Integrated Performance Report

Sep-23

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Integrated Performance Report (IPR) development
The programme of work to develop and improve the content and format of the IPR continues. The aim of this work is to ensure that the IPR continues to improve in its provision of a meaningful context for the levels of performance being achieved across the organisation. A more structured and concise format gives a clearer and greater sense of assurance that areas of challenge are being identified and addressed efficiently and effectively, and that areas of good practice are being highlighted and learned from.

The development of the IPR is an iterative process which will continue over the course of 2023/24.The Performance Improvement & Management Service (PIMS) remain responsive to feedback received from colleagues, the Board and the public with regard to the evolution of the content and format of this report. Recent developments/amendments to the report include:

- **Key Performance Indicators (KPIs)**
  PIMS continue to work with the Care Group leads within Manx Care, and the DHSC to review the KPIs and operational metrics and standards that are currently being used to monitor and manage the organisation's performance. This is to ensure that they are aligned with the requirements of Manx Care's Operating Plan, the DHSC's Mandate to Manx Care and Single Oversight Framework (SOF) and the government's 'Our Island Plan'. Nominated leads within the Care Groups havebeen identified to be responsible for the delivery of each KPI. Where existing reporting does not cover all of the requirements, PIMS are working with the Business Intelligence (BI) team and service area leads to develop the required measurement and reporting mechanisms and processes.

- **Performance Scorecards**
  Scorecards have been added to the report as an appendix. These offer a comprehensive overview of Manx Care's performance achievement on a rolling 12 month basis. The current reporting month from the previous year has also been included to enable year on year comparisons of performance to be made.

Notes regarding the format of the IPR

- **Red/Amber/Green (RAG) ratings for Reporting Month performance**

The achieved performance against each KPI is colour coded to make it clearer whether or not the required standard has been achieved in the reporting month:

Achieved performance is equal to, or exceeds the required standard.

Achieved performance is 15% or less below the required standard.

Achieved performance is more than 15% below the required standard.

It should be noted that the RAG rating is only representative of the performance achieved in the current reporting month, and does not necessarily give the full picture in terms of an improving or worsening position. It should therefore be considered in conjunction with the Variation and Assurance indicators as described on the following page.

Only KPIs and metrics with an associated standard/threshold have been RAG rated.

- **Alignment to CQC recognised domains**

The key performance metrics are categorised and aligned to the following CQC recognised domains:

Safe - are our service users protected from abuse and avoidable harm.
Effective – does our care, treatment and support achieve good outcomes, help service users to maintain quality of life and is based on the best available evidence.
Caring – do staff involve and treat service users with compassion, kindness, dignity and respect.
Responsive - services are organised so that they meet service user needs.
Well Led - the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around service users' individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

To ensure that the holistic view of a Service Area's performance is not lost, future iterations of the report will also include a Performance Summary for each Service Area.

- **Structured narrative**

Supporting narratives for the performance indicators are structured in a consistent format. This sets out the detail of the issues and factors impacting on the performance, the planned remedial and mitigating actions that Manx Care is taking to address the issues, and the expected recovery timescales in which performance is expected to become compliant with the required standards (through the implementation of the remedial actions).

Issue -> Remedial Action -> Recovery Trajectory

Introduction - 2

Data Validation and Automation
It has been acknowledged that, in its current form, the compilation of the IPR (and the reporting of performance in general)is an extremely manual process, pulling together data from a variety of un-validated reports and data sources without clear definitions of the purpose and value of each Key Performance Indicator (KPI).

The BI team have been working to re-develop, automate and validate the KPI reporting through the construct of datasets. This is a large task and involves spending time in and working with every service area within the department. The plan of works to develop an automated dataset for each area has continued into 2023/24.

As each new dataset is developed, new reporting will replace the current reporting and eventually ManxCare will have a fully automated report.
PIMS is working with the BI team to support the development of performance reporting in a format that aligns with the performance monitoring processes and requirements under the Performance & Accountability Framework. This currently involves an interim reporting process requiring some manual input until the BI team have automated all of the required datasets.

Each domain summary sheet includes a 'B.I. Status' indicator which indicates which KPIs / datasets are still collated manually (or the automated data is still being validated with the service area), those indicators that have been validated and automated and those indicators where the automation work or other issue means that the data is temporarily unavailable:

- Data automated and validated.
- Data collated manually or automated data still being validated by service area.
- Data currently unavailable or validation in initial stages only

In this context 'Validation' means that the input, methodology/calculation and outputs for a given metric have been checked by both the Business Intelligence Team and Care Group leads and confirmed to be in accordance with the corresponding technical specification for that KPI. This is to ensure that the performance for that item is being measured and reported accurately.
However, it is possible that unforeseen data quality issues may exist within the validated data. Manx Care has therefore implemented a Data Quality Working Group that will pro-actively look to identify and address any matters of quality or integrity within the data used for operational and reporting purposes.

Statistical Process Control (SPC) Charts
The report uses Statistical Process Control (SPC) charts to enable greater analysis of trends and variation in performance. SPC charts are used to measure changes in data over time, and help to overcome the limitations of Red -Amber-Green (RAG ratings) through the use of statistics to identify patterns and anomalies to distinguish changes worth investigating (Extreme values) from normal and expected variations in monthly performance.

This ensures a consistent approach to assessing both Variation and Assurance for achieved performance:

VARIATION			ASSURANCE		
If 6 points or more in a row of continuous improvement or If 6 dots or more in a row are better than the base line mean	Special Cause of Improving variation (High/Low)		If last 6 points are equal to or better than the target	Consistently hit target	
If 6 points or more in a row of continuous worsening or If 6 dots or more in a row are worse than the base line mean	Special Cause of Concerning variation (High/Low)		If last 6 points are worse than the target	Consistently fail target	
If none of the above criteria is met	Common cause		If last 6 points are a mix of better and worse	Inconsistently passing and falling short of target	

The process for assigning the categories to each KPI is currently a manual one, but PIMS are currently working with the BI team to automate the process of generating the SPC charts and allocating the appropriate categories for Variation and Assurance.

Benchmarking
In order to measure Manx Care's performance against recognised best practice and the performance of other peer organisations within Health and Social Care, some initial benchmarks have been added to a number of the KPIs and metrics within the report. This benchmarking will enable Manx Care to identify internal opportunities for improvement.

When making such comparisons, it is vital to ensure that the methodology used to calculate Manx Care's performance exactly matches that of the benchmarked performance to ensure that a like-for-like comparison is being made.

Therefore, the benchmarks included in this month's report should be treated as indicative only until such time as the alignment of the methodologies used has been reconciled and confirmed.
Work to identify appropriate peer organisations and metrics to benchmark Manx Care's performance against is ongoing, and currently many of the benchmark figures within this report use Manx Care's 2022/23 performance as a baseline. Details of the benchmark methodologies applied for each KPI and metric can be found within the 'Assurance / Recovery Trajectory' section of the supporting performance narratives.

Executive Summary

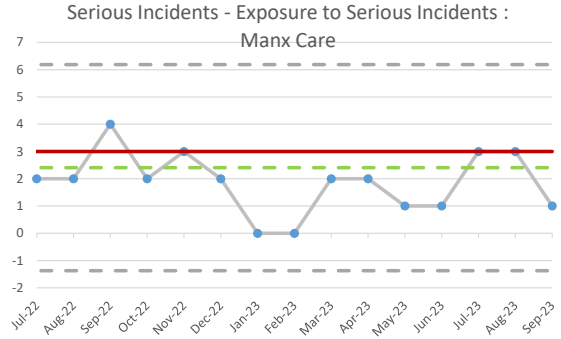
	Going Well	Cause for Concern
Safe	• 26 consecutive months without a Never Event. • Zero Medication Errors with Harm across Manx Care in September. • Numbers of Falls that resulted in Harm remain low and within the expected threshold. • Positive achievement against Safety Thermometer for Adults, Maternity and Children. • Performance of VTE prophylaxis exceeded the threshold with 96%. VTE risk assessment within 12 hours continued incresing to 91% but remains slightly below the standard. • There were no cases of MRSA in September. • 100% of letters were sent in accordance with Duty of Candour Regulations. • Only one case of community associated CDI . • The Pressure ulcer incidences reported decreased to 19 over the period, with 3 relating to stage 1/MASD which are not included in the recorded figure of 16.	• Only 1 incident declared an SI at SIRG in July which was declassified at SIRG in September. • 48-72 hr senior medical review of antibiotic prescription increased to 88% but remains below the 98% threshold . • There have been 9 cases of E.coli bacteraemia which were all community associated. The sources are urinary tract infections, and biliary related. Risk factors include the use of PPIs and multiple co-morbidities.
Effective	• 97% of Learning from Death reviews were completed within timescale which exceeds the target for the eighth month in a row. • The Crisis Team continues to meet the 1 hour response time threshold for Emergency Department referrals. • 90% of Looked After Children reviews were completed within timescales. • Adult Social Care re-referral rates remain within expected levels. • The reported number of individuals receiving copies of their Wellbeing Partnership assessments in September was slightly below the threshold of 100%.	• Access to surgical bed base continues to challenge theatre efficiency and utilisation. • Consultant anaesthetic staffing and theatre staffing position remains a challenge and will do for some time. • The target of Nutrition & Hydration was narrowly missed for the first time since February 2023.
Caring	• Manx Care has consistently met gender appropriate accommodation standards in the year to date. • MCALS is responding to a high proportion of queries within the same day (90%). • Service user satisfaction remained high for the ninth consecutive month: 91% of service users rated their experience as 'Very Good' or 'Good' using the Friends & Family Test in month. • 26 complaints logged and remain below threshold. • Overall Manx Care compliance of complaints acknowledged within 5 days in September is 100%.	
Responsive	• Inpatient and Daycase waiting list numbers and waiting times remain at the baseline levels as a result of the Restoration & Recovery activity for Orthopaedics, Ophthalmology and general surgical specialties. • The 6 hour Average Total Time in Emergency Department standard continues to be achieved. • A good performance was maintained in Ambulance service for Category 2 - 5 response times. • Mental Health caseloads remain within expected levels.	• Outpatients waiting list has slightly increased in October and remains above the baseline. • The ED Performance against the 4 hour standard has decreased in September and remains below the required target at 68.7%. • Emergency care demand remains high and the Emergency Department (ED) footprint does not meet the needs of the service (e.g. no CDU). Staffing has also impacted on KPI delivery but recruitment to all grades of doctor within ED and nurses is ongoing. • There were 67 12-Hour Trolley Waits, comparing to 48 in the previous month. • September has seen a further improvement and stabilisation in Category 1 response including a good improvement at the 90th percentile yet they are still above the standards. This is set against a back drop of increasing demand and increased ED delays compared to the previous month. • Access to routine diagnostics within 6 weeks and 26 weeks remains challenging due to increasing demand exceeding current capacity. • There were 31 breaches of the 60 minute ambulance turnaround time in September (28 in August). • Cancer 28 Day performance in September was 65.3% and remained outside of the expected 75% threshold. Current performance remains above the monthly average. • The ED reached the highest Operational Pressures Escalation Level (OPEL), Level 4, in September for 4.5 days.
Well Led (People)	• Manx Care staff across all specialisations continue to demonstrate their commitment to their GDPR responsibilities and engage well with the Information Governance team and their responsibilities to handling data safely and correctly. • Manx Care have had the pleasure of welcoming the interim Information Commissioner and staff to a meeting on site at Nobles Hospital. It was a very positive meeting and we look forward to working closely with the Commissioner and his office in the future. • The trend of reduced rates of sickness absence, compared to previous years, evidenced in the first quarter 23/24 has continued into months 5 and 6. The octobe September has seen a decrease to 6% over August's 6.6%. By comparison, the worktime lost due to sickness absence in September '22 was 7.4%. Executive leverl review of sickness absence cases has commenced with effect from 13/11/23 to ensure proactive management of absences by Care groups.	• There were 12 Data Breaches in September. • As reported previously the number of Subject Access Requests and Freedom of Information Requests whilst varying from month to month still maintains an upward trend and meeting the deadlines to issue responses continues to be challenging. At the end of July there were 29 Subject Access Requests overdue for response, at the end of August this had decreased to 16 and has decreased again in September and now stands at 12. The number for overdue FOIs has decreased from 23 at the end of August, to 11 at the end of September. This represents a significant amount of hard work and dedication by the staff in the IG team in meeting the ongoing challenges. • Reported rates of Covid related absence remains low at 0.8% work-time lost in September, however this is a slight increase from August's 0.7%.
Well Led (Finance)		• The full year forecast has remained the same as reported in July (£27.1m), with £4.9m of this expected to be approved from the DHSC reserve fund reducing this to (£22.2m). • YTD employee costs are (£1.9m) over budget.

Safe Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
SA001		Exposure to Serious Incidents	Sep-23		1	2	11	< 36 PA		
SA002		Duty of Candour Letter sent within 10 days of the application	Sep-23		100%	80%	-	80%		
SA018		Compliance with the Duty of Candour Regulations	Sep-23		100%	88%	-	100%		
SA003		% Eligible patients having VTE risk assessment within 12 hours of decision to admit	Sep-23		91%	89%	-	95%		
SA004		% Adult Patients (within general hospital) with VTE prophylaxis prescribed	Sep-23		96%	97%	-	95%		
SA005		Never Events	Sep-23		0	0	0	0		
SA006		Inpatient Health Service Falls (with Harm) per 1,000 occupied bed days reported on Datix	Sep-23		0.3	0.3	-	< 2		
SA007		Clostridium Difficile - Total number of acquired infections	Sep-23		1	3	19	< 30 PA		
SA008		MRSA - Total number of acquired infections	Sep-23		0	0	1	0		
SA009		E-Coli - Total number of acquired infections	Sep-23		9	7	42	< 72 PA		
SA010		No. confirmed cases of Klebsiella spp	Sep-23	-	2	2	10	-		
SA011		No. confirmed cases of Pseudomonas aeruginosa	Sep-23	-	1	1	3	-		
SA012		Exposure to medication incidents resulting in harm	Sep-23		0	0	2	< 25 PA		

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
SA013		Harm Free Care Score (Safety Thermometer) - Adult	Sep-23		97%	97%	-	95%		
SA014		Harm Free Care Score (Safety Thermometer) - Maternity	Sep-23		100%	100%	-	95%		
SA015		Harm Free Care Score (Safety Thermometer) - Children	Sep-23		99%	95%	-	95%		
SA016		Hand Hygiene Compliance	Sep-23		97%	97%	-	96%		
SA017		48-72 hr review of antibiotic prescription complete	Sep-23		88%	77%	-	>= 98%		
SA019		Pressure Ulcers - Total incidence - Grade 2 and above	Sep-23		16	19	47	<= 17 (204 PA)		

Safe	Serious Incidents	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis



Reporting Date	Performance	Op. plan #
Sep-23	1	QC1

Threshold	YTD Mean	Benchmark
< 36 PA	2	2

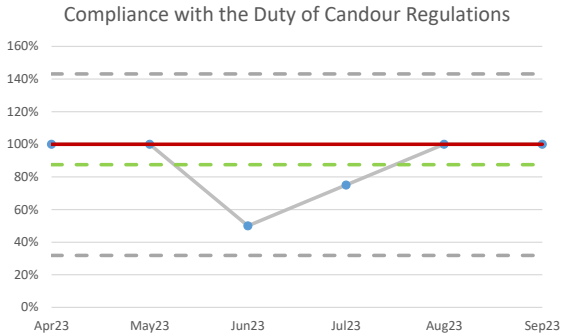
(Lower value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target



Reporting Date	Performance	Op. plan #
Sep-23	100.0%	QC112

Threshold	YTD Mean	Benchmark
100.0%	87.5%	87.5%

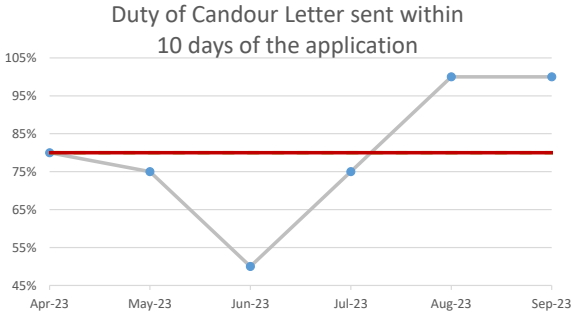
(Higher value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target



Reporting Date	Performance	Op. plan #
Sep-23	100.0%	QC112

Threshold	YTD Mean	Benchmark
80%	80.0%	80.00%

(Higher value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary

Serious Incidents:

ID&CS: 1 incident declared an SI at SIRG on 04.07.23 was declassified at SIRG on 05/09/23

IC&PCS: Data Breach involving high number of patient records involved. ICO notified by Information Governance. Declared an SI on 12/9/23 due to potential for serious harm to Manx Care's reputation.

Letter has been sent in accordance with Duty of Candour Regulations :

- 100% for September

Planned / Mitigation Actions

Serious Incidents:

- Investigation underway and patients affected now identified.

Letter has been sent in accordance with Duty of Candour Regulations :

- Close monitoring and surveillance to continue.

Assurance / Recovery Trajectory

Serious Incidents:

- This will progress via SIRG.

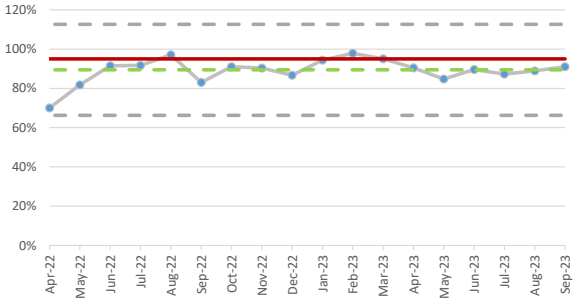
Letter has been sent in accordance with Duty of Candour Regulations :

- Confident that ongoing performance will be in keeping with the DoC Regulations.

Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Safe	Venous thromboembolism (VTE)	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

Patients having VTE risk assessment within 12 hours of decision to admit: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	91.0%	QC113

Threshold	YTD Mean	Benchmark
95.0%	88.7%	89.2%

(Higher value represents better performance)

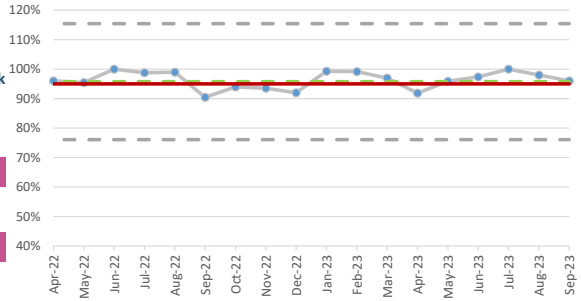
+	Variation Description

Common cause

-	Assurance Description

Inconsistently passing and falling short of target

% Adult Patients (general hospital) VTE prophylaxis prescribed: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	96.0%	QC114

Threshold	YTD Mean	Benchmark
95.0%	96.5%	96.2%

(Higher value represents better performance)

-	Variation Description

Common cause

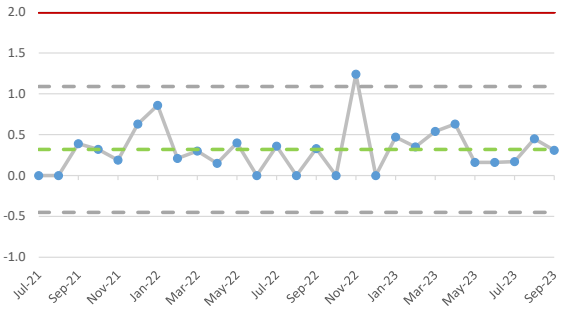
+	Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
VTE risk assessment within 12 hours: • The score of 91% falls short of the 95% target, but it is the best performance since the target was last met back in March 2023.	**VTE risk assessment within 12 hours:** • Staff made aware to complete the assessment form on all in-patients.	**VTE risk assessment within 12 hours:** • This target requires ongoing focus.
VTE Prophylaxis: • This target continues to be exceeded as has been the case since April 2023.	**VTE Prophylaxis:** • Focus to remain on risk assessments	**VTE Prophylaxis:** • Confident performance in this area will be maintained. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Safe	Falls; Medication Errors	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

Falls Inpatient (Harm only) per 1,000 bed days : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	0.3	QC4

Threshold	YTD Mean	Benchmark
< 2	0.3	0.3

(Lower value represents better performance)

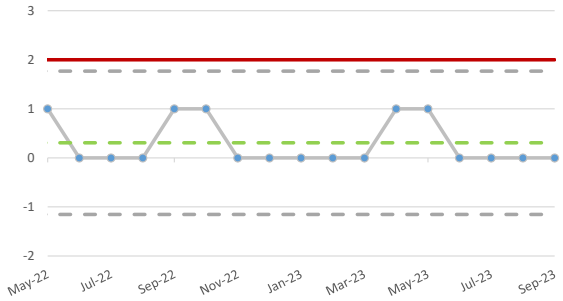
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Exposure to medication incidents resulting in harm: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	0	

Threshold	YTD Mean	Benchmark
< 25 PA	0	0

(Lower value represents better performance)

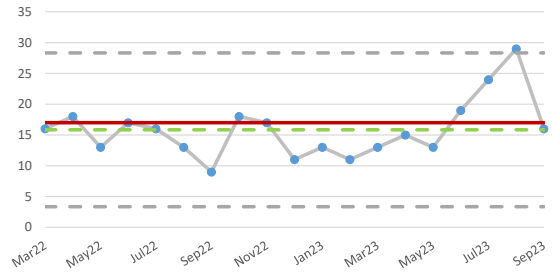
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Pressure Ulcers - Total incidence - Grade 2 and above



Reporting Date	Performance	Op. plan #
Sep-23	16.0	QC4

Threshold	YTD Mean	Benchmark
<= 17 (204 PA)	19.3	14.1

(Lower value represents better performance)

+ Variation Description

Common cause

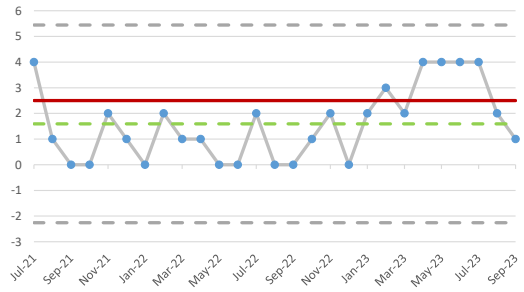
+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Falls (with Harm): •There were 0.31 falls with harm per 1000 bed days which remains well below the benchmark.	**Falls (with Harm):** • Close review of falls with harm is being undertaken to ensure that high quality risk assessment and robust mitigations are being put in place.	**Falls (with Harm):** • Performance in this area will likely continue to exceed the target; especially if the overall number of falls can be kept close to the benchmark.
Medication Errors (with Harm): • None	**Medication Errors (with Harm):** • Exposure to harm from medication errors remains low. Continue high vigilance and monitoring to ensure continued low exposure.	**Medication Errors (with Harm):** • Reasonable assurance that errors leading to harm will remain low.
Pressure Ulcer incidence: There were 19 reports over the period, with 3 relating to stage 1/MASD which are not included in the recorded figure of 16.	**Pressure Ulcer incidence:** This indicator is under review by the Tissue Viability Nurses (TVN), as analysis of August figures identified duplicate entries, and has not clearly identified which pressure ulcers developed within Manx Care services, and which were present on admission/transfer. Systems changes within DATIX have been made to enable improved reporting, and TVNs will provide the narrative on pressure ulcer performance from October 2023.	**Pressure Ulcer incidence:** Limited Assurance around data quality will be improved by system change and TVN expert analysis of data from November report on October data. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Safe	Infection Control	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

C.Diff - Actual Cases : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	1	QC115

Threshold	YTD Mean	Benchmark
< 30 PA	3	1

(Lower value represents better performance)

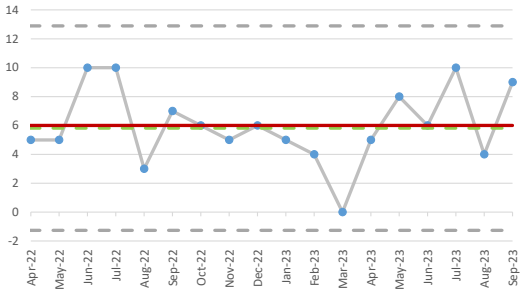
+	Variation Description

Common cause

+	Assurance Description

Inconsistently passing and falling short of target

E.Coli - Actual Cases : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	9	QC116

Threshold	YTD Mean	Benchmark
< 72 PA	7	6

(Lower value represents better performance)

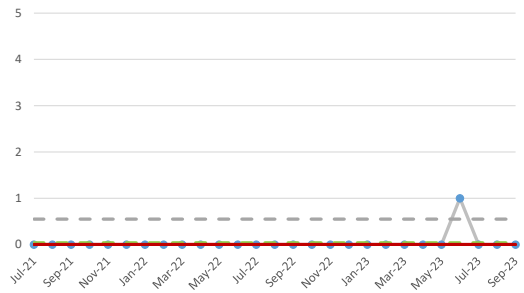
-	Variation Description

Common cause

-	Assurance Description

Inconsistently passing and falling short of target

MRSA - Actual Cases : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	0	QC8

Threshold	YTD Mean	Benchmark
0	0	0

(Lower value represents better performance)

+	Variation Description

Common cause

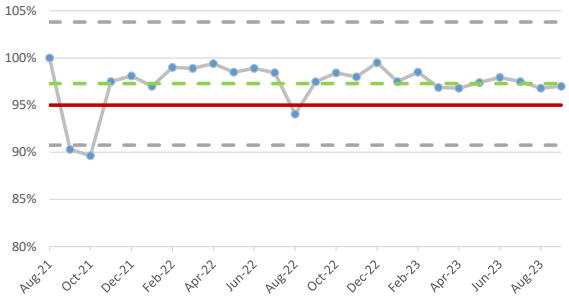
+	Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
C.Diff: • 1 case community associated. **E.Coli:** • There have been 9 cases of E.coli bacteraemia which were all community associated. The sources are urinary tract infections, and biliary related. Risk factors include the use of PPIs and multiple co-morbidities. **MRSA:** • Zero cases **Pseudomonas aeruginosa:** • There was 1 case this month.	**C.Diff:** • The CDI Safety Management Plan is in place to mitigate risk of cases exceeding the threshold. **E.Coli:** • To continue to undertake surveillance and there is ongoing work to reduce the length of time urinary catheters remain in situ. **MRSA:** • To continue to undertake surveillance and promote Aseptic Non Touch Technique and hand hygiene. **Pseudomonas aeruginosa:** • To continue to monitor and undertake surveillance.	**C.Diff:** • There is reasonable confidence that CDI numbers will reduce to the monthly threshold. **E.Coli:** • There is no national target set but there is reasonable confidence that levels will not exceed the monthly average for the previous year. **MRSA:** • There is reasonable confidence that the trajectory will remain on the target of no cases of MRSA bacteremia **Pseudomonas aeruginosa:** • There is no national threshold set. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Safe	Safety Thermometer	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

Harm Free Care Score (Safety Thermometer) - Adult: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	97.0%	QC119

Threshold	YTD Mean	Benchmark
95.0%	97.2%	98.0%

(Higher value represents better performance)

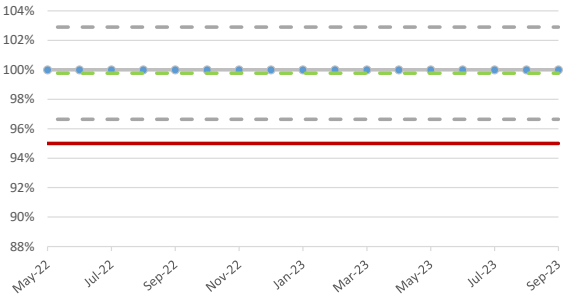
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Harm Free Care Score (Safety Thermometer) - Maternity: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	100.0%	QC120

Threshold	YTD Mean	Benchmark
95.0%	100.0%	100.0%

(Higher value represents better performance)

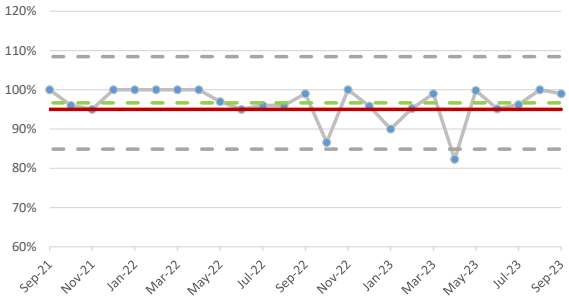
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Harm Free Care Score (Safety Thermometer) - Children: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	99.0%	QC121

Threshold	YTD Mean	Benchmark
95.0%	95.4%	95.8%

(Higher value represents better performance)

- Variation Description

Common cause

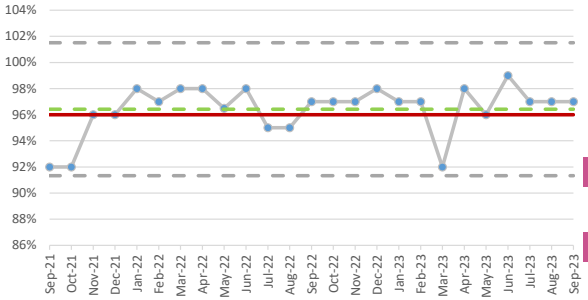
+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Adult: • 97% of patients were kept free from harm across Adult inpatient areas. Target achieved for more than 12 consecutive months. **Maternity:** • 100% Maternity patients were kept free from harm. **Children:** • 99% of Children were kept free from harm.	**Adult:** • Continued and sustained high level of performance throughout the year for adult in patient general areas. **Maternity:** • Continue with activities to maintain compliance. **Children:** • Continue with activities to maintain compliance.	**Adult:** • High level of confidence that high levels of compliance will continue. **Maternity:** • Performance exceeds the target. **Children:** • Reasonably confident of maintenance of high standards. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Safe	Hand Hygiene; Antibiotic Review	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

Hand Hygiene Compliance: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	97.0%	QC112

Threshold	YTD Mean	Benchmark
96.0%	97.3%	96.5%

(Higher value represents better performance)

