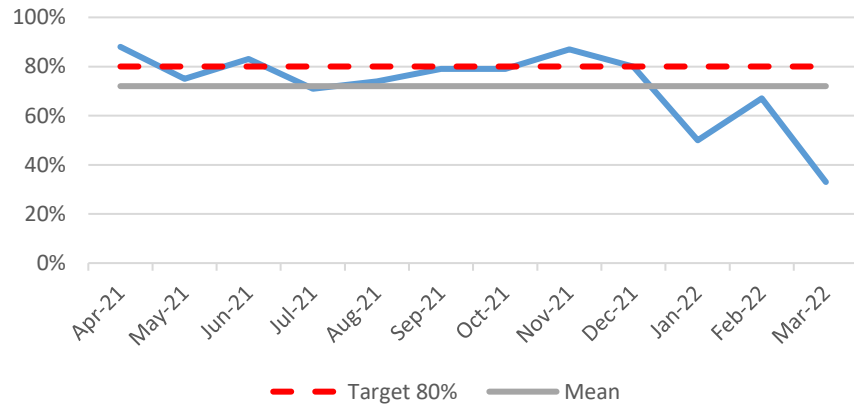


Time to follow-up following inpatient stay for patients on Care Programme Approach

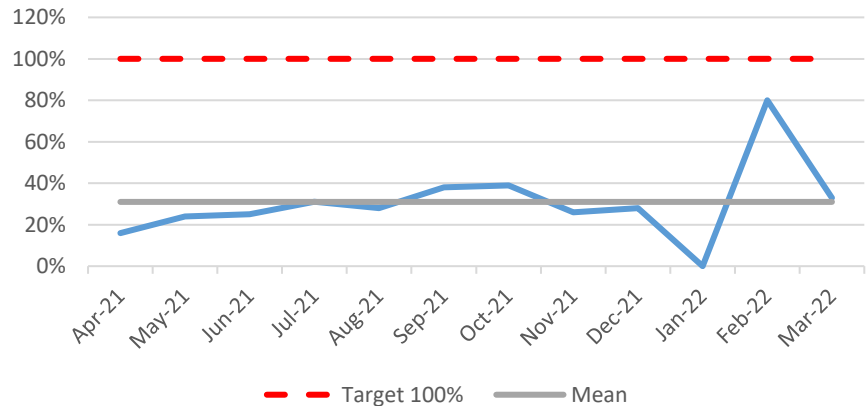


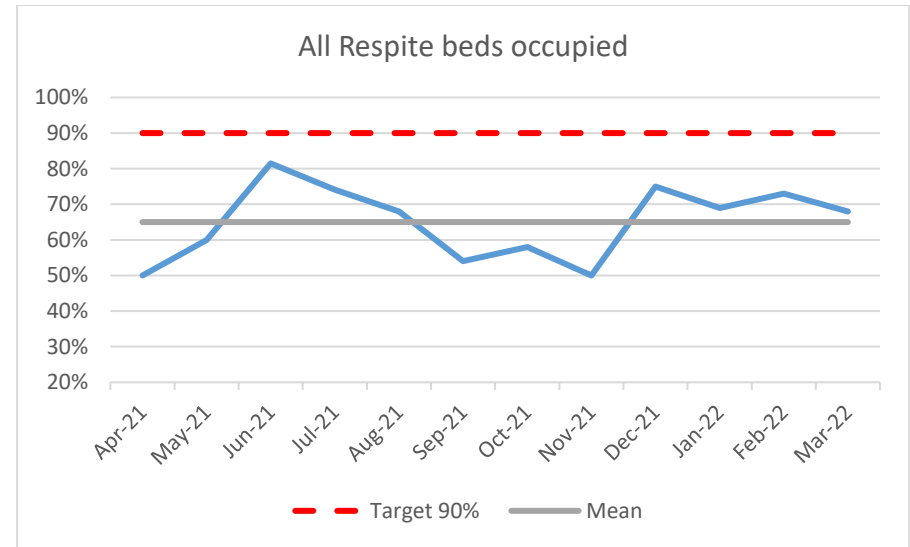