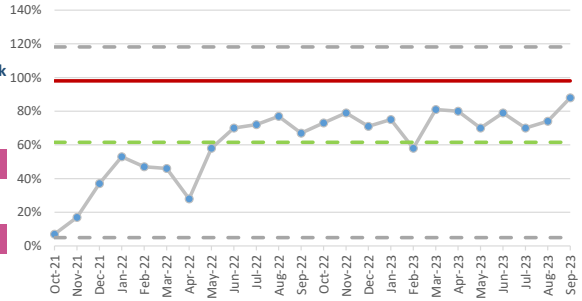
-	Variation Description

Common cause

+	Assurance Description

Inconsistently passing and falling short of target

48-72 hr review of antibiotic prescription complete: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	88.0%	QC123

Threshold	YTD Mean	Benchmark
>= 98%	76.8%	67.4%

(Higher value represents better performance)

+	Variation Description

Special Cause of Improving variation (High)

-	Assurance Description

Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Hand Hygiene: • Compliance was met this month. Hand hygiene for Bare Below the Elbows was 98% and the Five Moments of Hand Hygiene was 96%. **Review of Antibiotic Prescribing:** • 88% up from 74%	**Hand Hygiene:** To continue to undertake hand hygiene monthly audits and provide training where compliance is not achieved. **Review of Antibiotic Prescribing:** • to continue to monitor	**Hand Hygiene:** There is reasonable confidence that hand hygiene audits will remain complaint. **Review of Antibiotic Prescribing:** • AMS ward rounds – consultant microbiologist reviewing all prescriptions Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective Performance Summary (page 1 of 2)

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
EF001		Planned Care - DNA Rate (Consultant Led outpatient appointments)	Sep-23		12%	12%	-	5% by Apr '24		
EF067		Planned Care - DNA Rate - Hospital	Sep-23		10.2%	-	-	5%		
EF002		Planned Care - Total Number of Cancelled Operations	Sep-23		371	307	1840	-		
EF005		Length of Stay (LOS) - No. patients with LOS greater than 21 days	Sep-23	-	105	116	-	-		
EF050		Total Number of Inpatient discharges-Nobles	Sep-23	-	904	915	5490	-		
EF051		Total Number of inpatient discharges-RDCH	Sep-23	-	34	73	215	-		
EF003		Theatres - Number of Cancelled Operations on Day	Sep-23		33	36	215	-		
EF004		Theatres - Theatre Utilisation	Sep-23		81%	77%	-	85%		
EF006		Crude Mortality Rate	Sep-23	-	19	23	271	-		
EF007		Total Hospital Deaths	Sep-23	-	20	23	279	-		
EF024		Mortality - Hospitals LFD (Learning from Death reviews)	Sep-23		97%	96%	-	80%		
EF025		Nutrition and Hydration - complete at 7 days (Acute Hospitals and Mental Health)	Sep-23		92%	97%	-	95%		
EF008		ASC -West Wellbeing Contribution to reduction in ED attendance	Sep-23		7%	9%	-	-5%		
EF009		ASC - West Wellbeing Reduction in admission to hospital from locality	Sep-23		-14%	-13%	-	-10%		
EF010		IPCC - % Dental contractors on target to meet UDA's	Sep-23		38%	-	-	96%		
EF011		MH - Average Length of Stay (LOS) in MH Acute Inpatient Service	Sep-23	-	20.0	39.7	-	-		
EF064		MH - Number of patients with a length of stay - 0 days	Sep-23	-	1	1	6	-		

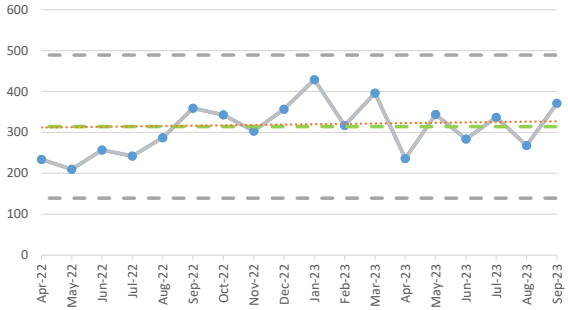
KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
EF065		MH - Number of patients aged 18-64 with a length of stay - > 60 days	Sep-23	-	1	2	13	-		-
EF066		MH - Number of patients aged 65+ with a length of stay - > 90 days	Sep-23	-	0	1	7	-		-
EF013		MH - % service users discharged from MH inpatient to have follow up appointment	Sep-23		100.0%	98%	-	90%		
EF047		% Patients admitted to physical health wards requiring a Mental Health assessment, seen within 24 hours	Sep-23		100%	100%	-	75%		
EF048		% Patients with a first episode of psychosis treated with a NICE recommended care package within two weeks of referral	Sep-23		-	80%	-	75%		
EF026		MH - Crisis Team one hour response to referral from ED	Sep-23		90%	93%	-	75%		
EF063		ASC - No. of referrals	Sep-23	-	68	72	433	-		-
EF015		ASC - % of Re-referrals	Sep-23		0%	3%	-	<15%		
EF016		ASC - % of all Adult Community Care Assessments completed in Agreed Timescales	Sep-23		23%	33%	-	80%		
EF017		ASC - % of individuals (or carers) receiving a copy of their Adult Community Care Assessment	Sep-23		96%	78%	-	100%		
EF052		Referrals to Adult Safeguarding Team	Sep-23	-	109	95	570	-		-
EF053		Adult Safeguarding Alert	Sep-23	-	73	58	345	-		-
EF054		Discharges from Adult Safeguarding Team	Sep-23	-	99	90	540	-		-
EF055		Re-referrals to Adult Safeguarding Team	Sep-23	-	20	20	117	-		-
EF056		% MARFs Completed by Adult Safeguarding Team	Sep-23	-	100%	79%	-	-		-

Effective Performance Summary (page 2 of 2)

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
EF049		C&F -Number of referrals - Children & Families	Sep-23		168	142.3333	854	-		
EF019		CFSC - % Complex Needs Reviews held on time	Sep-23		48%	66%	-	85%		
EF021		CFSC - % Total Initial Child Protection Conferences held on time	Sep-23		80%	77%	-	90%		
EF022		CFSC - % Child Protection Reviews held on time	Sep-23		96%	77%	-	90%		
EF023		CFSC - % Looked After Children reviews held on time	Sep-23		90%	97%	-	90%		
EF044		C&F -Children (of age) participating in, or contributing to, their Child Protection review	Sep-23		100%	82%	-	90%		
EF045		C&F -Children (of age) participating in, or contributing to, their Looked After Child review	Sep-23		93%	99%	-	90%		
EF046		C&F -Children (of age) participating in, or contributing to, their Complex Review	Sep-23		36%	48%	-	79%		
EF030		Maternity - Caesarean Deliveries (not Robson Classified)	Sep-23	-	41%	43.46%	-	-		
EF031		Maternity - Induction of Labour	Sep-23		16%	21.27%	-	< 30%		
EF032		Maternity - 3rd/4th Degree Tear Overall Rate	Sep-23		1%	0.33%	-	< 3.5%		
EF033		Maternity - Obstetric Haemorrhage >1.5L	Sep-23		0%	0.33%	-	< 2.6%		
EF034		Maternity - Unplanned Term Admissions To NNU	Aug-23	-	100%	-	-	-		
EF035		Maternity - Stillbirth Number / Rate	Sep-23		0	0.166667	1.0	<4.4/1000		
EF036		Maternity - Unplanned Admission To ITU – Level 3 Care	May-23	-	2	-	-	-		
EF037		Maternity - % Smoking At Booking	Sep-23	-	4%	8.0%	-	-		

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
EF038		Maternity - % Of Women Smoking At Time Of Delivery	Sep-23		14%	7.9%	-	< 18%		
EF039		Maternity - First Feed Breast Milk (Initiation Rate)	Sep-23		69%	67.9%	-	> 80%		
EF040		Maternity - Breast Feeding Rate At Transfer Home	Sep-23		72%	-	-			
EF041		Maternity - Neonatal Mortality rate/1000	Sep-23		0	0	-			-
EF059		W&C - Paediatrics- Total Admissions	Sep-23		133	125	500	-		-
EF060		W&C - NNU - Total number of Admissions	Sep-23		7	7	39	-		-
EF061		W&C - NNU - Avg. Length of Stay	Sep-23		3	5	20	-		-
EF062		W&C - NNU -Community follow up	Sep-23		3	4	24	-		-
EF068		Pharmacy - Total Prescriptions (No. of fees)	Jun-23		£139,132	£136,895	£547,578	-		-
EF069		Pharmacy - Chargable Prescriptions	Jun-23		£18,377	£18,008	£72,031	-		-
EF070		Pharmacy - Total Exempt Item	Jun-23		£137,291	£135,068	£540,271	-		-
EF071		Pharmacy - Chargeable Items	Jun-23		£18,266	£17,923	£71,693	-		-
EF072		Pharmacy - Net cost	Jun-23		£1,456,788	£1,431,732	£5,726,929	-		-
EF073		Pharmacy - Charges Collected	Jun-23		£70,832	£69,257	£277,026	-		-

Effective	Planned Care (1 of 2)	Executive Lead	Oliver Radford	Lead	J.Watson; M.Cox; L.Thompson



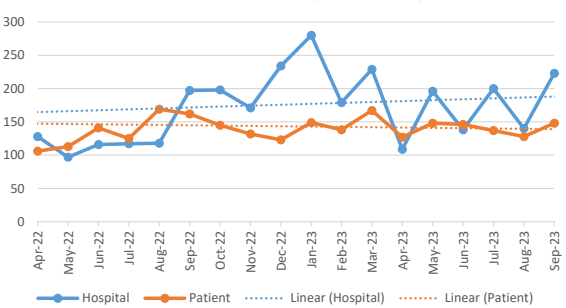
Reporting Date	Performance	Op. Plan #
Sep-23	371	QC157

Threshold	YTD Mean	Benchmark
-	307	311

(Lower value represents better performance)

-	Variation Description
	Common cause

Assurance Description



Reporting Date	Performance	Op. Plan #

Threshold	YTD Mean	Benchmark

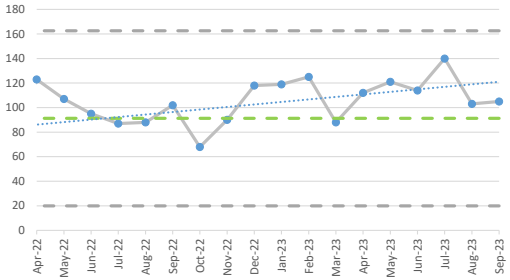
Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Cancelled Operations: The number of cancelled operations in September was (371), it's 38.4% higher than last month, and 3.3% higher than September'22. In September the split of cancellations sources was (223, 60.1%) for hospital, and (148, 39.9%) for patient.	**Cancelled Operations:** The new Planned Care Dataset that is currently being developed by the Business Intelligence Team will enable more robust and detailed analysis of the factors contributing to cancellations. This will enable appropriate remedial actions to be identified and enacted.	Note - Benchmarks are the Manx Care monthly average for 2022/23.

Effective	Planned Care (2 of 2)	Executive Lead	Oliver Radford	Lead	J.Watson; M.Cox; L.Thompson

No. patients with Length of Stay (LOS) greater than 21 days



Reporting Date	Performance	Op. Plan #
Sep-23	**105**	QC10c
Threshold	**YTD Mean**	**Benchmark**
-	116	101

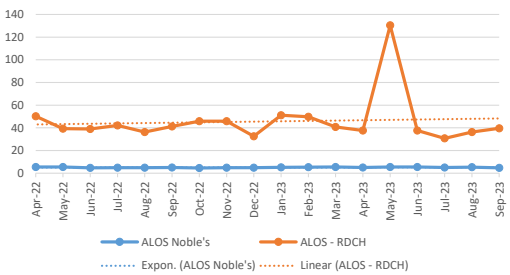
(Lower value represents better performance)

-	Variation Description

Common cause

Assurance Description

Average Length of Stay (ALOS) by site

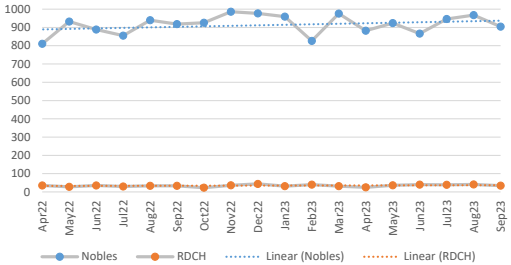


Reporting Date	Performance	Op. Plan #
		QC156
Threshold	**YTD Mean**	**Benchmark**

-	Variation Description

Assurance Description

Inpatient Discharges



Reporting Date	Performance	Op. Plan #
	Nobles 904	
	RDCH 34	
Threshold	**YTD Mean**	**Benchmark**
	Nobles 915	916
	RDCH 36	33

Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Length of Stay:

- The spike in average LOS for RDCH in May was due to a single patient with a very high length of stay being discharged .
- Staffing pressures, closures of ward 12, re-enablement delays and lack of availability of residential and nursing care beds have all contributed to longer lengths of stay.
- The acuity of patients being admitted has increased for some surgical patients driving longer lengths of stay in hospital.
- Access to surgical bed base continues to be a challenge - continuing high levels of medical patients (and their higher acuity) being admitted means that medical patients are having to be accommodated on surgical wards with a direct impact on number of elective surgical procedures that can be undertaken.
- Regularly have 30–50 medical outliers in surgical beds – which creates pressures on medical staffing establishments to review and care for the additional patients as not staffed with medics for these additional patients; staffed according to the number of medical wards.
- Ongoing problems successfully recruiting locum doctor cover for vacant posts and planned leave means that there has been a reduction in endoscopy and outpatient clinic capacity.

Inpatient Discharges:

Overall, discharge numbers continue on a slight upward trend, with discharges in September (938) slightly lower than September'22 (951). This demonstrates the consistent discharging of patients despite the challenges around patient flow.

Length of Stay:

- Daily activity to ensure surgical patients discharged as soon as clinically appropriate to do so.
- Spot purchasing of community beds
- Implementation of enhanced recovery pathways under the Restoration & Recovery (R&R) programme.
- Increasing throughput through Day Procedures Suite by using it to start the perioperative surgical journey for the first patient on each operating list to facilitate starting the operating list on time plus reducing number of inpatient procedure where appropriate.
- Ward 12 is being used as an escalation ward when required – however there are challenges ensuring safe nursing staffing levels to allow the ward to open. Ward 12 is being staffed by Synaptik nursing teams as part of R & R for specific weeks – in these instances Synaptik nursing staff are able to accommodate a limited number of suitable surgical patients as part of escalation plan.

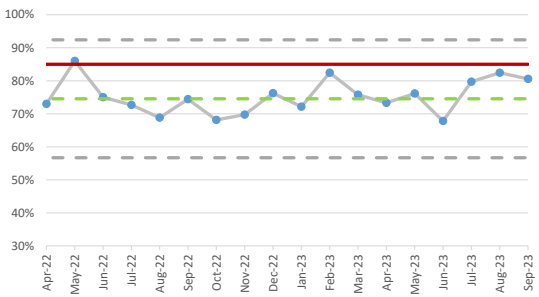
Length of Stay:

- Significant improvements in the reduction of length of stays for both R&R and BAU activity (e.g. orthopaedic hip & knee ALOS from 4.5 days down to 1.1 days) will deliver overall decreases in length of stay at both Noble's Hospital and Ramsey & District Cottage Hospital.
- Reduced LOS on the R&R pathway have allowed all patients to be accommodated on the 15 bed private patient ward (PPU).
- Active programme of advertising and recruiting to vacant doctors posts is underway to minimise and reduce locum doctor requirement.

Note -
Benchmarks are the Manx Care monthly average for 2022/23.

Effective	Theatres	Executive Lead	Oliver Radford	Lead	James Watson	

Theatres - % Theatre Utilisation



Reporting Date	Performance	Op. Plan #
Sep-23	80.6%	QC16

Threshold	YTD Mean	Benchmark
85.0%	76.7%	74.5%

(Higher value represents better performance)

Variation Description

-

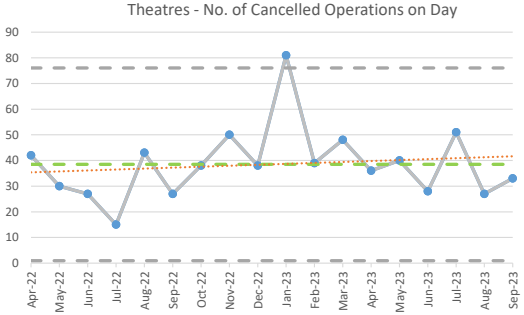
Common cause

Assurance Description

-

Consistently fail target

Theatres - No. of Cancelled Operations on Day



Reporting Date	Performance	Op. Plan #
Sep-23	33	QC15

Threshold	YTD Mean	Benchmark
-	36	40

(Lower value represents better performance)

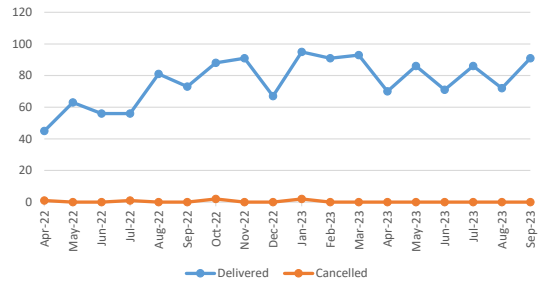
Variation Description

-

Common cause

Assurance Description

Theatres - Delivered (vs Cancelled Sessions)



Reporting Date	Performance	Op. Plan #
Sep-23	91	

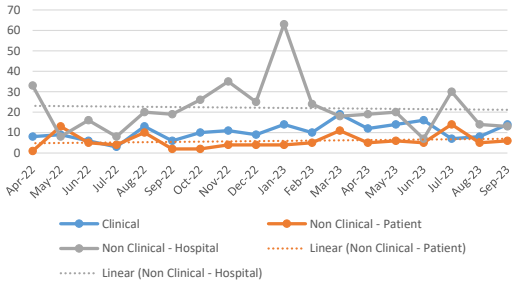
Threshold	YTD Mean	Benchmark
-	79	75

(Higher value represents better performance)

Variation Description

Assurance Description

Theatres - Cancelled Operations on Day by source



Reporting Date	Performance	Op. Plan #
Sep-23	-	QC15

Threshold	YTD Mean	Benchmark
-	-	-

(Lower value represents better performance)

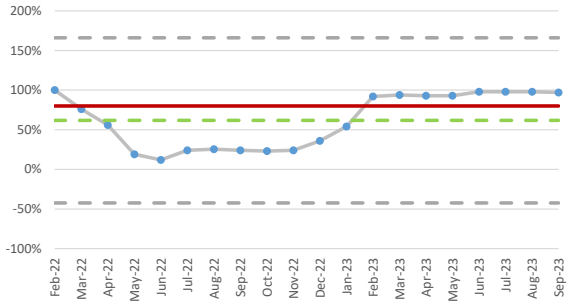
Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Theatre Utilisation: • The number of theatre sessions delivered in September was (91). •September saw a slight increase in the number of cancelled operations on the day to 33. Most common reason was "Unfit for Surgery, Ward Beds Unavailable, miscalleanous and Operation Not Necessary ". • Access to surgical bed base continues to challenge theatre efficiency and utilisation which is resultant in late start to operating lists whilst beds are sourced for elective inpatients, on the day cancellation of patients or entire elective list cancellations. Ultimately these issues are increasing the surgical speciality waiting lists. • Consultant anaesthetic staffing and theatre staffing position remains a challenge and will do so for some time. This will represent a significant cost pressure for the care group for the remainder of this financial year. • Maternity Theatre staffing - maternity is severely short staffed resulting in theatre teams supporting C Section lists 24/7 to mitigate the risk to mother and baby. In order to facilitate this additional activity and reduce the impact to BAU three agency staff have been employed to back fill • A deep dive into the reasons behind the categories of Miscellaneous, Unfit for Surgery - Acute Illness and Operation not Necessary is being taken.	• Increasing throughput through Day Procedures Suite by using it to start the perioperative surgical journey for the first patient on each operating list to facilitate starting the operating list on time – surgical teams informed to Allocate first patient on the To Come In (TCI) list. BAU is being supported with Synaptik nursing teams on ward 12 where beds are ring fenced to designated specialties. •Planning is progressing with regard to an admissions lounge where all surgical patients will be admitted, prepared for theatre and returned to a surgical ward post operatively. This will provide time for Bed Flow & Capacity team to source a bed without delaying the start to operating sessions, reduce the need to cancel and increase theatre efficiency & utilisation. • Synaptik continues to support the Restoration & Recovery (R&R) waiting list initiatives for ophthalmic, orthopaedic and general surgical specialties through the provision of theatre teams, surgeons & anaesthetists to undertake the surgical activity. Recruitment remains in progress for substantive and staff to sustain the BAU activity in 4 theatres, three successful Agenct appointments have been made. The vacancy position is improving slightly with successful appointments being made. • Theatre staff continue to support Maternity with the addition of 3 agency staff to mitigate the risk to mother and baby until the situation improves. • Enhanced recovery pathway for orthopaedic patients delivering significantly reduced Length of Stay (LOS) – from approx. 4.5 days to 1.1 days. • Synaptik supported Ophthalmology cataracts all run through ambulatory care pathway facilitated by use of topical anaesthesia no use of the Noble's bed base.	• Manx Care commenced a Theatre Improvement Programme in April 2021 with an initial visit in September 2021, where it was noted that there was evidence of good practice and adherence to the AfPP standards, but also areas where improvements could be made. The Association returned in September 2022, when it was found that all recommendations were met and they were pleased to recommend accreditation of Manx Care's theatres for two years - a peer review is planned to take place in September 2023 to ensure that standards continue to be met. • The implementation of a surgical admissions lounge which is in the project stages. • Synaptic support is anticipated to continue until March 2024 under Phase 2 of the R&R programme. • Business case development is in progress to increase the funded establishment to staff 7 theatres which is inclusive of maternity theatre. • Proposal to staff the maternity theatre entirely from the main theatre staffing establishment to mitigate risk as above. • Reinforced 48 Hour call out pathway with the rebooking of short notice cancellations into slots where patient has cancelled. • Exploration of Red to Green Criteria led discharge and assertive in-reach. • Care Group operational leads undertaking deep dive analysis of reasons/causes of hospital led cancellations on the day. Drop down box to be developed in Theatreman to capture reasons for "unfit for surgery - acute illness" Miscalleaneous reasons can now be accessed through " Cancellation Patients by Speciality" Note - Benchmarks are the Manx Care monthly average for 2022/23.

Effective	Mortality	Executive Lead	Marina Hudson	Lead	David Hedley; Alison Hool	

Hospitals LFD (Learning from Death reviews)



Reporting Date	Performance	Op. Plan #
Sep-23	97.0%	QC126

Threshold	YTD Mean	Benchmark
80.0%	96.2%	40.3%

(Higher value represents better performance)

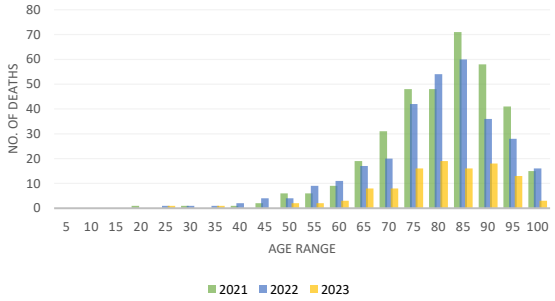
- Variation Description

Special Cause of Improving variation (High)

+ Assurance Description

Consistently hit target

Mortality by age band: 1/4/2021 to 30/09/2023



Reporting Date	Performance	Op. Plan #
-	718 in Total	

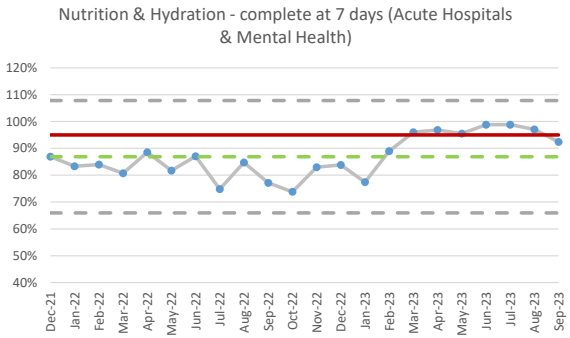
Threshold	YTD Mean	Benchmark
-	-	-

+ Variation Description

- Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Hospitals LFD (Learning from Death) Reviews: • The target continues to be exceeded, as it has every month since February 2023.	**Hospitals LFD (Learning from Death) Reviews:** • The current approach appears successful.	**Hospitals LFD (Learning from Death) Reviews:** • There is reasonable confidence that the challenges experienced last financial year have been overcome. Note - Benchmarks are the Manx Care monthly average for 2022/23.

Effective	Nutrition & Hydration	Executive Lead	Paul Moore	Lead	Paul Hurst, Sue Davis	



Reporting Date	Performance	Op. Plan #
Sep-23	92.4%	QC124

Threshold	YTD Mean	Benchmark
95.0%	96.6%	83.1%

(Higher value represents better performance)

- Variation Description

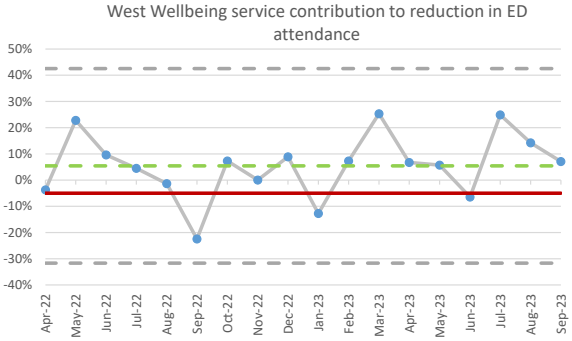
Special Cause of Improving variation (High)

- Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Nutrition & Hydration: • The target was missed for the first time since February 2023. Whilst the score of 92.39% was only just below the target of 95%, this is disappointing. The area with the lowest percentage of MUST assessments was Ward 1 where only 9 patients out of 20 surveyed had MUST in place.	**Nutrition & Hydration:** • Missing assessments were brought to the attention of ward staff at the time of audit with several resolved at the time.	**Nutrition & Hydration:** • This will continue to be monitored Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Wellbeing Services	Executive Lead	Oliver Radford	Lead	Adrian Tomkinson



Reporting Date	Performance	Op. Plan #
Sep-23	7.1%	QC63

Threshold	YTD Mean	Benchmark
-5.0%	8.7%	3.8%

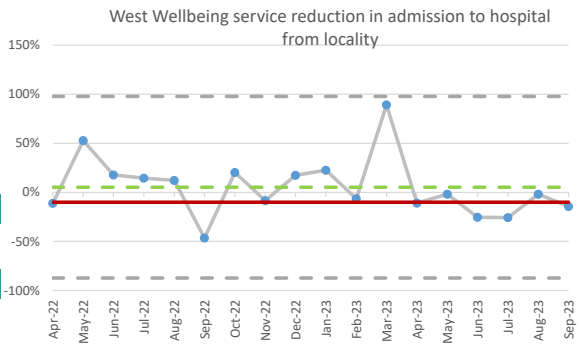
(Lower value represents better performance)

+ Variation Description

Common cause

- Assurance Description

Inconsistently passing and falling short of target



Reporting Date	Performance	Op. Plan #
Sep-23	-14.3%	QC64

Threshold	YTD Mean	Benchmark
-10.0%	-13.3%	14.6%

(Lower value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary

Wellbeing Services:

• The goal of integrated care is to reduce reliance on ED in the long term. Attendance will naturally fluctuate throughout the year due to seasonal variation.

• Significant Covid impact where ED attendances artificially lower for that period, as people were discouraged from attending ED. Also an increase in admissions across the Isle of Man, as patients' conditions during that period were not being addressed in as timely a manner and have become more acute.

• Patients may be attending A&E due to capacity in community services, e.g. dementia patient unable to access Community Occupational Therapy services, falling and attending A&E.

• Concern re: metric with data collected on short term basis (6 months), and difficulty in evidencing the direct contribution of the service on ED and Hospital attendance as there are many factors contributing to the demand for those services that are outside the scope and control of the Wellbeing service.

Planned / Mitigation Actions

Wellbeing Services:

• The service is raising awareness regarding the impact the lack of capacity in community services has on ED.

• New frailty service identifying patients at an earlier stage.

• Targeting of nursing homes specifically for falls.

Assurance / Recovery Trajectory

Wellbeing Services:

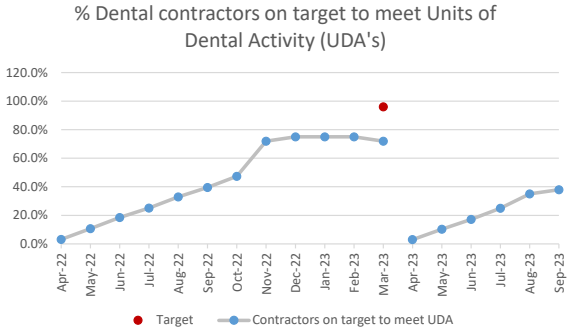
• The service will look to refer more patients to third sector services, e.g. respite services as appropriate.

• Technical specification of this metric has been reviewed. Will move to a 12 month timescale to ensure a more appropriate indication of the service's performance, and to better evidence the direct impact of the Wellbeing service on ED and hospital demand.

• Impact of frailty service is being reviewed.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Integrated Primary & Community Care (1 of 2)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon	



Reporting Date	Performance	Op. Plan #
Sep-23	38.0%	QC161

Threshold	YTD Mean	Benchmark
96.0%	-	-

(Higher value represents better performance)

+ Variation Description

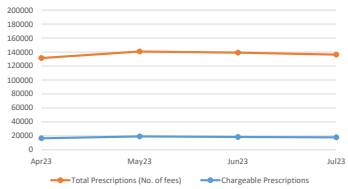
- Assurance Description

Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Dental Contractors: • 1 contractor will return their contract to Manx Care as of the 30th November 2023. This will become a salaried practice as of 1st December work is underway to ensure the smooth transition of patient care.	**Dental Contractors:** • The majority of contractors are on target of 30% deliver for mid-year. Mid-year reviews are currently being undertaken and up date will be provided following this.	**Dental Contractors:** • Contractors who are not on target to deliver their contract may have their contract reduced in year; any under-achievements above 96% will be paid back in full to Manx Care at year and a discussion will then be had with contractors in relation to reviewing their UDA target for the following financial year. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Integrated Primary & Community Care	Executive Lead	Oliver Radford	Lead	Maria Bell	

Pharmacy - Prescriptions



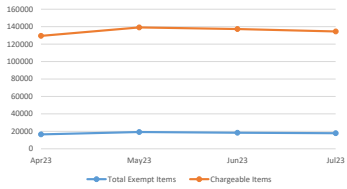
Reporting Date	Performance	Op. Plan #
Jun-23		-

Threshold	YTD Mean	Benchmark

Variation Description

Assurance Description

Pharmacy



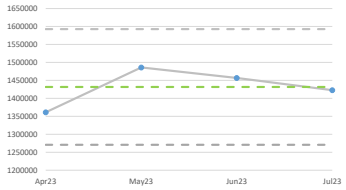
Reporting Date	Performance	Op. Plan #
Jun-23		

Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

Assurance Description

Pharmacy - Net cost



Reporting Date	Performance	Op. Plan #
Jun-23	£1,456,788	

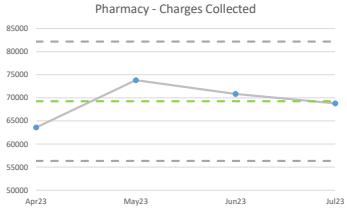
Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

Common cause

Assurance Description

Pharmacy - Charges Collected



Reporting Date	Performance	Op. Plan #
Jun-23	£70,832	

Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

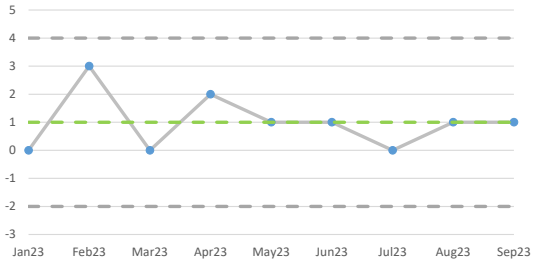
Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Effective	Mental Health (1 of 3)	Executive Lead	David Hamilton	Lead	Ross Bailey	

Mental Health - Number of patients with a length of stay - 0 days



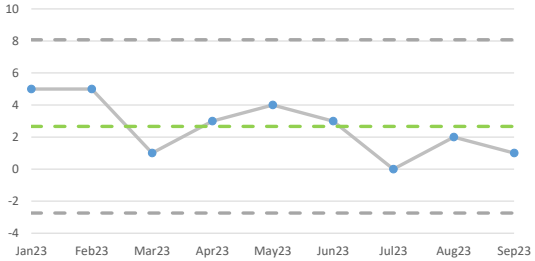
Reporting Date	Performance	Op. Plan #
Sep-23	1	QC87
Threshold	**YTD Mean**	**Benchmark**
-	1	1

- Variation Description

Common cause

Assurance Description

Mental Health - Number of patients aged 18-64 with a length of stay - > 60 days



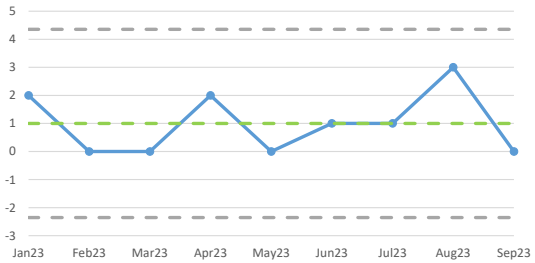
Reporting Date	Performance	Op. Plan #
Sep-23	1	QC88
Threshold	**YTD Mean**	**Benchmark**
-	2	4

+ Variation Description

Common cause

Assurance Description

Mental Health - Number of patients aged 65+ with a length of stay - > 90 days



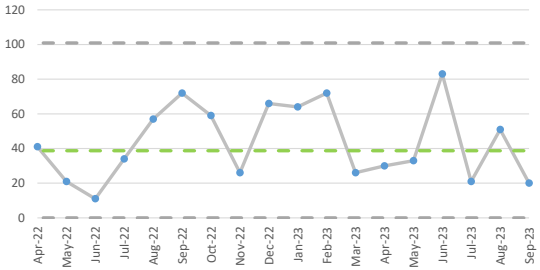
Reporting Date	Performance	Op. Plan #
Sep-23	0	QC89
Threshold	**YTD Mean**	**Benchmark**
-	1.2	0.7

+ Variation Description

Common cause

Assurance Description

MH - Average Length of Stay (ALOS) in MH Acute Inpatient Service (Based on Discharges)



Reporting Date	Performance	Op. Plan #
Sep-23	20	QC158
Threshold	**YTD Mean**	**Benchmark**
-	40	46

+ Variation Description

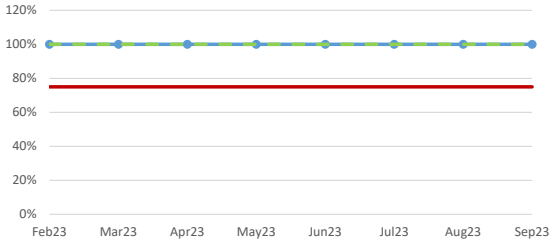
Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Average Length of Stay (ALOS): • ALOS for those discharged in September has decreased. The average length of stay for those dicsharged from Glen Suite was 22 days, and Harbour Suite 19 days. • For current inpatients, the ALOS has increased to a high for this reporting year and we will monitor to be assured individual patients are receiving appropriate treatment/care plans and for any barriers that might prevent this. **NHSE standard measures are as follows:_** Number of patients aged 18-64 with a length of stay - > 60 days Number of patients aged 65+ with a length of stay - > 90 days	Continue to monitor and report against NHSE standard.	**Average Length of Stay (ALOS):** • The service regularly monitor patients who are admitted and actively look to progress the most appropriate treatment/care plan on an individual basis. **Number of patients aged 18-64 with a length of stay - > 60 days** **Number of patients aged 65+ with a length of stay - > 90 days** UK report this as a rate per 100,000 of the population at 8.0 (based on a rolling quarter). Our performance is much better than the UK, (who have not meet the target for Q4), for this calendar year Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Mental Health (2 of 3)	Executive Lead	David Hamilton	Lead	Ross Bailey	

% Patients admitted to physical health wards requiring a Mental Health assessment, seen within 24 hours



Reporting Date	Performance	Op. Plan #
Sep-23	100%	QC69

Threshold	YTD Mean	Benchmark
75%	100%	100%

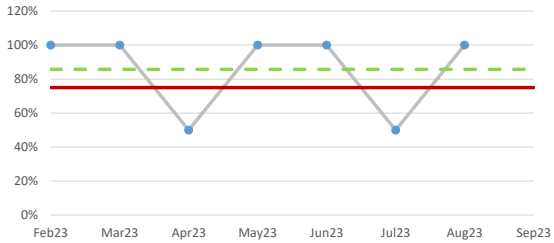
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

% Patients with a first episode of psychosis treated with a NICE recommended care package within two weeks of referral



Reporting Date	Performance	Op. Plan #
Sep-23	-	QC70

Threshold	YTD Mean	Benchmark
75%	80%	100%

+ Variation Description

Common cause

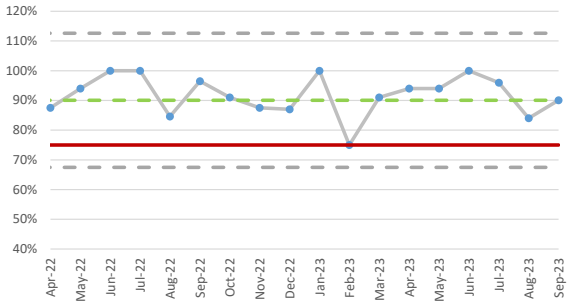
+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Patients Admitted to Physical Health Wards: All patients requiring a Mental Health Assessment have continued to receive them within 24 hours, most are within 2 hours of notification. **First Episode of Psychosis Treated with NICE care package:** There were no presentation's of First Episode Psychosis during September.	**First Episode of Psychosis Treated with NICE care package:** The existing mandate descriptor is inconsistent with NHS England measure of performance of early intervention in psychosis. IMHS to work with the performance management team to discuss the validity of this indicator in its current format.	Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Mental Health (3 of 3)	Executive Lead	David Hamilton	Lead	Ross Bailey	

Crisis Team one hour response to referral from ED



Reporting Date	Performance	Op. Plan #
Sep-23	90.1%	QC68

Threshold	YTD Mean	Benchmark
75.0%	93.0%	91.2%

(Higher value represents better performance)

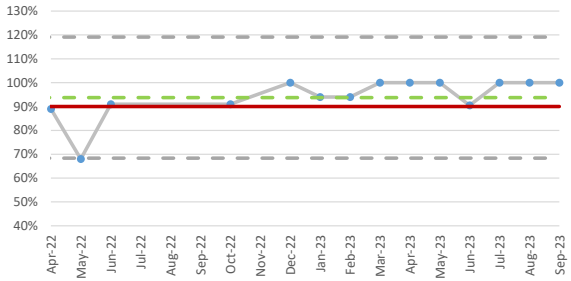
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

MH - % service users discharged from MH inpatient that have follow up appointment within 3 days



Reporting Date	Performance	Op. Plan #
Sep-23	100.0%	QC72

Threshold	YTD Mean	Benchmark
90.0%	98.4%	90.9%

(Higher value represents better performance)

+ Variation Description

Common cause

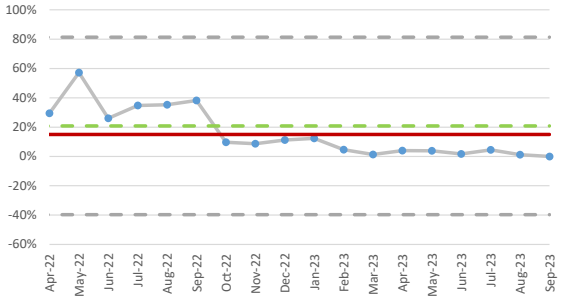
+ Assurance Description

Consistently hit target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Crisis Team: • Performance increased to 90.05% this month showing an increase in compliance by 6.5% since last month, and remains well above target of 75%. 2 patients were seen within 1.5 hours of referral however due to the delay in referral they were unable to meet the one hour target on these occasions. **3 Day follow up:** • September's performance was 100% exceeding the threshold of 90%.	**Crisis Team:** To monitor response time monthly and outlined development points within referral processes.	**Crisis Team:** • Target continues to be achieved monthly and service areas is keen to achieve 100% compliance within the future. **3 Day follow up:** Local performance consistently outperforms NHS England which for Q4 was below the 80% standard at 74.5% Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Adult Social Work	Executive Lead	David Hamilton	Lead	Michele Mountjoy

ASC - % of Re-referrals



Reporting Date	Performance	Op. Plan #
Sep-23	0.0%	QC41

Threshold	YTD Mean	Benchmark
<15%	2.5%	22.4%

(Lower value represents better performance)

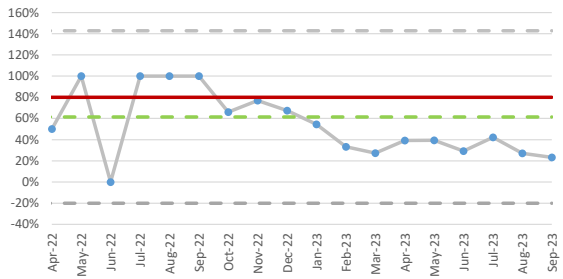
+ Variation Description

Special Cause of Improving variation (Low)

+ Assurance Description

Consistently hit target

ASC - % of all Adult Community Care Assessments completed in Agreed Timescales



Reporting Date	Performance	Op. Plan #
Sep-23	23.3%	QC44

Threshold	YTD Mean	Benchmark
80.0%	33.4%	64.6%

(Higher value represents better performance)

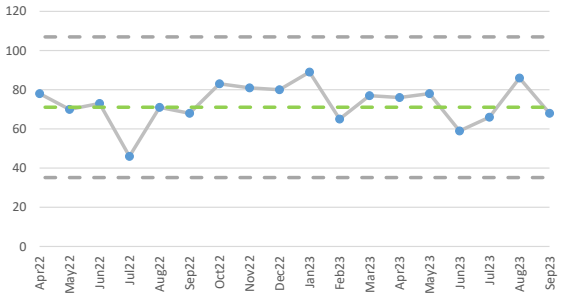
- Variation Description

Special Cause of Concerning variation (Low)

- Assurance Description

Consistently fail target

ASC - No. of referrals



Reporting Date	Performance	Op. Plan #
Sep-23	68	QC40

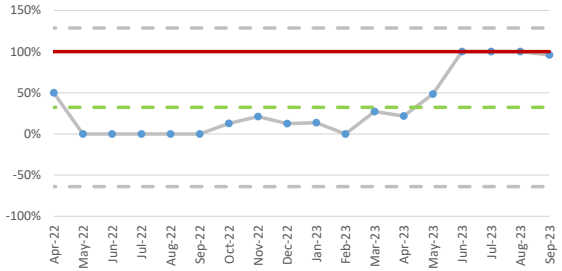
Threshold	YTD Mean	Benchmark
-	72	73

- Variation Description

Common cause

Assurance Description

ASC - % of individuals (or carers) receiving a copy of their Adult Community Care Assessment



Reporting Date	Performance	Op. Plan #
Sep-23	96.0%	QC45

Threshold	YTD Mean	Benchmark
100.0%	77.7%	11.4%

(Higher value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary

Referrals:
The number of new referrals received in September was 68.

Re-Referrals:
• We have significantly reduced our re-referral rate to 0% in September, which is slightly lower than the last quarter (1.7%).

Assessments completed within Timescales:
• The completion of Wellbeing Partnership assessments in September remained below the required threshold. A number of these assessments are complex, particularly in respect of Learning Disabilities.

Individuals receiving copy of Assessment:
• The reported number of individuals receiving copies of their Wellbeing Partnership assessments in September was 96% slightly below the required threshold of 100% .

Planned / Mitigation Actions

Assessments completed within timescales:-
An issue with the dashboard pull-through has been identified, where the first referral date keeps being referred to as the starting point for any reassessments. This means that the dashboard is incorrectly showing some assessments taking months or even years, where a service user has been assessed and re-assessed over a long period of time.

The focus of Adult Social Work in recent months has been to improve the rate of assessment sharing, which continues to be a positive area. Waiting list volumes have been reduced in recent months, particularly within the Older Peoples Community Team (a reduction of 90 down to approx. 25).

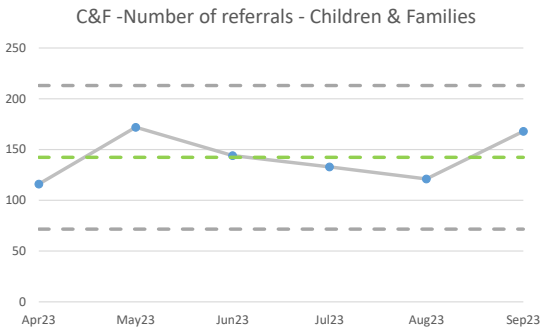
There has been some sickness absence within Adult Social Work which has affected completion of assessments, a number of staff have recently been supported back to work. The completion of assessments in Learning Disabilities within 4 weeks isn't realistic due to the complexities and input of other professionals being required. Conversations have started around changing this metric to 6 weeks in the next financial year.

Assurance / Recovery Trajectory

Assessments completed within Timescales:
• The issue around timeliness data capture has been identified and raised with the BI Team, hopefully this will be a straightforward fix.
Once resolved, we expect to see a significant improvement in these numbers.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Social Work (Children & Families) 1 of 3	Executive Lead	David Hamilton	Lead	Julie Gibney	



Reporting Date	Performance	Op. Plan #
Sep-23	**168**	
Threshold	**YTD Mean**	**Benchmark**
-	142	142

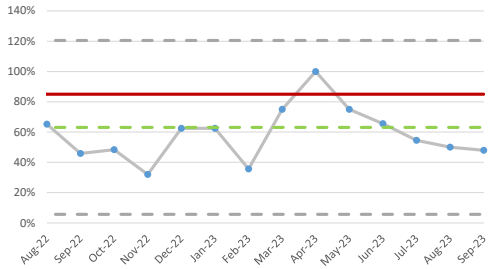
-	Variation Description
	Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Referrals: Referral levels have remained fairly static over this reporting year.		**Referrals:** Work is ongoing with the Business Intelligence Team to develop the underpinning data to enable the reporting of Re-Referral rates for the C&F Service in future months. Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Social Work (Children & Families) 2 of 3	Executive Lead	David Hamilton	Lead	Julie Gibney

% Complex Needs Reviews held on time



Reporting Date	Performance	Op. Plan #
Sep-23	48.0%	QC49

Threshold	YTD Mean	Benchmark
85.0%	65.5%	53.4%

(Higher value represents better performance)

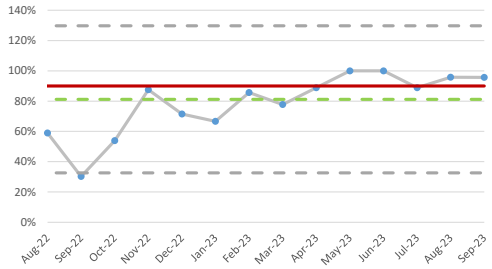
- Variation Description

Common cause

- Assurance Description

Inconsistently passing and falling short of target

% Total Child Protection Review Conferences held on time



Reporting Date	Performance	Op. Plan #
Sep-23	95.7%	QC52

Threshold	YTD Mean	Benchmark
90.0%	90.0%	66.5%

(Higher value represents better performance)

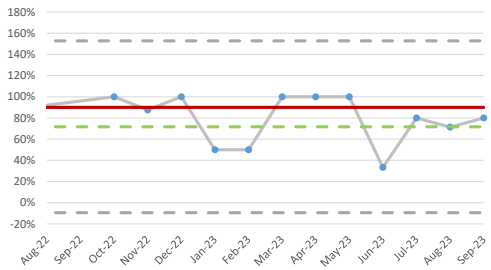
+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

% Total Initial Child Protection Conferences held on time



Reporting Date	Performance	Op. Plan #
Sep-23	80.0%	QC51

Threshold	YTD Mean	Benchmark
90.0%	77.5%	81.3%

(Higher value represents better performance)

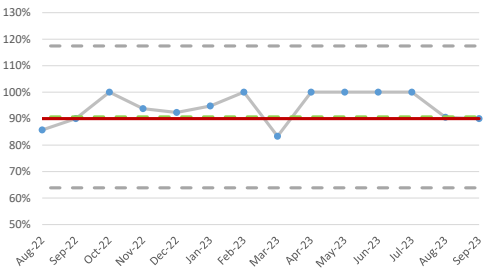
+ Variation Description

Common cause

- Assurance Description

Inconsistently passing and falling short of target

% Looked After Children reviews held on time



Reporting Date	Performance	Op. Plan #
Sep-23	90.0%	QC53

Threshold	YTD Mean	Benchmark
90.0%	96.7%	92.5%

(Higher value represents better performance)

- Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary

Complex Needs Reviews held on time:

• 25 Reviews held and 12 were in timescale and 13 were out of timescale

Reasons for delayed meetings:

Family Unavailable – 2
Relevant Professional/Agency Unavailable - 6
Chairperson Unavailable – 1
Plan Closed, meeting cancelled – 1
Procedurally non-compliant – 1
Non-quorate - 1

Initial Child Protection Conferences held on time:

• 5 meetings were due and 4 were held with 1 out of timescale
1 Meeting could not take place on time as **child is Unborn so Procedurally non-compliant.**

Child Protection Review Conferences held on time:

• 23 RCPC's were held and 22 were on time with 1 out of timescale
1 meeting did not take place on time as Family Unavailable.

Looked After Children reviews held on time:

• 90% of reviews were held within the timescales in September.

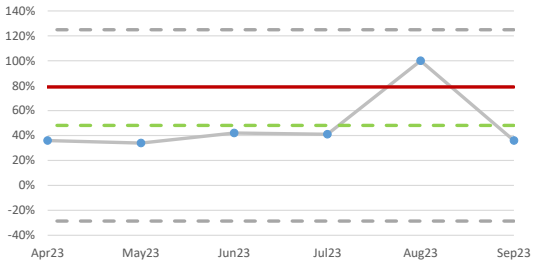
Planned / Mitigation Actions

Assurance / Recovery Trajectory

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Social Work (Children & Families) 3 of 3	Executive Lead	David Hamilton	Lead	Julie Gibney

Children (of age) participating in, or contributing to, their Complex Review%



Reporting Date	Performance	Op. Plan #
Sep-23	36%	

Threshold	YTD Mean	Benchmark
79%	48%	48%

(Higher value represents better performance)

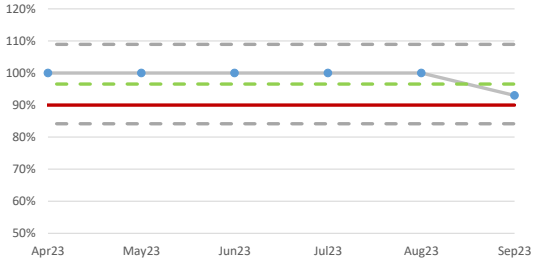
-	Variation Description

Common cause

-	Assurance Description

Inconsistently passing and falling short of target

Children (of age) participating in, or contributing to, their Looked After Child review%



Reporting Date	Performance	Op. Plan #
Sep-23	93%	

Threshold	YTD Mean	Benchmark
90%	99%	99%

(Higher value represents better performance)

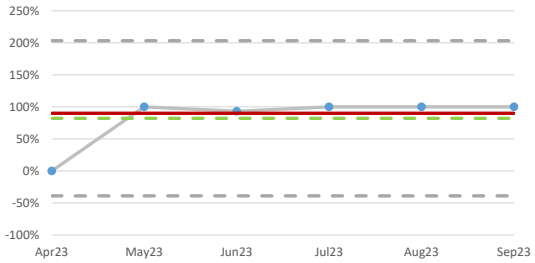
-	Variation Description

Common cause

+	Assurance Description

Consistently hit target

Children (of age) participating in, or contributing to, their Child Protection review%



Reporting Date	Performance	Op. Plan #
Sep-23	100%	

Threshold	YTD Mean	Benchmark
90%	82%	82%

(Higher value represents better performance)

+	Variation Description

Common cause

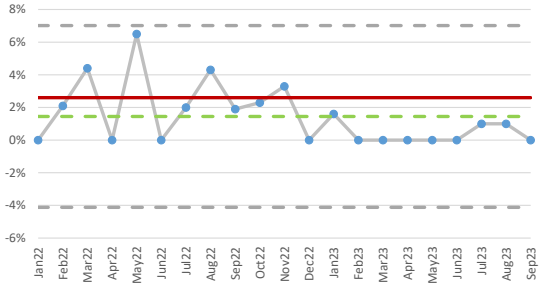
+	Assurance Description

Inconsistently passing and falling short of target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Participation in conferences for Looked After Children has a designated worker to encourage and develop participation, and therefore this metric is usually high. There is no specific role to provide this in CWCN and work continues to develop participation in this area, especially in the CWD team.	Engagement by children is encouraged, however this does not guarantee engagement as there is choice by the children involved. 13 meetings were held out of timescale for a variety of reasons, which is contributing to this low number.	Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Women & Children (1 of 4)	Executive Lead	Oliver Radford	Lead	Linda Thompson	

Obstetric Haemorrhage >1.5L



Reporting Date	Performance	Op. Plan #
Sep-23	0%	

Threshold	YTD Mean	Benchmark
< 2.6%	0.33%	1.8%

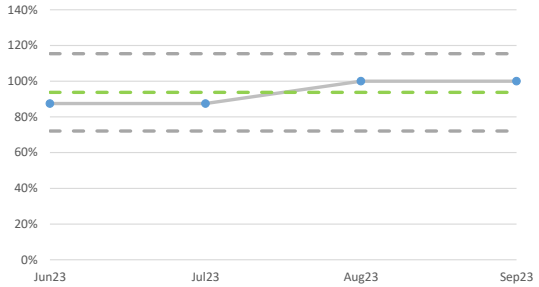
+ Variation Description

Special Cause of Improving variation (Low)

+ Assurance Description

Consistently hit target

Unplanned Term Admissions To NNU



Reporting Date	Performance	Op. Plan #
Aug-23	100.0%	

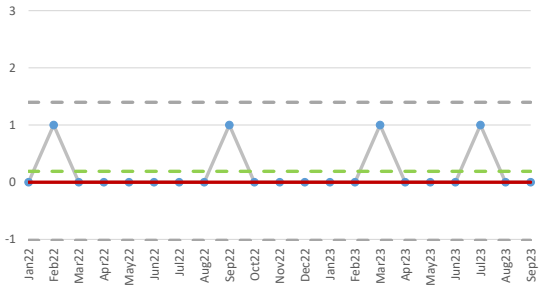
Threshold	YTD Mean	Benchmark
-	-	#DIV/0!

Variation Description

Common cause

Assurance Description

Stillbirth Number / Rate



Reporting Date	Performance	Op. Plan #
Sep-23	0	

Threshold	YTD Mean	Benchmark
<4.4/1000	0.166666667	16.7%

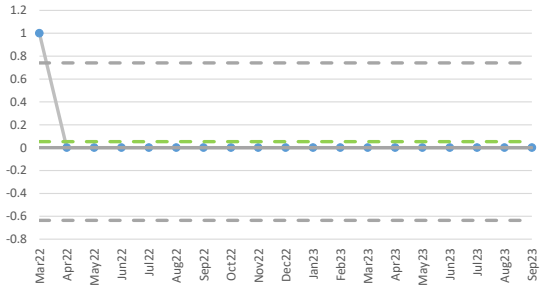
+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Neonatal Mortality rate/1000



Reporting Date	Performance	Op. Plan #
Sep-23	0	

Threshold	YTD Mean	Benchmark
-	0	0.0%

+ Variation Description

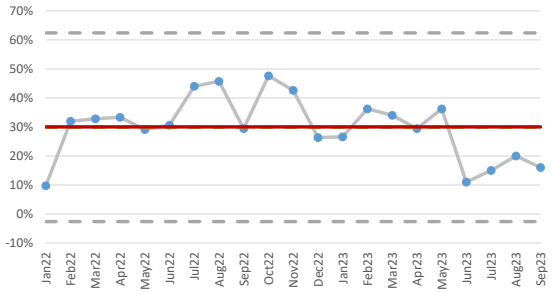
Special Cause of Improving variation (Low)

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Obstetric haemorrhage >1.5 litre: this is monitored via the maternity dashboard in order to identify cases of major haemorrhage and prompt a review of care and to identify and learning. There was 0 haemorrhage reported in September.		Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Women & Children (2 of 4)	Executive Lead	Oliver Radford	Lead	Linda Thompson	

Induction of Labour



Reporting Date	Performance	Op. Plan #
Sep-23	16.0%	

Threshold	YTD Mean	Benchmark
< 30%	21.3%	23.1%

(Lower value represents better performance)

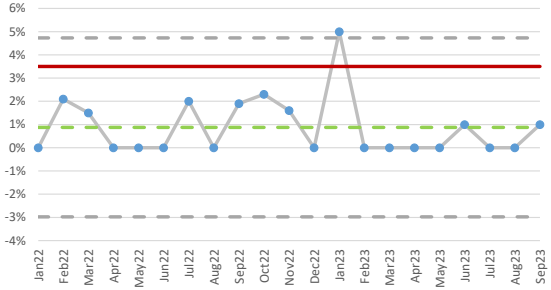
+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

3rd/4th Degree Tear Overall Rate



Reporting Date	Performance	Op. Plan #
Sep-23	1.0%	

Threshold	YTD Mean	Benchmark
< 3.5%	0.3%	1.1%

(Lower value represents better performance)

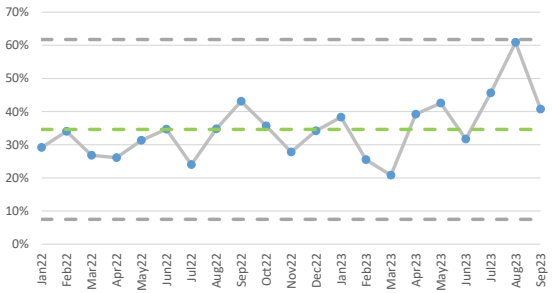
- Variation Description

Common cause

Assurance Description

Consistently hit target

Caesarean Deliveries (not Robson Classified)



Reporting Date	Performance	Op. Plan #
Sep-23	40.7%	

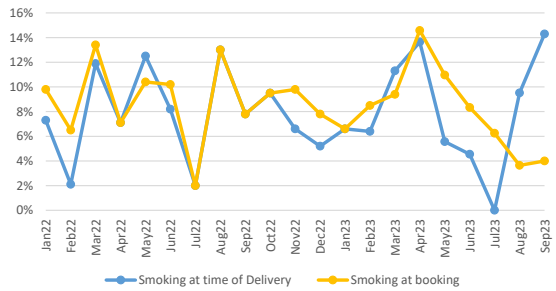
Threshold	YTD Mean	Benchmark
-	43.5%	31.4%

+ Variation Description

Common cause

Assurance Description

% Smoking



Reporting Date	Performance	Op. Plan #
Sep-23	Booking 4.0%	
	Delivery 14.3%	

Threshold	YTD Mean	Benchmark
-	-	-

(Lower value represents better performance)

Variation Description

Assurance Description

Issues / Performance Summary

Total caesarean deliveries:
for the month of August was 22 (40.7%) compared to 22 (44.9%) in September 2022. Caesarean section rates are no longer considered a KPI in England.

Induction of labour: 16 of births were as a result of induced labour. This figure is almost as September 2022 (15).

Third and fourth degree tear rates: the national standard of >3.5% was achieved in September.

Smoking at booking and delivery: All women are asked regarding their smoking status and receive carbon monoxide testing at the booking appointment. Women who smoke are offered smoking cessation support. 14.3% of women in September were recorded as smoking at the time of delivery compared to 8% of women in September 2022.