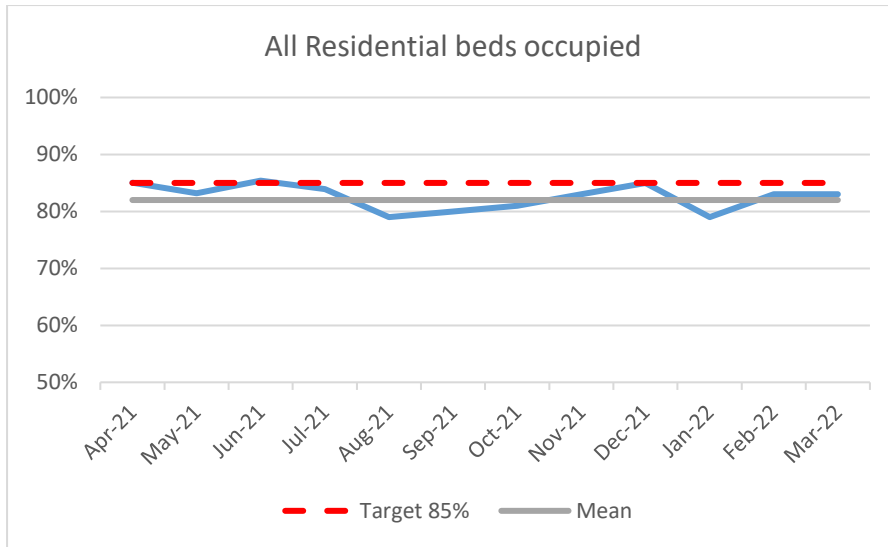
**Social Care services**

Fair Access to Care Services completed in agreed timescales

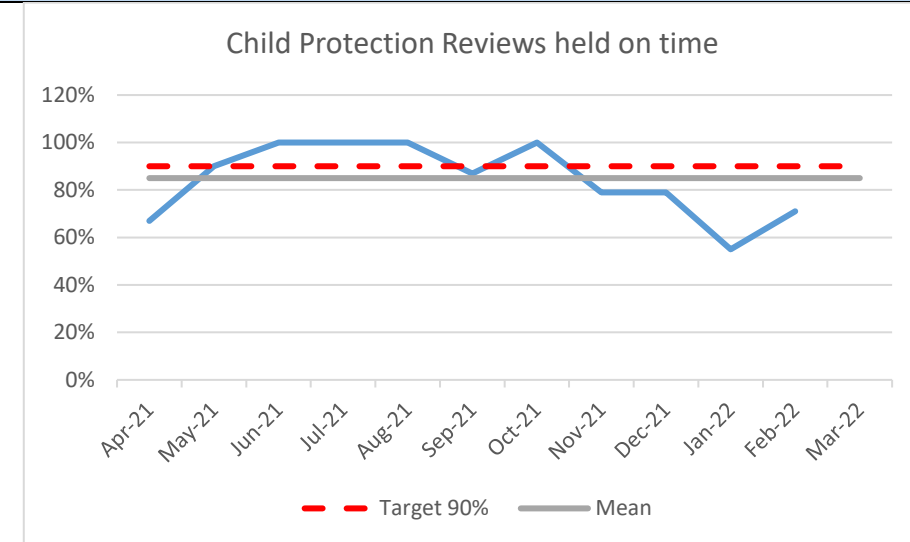
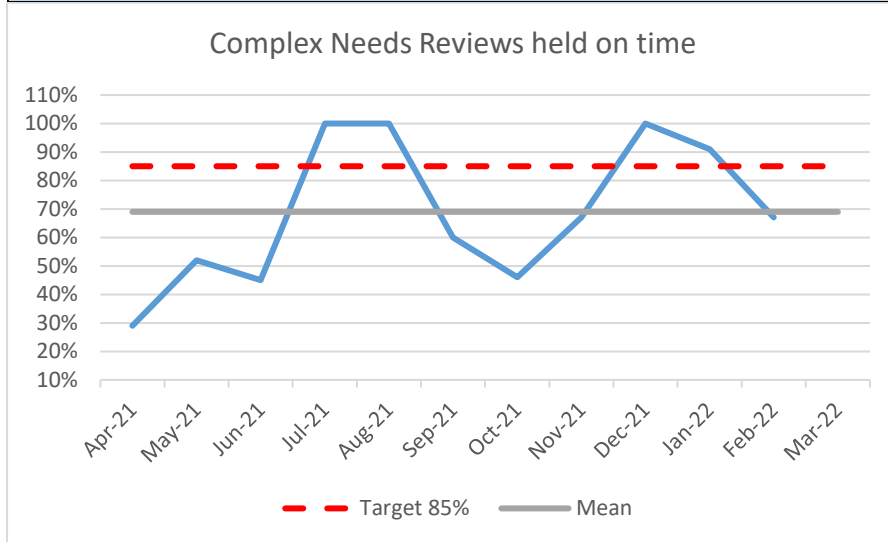


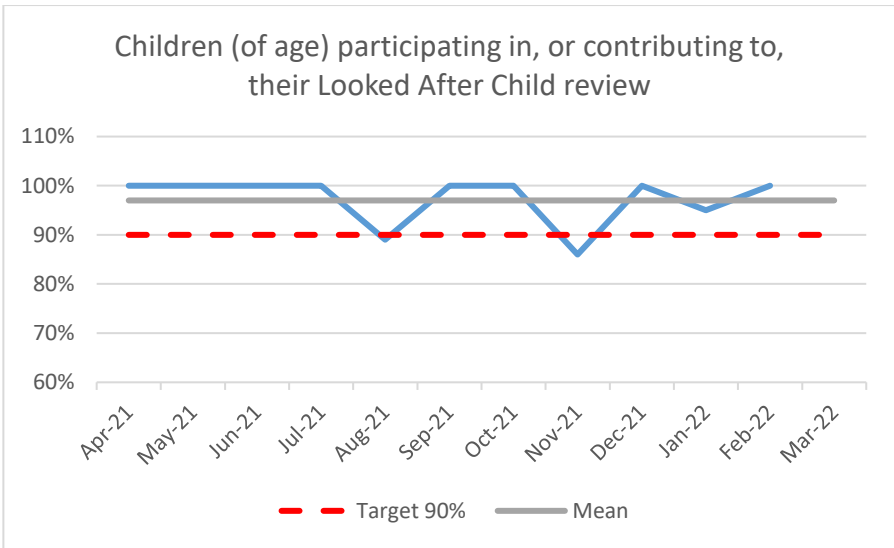
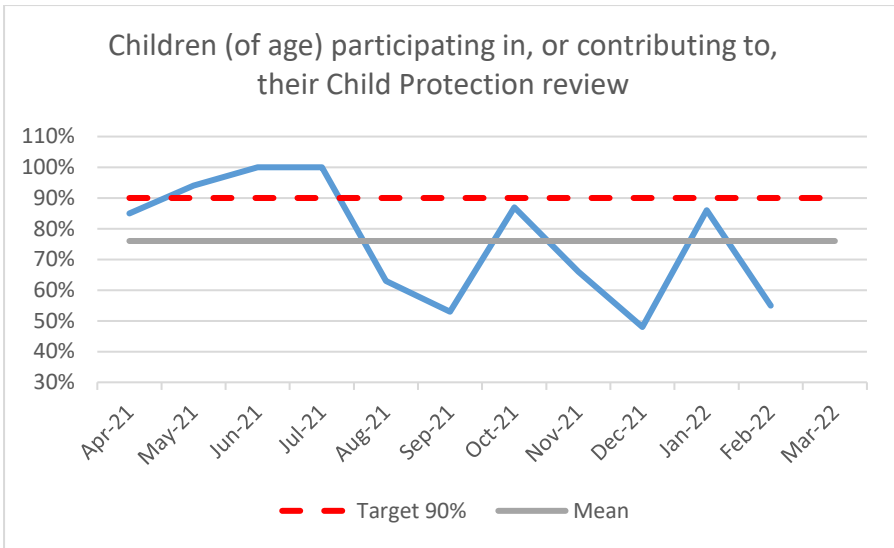
Copy of Fair Access Care Services assesment received by client or carer