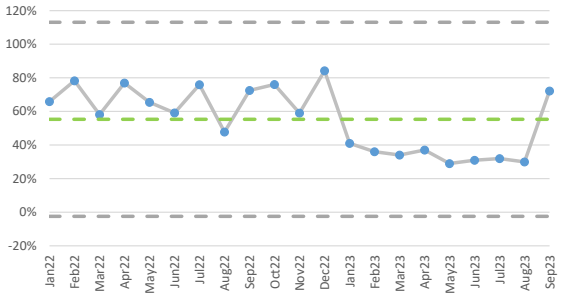
Planned / Mitigation Actions

Assurance / Recovery Trajectory

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Women & Children (3 of 4)	Executive Lead	Oliver Radford	Lead	Linda Thompson	

Breast Feeding Rate At Transfer Home



Reporting Date	Performance	Op. Plan #
Sep-23	72.2%	

Threshold	YTD Mean	Benchmark
-	-	60.7%

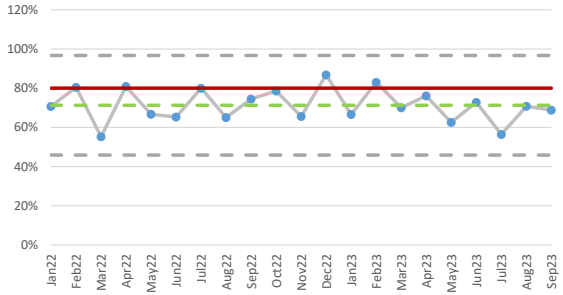
(Higher value represents better performance)

+	Variation Description

Common cause

Assurance Description

First Feed Breast Milk (Initiation Rate)



Reporting Date	Performance	Op. Plan #
Sep-23	68.8%	

Threshold	YTD Mean	Benchmark
> 80%	67.9%	73.6%

(Higher value represents better performance)

-	Variation Description

Common cause

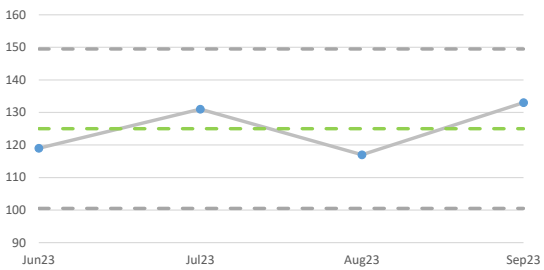
-	Assurance Description

Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
First Feed Breast Milk (Initiation Rate): 68.8% of babies received breastmilk as their first feed, this was slightly lower than last September which recorded 70.7% of babies received breastmilk as their first feed. We will continue to support women to feed their babies in the best way for both the baby and the family. The Midwives remain committed to establishing breast feeding for those women who wish to and the infant feeding team have a daily presence on the Maternity unit.		Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Effective	Women & Children (4 of 4)	Executive Lead	Oliver Radford	Lead	Linda Thompson	

Paediatrics- Total Admissions



Reporting Date	Performance	Op. Plan #
Sep-23	**133**	

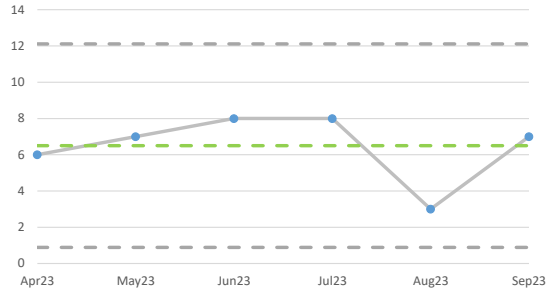
Threshold	YTD Mean	Benchmark
-	125	-

- Variation Description

Common cause

Assurance Description

NNU - Total number of Admissions



Reporting Date	Performance	Op. Plan #
Sep-23	**7**	

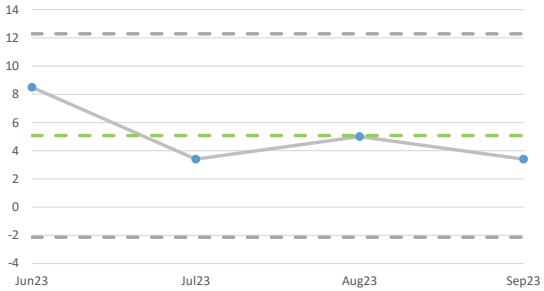
Threshold	YTD Mean	Benchmark
-	7	-

- Variation Description

Common cause

Assurance Description

NNU - Avg. Length of Stay



Reporting Date	Performance	Op. Plan #
Sep-23	**3**	-

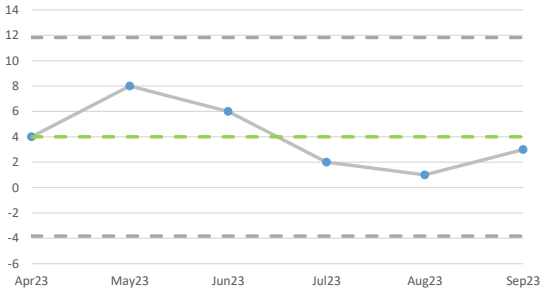
Threshold	YTD Mean	Benchmark
-	5.1	-

+ Variation Description

Common cause

Assurance Description

NNU - Community follow up



Reporting Date	Performance	Op. Plan #
Sep-23	3	

Threshold	YTD Mean	Benchmark
-	4	-

Variation Description

Common cause

Assurance Description

Issues / Performance Summary

In September 2023 the Neonatal Unit admitted 7 Babies and discharged 4 babies.

- All babies were above 37 weeks gestation (term), unplanned admissions.
- All babies were admitted between 21 mins- 2 days after birth, from theatre, labour ward or the postnatal ward.
- 1 x baby admitted with respiratory issues and poor blood gas results, escalated to High Dependency and was later transferred by air ambulance (using local team) to Liverpool women's hospital for further specialist treatment, which is ongoing.
- 1 x baby was admitted due to drug induced respiratory disease, requiring close monitoring.
- Twins were admitted as a place of safety due to maternal ill health requiring Intensive care input.
- 2 x babies were admitted with suspected sepsis.
- 1 x baby required observation for cyanotic episodes and vomiting.

Planned / Mitigation Actions

- The Neonatal Unit is ready to admit any sick/preterm neonate, when capacity allows.
- Regular communication between maternity and Neonatal Unit when capacity is a concern, with daily or more frequent huddles to plan/mitigate.
- Northwest neonatal Network aware of capacity issues, offering support & advice.
- Embrace available to support transfer process when necessary.
- Neonatal nurse transfer team now increased to two trained staff. An on call rota is managed to enable that a nurse is available as often as possible during the hours of 07.45- 20.15hrs. All transfers outside these hours are managed on a case by case basis.

Assurance / Recovery Trajectory

All neonates will be cared for with the appropriate level of care as soon as practicable, and transferred to a Level 3 centre as soon as possible if required for ongoing care.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

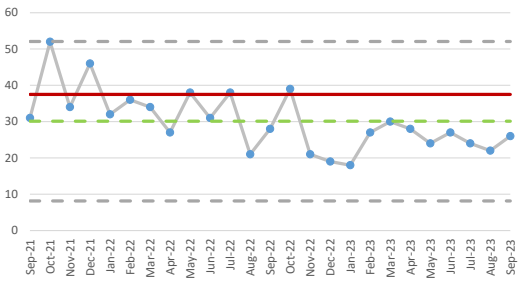
Caring Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
CA001		Mixed Sex Accommodation - No. of Breaches	Sep-23		0	0	0	0		
CA002		Complaints - Total number of complaints received	Sep-23		26	26	151	<= 450 PA		
CA007		Complaint acknowledged within 5 working days	Sep-23		100%	98%	-	98%		
CA008		Written response to complaint within 20 days	Sep-23		100%	100%	-	98%		
CA010		No. complaints exceeding 6 months	Sep-23		0	0	0	0		
CA011		No. complaints referred to HSCOB	Sep-23	-	1	2	12	-		

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
CA012		FFT - How was your experience? No. of responses	Sep-23	-	1,187	1,174	7,044	-		
CA013		FFT - Experience was Very Good or Good	Sep-23		91%	89%	-	80%		
CA014		FFT - Experience was neither Good or Poor	Sep-23		4%	4%	-	10%		
CA015		FFT - Experience was Poor or Very Poor	Sep-23		5%	7%	-	<10%		
CA016		Manx Care Advice and Liaison Service contacts	Sep-23	-	655	611	3,667	-		
CA017		Manx Care Advice and Liaison Service same day response	Sep-23		90.0%	89.7%	-	80%		

Caring	Complaints	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

Complaints - Number of complaints: Manx care



Reporting Date	Performance	Op. plan #
Sep-23	26	L7

Threshold	YTD Mean	Benchmark
<= 450 PA	26	28

(Lower value represents better performance)

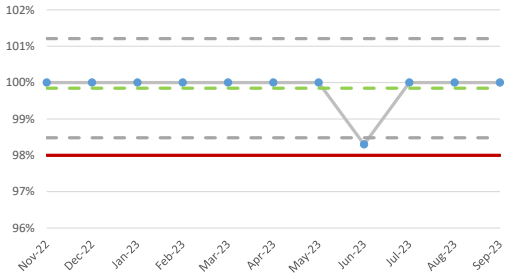
- Variation Description

Special Cause of Improving variation (Low)

+ Assurance Description

Consistently hit target

Complaint - Written response within 20 days: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	100.0%	L8

Threshold	YTD Mean	Benchmark
98.0%	99.7%	-

(Higher value represents better performance)

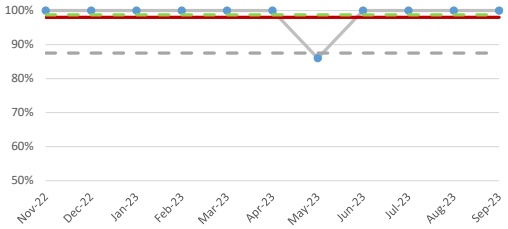
+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Complaint acknowledged within 5 working days: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	100.0%	L8

Threshold	YTD Mean	Benchmark
98%	97.7%	-

(Higher value represents better performance)

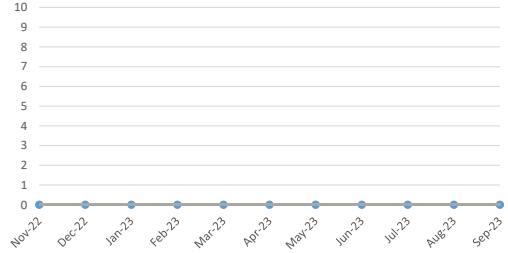
+ Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Complaint - No. complaints exceeding 6 months: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	0	L8

Threshold	YTD Mean	Benchmark
0	0	-

(Lower value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Issues / Performance Summary

Number of Complaints:
- There were 26 complaints received in the month, which is in keeping with the year to date average of 25 per month.

Acknowledged within 5 Days:
- 100% compliance.

Written Response within 20 days:
- 100% compliance.

No. Complaints Exceeding 6 Months:
- Zero recorded.

No. complaints referred to HSCOB:
- 1 in September. HSCOB have advised they have in excess of 40 IRB complaints under review.

Planned / Mitigation Actions

Number of Complaints:
- MCALS continues to help keep the numbers to a manageable level.

Acknowledged within 5 Days:
- Continue to monitor closely.

Written Response within 20 days:
- Continue to monitor closely.

No. Complaints Exceeding 6 Months:
- Continue to monitor closely.

No. complaints referred to HSCOB:
- Records and complaint files have been requested by the HSCOB and sent once consent received.

Assurance / Recovery Trajectory

Number of Complaints:
- No target, but trends will be monitored.

Acknowledged within 5 Days:
- High degree of confidence in target being met.

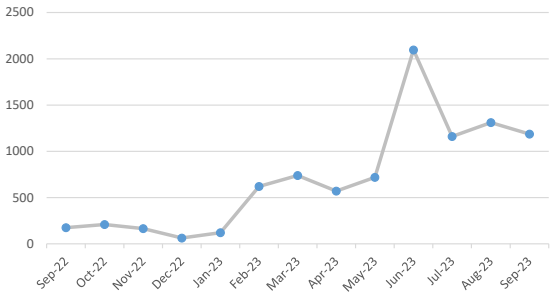
Written Response within 20 days:
- Reasonable degree of confidence in target being met.

No. Complaints Exceeding 6 Months:
- Reasonable degree of confidence in target being met.

No. complaints referred to HSCOB:
Confident Regulations will be applied correctly and working relationship with HSCOB will be positive.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

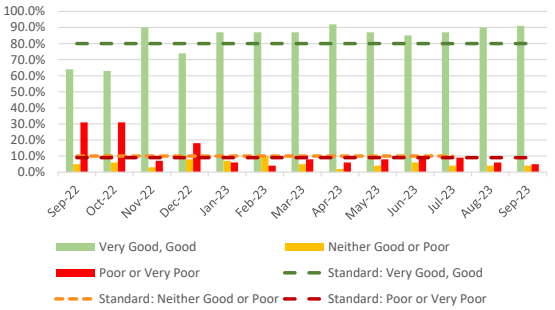
Caring	Friends & Family Test	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis



Reporting Date	Performance	Op. plan #
Sep-23	1,187	QC127
Threshold	**YTD Mean**	**Benchmark**
-	1,174	-

\- Variation Description

Assurance Description



Reporting Date	Performance	Op. plan #
Sep-23	91.0%	QC128-129-130
Threshold	**YTD Mean**	**Benchmark**
80.0%	88.7%	-

(Higher value represents better performance)

\+ Variation Description

Common cause

\+ Assurance Description

Consistently hit target

Issues / Performance Summary

FFT Total number of responses:

• A total of 1,187 surveys completed for September 2023.

• **FFT – Experience was very good or good:** 1,075 completed surveys rated experience as Very Good or Good equating to 91% against a target of 80%.

• **FFT – Experience was neither good or poor:** 46 completed surveys rated experience as Neither Good nor Poor equating to 4% against a target of 10% or less.

• **FFT – Experience was poor or very poor:** 66 completed surveys rated experience as Poor or Very Poor, equating to 5% against a target of 10% or less.

Planned / Mitigation Actions

FFT Total number of responses:

• Continue to promote / encourage feedback – outpatient departments and GP Practices continue to deliver consistent feedback via the survey – uptake from inpatient settings is still relatively low by comparison and work continues to promote engagement with teams and senior nursing leads to encourage feedback via the survey (Walk the Wards programme to commence 20 October 2023. Active recruitment of public reps to support inpatients to take surveys at the bedside with first reps due to commence in November 2023.

• **FFT – Experience was very good or good:** Experience and Engagement Team, MCALS and service leads to continue to encourage and promote engagement with the survey.

• **FFT – Experience was neither good or poor:** Experience and Engagement Team, MCALS and service leads to continue to encourage and promote engagement with the survey. Monthly dashboards are reported to the Care Group Triumvirates with both Positive and Negative trends reported for the last month.

• **FFT – Experience was poor or very poor:** Consistently achieving under the 10% target which is a positive indicator

Assurance / Recovery Trajectory

FFT Total number of responses:

• Experience and Engagement Team continue to conduct monthly walk rounds of the wards to collect surveys and speak to staff to encourage completion of surveys at discharge. Pre-paid envelopes are available to provide to service users who are inpatients and post boxes are accessible on all wards and outpatient departments including Primary Care based practices. There is a reasonable degree of confidence in increasing survey returns.

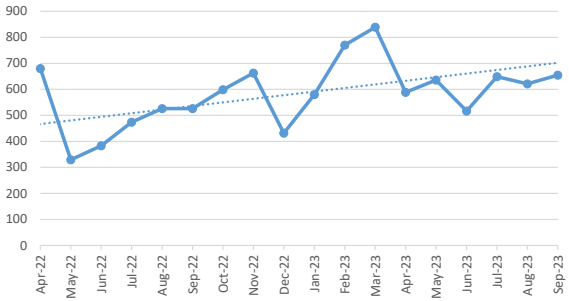
• **FFT – Experience was very good or good:** Reasonable degree of confidence that reporting targets will continue to be met.

• **FFT – Experience was neither good or poor:** Reasonable degree of confidence that reporting targets will continue to be met.

• **FFT – Experience was poor or very poor:** Monthly dashboards and quarterly review meetings with all care group triumvirates are held to report feedback. Poor feedback is reported in the themes and trends as well as the anonymous commentary and care groups develop action plans within their governance groups to target poor feedback. Trends are monitored monthly via dashboards for care groups and drilled down further to team level to highlight positive and negative themes.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Caring	MCALS	Executive Lead	Paul Moore	Lead	Paul Hurst; Sue Davis

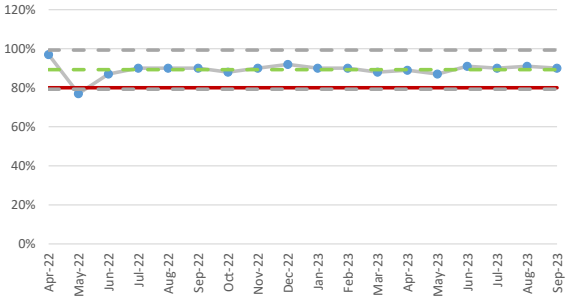


Reporting Date	Performance	Op. plan #
Sep-23	655	QC131

Threshold	YTD Mean	Benchmark
-	611	567

Variation Description

Assurance Description



Reporting Date	Performance	Op. plan #
Sep-23	90.0%	QC132

Threshold	YTD Mean	Benchmark
80.0%	89.7%	-

(Higher value represents better performance)

+ Variation Description

Common cause

+ Assurance Description

Consistently hit target

Issues / Performance Summary

Number of Contacts:

• 655 contacts received in September 2023, demonstrating an increase of 34 contacts (5%) compared to August 2023.

Same Day Response:

• In September, MCALS had resolved all contacts within 24 hours 90% of the time against a Key Line of Enquiry Target of 80%.

Planned / Mitigation Actions

Number of Contacts:

• MCALS will continue to provide excellent support in ensuring that where possible service user issues are addressed.

Same Day Response:

• MCALS will continue to provide excellent support in ensuring that where possible service user issues are addressed as promptly as possible.

Assurance / Recovery Trajectory

Number of Contacts:

• Continued good performance in dealing with service user contacts and confident this will continue.

Same Day Response:

• Continued good performance in dealing with service user contacts.

Note -
Benchmarks are the Manx Care monthly averages for 2022/23.

Responsive Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
RE058		Cons Led- OP Referrals	Sep-23	-	2812	2967	17473	-		
RE056		Hospital Bed Occupancy	Sep-23	-	60.1%			92%		
RE001		RTT - No. patients waiting for first Consultant Led Outpatient appointment	Oct-23		16,744	15,934	-	< 15431		
RE002		RTT - No. patients waiting for Daycase procedure	Oct-23		2,303	2,301	-	< 2286		
RE003		RTT - No. patients waiting for Inpatient procedure	Oct-23		497	532	-	< 535		
RE004		RTT - % Urgent GP referrals seen for first appointment within 6 weeks	Sep-23		42%	55%	-	85%		
RE061		Diagnostics-% patients waiting 26 weeks or less	Sep-23		59%	60%		99%		
RE005		Diagnostics - % requests completed within 6 weeks	Sep-23	-	85%	85%	85%	-		
RE006		Diagnostics - % Patients waiting over 6 weeks	Sep-23		71%	72%	-	1%		
RE007		ED - % 4 Hour Performance	Sep-23		69%	72%	72%	76% (95%)		
RE008		ED - % 4 Hour Performance (Non Admitted)	Sep-23	-	79%	81%	81%	-		
RE009		ED - % 4 Hour Performance (Admitted)	Sep-23	-	17%	23%	23%	-		
RE010		ED - Average Total Time in Emergency Department	Sep-23		298	253	-	360 mins		
RE011		ED - Average number of minutes between Arrival and Triage (Noble's)	Sep-23		29	25	-	15 mins		
RE012		ED - Average number of minutes between arrival to clinical assessment - Nobles	Sep-23		67	65	-	60 mins		
RE033		ED - Average number of minutes between arrival to clinical assessment - RDCH	Sep-23		12	14		60 mins		
RE013		ED - 12 Hour Trolley Waits	Sep-23		67	29	174	0		

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
RE014		Ambulance - Category 1 Response Time at 90th Percentile	Sep-23		17	19	-	15 mins		
RE015		Ambulance - Category 1 Mean Response Time	Sep-23		9	10	-	7 mins		
RE016		Ambulance - % patients with CVA/Stroke symptoms arriving at hospital within 60 mins of call	Sep-23		58%	51%	-	100%		
RE034		Category 2 Response Time at 90th Percentile	Sep-23		33	31		40 mins		
RE035		Ambulance - Category 3 Response Time at 90th Percentile	Sep-23		47	45		120 mins		
RE036		Ambulance - Category 4 Response Time at 90th Percentile	Sep-23		121	79		180 mins		
RE037		Ambulance - Category 5 Response Time at 90th Percentile	Sep-23		81	81		180 mins		
RE038		Ambulance crew turnaround times from arrival to clear should be no longer than 30 minutes.	Sep-23		240	182	-	0		
RE039		Ambulance crew turnaround times from arrival to clear should be no longer than 60 minutes.	Sep-23		31	19	-	0		
RE026		IPCC - % patients seen by Community Adult Therapy Services within timescales	Sep-23		38%	48%	-	80%		
RE031		IPCC - % of patients registered with a GP	Jul-23		4.0%	4.1%	-	5.0%		
RE081		IPCC - N. of GP appointments	Sep-23	-	27786	36860.167	221161	-		
RE054		Did Not Attend Rate (GP Appointment)	Sep-23	-	2.4%	3%		-		
RE027		IPCC - No. patients waiting for a dentist	Sep-23	-	4,268	3,892	-	-		
RE074		Response by Community Nursing to Urgent / Non routine within 24 hours	Sep-23	-	100%	100%	-	-		
RE075		Community Nursing Service response target met (7 days)- Routine	Sep-23	-	100%	100%	-	-		

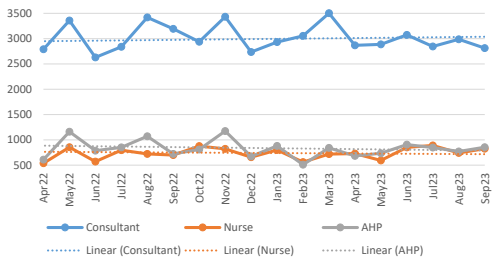
Responsive Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
RE025		CWT - % 28 Days to diagnosis or ruling out of cancer	Sep-23		65%	63%	-	75%		F
RE017		CWT - % patients referral for suspected cancer to first outpatient attendance within 2 weeks	Sep-23		68%	48%	-	93%		F
RE020		CWT - % Two Week Wait (Breast Symptomatic)	Sep-23		43%	24%	-	93%		F
RE018		CWT - % patients decision to treat to first definitive treatment within 31 days	Sep-23		62%	78%	-	96%		F
RE019		CWT - % patients urgent referral for suspected cancer to first treatment within 62 days (RTT)	Sep-23		45%	38%	-	85%		F
RE064		No. on Cancer Pathway (All)	Sep-23	-	611	707	-	-		
RE065		No. on Cancer Pathway (2WW)	Sep-23	-	522	601	-	-		
RE066		Cancer - Total number of patients Waiting for 1st OP	Sep-23	-	61	107	-	-		
RE067		Cancer - Median Wait Time for the 2WW referrals (Days)	Sep-23	-	13	16	-	-		
RE044		MH- Waiting list	Sep-23	-	1654	1615	6461	-		
RE045		MH- Appointments	Sep-23	-	5925	6344	38065	-		
RE046		MH- Admissions	Sep-23	-	15	18	110	-		
RE028		MH - No. service users on Current Caseload	Sep-23		5,285	5,172	-	4500 - 5500		P

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
RE051		Maternity Bookings	Sep-23	-	51	1086	323			
RE052		Ward Attenders	Aug-23	-	244	-	-			
RE053		Gestation At Booking <10 Weeks	Sep-23	-	39%	30%	-			
RE030		W&C - % New Birth Visits within timescale	Sep-23	-	84%	87%	-	-		
RE032		Births per annum	Sep-23	-	293	170	-	-		
RE082		Meds Demand - N.patient interactions	Sep-23	-	2211	2572.333	15434	-		
RE083		Meds Overnight Demand	Sep-23	-	195	260.3333	1562	-		
RE084		Meds - Face to face appointments	Sep-23	-	398	481	2886	-		
RE086		Meds - TUNA%	Sep-23	-	1.5%	1.3%	-	-		
RE088		Meds- DNA%	Sep-23	-	1.5%	1.7%	-	-		
RE089		Total Number of OP & Dementia Beds Available	Sep-23	-	195	195	-			
RE090		Total Number of OP & Dementia Beds Occupied	Sep-23	-	75	117	-			
RE092		Total Number of LD Beds Available	Sep-23	-	85	82	-			
RE093		Total Number of LD Beds Occupied	Sep-23	-	70	70	-			

Responsive	Demand	Executive Lead		Lead	

Referrals for First Outpatient Appointment



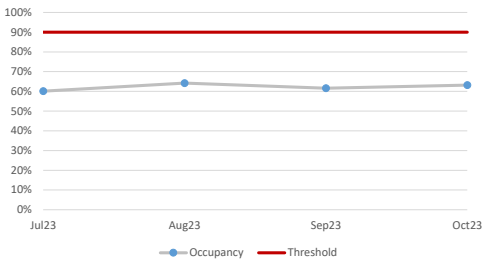
Reporting Date	Performance		Op. Plan #
Sep-23	Consultant	2812	

Threshold	YTD Mean	Benchmark
-	2912	3068

Variation Description

Assurance Description

Hospital Bed Occupancy



Reporting Date	Performance	Op. Plan #
Sep-23	60.1%	QC79

Threshold	YTD Mean	Benchmark
92.0%	-	-

(Lower value represents better performance)

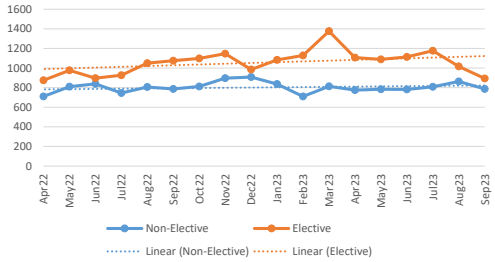
- Variation Description

Common cause

+ Assurance Description

Consistently hit target

Elective and Non Elective Admissions



Reporting Date	Performance		Op. Plan #
Sep-23	Elective	893	
	Non Elective	787	

Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Referrals for First Outpatient Appointment:
Referral levels for Consultant led services have remained at a high level into 2023/24. The number of referrals received in September (2812) was about 12% lower than the number received in September'22.

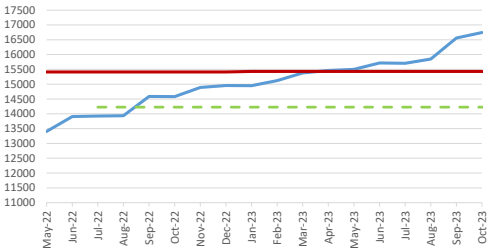
Elective and Non Elective Admissions:
Elective Admissions have decreased by approximately 12.2% in September (893) against August (1016)

Non Elective admission numbers have also slightly decreased to 787 in September compared to 864 last month.

Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Responsive	Referral to Treatment (RTT)	Executive Lead	Oliver Radford	Lead	J.Watson; M.Cox; L.Thompson; A.Cubbon

RTT - No. patients waiting for 1st Consultant Led Outpatient Appointment



Reporting Date	Performance	Op. Plan #
Oct-23	16,744	QC11

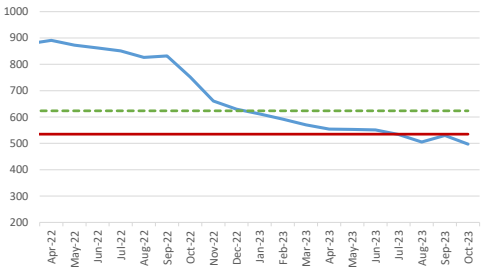
Threshold	YTD Mean	Benchmark
< 15,431	15,934	15,465

(Lower value represents better performance)

Avg Wait Time (Referral to 1st Cons Led OP Appt.)
48 weeks

No. patients waiting 52 weeks or more for 1st OP
5,432

RTT - No. patients waiting for Inpatient procedures



Reporting Date	Performance	Op. Plan #
Oct-23	497	QC11

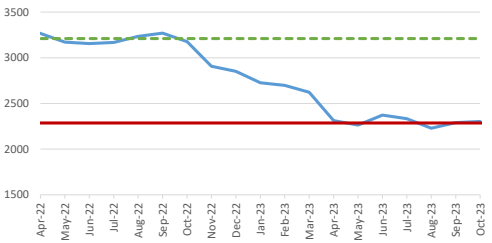
Threshold	YTD Mean	Benchmark
< 535	532	554

(Lower value represents better performance)

Avg Wait Time (Decision to Treat to Treatment - IP)
35 weeks

No. patients waiting 52+ weeks from Decision to Treat
106

RTT - No. patients waiting for Daycase procedures



Reporting Date	Performance	Op. Plan #
Oct-23	2,303	QC11

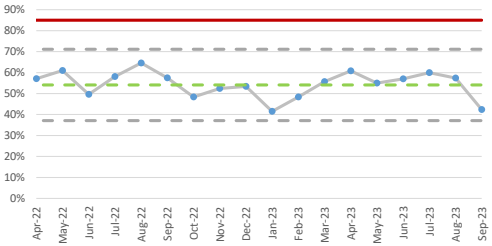
Threshold	YTD Mean	Benchmark
< 2,286	2,301	2,311

(Lower value represents better performance)

Avg Wait Time (Decision to Treat to Treatment - DC)
43 weeks

No. patients waiting 52+ weeks from Decision to Treat
601

% Urgent GP referrals seen for 1st appointment within 6 weeks



Reporting Date	Performance	Op. Plan #
Sep-23	42.4%	QC13

Threshold	YTD Mean	Benchmark
85.0%	55.4%	54.0%

(Higher value represents better performance)

- **Variation Description**
Common cause

- **Assurance Description**
Consistently fail target

Issues / Performance Summary

- Reduction in outpatient clinic capacity due to:
  - Staff vacancies, annual leave and other absences.
  - Difficulties in recruiting locum cover
  - Ensuring prioritisation of doctor resource for 24/7 on call cover, inpatient, theatre and endoscopy activity.
- Following the ease on Covid restrictions, GP practices have been seeing more patients face to face which has led to an overall increase in referrals.
- Many outpatient pathways require considerable diagnostic intervention to enable their progression.