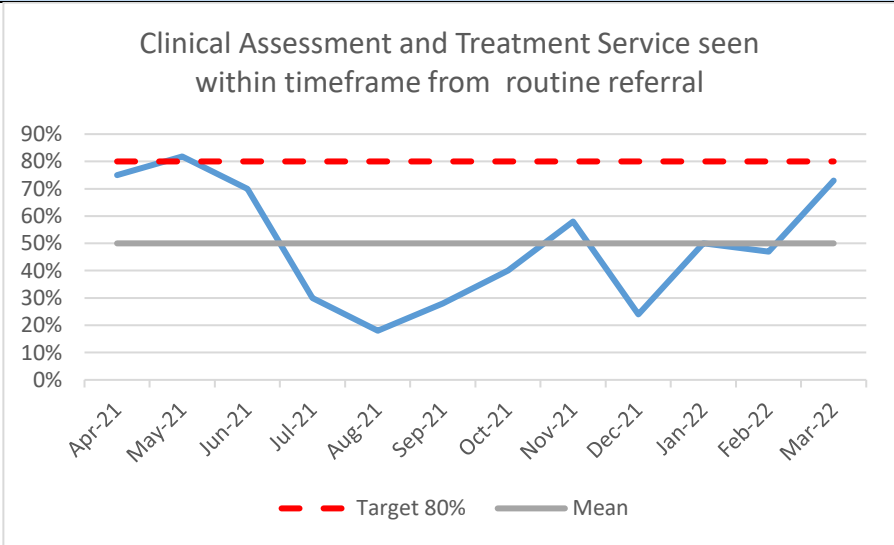
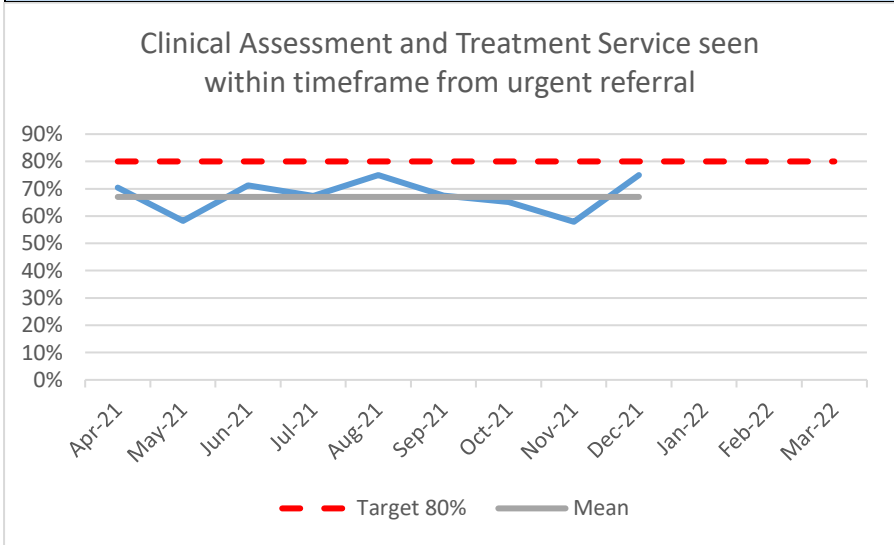


## Children and Family services





**Community Care services**



## Performance for 2021/22

Ref	Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
<b>Ambulance and Emergency Care</b>														
5.2.1	Ambulance Category 1 call response time (min.sec)	7 minutes	10.09	8.42	10.42	10.28	8.34	9.09	9.51	12.00	10.10	10.09	10.07	18.22
5.2.1	Ambulance Category 1 call response time (min.sec) at 90th percentile	15 minutes	20.52	17.12	24.58	15.51	12.51	15.88	18.51	25.03	19.25	21.55	18.48	26.58
5.2.2	Time to admin, discharge of transfer patients after arrival at Emergency Department (Nobles and Ramsey)	95% within 4 hours	74%	76%	76%	78%	79%	76%	75%	72%	71%	69%	69%	68%
<b>Diagnostics</b>														
5.2.3	Wait time to urgent diagnostics from referral	Within 2 weeks	#	#	#	#	#	#	#	#	#	#	#	#
5.2.3	Wait time from referral for routine diagnostics to first appointment	Within 20 weeks	#	#	#	#	#	#	#	#	#	#	#	#
<b>Elective Care</b>														
2.8	% of Urgent GP referrals seen for first appointment within 6 weeks	85%	57%	56%	61%	54%	56%	52%	50%	49%	47%	47%	53%	66%
<b>Cancer services</b>														
5.2.4	Time from receipt of urgent referral for suspected cancer to first outpatient appointment	93% within 2 weeks	71%	76%	73%	61%	73%	77%	83%	79%	77%	78%	82%	83%

Ref	Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
5.2.4	Time from receipt of referral for breast symptoms (other than suspicion of cancer) to first hospital appointment	93% within 2 weeks	35%	33%	42%	29%	38%	60%	84%	84%	92%	54%	67%	55%
5.2.4	Time from receipt of referral for suspected cancer, urgent referral from screening programme or any breast symptoms to date of patient confirmed diagnosis or ruling-out of cancer	75% within 28 days	#	#	#	#	#	#	81%	#	#	85%	#	72%
5.2.4	Time from decision to treat (diagnosis) to start of second or subsequent treatments for all cancer patients where mechanism is surgery	94% within 31 days	#	#	#	#	#	#	100%	#	#	100%	#	#
5.2.4	Time from decision to treat (diagnosis) to start of second or subsequent treatments for all cancer patients where mechanism is drug treatment	98% within 31 days	#	#	#	#	#	#	100%	#	#	100%	#	#
5.2.4	Time from decision to treat (diagnosis) to start of second or subsequent treatments for all cancer patients where mechanism is radiotherapy	94% within 31 days	#	#	#	#	#	#	#	#	#	#	#	#
5.2.4	Time from urgent referral for cancer to first treatment	85% within 62 days	#	#	#	#	#	#	28%	#	#	40%	#	50%
5.2.4	Time from urgent referral from a screening programme for suspected cancer to first treatment	90% within 62 days	#	#	#	#	#	#	67%	#	#	78%	#	75%
<b>Mental Health</b>														