Planned / Mitigation Actions

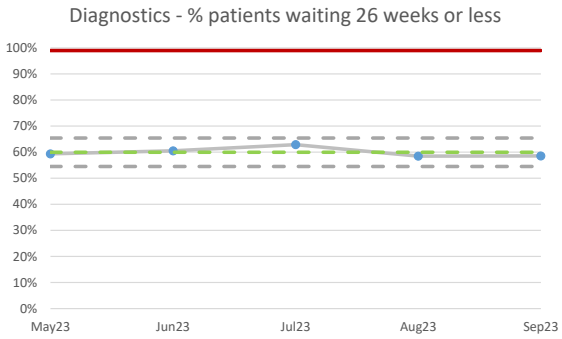
- R&R delivery (Nov'21 to Sep '23); 0 Ophthalmology procs; 2,150 in total; 58 Orth procs (810 in total); 68 GSU procs (310 in total); Other surgical specialties – 0 procs (54 in total); 0 ENT OP attendances (510 in total); Radiology – 111 scans; 21 CT, 90 US (817 in total); Mental Health – 15 referrals (251 in total)
  - o Overall there has been about an 77% reduction in the Ophth DC waiting list.
  - o Overall there's been about a 40% reduction in orthopaedic DC/IP waiting lists.
  - o Overall there's been about a 33% reduction in the General Surgery DC/IP waiting lists.
- Dedicated waiting list validation team established and programme of waiting list validation commenced in October '22. To date over 17,243 referrals have been through technical validation and over 8,836 letters have been sent to patients checking if they still require to be on the waiting list. Based on the outcomes of the validation to date, there will have been a 14% reduction in the outpatient waiting list. No patient is removed from the waiting list without clinical oversight.
- ENT recovery plan commenced in November, including weekend outpatient clinics.
- Addition diagnostic capacity has been commissioned for approximately 1,300 scans (Echocardiograms, Cardiac Computed Tomography and Ultrasound) to improve outpatient pathway progression.
- Ward 12 has provided additional bed capacity to Urology, Gynaecology and ENT elective inpatients as required.
- Restoration &Recovery (R&R) Phase 3 Business Case has been developed which includes modelling of demand, capacity and sustainability of outpatient services and waiting lists across 10 specialties. This is being expanded to cover all specialties.

Assurance / Recovery Trajectory

- General Surgery R&R activity commenced in November '22.
- Recovery of ENT waiting times from November with the start of weekend clinics.
- Enhanced Waiting List Management programme established to implement procedural and operational improvements to embed Access policy and improve waiting list management. This includes:
  - Waiting List Validation; started in October '22.
  - Patient Tracking List (PTL) meetings (non Cancer);
  - Referral & Booking (initial focus on partial booking and patient initiated follow ups)
  - Referral To Treatment (RTT) Rules and System implementation;
  - Reducing patient Did Not Attend (DNA) rates;
  - Harm Review

Note -
Benchmark for '% Urgent GP referrals seen for 1st Outpatient' is the Manx Care monthly average for 2022/23. The benchmarks for the OP, IP and DC waiting lists are currently the waiting list sizes in Apr '23. In future reporting the benchmark will be a comparison to UK waiting list sizes using the numbers waiting per 1,000 population.

Responsive	Diagnostics Wait Times (1 of 2)	Executive Lead	Oliver Radford	Lead	Lisa Airey



Reporting Date	Performance	Op. Plan #
Sep-23	58.6%	QC37b

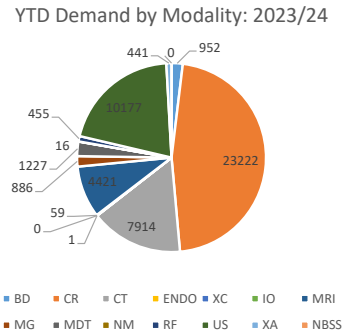
Threshold*	YTD Mean	Benchmark
99.0%	60.0%	-

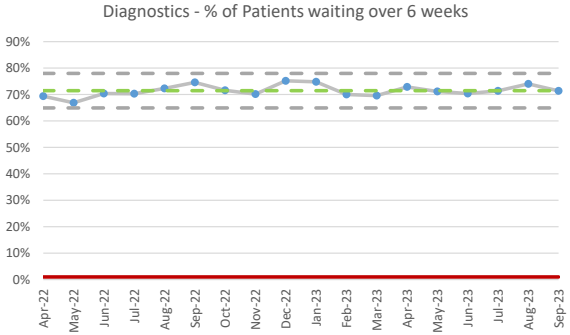
(higher value represents better performance)

-	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target

Modality	Sep-23		
	WL	>6 wks	% >6 wks
Bone Densitometry	237	150	63%
Computed Tomography	582	241	41%
Magnetic Resonance Imaging	315	80	25%
Ultrasound Non Obs	2,978	2,423	81%
Ultrasound Obs	432	349	81%
Total	**4,544**	**3,243**	**71%**





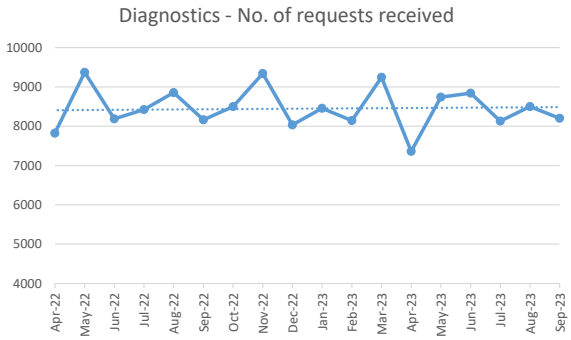
Reporting Date	Performance	Op. Plan #
Sep-23	71.4%	QC37

Threshold	YTD Mean	Benchmark
1%	71.9%	27.5%

(lower value represents better performance)

+	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target



Reporting Date	Performance	Op. Plan #
Sep-23	49,771	

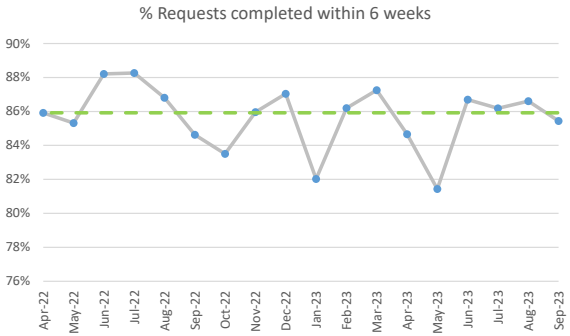
Threshold	YTD Mean	Benchmark
-	8,295	8,546

Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
• Overall demand continues to exceed capacity, with demand for services continuing to increase. Demand was 22.8% higher than capacity in September. • Emergency Department (ED) 26.1%, Outpatient Department (OPD) 35.5% and General Practitioner (GP) 22% are the primary source of referrals. and there has been no significant change on the distribution compared to last month. • Inpatient referrals(792) remain high but slightly less than August. This equates to 11.9% of all requests. • 43.3% of exams were reported within 2 hours, 12.6% have taken 97 hours or longer which is a decrease on last month. • Of the 6682 exams, 47% were turned around on the same day (19% decrease compared to last month) and, a further 35.3% in 1- 28 days (slightly lower than last month).	• Projects ongoing to increase capacity to reduce waiting times further. • Engagement continues with third parties under the Restoration & Recovery (R&R) programme Phase 1 with regard to delivery of an insourced option to address high Cardiac CT, MRI and Ultrasound waiting times. • Waiting list validation process implemented in October, validating all aspects of the diagnostic waiting list - technical, administrative and clinical validation. • Further technical validation of the waiting list numbers is being undertaken by the care group in July and August.	• Requirements for sustainable increased Radiology capacity being scoped as part of the demand & capacity element of the Phase 3 Restoration & Recovery (R&R) business case. * Manx Care aspires to deliver a maximum six-week wait for all routine diagnostic tests; however, the baseline position identified that waiting times for routine diagnostics were significantly longer than six weeks. Therefore, Manx Care has committed to initially reduce the overall waiting list to a maximum of 26 weeks for the key modalities, with the development of credible, costed plans for reduction to a maximum of six weeks by the end of 2023/24. Reporting of achievement against the 26 week threshold will be included in future reports. Note - Benchmark for '% Patients Waiting over 6 Weeks' is the UK NHSE performance figures for August 23. Benchmarks for '% Requests < 6 Weeks' and 'No. of requests received' are the Manx Care monthly average for 2022/23.

Responsive	Diagnostics Wait Times (2 of 2)	Executive Lead	Oliver Radford	Lead	Lisa Airey	



Reporting Date	Performance	Op. Plan #
Sep-23	85.4%	

Threshold	YTD Mean	Benchmark
-	85.2%	85.9%

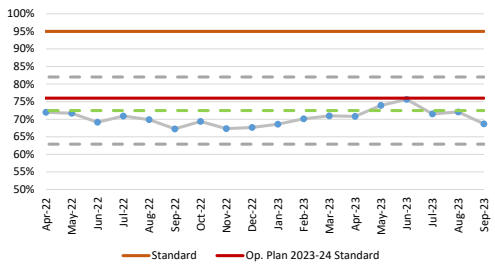
-	Variation Description
	Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
% Requests completed within 6 weeks: Approximately 85.4% of requests completed in September were undertaken within 6 weeks. This was slightly higher than the average of 85.2% for the year so far.		

Responsive	Emergency Department (1 of 2)	Executive Lead	Oliver Radford	Lead	Mark Cox

A&E - % 4 Hour performance



Reporting Date	Performance	Op. Plan #
Sep-23	68.7%	QC23
	Admitted 16.9%	
	Non-Admitted 78.8%	

Threshold	YTD Mean	Benchmark
76% (95%)	72.1%	71.6%

(Higher value represents better performance)

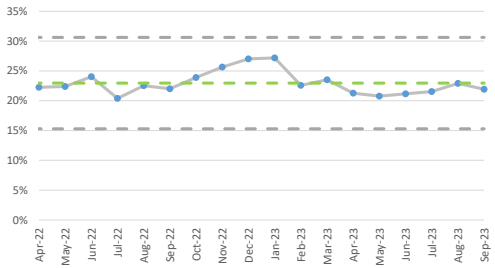
- Variation Description

Common cause

- Assurance Description

Consistently fail target

A&E - Admission Rate : Noble's Hospital



Reporting Date	Performance	Op. Plan #
Sep-23	21.9%	QC24

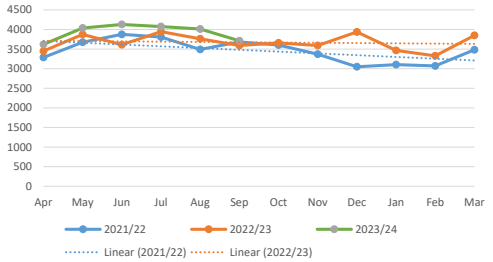
Threshold	YTD Mean	Benchmark
-	21.6%	28.0%

Variation Description

Common cause

Assurance Description

ED - Total Attendances : Manx Care



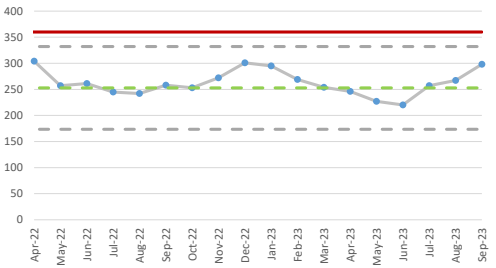
Reporting Date	Performance	Op. Plan #
Sep-23	3,712	

Threshold	YTD Mean	Benchmark
-	3,930	3,671

Variation Description

Assurance Description

ED - Average Total Time in ED : Noble's Hospital



Reporting Date	Performance	Op. Plan #
Sep-23	298	QC150

Threshold	YTD Mean	Benchmark
360 mins	253	268

(Lower value represents better performance)

- Variation Description

Common cause

+ Assurance Description

Consistently hit target

Issues / Performance Summary

- September's performance of 68.7% remained below the 95% threshold and below the UK's performance of 71.6%.
  - Admitted Performance: 16.9%;
  - Non Admitted Performance: 78.8%;
- Certain patient groups are managed actively in the department beyond 4 hours if it is in their clinical interest. This includes elderly patients at night, intoxicated patients, back pain requiring mobilisation etc.

In September, the average admission rate from Noble's ED of 21.9% was lower than that of the UK (28%).

Performance due to:

- Lack of ED observation space (Clinical Decision Unit space)
- Lack of physical space to see patients
- Lack of Ambulatory Emergency Care capability and capacity.
- Limited Same Day Emergency Care (SDEC) capability.
- Delays in transfer of patients to in-patient wards due to a lack of available beds.
- Staffing availability (particularly nursing) and sickness.
- Elderly case mix.
- Lack of organisational Pathways for example back pain , optician, DVT, dental.

Planned / Mitigation Actions

- New staff are being recruited to positions in ED, both doctors and nurses, however doctor positions are proving problamatic to fill, further engagement with HR recruiting and sourcing Teams to assist in this process.
- A business case for safer medical staffing is being completed.
- Further embedding of Ambulatory Emergency Care and MACU to divert patients away from the main ED department for practitioner led and ambulatory treatment that would normally require inpatient admission such as IV therapy or deep vein thrombosis treatment.
- Work on accuracy of time stamps for triage and treatment at briefings.

Development of Rapid Assessment by senior clinical staff

- Review of GIRFT Programme National Specialty Report (Emergency Medicine) and potential for alignment with current processes and metrics.
- Two current non-emergency workstreams should also contribute to the improvement of performance within ED:

- Work streams around time of discharge
- Other work streams around exit block

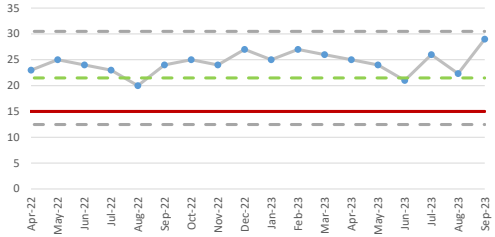
Assurance / Recovery Trajectory

- Average total time in department remains within the required 360 minute standard.
- Expectation that performance will remain in line with the UK, but it should be noted that as expected the position has remained challenging over the period due to the additional seasonal pressures.
- Application for Healthcare Transformation Funding to pump prime Intermediate Care for year 1 of operation (£1.2m) which develops diversionary pathways away from ED and invest in community services.
- Result of increase to Nursing Staffing availability and reducing sickness levels.
- ED recruitment still underway for 6 Band 6 nurses , 2 band 7 nurses , 2x Band 5 nurses, 2 Speciality Doctors ,2 consultants and 3 F3 positions In addition to this 10 TSRs for agency nurses have been approved to bridge the gap for new recruits beginning in the dept.
- Secured funding to make improvements to the infrastructure. In the planning stages at present.

Note -
Benchmarks for '4 Hour' and 'Admission Rate' are UK NHSE performance figures for September' 23.
Benchmarks for 'Total Attendances' and 'Average time in ED' are the Manx Care monthly averages for 2022/23.

Responsive	Emergency Department (2 of 2)	Executive Lead	Oliver Radford	Lead	Mark Cox

Average number of minutes between Arrival and Triage (Noble's)



Reporting Date	Performance	Op. Plan #
Sep-23	29	QC26

Threshold	YTD Mean	Benchmark
15 mins	25	24

(Lower value represents better performance)

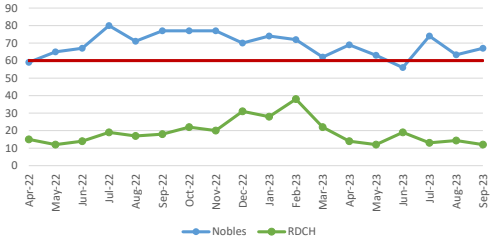
-	Variation Description

Special Cause of Concerning variation (High)

-	Assurance Description

Consistently fail target

ED-Average number of minutes between arrival to clinical assessment



Reporting Date	Performance		Op. Plan #
Sep-23	Nobles	67	
	RDCH	12	

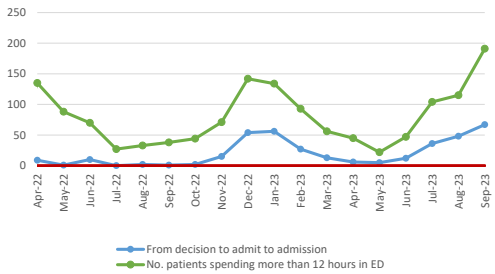
Threshold	YTD Mean	Benchmark
60 mins		-

(Lower value represents better performance)

Variation Description

Assurance Description

A&E - 12 Hours waits



Reporting Date	Performance		Op. Plan #
	%Trolley 12h Wait	1.8%	QC78
	% ED 12h Wait	5.1%	

Threshold	YTD Mean	Benchmark
0		-

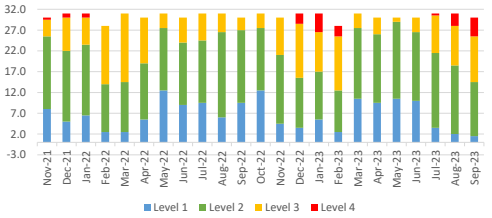
(Lower value represents better performance)

-	Variation Description

-	Assurance Description

Consistently fail target

Operational Pressures Escalation Level (OPEL) (Days)



Reporting Date	Performance	Op. Plan #

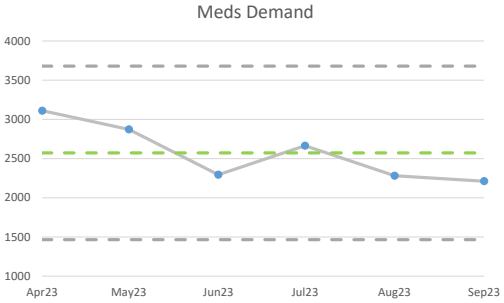
Threshold	YTD Mean	Benchmark

Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
• The service was on the highest Operational Pressures Escalation Level (OPEL), Level 4, for 4.5 days in September. • The number of 12 Hour Trolley Waits was 67 (1.8% of attendances; UK 1.5%) • 191 patients had a stay of more than 12 hours in ED in September. That equated to 5.1% of attendances.		Note - Benchmark for 'Average number of minutes between Arrival and Triage' is the Manx Care monthly average for 2022/23.

Responsive	MEDs Demand	Executive Lead	Oliver Radford	Lead	Mark Cox



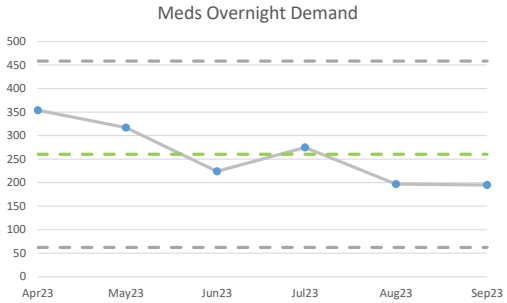
Reporting Date	Performance	Op. Plan #
Sep-23	**2211**	-

Threshold	YTD Mean	Benchmark
-	2572	-

Variation Description

Common cause

Assurance Description



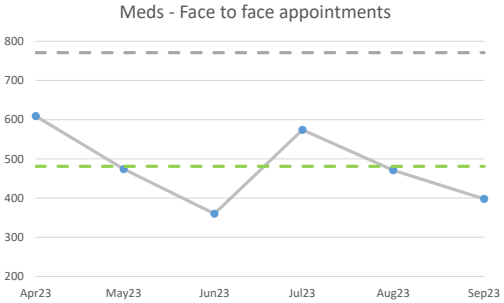
Reporting Date	Performance	Op. Plan #
Sep-23	**195**	-

Threshold	YTD Mean	Benchmark
-	260	-

Variation Description

Common cause

Assurance Description



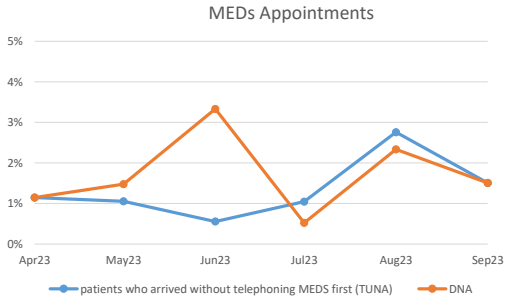
Reporting Date	Performance	Op. Plan #
Sep-23	**398**	-

Threshold	YTD Mean	Benchmark
-	481	-

Variation Description

Common cause

Assurance Description



Reporting Date	Performance		Op. Plan #
Jan-00	**TUNA**	**1.5%**	-
	DNA	**1.5%**	

Threshold	YTD Mean	Benchmark
-	-	-

(Lower value represents better performance)

Variation Description

Assurance Description

Issues / Performance Summary

- In September MEDS provided 2211 patient interactions. However during this period MEDS had to close for 6 overnight sessions due to staffing pressures.

- In September 2023 MEDS offered a total of 398 Face to face appointments either at base or in the community. This was 23% of the total telephone contacts for this period.

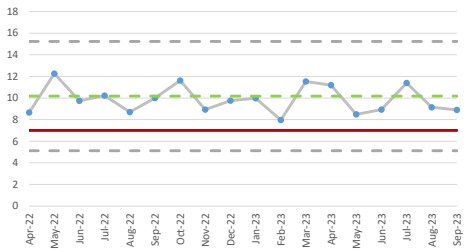
- Of the 398 face to face appointments 6 were patients who arrived without telephoning MEDS first. And 6 of the patients failed to attend a given appointment.

Planned / Mitigation Actions

Assurance / Recovery Trajectory

Responsive	Ambulance (1 of 3)	Executive Lead	Oliver Radford	Lead	Will Bellamy

Ambulance - Category 1 Average (Mean) Response Time



Reporting Date	Performance	Op. Plan #
Sep-23	00:08:54	QC20

Threshold	YTD Mean	Benchmark
7 mins	00:09:40	00:08:31

(Lower value represents better performance)

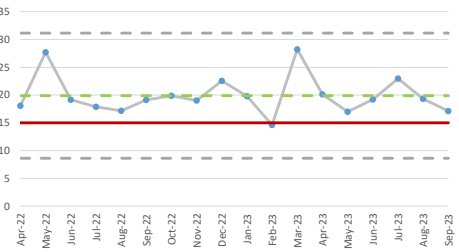
+ Variation Description

Common cause

- Assurance Description

Consistently fail target

Ambulance - Category 1 Response Time at 90th Percentile



Reporting Date	Performance	Op. Plan #
Sep-23	00:17:06	QC21

Threshold	YTD Mean	Benchmark
15 mins	00:19:17	00:15:07

(Lower value represents better performance)

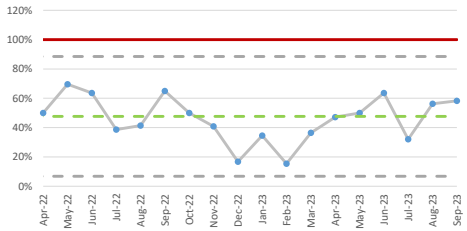
+ Variation Description

Common cause

- Assurance Description

Consistently fail target

Ambulance - % patients with CVA/Stroke symptoms arriving at hospital within 60 mins of call



Reporting Date	Performance	Op. Plan #
Sep-23	58.3%	

Threshold	YTD Mean	Benchmark
100.0%	51.2%	43.5%

(Higher value represents better performance)

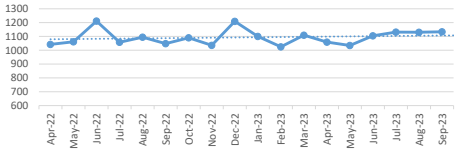
+ Variation Description

Common cause

- Assurance Description

Consistently fail target

Ambulance - Service Demand : All call types



Reporting Date	Performance	Op. Plan #
Sep-23	1,134	

Threshold	YTD Mean	Benchmark
-	1,099	1,090

Variation Description

Assurance Description

Sep-23	East	North	South	West	Total
Category 1 Calls	27	7	8	4	46
No. reached within 15 mins	25	6	5	3	39
% response within 15 mins	92.6%	85.7%	62.5%	75.0%	84.8%

Issues / Performance Summary

• Demand for Ambulance services has slightly increased in September '23 = 1134, comparing to [September '22 = 1048];
The number of calls is approximately 8.2% higher than September'22.

• September has seen a further improvement and stabilisation in Category 1 response including a good improvement at the 90th percentile. This is set against a back drop of increasing demand and increased ED delays compared to the previous month. Category 2 response performance declined but is still well within NHS England targets.

• Clinical Navigation is now robustly staffed as of October for day time only provision. Hear and Treat was provided for 24 days of September and conducted 144 patient triages. This resulted in in 52 cases being downgraded (improving demand management) and 24 patients being directed to service that didn't require an ambulance response. It is our assessment that we are now starting to see Clinical Navigation positively impacting Category 1 response performance. In addition, 62 Hear and Treat triages where upgraded from their original 999 call handling categorisation with a conveyance rate of 82% which represents significant patient safety improvements. As more alternatives pathways of care become available to Clinical Navigators, we expect to see further reductions in frontline ambulance use with further associated performance improvements for those most unwell

• Stroke data is currently based on information given to a non-clinical call handler who selects "Stroke or TIA" as the primary issue for prioritisation. The actual patient condition found once on scene, and whether it was a confirmed as Stroke needing rapid transportation may or not may differ. The data is therefore as yet unrefined and needs further work (see mitigations).

Planned / Mitigation Actions

• Initial root cause analysis of handover breaches has been undertaken.
• KPIs and associated reporting mechanisms regarding Handover times to be developed as per Operating Plan 2023/26.
• Clearly defined pathways exist for the rapid assessment, pre alert to the stroke team and transfer under blue light conditions of patients with new onset unresolved stroke symptoms so they can be assessed and scanned as rapidly as possible. Reporting to be developed in 2023/24 for patients that may have had a stroke but initially presented with something else (such as a fall where stroke was later found to be the cause).

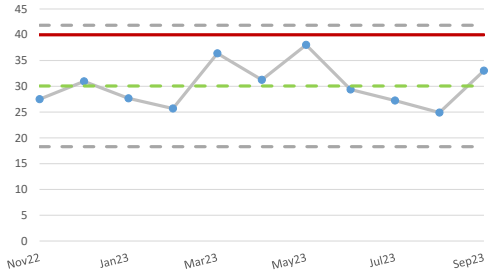
Assurance / Recovery Trajectory

• Development of supporting processes for robust management and reporting of Handover times will be undertake as per the timescales set out in the Operating Plan for 2023/26.
• Reviewing the current limitations with Stroke performance data capture and reporting to improve accuracy and will align reporting metrics with recognised best practice KPIs as appropriate.

Note -
Benchmarks for Category 1 'Average Response Time' and 'Response time at 90th Percentile' are UK NHSE performance figures for September' 23.
Benchmarks for 'CVA/Stroke' and 'Service Demand' are the Manx Care monthly averages for 2022/23.

Responsive	Ambulance (2 of 3)	Executive Lead	Oliver Radford	Lead	Will Bellamy

Ambulance - Category 2 Response Time at 90th Percentile



Reporting Date	Performance	Op. Plan #
Sep-23	00:33:02	QC136

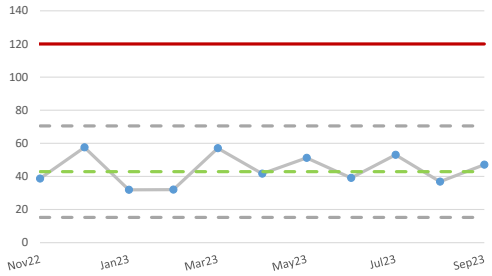
Threshold	YTD Mean	Benchmark
40 mins	00:30:39	01:21:04

(Lower value represents better performance)

- Variation Description: Common cause

+ Assurance Description: Consistently hit target

Ambulance - Category 3 Response Time at 90th Percentile



Reporting Date	Performance	Op. Plan #
Sep-23	00:47:03	QC138

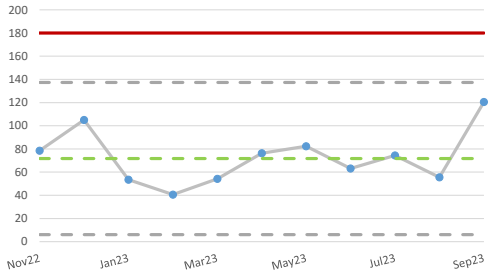
Threshold	YTD Mean	Benchmark
120 mins	00:44:49	05:26:59

(Lower value represents better performance)

- Variation Description: Common cause

+ Assurance Description: Consistently hit target

Ambulance - Category 4 Response Time at 90th Percentile



Reporting Date	Performance	Op. Plan #
Sep-23	02:00:33	QC140

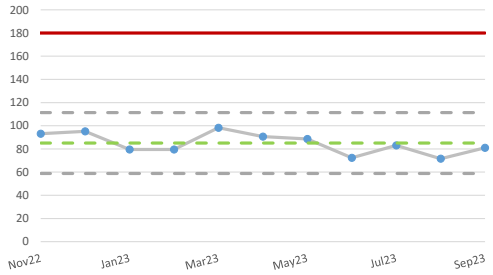
Threshold	YTD Mean	Benchmark
180 mins	01:18:44	06:25:35

(Lower value represents better performance)

- Variation Description: Common cause

+ Assurance Description: Consistently hit target

Ambulance - Category 5 Response Time at 90th Percentile



Reporting Date	Performance	Op. Plan #
Sep-23	01:20:55	QC142

Threshold	YTD Mean	Benchmark
180 mins	01:21:12	-

(Lower value represents better performance)

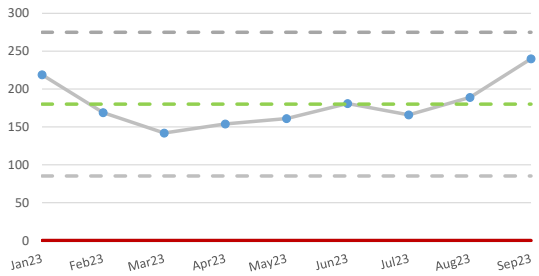
- Variation Description: Common cause

+ Assurance Description: Consistently hit target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
• We remain bench marking well against the categories (2,3,4 and 5) standards: - Category 2; Standard < 40 mins; 90th percentile = 00:33:02 Category 2 response performance declined but is still well within NHS England targets. - Category 3; Standard < 120 mins; 90th percentile = 00:47:03 - Category 4; Standard < 180 mins; 90th percentile = 02:00:33 - Category 5; Standard < 180 mins; 90th percentile = 01:20:55		Note - Benchmarks for Category 2,3,4 'Response time at 90th Percentile' are UK NHSE performance figures for Septmber' 23.