Ref	Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
5.3.1	Time to response from ED urgent referral for mental health assessment	75% within 1 hour	#	67%	65%	68%	72%	77%	68%	97%	96%	96%	82%	83%
5.3.1	Time to response from ward referral for mental health assessment	75% within 24 hours	#	#	#	#	#	#	#	#	#	#	#	#
5.3.1	Time to follow-up following inpatient stay for patients on Care Programme Approach (CPA)	100% within 7 days	100%	92%	100%	92%	91%	100%	100%	75%	100%	90%	100%	80%
5.3.1	Time to NICE-approved treatment in patients with first episode clinical psychosis	75% within 2 weeks	#	#	#	#	#	#	#	#	#	#	#	#
5.3.1	Annual physical health check in patients with serious mental illness	100% annual	#	#	#	#	#	#	#	#	#	#	#	#
<b>Social Care</b>														
5.4.1	Fair Access to Care Services (FACS) completed in agreed timescales	80%	88%	75%	83%	71%	74%	79%	79%	87%	80%	50%	67%	33%
5.4.1	Copy of FACS Assessment received by Patient or Carer	100%	16%	24%	25%	31%	28%	38%	39%	26%	28%	0%	80%	33%
5.4.1	Supervisions completed on time	90%	33%	56%	31%	75%	80%	74%	71%	42%	88%	64%	38%	66%
5.4.1	Average caseload per Social Worker	16-18	11	12	12	10	10	10	10	10	10	10	10	11
5.4.2	All Residential beds occupied	85-100%	85%	83%	85%	84%	79%	80%	81%	83%	85%	79%	83%	83%
5.4.2	All Respite beds occupied	90-100%	50%	60%	81%	74%	68%	54%	58%	50%	75%	69%	73%	68%
5.4.2	Service Users with a Person-Centred Plan in place (PCP)	95-100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Ref	Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
<b>Children &amp; Family services</b>														
5.4.3	Complex Needs Reviews held on time	85%	29%	52%	45%	100%	100%	60%	46%	67%	100%	91%	67%	#
5.4.3	Total Child Protection Conferences held on time	90%	59%	90%	100%	100%	100%	75%	78%	65%	86%	36%	68%	#
5.4.3	Total Initial Child Protection Conferences held on time	90%	33%	100%	100%	100%	100%	22%	45%	35%	86%	7%	68%	#
5.4.3	Child Protection Reviews held on time	90%	67%	90%	100%	100%	100%	87%	100%	79%	79%	55%	71%	#
5.4.3	Looked After Children reviews held on time	90%	95%	67%	85%	100%	100%	88%	100%	71%	88%	83%	69%	#
5.4.3	Supervisions completed on time	90%	97%	96%	84%	97%	86%	94%	93%	91%	76%	75%	94%	#
5.4.3	Pathway Plan in place	100%	83%	83%	95%	86%	82%	81%	68%	76%	71%	75%	71%	#
5.4.3	Children (of age) participating in, or contributing to, their Child Protection review	90%	85%	94%	100%	100%	63%	53%	87%	66%	48%	86%	55%	#
5.4.3	Children (of age) participating in, or contributing to, their Looked After Child review	90%	100%	100%	100%	100%	89%	100%	100%	86%	100%	95%	100%	#
5.4.3	Children (of age) participating in, or contributing to, their Complex Review	79%	100%	100%	50%	100%	56%	23%	78%	88%	43%	63%	100%	#
5.4.3	Occupancy at Ramsey – overnight stays	up to 80%	93%	73%	63%	65%	76%	79%	68%	68%	87%	84%	89%	#
<b>Community Care</b>														
5.4.4	West Wellbeing Contribution to reduction in ED attendance	- 5% 6 months	#	#	#	#	#	#	-9%	-19%	-19%	-3%	-20%	-3%
5.4.4	West Wellbeing Reduction in admission to hospital from locality	- 10% 6 months	#	#	#	#	#	#	10%	20%	18%	16%	4%	-9%
5.4.4	Clinical Assessment and Treatment Service waiting time from urgent referral	80% in 3 days	70%	58%	71%	67%	75%	67%	65%	58%	75%	#	#	#

Ref	Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
5.4.4	Clinical Assessment and Treatment Service waiting time from routine referral	80% in 12 weeks	75%	82%	70%	30%	18%	28%	40%	58%	24%	50%	47%	73%
5.4.4	Community Nursing waiting time from following urgent referral	4 hours	#	#	#	#	#	#	#	#	#	#	#	#
5.4.4	Community Nursing waiting time from following non-urgent referral	24-48 hours	#	#	#	#	#	#	#	#	#	#	#	#
5.4.4	Community Nursing waiting time from for routine care	1 week	#	#	#	#	#	#	#	#	#	#	#	#

KEY # No data available. Target guidelines: **Green**: within 5% of target. **Amber**: within 6-15% of target. **Red**: >15% of target.