Responsive	Ambulance (3 of 3)	Executive Lead	Oliver Radford	Lead	Will Bellamy

Ambulance crew turnaround times from arrival to clear should be no longer than 30 minutes.



Reporting Date	Performance	Op. Plan #
Sep-23	240	QC85

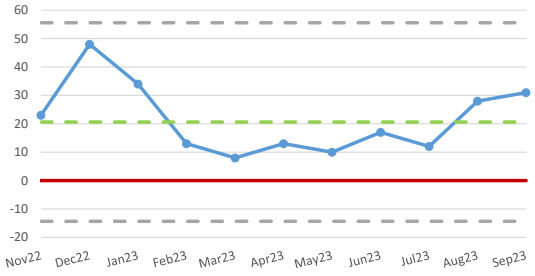
Threshold	YTD Mean	Benchmark
0	182	177

(Lower value represents better performance)

-	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target

Ambulance crew turnaround times from arrival to clear should be no longer than 60 minutes.



Reporting Date	Performance	Op. Plan #
Sep-23	31	QC86

Threshold	YTD Mean	Benchmark
0	19	22

(Lower value represents better performance)

-	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
• There were 31 instances where handover Turnaround Times were greater than 60 mins, and 240 where greater than 30 mins.		Note - Benchmarks are the Manx Care monthly averages for 2022/23.

Responsive	Cancer Wait Times (1 of 3)	Executive Lead	Oliver Radford	Lead	Lisa Airey

The UK are moving to a new version of the National Cancer Waiting Time Guidance (version 12.0) from October 2023 (https://www.england.nhs.uk/wp-content/uploads/2023/08/PRN00654-national-cancer-waiting-times-monitoring-dataset-guidance-v12.pdf).

The IPR data will be aligned to the new reporting guidance from next month, with the reporting of the equivalent October 2023 data. The BI team are working on the changes to the reporting criteria in line with the new guidance. Work is continuing with the Cheshire & Merseyside to understand future developments of the guidance and planning towards future expectations.

The new guidance has simplified the CWT reporting:

- 28 day FDS – target 75% (Receipt of urgent referral for suspected cancer, receipt of urgent referral from a cancer screening programme (breast, bowel, cervical), and receipt of urgent referral of any patient with breast symptoms (where cancer not suspected), to the date the patient is informed of a diagnosis or ruling out of cancer)
- 62 day RTT – target 85% (From receipt of an urgent GP (or other referrer) referral for urgent suspected cancer or breast symptomatic referral, or urgent screening referral or consultant upgrade to First Definitive Treatment of cancer)
- 31 day DTT – target 96% (From Decision To Treat/Earliest Clinically Appropriate Date to Treatment of cancer)

Manx Care's reporting will be aligned to this guidance.

The new guidance has removed the reporting of the 2 Week Wait (2WW) however following feedback from Cheshire & Merseyside Cancer Alliance, this will continue to be monitored closely by our clinical and operational teams in order to support the acheivement of the Faster Diagnostic Standard.

Faster Diagnosis Standard

The aim of this target is to:

- reduce the time between referral and diagnosis of cancer
- reduce anxiety for patients, who will receive a diagnosis or an 'all clear' but do not currently receive this message in a timely manner
- work alongside the delivery of the 62-day referral to treatment cancer waiting times standard, including the standard to reduce waiting times, through improved analysis and pathway improvements of faster diagnosis.

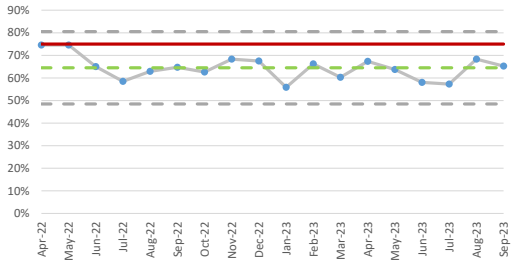
The 28 day FDS gives a fuller indication of the first part of the suspected cancer pathway rather than using the 2WW performance alone. It reflects not only the first appointment, but also that the diagnostic work has been completed and most importantly that the patient has been informed of a cancer or non-cancer diagnosis.

Best Practice Timed Pathways

The Best Practice Timed Pathways (BPTP) are being introduced for specific tumour groups. Best practice timed pathways support the ongoing improvement effort to shorten diagnosis pathways, reduce variation, improve people's experience of care, and meet the Faster Diagnosis Standard (FDS). It will also ensure consistency between Manx Care's pathways and that of the Cancer Alliance pathways. Further work is needed to align with the BPTP pathways from the UK NHS.

Responsive	Cancer Wait Times (1 of 3)	Executive Lead	Oliver Radford	Lead	Lisa Airey

CWT - 28 Days to diagnosis or ruling out of cancer



Reporting Date	Performance	Op. Plan #
Sep-23	65.3% (263 of 403)	QC31

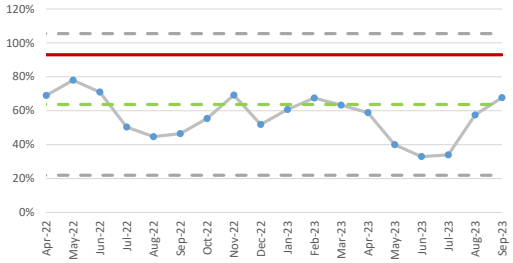
Threshold	YTD Mean	Benchmark
75.0%	63.3%	71.60%

(Higher value represents better performance)

- Variation Description: Common cause

- Assurance Description: Consistently fail target

CWT - Two Week Wait (2WW) performance



Reporting Date	Performance	Op. Plan #
Sep-23	67.7% (270 of 399)	QC29

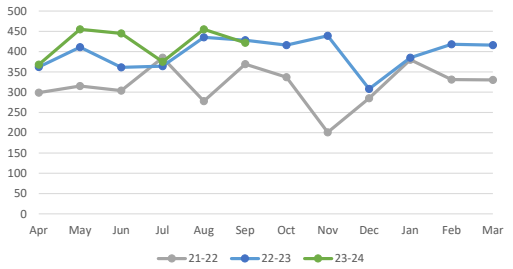
Threshold	YTD Mean	Benchmark
93.0%	48.5%	74.80%

(Higher value represents better performance)

+ Variation Description: Common cause

- Assurance Description: Consistently fail target

2WW referrals received for all suspected cancers



Reporting Date	Performance	Op. Plan #
Sep-23		

Threshold	YTD Mean	Benchmark

Variation Description

Assurance Description

Tumour Group	2WW Referrals								
	Sep-23	Apr - Sep 2023	Apr - Sep 2022	Year on Year Increase	Monthly Avg. 2023/24	Monthly Avg. 2022/23	*Trajectory 2023/24	Total 2022/23 (Apr 22-March 23)	Forecast Demand Growth
Breast	67	402	320	25.6%	67	53	802	635	26.2%
Colorectal	75	466	434	7.4%	80	72	945	913	3.5%
Dermatology	97	609	524	16.2%	101	87	1,217	995	22.3%
Gynaecology	38	251	236	6.4%	42	39	503	476	5.7%
Haematology	10	30	29	3.4%	6	5	65	72	-10.0%
Head & Neck	35	221	217	1.8%	37	36	442	422	4.7%
Lung	11	68	64	6.3%	13	11	145	120	20.7%
Other	1	13	21	-	2	4	27	29	-7.6%
Upper GI	40	186	206	-9.7%	33	34	382	406	-5.9%
Urology	33	199	194	2.6%	36	36	416	432	-3.7%
Sub-Total	**407**	**2,445**	**2,245**	**8.9%**	**425**	**389**	**4,943**	**4,500**	**9.8%**

**Tumour Group	Monthly number of	
	Sep-23	12 month Avg.
Breast symptomatic (non-suspected cancer)	12	10

*Forecast is straight line 12ths only - based on actuals plus avg. referrals per month received Apr 23 - Mar 24.

**Monthly referral figures for Breast Symptomatic are shown separately as the methodology for recording and reporting them changed in Oct 21, meaning that a YTD year on year comparison would not be appropriate.

Previously breast symptomatic were 'upgraded' but these are now reported on the Somerset Cancer Registry in line with the 'exhibited breast symptoms – cancer not suspected' category in line with UK reporting.

Issues / Performance Summary

- Continued high number of suspected cancer referrals across tumour groups is impacting on capacity.
- All suspected cancers continue to be monitored against Cancer Waiting Times (CWT) targets by operational PTL and tumour specific PTLs
- Delays to communication of diagnosis of non-cancer are being picked up via tumour specific PTLs (28 day FDS) and communication with MDT to stop the clock as soon as diagnosis is communicated.
- Capacity for Endoscopy and Outpatient appointments due to lack of staff to cover clinics noted at PTL
- Volatility of percentages due to small numbers, especially for some targets

Planned / Mitigation Actions

- Review of Suspected cancer GP proforma against new Cancer Alliance templates underway with specialist teams – this should give better guidance to GPs
- Continued roll out of tumour specific PTLs to ensure better communication between clinical/MDT staff over potential to breach CWT targets
- Review of administration of referrals with PIC underway to streamline process and ensure days not lost in pathway ahead of first appointment being booked.
- Draft Cancer Access Policy, Cancer Escalation Policy and Inter-hospital transfer and breach allocation SOP are shortly to be circulated for consultation. A number of the 62 day Referral to Treatment (RTT) breaches are due to the wait times at the UK specialist centres providing treatment, and as such are outside of Manx Care's control. These documents will support this process. They will also support better communication/escalation of possible breaches and identify root cause of any unavoidable breaches
- Further work needed on subsequent treatment tracking and data reporting
- Review of Cancer Services and resources underway – further work needed to understand pathways against Cancer Alliance clinical pathways in addition.

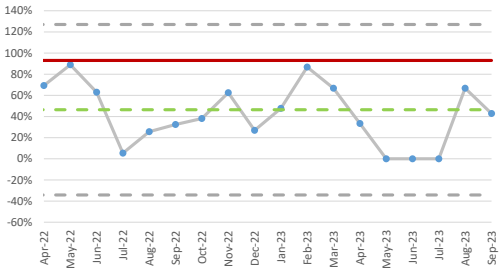
Assurance / Recovery Trajectory

- Reporting data now taken directly from the Somerset Cancer Registry and automated.
- KPIs and performance management governance brought in line with the National Cancer Waiting Times Monitoring Dataset Guidance and will adapt to new guidance from next month.

Note -
Benchmarks for '2WW Performance' and '28 days to diagnosis' are UK NHSE performance figures for Aug'23.
Benchmark for '2WW referrals received' is the Manx Care monthly average for 2022/23.

Responsive	Cancer Wait Times (2 of 3)	Executive Lead	Oliver Radford	Lead	Lisa Airey

CWT - Two Week Wait (Breast Symptomatic) performance



Reporting Date	Performance	Op. Plan #
Sep-23	42.9% (3 of 7)	QC30

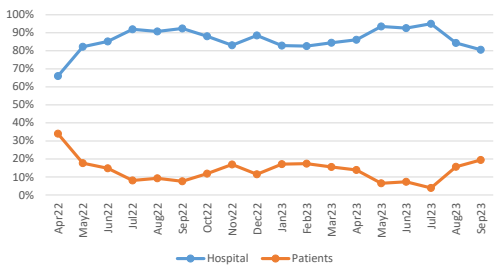
Threshold	YTD Mean	Benchmark
93.0%	23.8%	70.30%

(Higher value represents better performance)

- Variation Description: Common cause

- Assurance Description: Consistently fail target

Cancer - 2WW Breaches



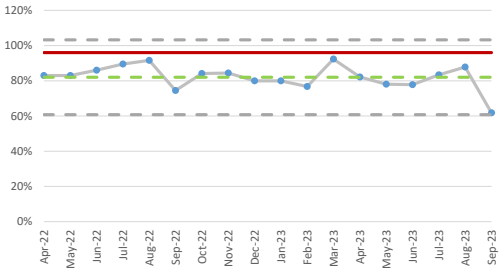
Reporting Date	Performance	Op. Plan #

Threshold	YTD Mean	Benchmark

Variation Description

Assurance Description

CWT - 31 Day Diagnosis to Treatment



Reporting Date	Performance	Op. Plan #
Sep-23	61.8% (21 of 34)	QC35

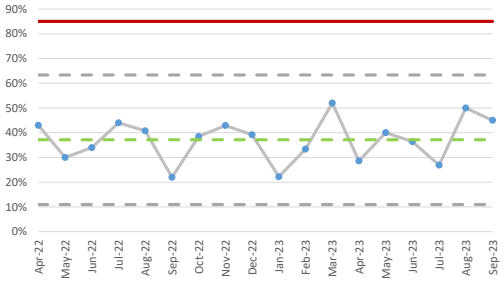
Threshold	YTD Mean	Benchmark
96.0%	78.5%	91.00%

(Higher value represents better performance)

- Variation Description: Common cause

- Assurance Description: Consistently fail target

CWT - 62 Day Referral to Treatment



Reporting Date	Performance	Op. Plan #
Sep-23	45.0% (9 of 20)	QC34

Threshold	YTD Mean	Benchmark
85.0%	37.8%	62.80%

(Higher value represents better performance)

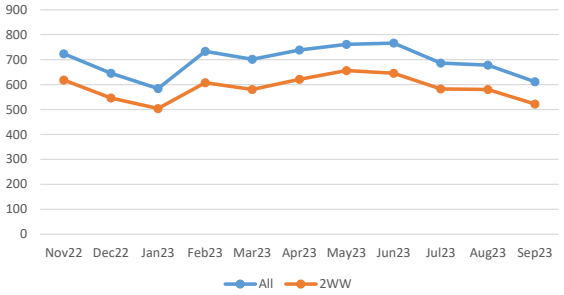
- Variation Description: Common cause

- Assurance Description: Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
• The 93% 2WW standard allows 7% for patient choice – in September there has been a higher percentage of patient choice breaches. For September'23: Reason for Breach - Hospital: 80.6% Reason for Breach - Patient Choice: 19.4% • The Breast Symptomatic 2WW performance was impacted by a clinic cancellation, with 3 patients breaching by a small number of days	• Continued roll out of tumour specific PTLs to ensure better communication between clinical/MDT staff over potential to breach CWT targets • Review of administration of referrals with PIC underway to streamline process and ensure days not lost in pathway ahead of first appointment being booked. • Draft Cancer Access Policy, Cancer Escalation Policy and Inter-hospital transfer and breach allocation SOP are shortly to be circulated for consultation. A number of the 62 day Referral to Treatment (RTT) breaches are due to the wait times at the UK specialist centres providing treatment, and as such are outside of Manx Care's control. These documents will support this process. They will also support better communication/escalation of possible breaches and identify root cause of any unavoidable breaches • Further work needed on subsequent treatment tracking and data reporting • Review of Cancer Services and resources underway – further work needed to understand pathways against Cancer Alliance clinical pathways in addition.	• Reporting data now taken directly from the Somerset Cancer Registry and automated. • KPIs and performance management governance brought in line with the National Cancer Waiting Times Monitoring Dataset Guidance and will adapt to new guidance from next month. Note - Benchmarks for 'Breast Symptomatic', '31 days diagnosis to treatment' and '62 days referral to treatment' are UK NHSE performance figures for Aug'23

Responsive	Cancer Wait Times (3 of 3)	Executive Lead	Oliver Radford	Lead	Lisa Airey

Number of patients on Cancer Pathway



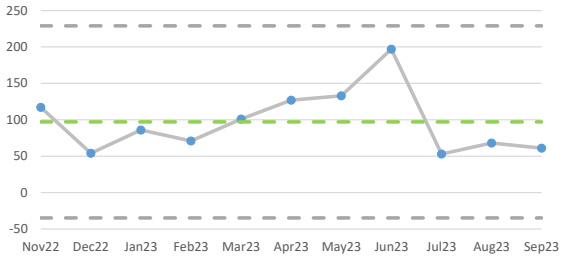
Reporting Date	Performance	Op. Plan #
Sep-23	611	

Threshold	YTD Mean	Benchmark
-	707	677

Variation Description

Assurance Description

Cancer - Total number of patients Waiting for 1st OP



Reporting Date	Performance	Op. Plan #
Sep-23	61	

Threshold	YTD Mean	Benchmark
	107	86

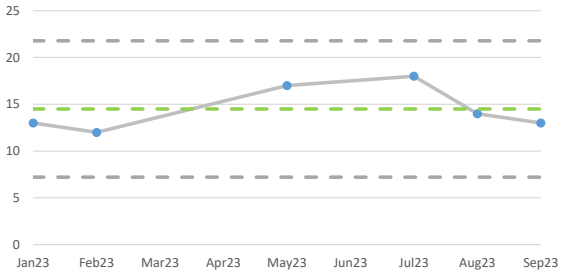
(Lower value represents better performance)

\+ **Variation Description**

Common cause

Assurance Description

Cancer - Median Wait Time for the 2WW referrals (Days)



Reporting Date	Performance	Op. Plan #
Sep-23	13	

Threshold	YTD Mean	Benchmark

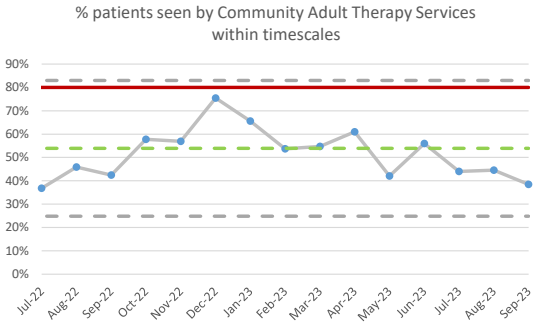
\+ **Variation Description**

Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Please see page 50 for supporting narrative. Number of patients on a cancer pathway is based on the figure at the close of the month to give a guide to activity - the amount varies throughout the month The number of patients awaiting first appointment is based on the figure reported at the last Operational Cancer PTL of the month to give a guide to activity - the number waiting varies throughout the month		

Responsive	Integrated Primary & Community Care (1 of 5)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon	



Reporting Date	Performance	Op. Plan #
Sep-23	38.5%	QC62

Threshold	YTD Mean	Benchmark
80.0%	47.7%	54.4%

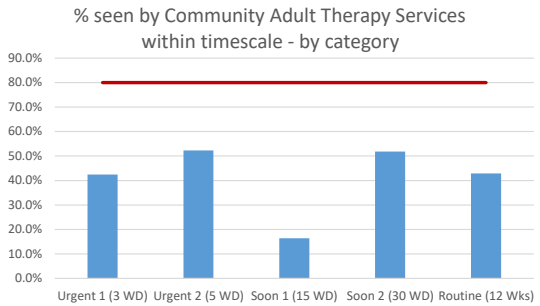
(Higher value represents better performance)

-	Variation Description

Common cause

-	Assurance Description

Consistently fail target



Reporting Date	Performance	Op. Plan #
Sep-23	-	

Threshold	YTD Mean	Benchmark
80%	-	-

(Higher value represents better performance)

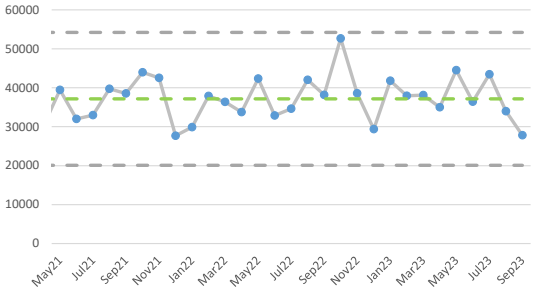
Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Community Adult Therapy: • 42.4% of Urgent 1 (3 working day) and 52.2% of Urgent 2 (5 working day) patients were seen within the required timescales in September. • The team hold heavy caseloads of patients with complex and changing needs requiring regular input and reviews making it more difficult to respond to new referrals. • Staffing – currently 1 B7 Physiotherapist on sick leave (off all of the month of September), existing cases have needed picking up. Also 1 x B7 fulltime OT vacant (acting up as interim team lead), 1 x B6 0.6 OT vacant, and 1 x B5/6 Rotational OT post vacant.	**Community Adult Therapy:** • Team have reviewed triage priorities and would like to simplify these to Priority 1 (10 day response), Priority 2 (30 day response), Priority 3 (60 day response) – this is to be taken to Care Group Lead by Head of Therapies for discussion. This would reflect the service not being an urgent/rapid response service, reduce the pressure on the team to focus on the urgent referrals and improve the response times to the other categories. • Bank OT currently supporting for approx. 26 hours a week. • Part time OT within the team picking up additional hours as able. • TSR requests in place for 2 x B6 OT – no interest at present. • 0.6 OT post currently out to advert. • B5/6 Rotational post out to advert – currently 4/5 posts vacant with this to increase to 5/5 vacant from December. The post has been on a rolling advert throughout the year, 1 interview to be offered following last closing date. • Team completing waiting list reviews.	- Note: Benchmark for '% patients seen by CAT' is the Manx Care monthly averages for 2022/23.

Responsive	Integrated Primary & Community Care (2 of 5)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon

Number of GP Appointments



Reporting Date	Performance	Op. Plan #
Jul-23	**27786**	-

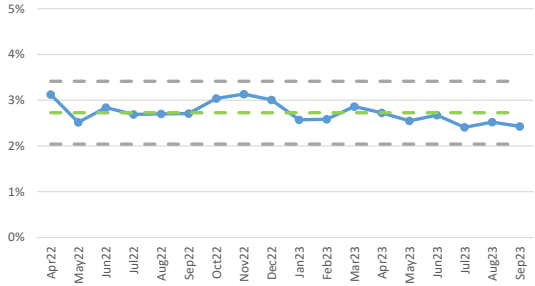
Threshold	YTD Mean	Benchmark
-	36860	38523

Variation Description

Common cause

Assurance Description

DNA Rate - GP Appointments



Reporting Date	Performance	Op. Plan #
Jul-23	**2.4%**	QC151

Threshold	YTD Mean	Benchmark
-	2.6%	2.8%

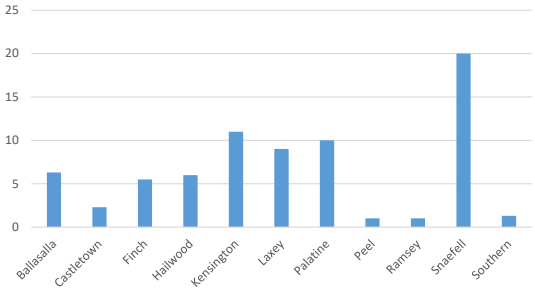
(Lower value represents better performance)

- **Variation Description**

Common cause

Assurance Description

Average of Days to next GP appointment - Sep'23



Reporting Date	Performance	Op. Plan #
Sep-23	-	-

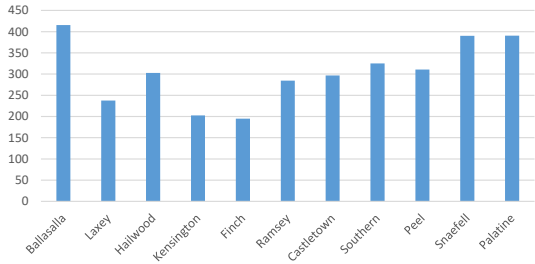
Threshold	YTD Mean	Benchmark
-	7.2	-

(Lower value represents better performance)

Variation Description

Assurance Description

GP - Number of appointments per 1000 registered patients - Sep'23



Reporting Date	Performance	Op. Plan #
Jul-23	-	

Threshold	YTD Mean	Benchmark
-	-	

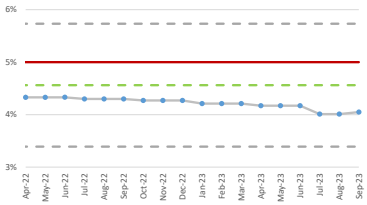
Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Responsive	Integrated Primary & Community Care (3 of 5)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon

% of patients registered with a GP



Reporting Date	Performance	Op. Plan #
Jul-23	4.0%	QC99

Threshold	YTD Mean	Benchmark
5.0%	4.1%	4.3%

(Lower value represents better performance)

Variation Description

Special Cause of Improving variation (Low)

Assurance Description

Consistently hit target

Issues / Performance Summary

% of patients registered with a GP:

• % tolerance for September is 4.08%.

This is in line with expectations.

Planned / Mitigation Actions

% of patients registered with a GP:

• List cleansing is conducted monthly / quarterly and annually. An additional validation is conducted with practices by the Primary Care GP registrations team to ensure that practices patient lists match the GP registration system.

• The GP Contracts manager, at the contract review meetings discusses ensuring the patients lists are accurate and up to date and also to utilise every opportunity like ensuring that any returned mail is actioned, to reduce the lists further.

Assurance / Recovery Trajectory

% of patients registered with a GP:

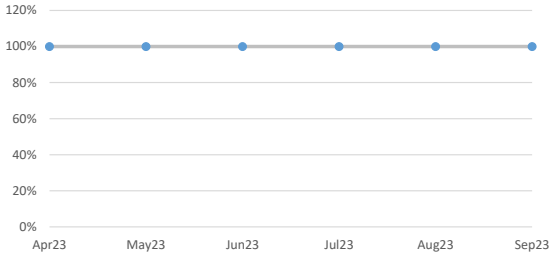
• The 2021 Census identified that there was a resident population of 84,069, and there has been movement on and off the Island since that date. We continue to list cleanse and work with the practices to remove 'Ghost patients' to keep it under the 5% and movement has been made to reduce to 4%.

• We will continue to review the % on a monthly / quarterly basis, working to the list cleansing timetable and with practices accordingly.

We have recently completed a piece of work on multiple occupancy residences and the returns have identified a large number of patients who will in 6 month's time be removed from GP Practice lists should an alternative address not be found.

Responsive	Integrated Primary & Community Care (4 of 5)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon

Response by Community Nursing to Urgent / Non routine within 24h



Reporting Date	Performance	Op. Plan #
Sep-23	**100%**	QC61

Threshold	YTD Mean	Benchmark
-	100.0%	-

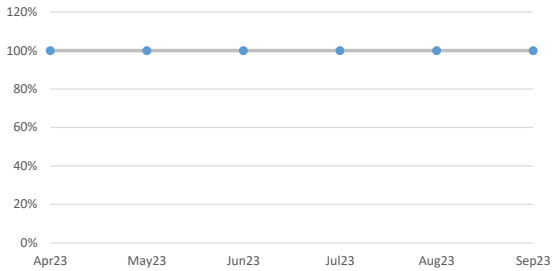
(Higher value represents better performance)

+ Variation Description

Common cause

Assurance Description

Community Nursing Service response target met (7 days) - Routine



Reporting Date	Performance	Op. Plan #
Sep-23	**100.0%**	QC62

Threshold	YTD Mean	Benchmark
-	100%	-

(Higher value represents better performance)

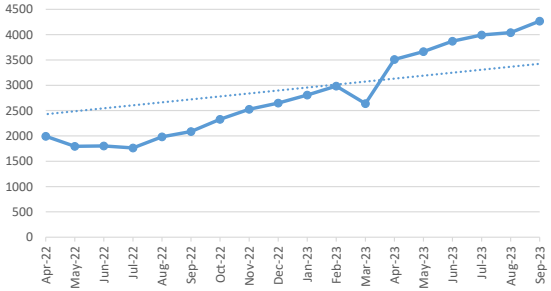
+ Variation Description

Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Both Community Nursing response standards continue to be fully met.		

Responsive	Integrated Primary & Community Care (5 of 5)	Executive Lead	Oliver Radford	Lead	Annmarie Cubbon



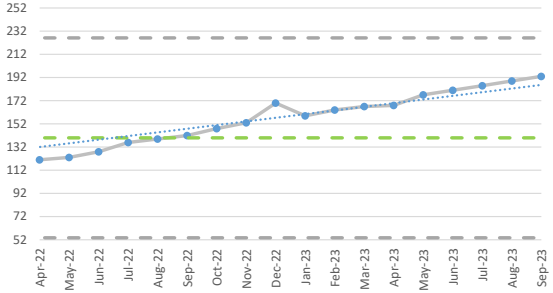
Reporting Date	Performance	Op. Plan #
Sep-23	4268	

Threshold	YTD Mean	Benchmark
-	3892	944

(Lower value represents better performance)

- **Variation Description**

Assurance Description



Reporting Date	Performance	Op. Plan #
	189	

Threshold	YTD Mean	Benchmark
		168

Variation Description

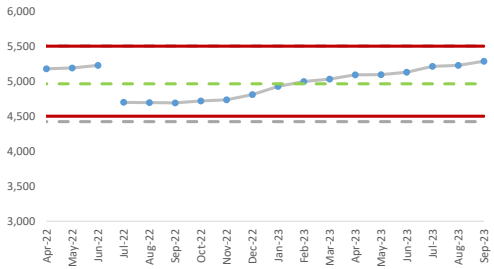
Special Cause of Concerning variation (High)

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Dental: • In September 2023 198 patients were added to the dental allocation list. 62 children were added and 136 adults. 0 patients were allocated to a NHS dental practice. At the end of September 2023 the total number of patients awaiting allocation to a NHS dentist was 4,268.	**Dental:** • Currently there are discussions between Manx Care and DHSC in relation to NHS dental services which includes a paper regarding unifying of the UDA value. • Reports in relation to recall periods have been requested from NHSBSA who collate data in relation to NHS dental services and claims. This report identifies that the current recall period is between 7-9 months. Further discussions in relation to reviewing the KPI's on recall periods to be had with contractors by the end of December 2023. • The majority of patients on the waiting list have now been contacted by either telephone or email. the results are now being collated and the waiting list is being updated. It is expected that this work should be completed by the end of November 2023.	**Dental:** • To update and review figures once dental allocation list cleansed • The dashboard for the dental allocation list has been completed. Note - Benchmarks for '% patients seen by CAT' and 'Longest time waiting for GDP' are the Manx Care monthly averages for 2022/23. Benchmark for 'No. patients waiting for dentist' is the number waiting in Apr '23.

Responsive	Mental Health (1 of 2)	Executive Lead	David Hamilton	Lead	Ross Bailey	

MH - No. service users on Current Caseload



Reporting Date	Performance	Op. Plan #
Sep-23	5285	QC73

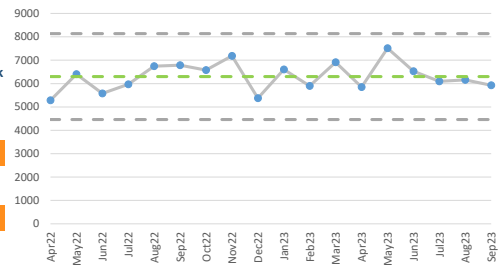
Threshold	YTD Mean	Benchmark
4500 - 5500	5172	4907

(Value within range represents better performance)

-	Variation Description
	Common cause

+	Assurance Description
	Consistently hit target

MH- Appointments



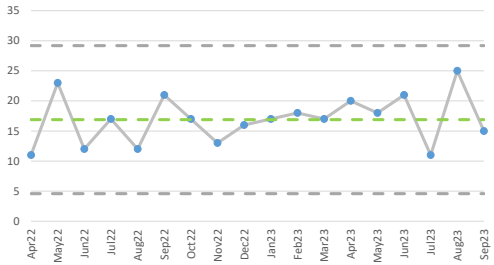
Reporting Date	Performance	Op. Plan #
Sep-23	5925	

Threshold	YTD Mean	Benchmark
-	6344	6276

+	Variation Description
	Common cause

Assurance Description

MH- Admissions



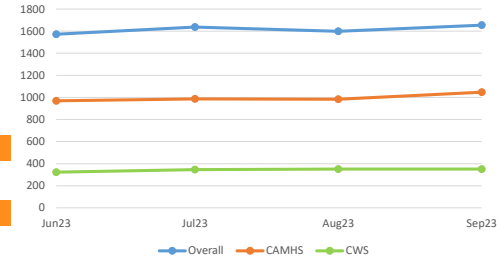
Reporting Date	Performance	Op. Plan #
Sep-23	15	

Threshold	YTD Mean	Benchmark
-	18	16

+	Variation Description
	Common cause

Assurance Description

Mental Health Waiting Lists



Reporting Date	Performance	Op. Plan #
Sep-23	**1654**	

Threshold	YTD Mean	Benchmark
-	1615	

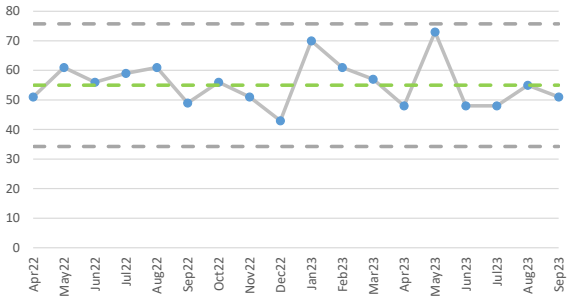
Variation Description

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Current Caseload: Caseload remains within the expected range and continues to steadily increase. It is significantly higher locally than you would expect within the English NHS. Particularly within CAMHS, whose caseload is some 4 times higher than you would expect per 100 thousand population equivalend in England. This range is benchmarked upon historic demand.	**Current Caseload:** Business case for additional staff in CAMHS is progressing to treasury.	**Current Caseload:** IMHS continue to be the main contributing department to the implementation of iThrive on the island. Successful embedding of this initiative should ensure that services other than entry to IMHS are available to children and their families, this should over time reduce demand on the service now and in the future.
MH Appointments: The DNA rate for the service is at 10.33%	**MH Appointments:** Operational Managers are able to view DNA rates via their reporting dashboard and can take action if negative trends or areas of concerns are identified.	**MH Appointments**
MH Admissions to Manannan Court: Admissions in September have fallen compared to a spike in August. Discharges have also increased to mitigate this.	**MH Admissions to Manannan Court:** Continue to monitor the impact of succesful recuitment in community services on inpatient admissions.	**MH Admissions to Manannan Court:**
MH Waiting Lists: Reduction in waiting list volume's for adults accessing Psychological Services (Low to Moderate) There are 340 Adults waiting, the average days waiting is at 126	**MH Waiting Lists:** The intention is to report on referral to treatment times, we areworking with the performance team to establish a clear methodology and the scope for RTT reporting.	**MH Waiting Lists** Reduction in waiting list volume's for adults accessing Psychological Services (Low to Moderate) Successful recruitment to difficult to recruit to posts, following a "grow your own" initiative, will ensure that there will be no wait for low to moderate psychological therapies at the start of 2024
Reduction in waiting list volume's for CAMHS mental health services There are 1055 children waiting, the average days waiting is 348.84, however those where there is a significant risk of harm are triaged & assessed within 24 hours.	**Reduction in waiting list volume's for CAMHS mental health services** The business case to treasury suggests options to reduce waiting lists, with the assistance of partnership arrangements with third sector providers and shared care agreements with GP's.	

Responsive	Women & Children (1 of 2)	Executive Lead	Oliver Radford	Lead	Linda Thompson	

Maternity Bookings



Reporting Date	Performance	Op. Plan #
Sep-23	**51**	

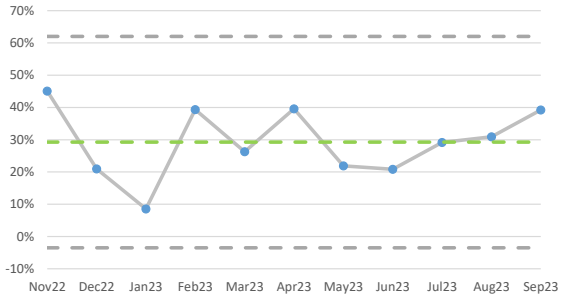
Threshold	YTD Mean	Benchmark
-	1086	56

Variation Description

Common cause

Assurance Description

Gestation At Booking <10 Weeks



Reporting Date	Performance	Op. Plan #
Sep-23	**39%**	

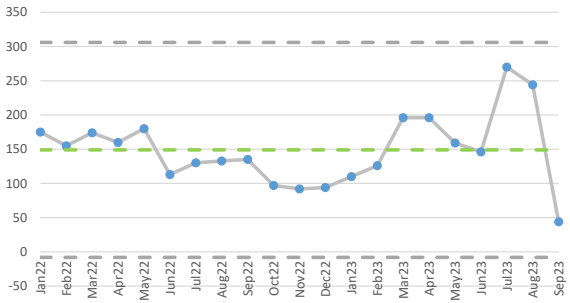
Threshold	YTD Mean	Benchmark
-	30%	28.0%

Variation Description

Common cause

Assurance Description

Ward Attenders



Reporting Date	Performance	Op. Plan #
Aug-23	**244**	

Threshold	YTD Mean	Benchmark
-	-	131

Variation Description

Common cause

Assurance Description

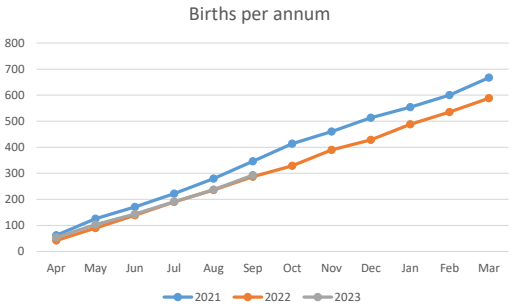
Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Maternity bookings

Gestation<10 weeks at booking: 20 (39.2%) compared with 13 (26.5%) last September. The work to implement a self-referral process for women is ongoing and once implemented the compliance with this KPI should improve.

Booking: A total of 51 women have booked for care in September compared with 49 women at the same time in 2022.

Responsive	Women & Children (2 of 2)	Executive Lead	Oliver Radford	Lead	Linda Thompson	



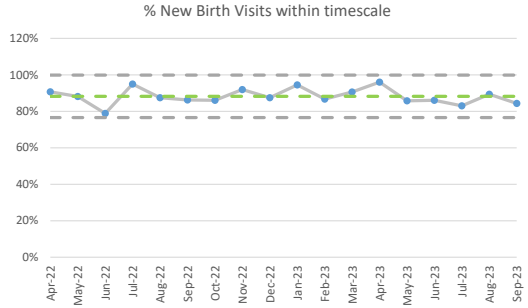
Reporting Date	Performance	Op. plan #
Sep-23	**293**	
Threshold	**YTD Mean**	**Benchmark**
-	170	-

(Higher value represents better performance)

+	Variation Description

Common cause

Assurance Description



Reporting Date	Performance	Op. Plan #
Sep-23	**84%**	QC133
Threshold	**YTD Mean**	**Benchmark**
-	87%	89%

-	Variation Description

Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	

Over the month of September there was **56 babies born**

In September 2023 we received 45 **Antenatal referrals** into the department.

We completed a total of 51 visits. Out of these visits, 43 were completed within the timeframe of 14 days and 8 were not completed on time.

Percentage
Within timeframe – 84.3%
Out of Timeframe – 15.7%

Exception Data
2 visits were offered on time, one was rescheduled by parents and one was a DNA. The 3rd exception was due to the baby being in NNU.

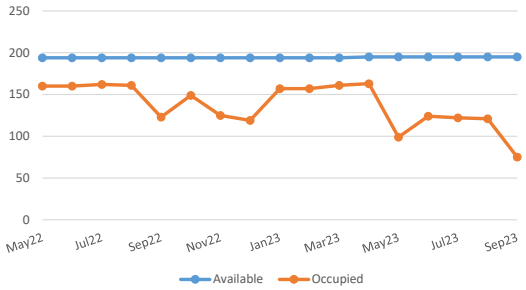
Breach Data
6 breaches were impacted by high level of staff sickness and the nursing strike.

In September 31 women were assessed as Universal, 6 as Universal Plus and 3 as Universal Partnership Plus at their New Birth Visit.

With the establishment increasing as of September we expect all new birth visits to be conducted within timeframe where within our control.

Responsive	Adult Social Care	Executive Lead	David Hamilton	Lead	Jonathan Carey	

Total Number of OP & Dementia Beds



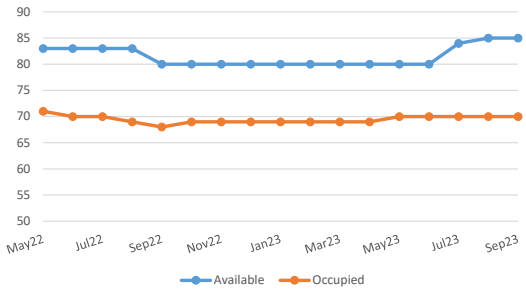
Reporting Date	Performance		Op. Plan #
Sep-23	Available	195	-
	Occupied	75	

Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

Assurance Description

Total Number of LD Beds



Reporting Date	Performance		Op. Plan #
Sep-23	Available	85	-
	Occupied	70	

Threshold	YTD Mean	Benchmark
-	-	-

Variation Description

Assurance Description

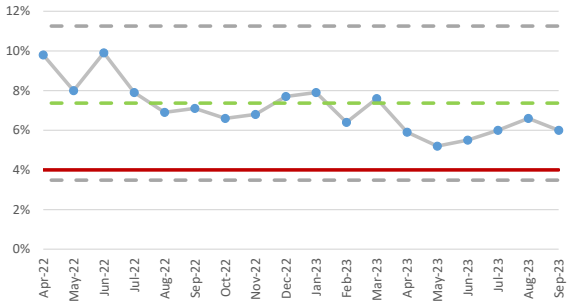
Issues / Performance Summary	Planned / Mitigation Actions	
The vacancy factor across Older Peoples Services is largely attributable to recent announcements at Cummal Mooar where they currently have 7 vacant beds + 3 respite beds. Southlands are carrying 4 vacancies but have 4 people on the waiting list. Dementia Care & Support Services have 4 vacancies and 5 people on the waiting list. Therefore in reality where there are vacancies people are transitioning into those beds. Across Learning Disability Services of the 86 beds available - 4 are in decommissioned home (CQC Recommendation) - 5 are currently unavailable due to the challenges presented by existing service users (Douglas & Ramsey) The remaining beds are largely identified for people in transition to residential services and as such, services are operating at 86% of available capacity.	Decisions in regard to the future use of Cummal Mooar will help provide additional certainty. Decisions in regard to Summerhill View and the part or full commissioning of that service will support a more stable position. Business cases are pending in regard to LD services which if approved, will support increased capacity.	

Well Led (People) Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
WP001		Workforce - % Hours lost to staff sickness absence	Sep-23		6.0%	5.9%	-	4.0%		
WP002		Workforce - Number of staff on long term sickness	Sep-23	-	82	81	-	-		
WP004		Workforce - Number of staff leavers	Sep-23	-	34	26	157	-		
WP005		Workforce - Number of staff on disciplinary measures	Sep-23	-	10	8	50	-		
WP006		Workforce - Number of suspended staff	Sep-23	-	4	2	12	-		
WP013		Staff 12 months turnover rate	Sep-23		9.7%	10.2%	-	10%		
WP014		Training Attendance rate	Sep-23		60.0%	61.3%	-	90%		
WP007		Governance - Number of Data Breaches	Sep-23		12	11	68	0		
WP008		Governance - Number of Data Subject Access Requests (DSAR)	Sep-23	-	51	55	328	-		
WP009		Governance - Number of Access to Health Record Requests (AHR)	Sep-23	-	6	3	16	-		
WP010		Governance - Number of Freedom of Information (FOI) Requests	Sep-23	-	7	11	63	-		
WP011		Governance - Number of Enforcement Notices from the ICO	Sep-23	-	0	0	0	-		
WP012		Governance - Number of SAR, AHR and FOI's not completed within their target	Sep-23		33	41	246	0		
WP015		Number of DSAR, AHR and FOI's overdue at month end	Sep-23		24	40	238	-		

Well Led	OHR (1 of 2)	Executive Lead	Anne Corkill	Lead	Hannah Leighton	

% Hours lost to staff sickness absence



Reporting Date	Performance	Op. plan #
Sep-23	6.0%	P1

Threshold	YTD Mean	Benchmark
4.0%	5.9%	7.7%

(Lower value represents better performance)

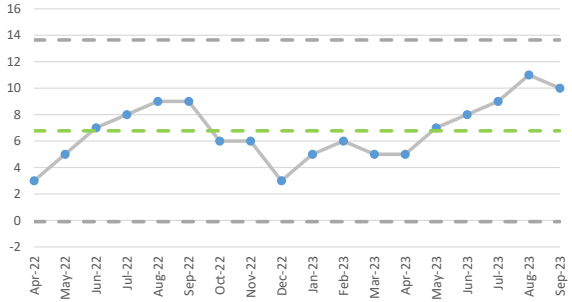
+ Variation Description

Special Cause of Improving variation (Low)

- Assurance Description

Consistently fail target

Number of staff on disciplinary measures : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	10	P5

Threshold	YTD Mean	Benchmark
-	8	-

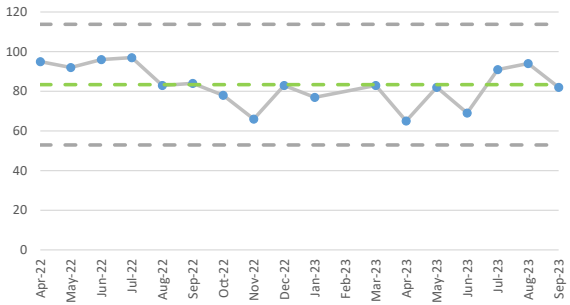
(Lower value represents better performance)

+ Variation Description

Common cause

Assurance Description

Number of staff on long term sickness : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	82	P4

Threshold	YTD Mean	Benchmark
-	81	-

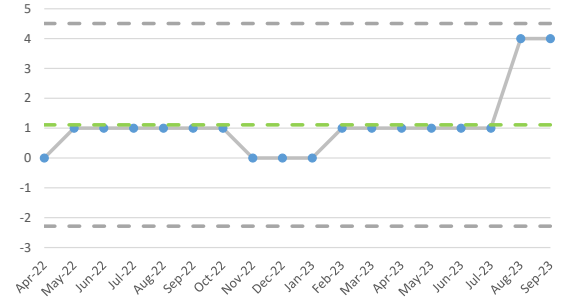
(Lower value represents better performance)

+ Variation Description

Common cause

Assurance Description

Number of suspended staff : Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	4	P6

Threshold	YTD Mean	Benchmark
-	2	-

(Lower value represents better performance)

- Variation Description

Common cause

Assurance Description

Issues / Performance Summary

• Worktime lost in September '23 by sickness category:

Stress, Anxiety & Depression	- 1.6%
Cough, Cold & Flu	- 0.3%
Musculoskeletal	- 1.2%
Covid-19	- 0.8%
Other sickness	- 2.2%

• Worktime lost in September'23 by Area:

Integrated Social Care Services	- 7.2%
Medicine, Urgent Care & Ambulance Services	- 3.9%
Integrated Mental Health Services	-
Infrastructure	- 11.9%
Integrated Primary & Community Care Services	- 4.9%
Integrated Cancer & Diagnostic Services	- 1.6%
Women, Children & Families	- 3.1%
Surgery, Theatres, Critical Care & Anaesthetics	- 7.1%

Planned / Mitigation Actions

• Ongoing support for proactive management of absence provide by OHR to managers. This helps ensure appropriate staff support is given and staff are directed to welfare and occupational health support if appropriate.

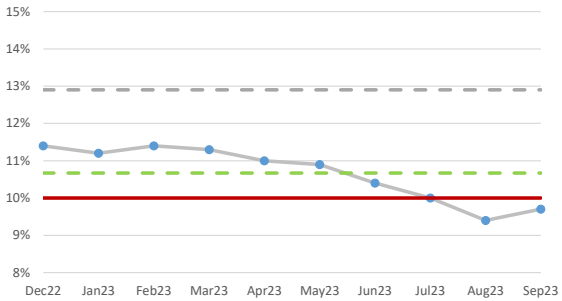
• The decision to suspend staff which may occasionally be necessary is normally taken in consultation with HR to ensure the measures are appropriate and proportionate.

Assurance / Recovery Trajectory

• Absence rates, including bradford factor reports and trends data are monitored at a care group level. Effective absence management relies on a proactive approach by managers as well as they use of appropriate information and support provided by OHR. Absence is also impacted by staff engagement and wider initiatives relating to wellbeing and culture which should have a positive impact.

Well Led	OHR (2 of 2)	Executive Lead	Anne Corkill	Lead	Hannah Leighton	

Staff 12 months turnover rate



Reporting Date	Performance	Op. plan #
Sep-23	9.7%	P2

Threshold	YTD Mean	Benchmark
10.0%	10.2%	11.3%

(Lower value represents better performance)

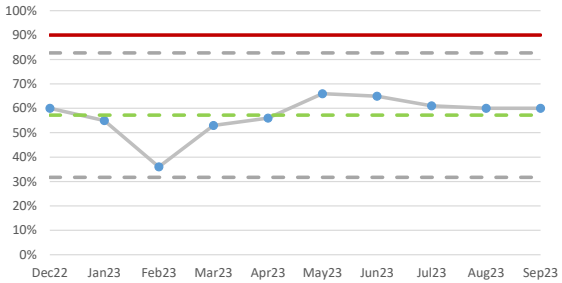
- Variation Description

Common cause

+ Assurance Description

Inconsistently passing and falling short of target

Training Attendance Rate



Reporting Date	Performance	Op. plan #
Sep-23	60%	P7

Threshold	YTD Mean	Benchmark
90%	61%	51%

(Higher value represents better performance)

- Variation Description

Common cause

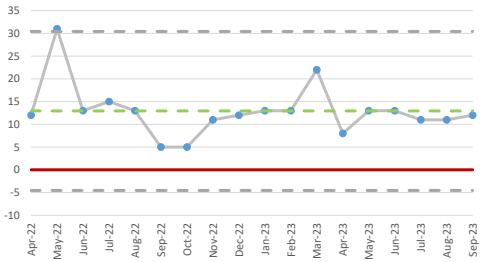
- Assurance Description

Consistently fail target

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory

Well Led	Governance	Executive Lead	Simon Collins	Lead	Jennifer Maynard	

Governance - Number of Data Breaches : Manx Care



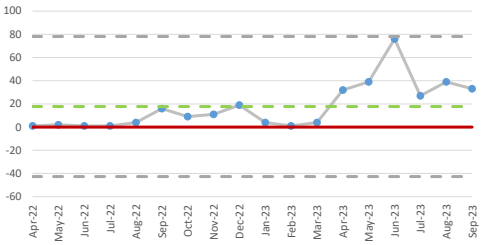
Reporting Date	Performance	Op. plan #
Sep-23	12	L1

Threshold	YTD Mean	Benchmark
0	11	-

-	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target

Governance - DSAR, AHR and FOI's not completed within their target: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	33	L6

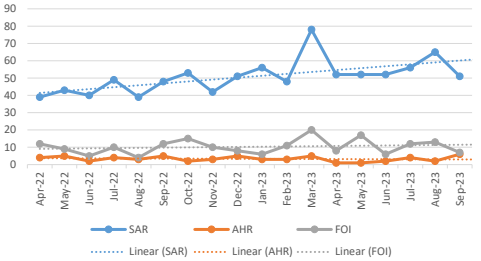
Threshold	YTD Mean	Benchmark
0	41	-

(Lower value represents better performance)

+	Variation Description
	Common cause

-	Assurance Description
	Consistently fail target

Governance - Information requests by type : Manx Care



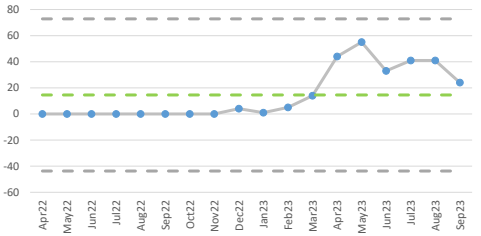
Reporting Date	Performance	Op. plan #
Sep-23	-	L2-3-4

Threshold	YTD Mean	Benchmark
-	-	-

	Variation Description

	Assurance Description

Governance - DSAR, AHR and FOI's overdue at month end: Manx Care



Reporting Date	Performance	Op. plan #
Sep-23	24	-

Threshold	YTD Mean	Benchmark
-	40	15

(Lower value represents better performance)

+	Variation Description
	Common cause

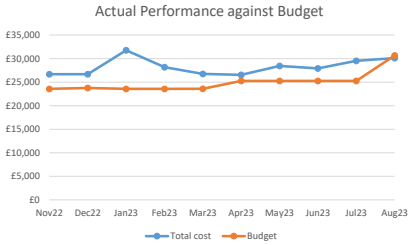
	Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Breaches – September Total: 12 Data Subjects informed: 7 Data Subjects Not Informed: 4 - 3 x low risk to the patient; 1 x patient off Island. One breach investigation is ongoing. Types of breach Email: 5 Written Communication: 6 Confidentiality: 1	• For the past year Manx Care has reported all incidents reported to the Information Governance team as breaches to the Information Commissioner. This has resulted in Manx Care reporting non breaches and breaches which did not require the ICO to be informed, but was done as part of the remediation plan agreed with the Commissioner. Following a recent meeting with the interim Information Commissioner it has been agreed that Manx Care can move to a position of only reporting to the ICO the breaches which are required to be reported under GDPR. However, Manx Care will continue to maintain a detailed breach log, conduct full internal investigations with the relevant service areas for all breaches, and will continue to work with the IG Risk and Quality Assurance Manager to ensure any improvements and remedial actions identified are progressed. • Where a data breach occurs Manx Care will inform the data subject(s) unless there is a clinical reason not to do so or if there is a very low risk to the data subject, for example patient data being shared with the incorrect GP	• Manx Care staff are actively encouraged to report any data breach, or suspected breach, to the Manx Care DPO. Staff reporting breaches to the Manx Care DPO is a positive reflection of the awareness amongst staff of the responsibility for good information governance. Willingness by staff to report ensures that Manx Care is continuously reviewing and strengthening the way the organisation manages and secures data subjects' information. • There is a general upward trend in the number of DSAR and FOI requests being received by Manx Care. The Information Governance team continues to face a significant challenge in responding to these requests within the legal timeframes. Longer term this pressure is likely to remain high.

Well Led (Finance) Performance Summary

KPI ID	B.I. Status	KPI Description	Latest Date	R.A.G.	Value	Mean	YTD	Threshold	Variation	Assurance
WF001		% Progress towards Cost Improvement Target (CIP)	Aug-23		33%	-	82%	100% (equiv. 1%)		
WF002		Total income (£)	Aug-23	-	-£1,256,107	-£1,238,717	-£6,335,114	-		
WF003		Total staff costs (£)	Aug-23	-	£17,743,480	£16,177,273	£87,835,040	-		
WF004		Total other costs (£)	Aug-23	-	£13,621,545	£11,886,589	£65,454,232	-		
WF005		Agency staff costs (proportion %)	Aug-23	-	5%	9.1%	-	-		
WF009		Actual performance against Budget	Aug-23		548	-£4,401	-£10,864	-		

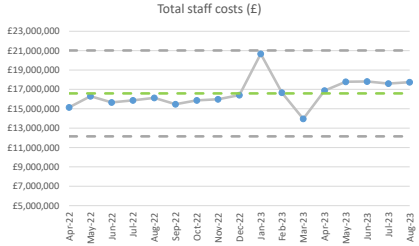
Well Led	Finance (1 of 2)	Executive Lead	Jackie Lawless	Lead	Samantha Allibone	



Reporting Date	Performance	Op. plan #
Aug-23		
Threshold	**YTD Mean**	**Benchmark**

Variation Description

Assurance Description



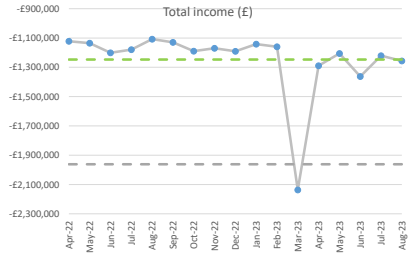
Reporting Date	Performance	Op. plan #
Aug-23	17,743,480	F4
Threshold	**YTD Mean**	**Benchmark**
-	16,177,273	-

(Lower value represents better performance)

+ Variation Description

Common cause

Assurance Description



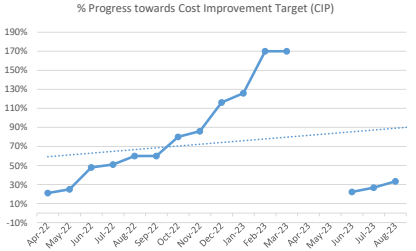
Reporting Date	Performance	Op. plan #
Aug-23	-1,256,107	F3
Threshold	**YTD Mean**	**Benchmark**
-	-1,238,717	-

(Higher value represents better performance)

- Variation Description

Common cause

Assurance Description



Reporting Date	Performance	Op. plan #
Aug-23	33.3%	F1
Threshold	**YTD Mean**	**Benchmark**
100% (equiv. 1%)	-	-

(Higher value represents better performance)

+ Variation Description

Assurance Description

Issues / Performance Summary

% Progress towards Cost Improvement Target (CIP):

• The CIP target allocated to Manx Care as part of the budget process is 1.5% (£4.5m).

• Spend is expected to increase by £24.3m compared to the prior year, whilst funding has increased by just £20m creating a gap of £4.4m. The year-end position for 22/23 was an overspend of £8.9m which also contributes to the predicted operational overspend of £14.9m.

Total income (£):

• The operational result for August is an overspend of (£2.7m) with an increase in costs of £1.0m compared to the previous month.

•The main reason for the increase in costs in the month is due to Tertiary where costs increased by £0.8m in the month. Actuals have been aligned with the activity data received from our providers. Due to delays in receiving data, actuals previously reported in the accounts were an agreed amount based on last year's activity & an assumed uplift.

Total staff costs (£):

• The CIP target allocated to Manx Care as part of the budget process is 1.5% (£4.5m).

• YTD employee costs are (£1.9m) over budget. Agency spend is contributing to this overspend and reducing this is a factor in improving the financial position by the year end. The total spend YTD of £5.3m is broken down across Care Groups below. The Care Groups with the largest spend are Medicine (£1.2m), Women & Children (£0.8m) and Social Care (£0.8m), where spend is primarily incurred to cover existing vacancies in those areas.

Planned / Mitigation Actions

% Progress towards Cost Improvement Target (CIP):

• As part of the calculations for the current forecast it is assumed that the CIP set out in the mandate is fully achieved this year (£4.5m). To date, £1.5m in cash out savings have been delivered, which have also been reflected in the forecast. £459k in efficiencies have also been delivered but these do not impact the forecast.

• Budget for the Restoration & Recovery programme of £10.3m has been phased by month with the first five months of funding included in the August accounts meaning that in the month there is underspend of £4.2m against this line. On a YTD basis there is an overspend but this is due to invoice timing. Actuals and the forecast for this project are closely monitored to ensure that the programme will be delivered within the funding allocated.

Total income (£):

• The full year forecast has remained the same as reported in July (£27.1m), with £4.9m of this expected to be approved from the DHSC reserve fund reducing this to (£22.2m).

Total staff costs (proportion %):

• Although agency costs are continuing to reduce bank costs are increasing which means that overall costs are only tracking slightly lower than last year but within expected trends.

Assurance / Recovery Trajectory

% Progress towards Cost Improvement Target (CIP):

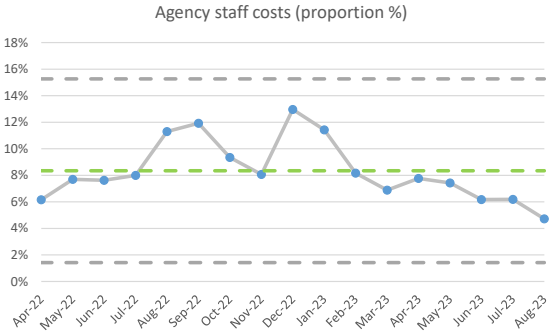
• Due to the expected outturn additional mitigations are being explored as part of a financial planning exercise in which the Care Groups have prepared plans on ways to address the financial gap. All Care Groups have been given an efficiency target within their budgets and initial reports have been collated which include financial implications as well as the impact on performance & quality. These are being reviewed and if applicable will form part of an expanded CIP or will be additional mitigations that can be implemented in year.

Total income (£):

• Of the forecast overspend, £7.2m relates to a cost pressure for the 23/24 pay award above 2%. The budget allocated to Manx Care includes funding for 2% but the financial assumption for the forecast (and in line with the planning guidance received from Treasury) is that the pay award should be included at 6%.

For reporting purposes a provision of 2% is included in the Care Groups actuals & forecast with the remaining 4% accounted for centrally.

Well Led	Finance (2 of 2)	Executive Lead	Jackie Lawless	Lead	Samantha Allibone	



Reporting Date	Performance	Op. plan #
Aug-23	4.7%	

Threshold	YTD Mean	Benchmark
	6.5%	9.1%

(Lower value represents better performance)

+ Variation Description

Common cause

Assurance Description

Issues / Performance Summary	Planned / Mitigation Actions	Assurance / Recovery Trajectory
Please see 'Total staff costs (£):' section on the previous page.		

Performance Scorecard 1

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
SAFE	SA001	Serious Incidents declared	<3 < 36 PA	4	2	3	2	0	0	2	2	1	1	3	3	1	11	
	SA002	Duty of Candour letter has been sent within 10 days of incident	80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	80.00%	75.00%	50.00%	75.00%	100.00%	100.00%		
	SA018	Letter has been sent in accordance with Duty of Candour Regulations	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	50.00%	75.00%	100.00%	100.00%		
	SA003	Eligible patients having VTE risk assessment within 12 hours of decision to admit	95.00%	83.07%	91.00%	90.30%	86.68%	94.39%	97.85%	95.06%	90.41%	84.73%	89.60%	87.30%	88.89%	91.00%		
	SA004	% Adult Patients (within general hospital) who had VTE prophylaxis prescribed if appropriate	95.00%	90.48%	94.00%	93.53%	92.00%	99.30%	99.17%	97.00%	91.87%	95.87%	97.40%	100.00%	98.00%	96.00%		
	SA005	Never Events	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	SA006	Inpatient Health Service Falls (with Harm) per 1,000 occupied bed days reported on Datix	<2	0.33	0	1.24	0	0.47	0.35	0.54	0.63	0.16	0.16	0.17	0.45	0.31		
	SA019	Pressure Ulcers - Total incidence - Grade 2 and above	<= 17 (204 PA)	9	18	17	11	13	11	13	15	13	19	24	29	16	116	
	SA007	Clostridium Difficile - Total number of acquired infections	< 30 PA	0	1	2	0	2	3	2	4	4	4	4	2	1	19	
	SA008	MRSA - Total number of acquired infections	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
	SA009	E-Coli - Total number of acquired infections	< 72 PA	7	6	5	6	5	4	0	5	8	6	10	4	9	42	
	SA010	No. confirmed cases of Klebsiella spp	-	1	2	3	0	0	0	0	0	3	1	2	2	2	10	
	SA011	No. confirmed cases of Pseudomonas aeruginosa	-	1	1	0	1	0	0	0	0	0	0	1	1	1	3	
	SA012	Number of Medication Errors (with Harm)	< 25 PA	1	1	0	0	0	0	0	1	1	0	0	0	0	2	
	SA013	Harm Free Care Score (Safety Thermometer) - Adult	95.00%	97.5%	98.4%	98.0%	99.5%	97.5%	98.5%	96.9%	96.8%	97.4%	98.0%	97.5%	96.8%	97.0%		
	SA014	Harm Free Care Score (Safety Thermometer) - Maternity	95.00%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
	SA015	Harm Free Care Score (Safety Thermometer) - Children	95.00%	99.0%	86.6%	100.0%	95.8%	90.0%	95.2%	99.0%	82.3%	99.8%	95.2%	96.2%	100.0%	99.0%		
	SA016	Hand Hygiene Compliance	96.00%	97.0%	97.0%	97.0%	98.0%	97.0%	97.0%	92.0%	98.0%	96.0%	99.0%	97.0%	97.0%	97.0%		
	SA017	48-72 hr review of antibiotic prescription complete	98.00%	67.0%	73.0%	79.0%	71.0%	75.0%	58.0%	81.0%	80.0%	70.0%	79.0%	70.0%	74.0%	88.0%		
EFFECTIVE	EF067	Planned Care - DNA - Hospital	5.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8.7%	12.2%	10.2%		
	EF001	Planned Care - DNA Rate (Consultant Led outpatient appointments)	5.00%	11.2%	11.1%	8.6%	9.4%	9.7%	7.9%	12.0%	11.9%	11.1%	10.4%	11.9%	14.8%	11.5%		
		Planned Care - DNA Rate (Nurse Led outpatient appointments)		5.8%	6.2%	5.9%	5.9%	4.2%	4.8%	6.0%	7.4%	7.1%	4.8%	5.1%	8.2%	6.6%		
		Planned Care - DNA Rate (AHP Led outpatient appointments)		10.3%	8.9%	10.4%	9.8%	10.0%	9.4%	11.0%	11.3%	9.5%	10.1%	9.0%	11.4%	10.2%		
	EF002	Planned Care - Total Number of Cancelled Operations		359	343	303	357	429	317	396	236	344	284	337	268	371	1840	
		Hospital cancelled		197	198	171	234	280	179	229	109	196	138	200	140	223	1006	
		Patient cancelled		162	145	132	123	149	138	167	127	148	146	137	128	148	834	
	EF005	Length of Stay (LOS) - No. patients with LOS greater than 21 days	-	102	68	90	118	119	125	88	112	121	114	140	103	105	695	
		Average Length of Stay (ALOS) - Nobles	-	5	5	5	5	5	5	6	5	5	5	5	5	5		
		Average Length of Stay (ALOS) - RDCH	-	41	46	46	33	51	50	41	38	130	38	31	36	40		
		Total Number of discharges	-	951	949	1022	1021	991	866	1008	907	960	906	985	1009	938	4767	
	EF050	Total Number of inpatient discharges-Nobles	-	918	926	986	977	959	826	976	882	924	866	946	968	904	4586	
	EF051	Total Number of inpatient discharges-RDCH	-	33	23	36	44	32	40	32	25	36	40	39	41	34	181	

Performance Scorecard 2

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
EFFECTIVE	EF003	Theatres - Number of Cancelled Operations on Day		27	38	50	38	81	39	48	36	40	28	51	27	33	215	
		Theatres - Number of Cancelled Operations on Day - Clinical		6	10	11	9	14	10	19	12	14	16	7	8	14	71	
		Theatres - Number of Cancelled Operations on Day - Non clinical - Patient		2	2	4	4	4	5	11	5	6	5	14	5	6	41	
		Theatres - Number of Cancelled Operations on Day - Non clinical - Hospital		19	26	35	25	63	24	18	19	20	7	30	14	13	103	
	EF004	Theatres - Theatre Utilisation %	85%	74.4%	68.1%	69.8%	76.3%	72.1%	82.5%	75.8%	73.3%	76.2%	67.8%	79.7%	82.4%	80.6%		
	EF006	Crude Mortality Rate		16.89	17.37	32.72	29.28	22.48	20.23	24.24	16.47	15.37	12.75	15.25	19.63	18.81		
	EF007	Total Hospital Deaths		16	19	38	32	21	23	27	18	18	13	20	21	20	110	
	EF024	Mortality - Hospitals LFD (Learning from Death reviews)	80.00%	24%	23%	24%	36%	54%	92%	94%	93%	93%	98%	98%	98%	97%		
	EF008	West Wellbeing Contribution to reduction in ED attendance	10% per 12 months	-22.5%	7.3%	0.0%	8.9%	-12.7%	7.3%	25.3%	6.7%	5.8%	-6.4%	24.9%	14.2%	7.1%		
	EF009	West Wellbeing Reduction in admission to hospital from locality	5% per 12 months	-46.5%	20.4%	-8.3%	17.5%	22.6%	-6.4%	89.2%	-10.9%	-1.8%	-25.3%	-25.6%	-1.8%	-14.3%	-1	
	EF011	MH - Average Length of Stay (LOS) in MH Acute Inpatient Service (Discharged)	-	72	59	26	66	64	72	26	30	33	83	21	51	20		
	EF013	MH - % service users discharged from MH inpatient to have follow up appointment	90%	0.0%	91.0%	0.0%	100.0%	94.0%	94.0%	100.0%	100.0%	100.0%	90.5%	100.0%	100.0%	100.0%		
	EF064	Number of patients with a length of stay - 0 days (Mental Health)	-	N/A	N/A	N/A	N/A	0	3	0	2	1	1	0	1	1	6	
	EF065	MH - Number of patients aged 18-64 with a length of stay - > 60 days	-	N/A	N/A	N/A	N/A	5	5	1	3	4	3	0	2	1	13	
	EF066	MH - Number of patients aged 65+ with a length of stay - > 90 days	-	N/A	N/A	N/A	N/A	2	0	0	2	0	1	1	3	0	7	
	EF047	% Patients admitted to physical health wards requiring a Mental Health assessment, seen within 24 hours	75%	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%		
	EF048	% Patients with a first episode of psychosis treated with a NICE recommended care package within two weeks of referral	75.00%	N/A	N/A	N/A	N/A	N/A	100%	100%	50%	100%	100%	50%	100%			
	EF026	Crisis Team one hour response to referral from ED	75.00%	97%	91%	88%	87%	100%	75%	91%	94%	94%	100%	96%	84%	90%		
	EF015	ASC - % of Re-referrals	<15%	38.2%	9.6%	8.6%	11.3%	12.4%	4.6%	1.3%	3.9%	3.8%	1.7%	4.5%	1.2%	0.0%		
	EF063	ASC - No. of referrals		68	83	81	80	89	65	77	76	78	59	66	86	68	433	
	EF016	ASC - % of all Adult Community Care Assessments completed in Agreed Timescales	80.00%	100%	66%	77%	68%	55%	33%	27%	39%	39%	29%	42%	27%	23%		
	EF017	ASC - % of individuals (or carers) receiving a copy of their Adult Community Care Assessment	100.00%	0%	13%	21%	13%	14%	0%	27%	22%	48%	100%	100%	100%	96%		

Performance Scorecard 3

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
EFFECTIVE	EF019	CFSC - % Complex Needs Reviews held on time	85.00%	45.8%	48.4%	32.0%	62.5%	62.5%	35.7%	75.0%	100.0%	75.0%	65.5%	54.6%	50.0%	48.0%		
	EF021	CFSC - % Total Initial Child Protection Conferences held on time	90.00%	0.0%	100.0%	87.5%	100.0%	50.0%	50.0%	100.0%	100.0%	100.0%	33.3%	80.0%	71.4%	80.0%		
	EF022	CFSC - % Child Protection Reviews held on time	90.00%	30.2%	53.9%	87.5%	71.4%	66.7%	85.7%	77.8%	88.9%	100.0%	100.0%	88.9%	95.8%	95.7%		
	EF023	CFSC - % Looked After Children reviews held on time	90.00%	90.0%	100.0%	93.8%	92.3%	94.7%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	90.5%	90.0%		
	EF049	C&F -Number of referrals - Children & Families		N/A	N/A	N/A	N/A	N/A	N/A	N/A	116	172	144	133	121	168	854	
	EF044	C&F -Children (of age) participating in, or contributing to, their Child Protection review	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%	100.0%	93.0%	100.0%	100.0%	100.0%		
	EF045	C&F -Children (of age) participating in, or contributing to, their Looked After Child review	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	93.0%		
	EF046	C&F -Children (of age) participating in, or contributing to, their Complex Review	79%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	36.0%	34.0%	42.0%	41.0%	100.0%	36.0%		
	EF025	Nutrition and Hydration - complete at 7 days (Acute Hospitals and Mental Health)	95.00%	77%	74%	83%	84%	77%	89%	96%	97%	96%	99%	99%	97%	92%		
	EF010	% Dental contractors on target to meet UDA's	96.00%	40%	47%	72%	75%	75%	75%	72%	3%	10%	17%	25%	35%	38%		
	EF068	Pharmacy - Total Prescriptions (No. of fees)		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£131,397	£140,744	£139,132	£136,305			£547,578	
	EF069	Pharmacy - Chargable Prescriptions		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£16,509	£19,236	£18,377	£17,909			£72,031	
	EF070	Pharmacy - Total Exempt Item		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£129,409	£139,125	£137,291	£134,446			£540,271	
	EF071	Pharmacy - Chargeable Items		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£16,410	£19,108	£18,266	£17,909			£71,693	
	EF072	Pharmacy - Net cost		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£1,361,186	£1,486,094	£1,456,788	£1,422,861			£5,726,929	
	EF073	Pharmacy - Charges Collected		N/A	N/A	N/A	N/A	N/A	N/A	N/A	£63,586	£73,816	£70,832	£68,792			£277,026	
	EF030	Caesarean Deliveries (not Robson Classified)		43%	36%	28%	34%	38%	26%	21%	39%	43%	32%	46%	61%	41%		
	EF031	Induction of Labour	< 30%	29%	48%	43%	26%	27%	36%	34%	29%	36%	11%	15%	20%	16%		
	EF032	3rd/4th Degree Tear Overall Rate	< 3.5%	2%	2%	2%	0%	5%	0%	0%	0%	0%	1%	0%	0%	1%		
	EF033	Obstetric Haemorrhage >1.5L	< 2.6%	2%	2%	3%	0%	2%	0%	0%	0%	0%	0%	1%	1%	0%		
	EF034	Unplanned Term Admissions To NNU		0%	0%	0%	0%	0%	0%	0%	0%	0%	88%	88%	100%	100%		
	EF035	Stillbirth Number / Rate		1	0	0	0	0	0	1	0	0	0	1	0	0	1	
	EF036	Unplanned Admission To ITU – Level 3 Care		0	0	0	0	0	0	0	0	2	0	1	0	1	4	
	EF037	% Smoking At Booking		8%	10%	10%	8%	7%	9%	9%	15%	11%	8%	6%	4%	4%		
	EF038	% Of Women Smoking At Time Of Delivery	< 18%	8%	10%	7%	5%	7%	6%	11%	14%	6%	5%	0%	10%	14%		
	EF039	First Feed Breast Milk (Initiation Rate)	> 80%	75%	79%	66%	87%	67%	83%	70%	76%	63%	73%	56%	71%	69%		
	EF040	Breast Feeding Rate At Transfer Home		73%	76%	59%	84%	41%	36%	34%	37%	29%	31%	32%	30%	72%		
	EF041	Neonatal Mortality rate/1000		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	EF059	W&C - Paediatrics- Total Admissions		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	119	131	117	133	500	
	EF060	W&C - NNU - Total number of Admissions		N/A	N/A	N/A	N/A	N/A	N/A	N/A	6	7	8	8	3	7	39	
	EF061	W&C - NNU - Avg. Length of Stay		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8.5	3.4	5.0	3.4		
	EF062	W&C - Community follow up		N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	8	6	2	1	3	24	

Performance Scorecard 4

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
CARE	CA001	Mixed Sex Accomodation - No. of Breaches	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	CA002	Complaints - Total number of complaints received	-	28	39	21	19	18	27	30	28	24	27	24	22	26	151	
	CA012	FFT - How was your experience? No. of responses	-	174	208	165	63	121	620	739	571	718	2096	1161	1311	1187	7044	
	CA013	FFT - Experience was Very Good or Good	80.00%	64.0%	63.0%	90.0%	74.0%	87.0%	87.0%	87.0%	92.0%	87.0%	85.0%	87.0%	90.0%	91.0%		
	CA014	FFT - Experience was neither Good or Poor	10.00%	5.0%	6.0%	3.0%	8.0%	7.0%	10.0%	5.0%	2.0%	4.0%	6.0%	4.0%	4.0%	4.0%		
	CA015	FFT - Experience was Poor or Very Poor	<10%	31.0%	31.0%	7.0%	18.0%	6.0%	4.0%	8.0%	6.0%	8.0%	9.0%	9.0%	6.0%	5.0%		
	CA016	Manx Care Advice and Liaison Service contacts	-	526	599	663	432	580	770	839	589	636	517	649	621	655	3667	
	CA017	Manx Care Advice and Liaison Service same day response	80.00%	90.0%	88.0%	90.0%	92.0%	90.0%	90.0%	88.0%	89.0%	87.0%	91.0%	90.0%	91.0%	90.0%		
	CA007	Complaint acknowledged within 5 working days	98.00%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	86.0%	100.0%	100.0%	100.0%	100.0%		
	CA008	Written response within 20 days	98.00%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%		
	CA010	No. complaints exceeding 6 months	98%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	CA011	No. complaints referred to HSCOB	-	0	0	0	0	0	0	0	0	0	0	7	4	1	12	
RESPONSIVE	RE058	Cons Led- OP Referrals		3192	2938	3432	2734	2932	3056	3502	2867	2887	3075	2846	2986	2812	17473	
	RE059	Nurse Led- OP Referrals		698	877	823	656	798	559	717	729	594	850	889	741	824	4627	
	RE060	AHP- OP Referrals		722	809	1174	672	880	508	840	684	736	906	846	770	853	4795	
		RTT - Number of patients waiting for first hospital appointment		20518	20452	20674	20837	20825	21025	20618	20406	20189	20480	20191	20367	21180		
	RE001	No. patients waiting for first Consultant outpatient	< 15465	14588	14581	14887	14955	14952	15119	15380	15465	15500	15718	15703	15846	16562		
		No. waiting Over 52 weeks - to start consultant-led treatment	0	N/A	N/A	4508	4708	4806	5006	4792	4890	4927	5016	5247	5089	5289		
		Average Wait (weeks) - Ref to OP		N/A	N/A	49	48	49	51	49	47	47	47	49	48	48		
		Max wait (weeks) - Ref to OP		N/A	N/A	791	794	798	790	794	799	846	836	817	816	840		
	RE0011	No. patients waiting for Nurse outpatient		2063	2127	2252	2193	2167	2218	1927	1519	1385	1540	1512	1449	1643		
	RE00111	No. patients waiting for AHP		3867	3744	3535	3559	3684	3688	3311	3422	3304	3222	2976	3072	2975		
	RE002	Number of patients waiting for Daycase procedure	< 2311	3269	3176	2906	2852	2726	2697	2622	2311	2264	2372	2334	2229	2291		
		Average Wait (weeks) - Daycase		N/A	0	45	44	43	42	40	41	42	43	43	45	43		
		Max wait (weeks) - Daycase		N/A	0	450	452	291	295	299	304	308	312	316	320	293		
		No. waiting Over 52 weeks - Inpatient (Daycase only)		N/A	0	1022	979	879	787	717	624	609	635	617	602	607		
	RE003	Number of patients waiting for Inpatient procedure	< 554	832	752	661	630	612	592	570	554	553	551	534	505	530		
		Average Wait (weeks) - Inpatient		N/A	0	40	39	40	38	40	39	40	41	40	38	38		
		Max wait (weeks) - Inpatient		N/A	0	300	303	308	312	316	321	325	329	333	337	342		
		No. waiting Over 52 weeks - Inpatient (IP pathway only)		N/A	0	198	183	165	155	142	143	144	149	134	124	129		
	RE004	% Urgent GP referrals seen for first appointment within 6 weeks	85.0%	57.5%	48.4%	52.4%	53.4%	41.5%	48.4%	55.7%	60.8%	55.0%	57.0%	60.0%	57.4%	42.4%		
	RE005	Diagnostics - % requests completed within 6 weeks		84.6%	83.5%	86.0%	87.0%	82.0%	86.2%	87.3%	84.7%	81.4%	86.7%	86.2%	86.6%	85.4%		
	RE006	Diagnostics - % Current wait > 6 weeks		75%	72%	70%	75%	75%	70%	70%	73%	71%	70%	71%	74%	71%		
		Diagnostics - Total Waiting List Size (exc. Scheduled & On Hold)		8255	8146	8400	8234	7683	8089	8481	8256	7719	7545	7291	3541	4544		
		Diagnostics - % Current wait <= 6 weeks	99.00%	25%	28%	30%	25%	25%	30%	30%	27%	29%	30%	29%	26%	29%		
	RE061	Diagnostics-% patients waiting 26 weeks or less	99.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	59%	61%	63%	59%	59%		

Performance Scorecard 5

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
RESPONSIVE	RE007	A&E - % of ED attendances where the Service User was admitted, transferred or discharged within 4 hours of their arrival at ED (Nobles and RDCH)	76.0%	67.3%	69.4%	67.3%	67.7%	68.6%	70.1%	71.0%	70.8%	73.9%	75.7%	71.5%	72.1%	68.7%		
		A&E - 4 Hour Performance - Nobles		N/A	N/A	55.6%	53.1%	55.4%	58.5%	59.6%	61.7%	64.5%	66.5%	61.1%	60.8%	57.9%		
		A&E - 4 Hour Performance - RDCH		N/A	N/A	99.8%	99.2%	98.9%	99.6%	99.8%	99.9%	100.0%	99.6%	100.0%	99.9%	100.0%		
	RE008	A&E - 4 Hour Performance (Non Admitted)	95.0%	76.6%	78.4%	77.2%	78.5%	79.6%	79.6%	80.8%	79.6%	82.1%	84.0%	80.6%	82.9%	78.8%		
	RE009	A&E - 4 Hour Performance (Admitted)	95.0%	19.7%	27.0%	24.9%	20.1%	21.2%	21.4%	22.5%	25.3%	29.0%	29.4%	23.2%	16.8%	16.9%		
		A&E - Admission Rate		16.4%	17.6%	18.8%	18.4%	18.9%	16.1%	16.8%	16.1%	15.2%	15.3%	15.7%	16.3%	16.3%		
	RE0072	A&E - Admission Rate - Nobles		22.0%	23.9%	25.7%	27.0%	27.2%	22.6%	23.5%	21.3%	20.8%	21.2%	21.5%	22.9%	21.9%		
		A&E - Admission Rate - RDCH		0.0%	0.0%	0.2%	0.3%	0.0%	0.3%	0.2%	0.2%	0.3%	0.1%	0.1%	0.1%	0.0%		
	RE010	A&E - Average Total Time in Emergency Department	360 mins	258	253	272	301	295	269	254	246	227	220	257	267	298		
	RE011	A&E - Average number of minutes between Arrival and Triage (Noble's)	15 mins	24	25	24	27	25	27	26	25	24	21	26	22	29		
	RE012	Average number of minutes between arrival to clinical assessment-Nobles	60 mins	77	77	77	70	74	72	62	69	63	56	74	63	67		
	RE033	ED - Average number of minutes between arrival to clinical assessment-Ramsey	60 mins	18	22	20	31	28	38	22	14	12	19	13	14	12		
	RE013	A&E - Patients Waiting Over 12 Hours From Decision to Admit to Admission to a Ward (12 Hour Trolley Waits)	0	1	2	15	54	56	27	13	6	5	12	36	48	67	174	
	RE0131	Number of patients exceeding 12 hours in Nobles Emergency Department	0	38	44	71	142	134	93	56	45	22	47	104	115	191	524	
	RE080	ED- Emergency Care Time (Average Number of minutes between arrival and referral to speciality OR discharge)	180 min	190	182	184	181	181	176	177	177	175	161	178	168	182		
	RE014	Ambulance - Category 1 Response Time at 90th Percentile	15 mins	19	20	19	23	20	15	28	20	17	19	23	19	17		
	RE0141	Total Number of Emergency Calls		1048	1090	1036	1209	1100	1025	1109	1059	1035	1105	1131	1130	1134	6594	
	RE0142	Number of Category 1 Calls		39	35	34	50	37	32	33	25	46	43	41	38	46	239	
	RE015	Ambulance - Category 1 Mean Response Time	7 mins	10	12	9	10	10	8	12	11	8	9	11	9	9		
	RE016	Ambulance - % patients with CVA/Stroke symptoms arriving at hospital within 60 mins of call	100.00%	65.0%	50.0%	40.9%	16.7%	34.6%	15.4%	36.4%	47.1%	50.0%	63.6%	32.0%	56.3%	58.3%		
		Category 2 Mean Response Time	18 mins	N/A	N/A	N/A	N/A	13	12	16	14	16	13	13	11	16		
	RE034	Category 2 Response Time at 90th Percentile	40 mins	31	28	28	31	28	26	36	31	38	29	27	25	33		
		Category 3 Mean Response Time	Monitor	N/A	N/A	N/A	N/A	15	16	22	20	20	19	24	17	20		
	RE035	Category 3 Response Time at 90th Percentile	120 mins	35	36	39	58	32	32	57	42	51	39	53	37	47		
		Category 4 Mean Response Time	Monitor	N/A	N/A	N/A	N/A	22	19	25	30	35	20	37	26	44		
	RE036	Category 4 Response Time at 90th Percentile	180 mins	64	64	79	105	53	41	54	76	82	63	74	56	121		
		Category 5 Mean Response Time	Monitor	N/A	N/A	N/A	N/A	33	31	42	40	36	31	35	32	35		
		Category 5 Response Time at 90th Percentile	180 mins	94	80	93	95	80	80	98	91	89	72	83	72	81		
		Ambulance crew turnaround times from arrival to clear should be no longer than 30 minutes.	0	N/A	N/A	N/A	N/A	219	169	142	154	161	181	166	189	240	1091	
		Ambulance crew turnaround times from arrival to clear should be no longer than 60 minutes.	0	14	17	23	48	34	13	8	13	10	17	12	28	31	111	
	RE043	OPEL level 4 (Days)		0	0	0	3	5	3	0	0	0	0	1	3	5	8	
	RE082	Meds Demand - N.patient interactions		N/A	N/A	N/A	N/A	N/A	N/A	N/A	3111	2872	2295	2664	2281	2211	15434	
	RE083	Meds Overnight Demand		N/A	N/A	N/A	N/A	N/A	N/A	N/A	354	317	224	275	197	195	1562	
	RE084	Meds - Face to face appointments		N/A	N/A	N/A	N/A	N/A	N/A	N/A	609	474	360	574	471	398	2886	
	RE086	Meds - TUNA%		N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.1%	1.1%	0.6%	1.0%	2.8%	1.5%		
	RE088	Meds- DNA%		N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.1%	1.5%	3.3%	0.5%	2.3%	1.5%		

Performance Scorecard 6

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
RESPONSIVE	RE017	CWT - Maximum two week wait from urgent referral of suspected cancer to first outpatient appointment	93.0%	46.5%	55.4%	69.3%	51.9%	60.7%	67.5%	63.3%	58.9%	40.0%	32.9%	34.0%	57.5%	67.7%		
	RE0171	2WW referrals received for all suspected cancers		428	416	439	308	385	418	416	368	455	445	375	455	422	2520	
	RE018	CWT - % patients decision to treat to first definitive treatment within 31 days	96.0%	74.5%	84.1%	84.4%	80.0%	80.0%	76.7%	92.3%	82.1%	78.1%	77.8%	83.3%	87.8%	61.8%		
	RE019	CWT - Maximum 62 days from referral for suspected cancer to first treatment	85.0%	22.0%	38.5%	42.9%	39.1%	22.2%	33.3%	52.0%	28.6%	40.0%	36.4%	26.9%	50.0%	45.0%		
	RE020	CWT - Maximum two week wait from referral of any patient with breast symptoms (where cancer is not suspected) to first hospital assessment.	93.0%	32.4%	38.1%	62.5%	26.9%	47.6%	86.7%	66.7%	33.3%	0.0%	0.0%	0.0%	66.7%	42.9%		
	RE024	CWT - % patients urgent referral Cancer Screening Programme to First Treatment within 62 days	90.00%	63.6%	100.0%	0.0%	75.0%	57.1%	0.0%	66.7%	0.0%	66.7%	0.0%	50.0%	100.0%	50.0%		
	RE025	CWT - Maximum 28 days from referral for suspected cancer (via 2WW or Cancer Screening) to date of diagnosis	75%	64.7%	62.6%	68.3%	67.5%	55.8%	66.2%	60.3%	67.4%	63.7%	58.0%	57.3%	68.4%	65.3%		
	RE057	All Referrals received for all suspected cancers		504	515	537	397	483	489	502	434	537	514	460	558	502	3005	
	RE026	IPCC - % patients seen by Community Adult Therapy Services within timescales	80%	42.5%	57.8%	56.9%	75.5%	65.6%	53.7%	54.8%	60.9%	42.1%	56.0%	44.0%	44.6%	38.5%		
		% Urgent 1 - seen within 3 working days	80%	48.8%	64.0%	55.2%	82.6%	78.6%	86.7%	74.2%	69.8%	50.0%	71.5%	65.6%	54.1%	42.4%		
		% Urgent 2 - seen within 5 working days	80%	62.0%	58.3%	61.5%	76.2%	77.2%	68.4%	61.8%	73.7%	54.0%	67.7%	39.3%	50.0%	52.2%		
		% Soon 1 - seen within 15 working days	80%	32.9%	48.8%	54.6%	78.4%	47.7%	26.7%	34.9%	38.7%	21.7%	23.9%	32.6%	39.6%	16.4%		
		% Soon 2 - seen within 30 working days	80%	26.3%	33.3%	41.2%	44.4%	38.5%	9.1%	38.5%	70.0%	0.0%	100.0%	0.0%	0.0%	51.9%		
		% Routine - seen within 12 weeks	80%	33.3%	68.4%	80.0%	69.0%	46.2%	62.5%	40.0%	70.0%	87.5%	79.0%	50.0%	34.8%	42.9%		

Performance Scorecard 7

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
RESPOSIVE		IPCC - No. patients waiting for a dentist		2086	2330	2528	2651	2808	2983	2638	3509	3666	3872	3993	4042	4268		
	RE0271	IPCC - Longest time waiting for a dentist (weeks)		142	148	153	170	159	164	167	168	177	181	185	189	193		
		IPCC - Number patients seen by dentist within the year		55973	55739	55102	54404	54238	54924	53892	53697	53829	53089	53628	53778	54084		
	RE031	The % of patients registered with a GP (PERMANENT REGISTRATION)		4.3%	4.3%	4.3%	4.3%	4.2%	4.2%	4.2%	4.2%	4.2%	4.2%	4.0%	4.0%	4.1%		
		Average of Days to next GP appt - Ballasalla		8.5	9.0	9.8	10.0	13.3	9.0	13.0	13.7	5.8	7.0	4.7	6.0	6.3		
		Average of Days to next GP appt - Castletown		2.3	4.6	5.3	6.0	2.6	4.0	4.3	5.0	7.0	4.5	2.0	3.0	2.3		
		Average of Days to next GP appt - Finch		4.3	4.6	6.0	8.3	5.0	7.5	7.8	6.7	6.0	8.0	8.3	8.0	5.5		
		Average of Days to next GP appt - Hailwood		6.3	5.4	6.3	4.0	5.4	8.5	7.0	10.0	9.0	10.5	9.6	13.3	6.0		
		Average of Days to next GP appt - Kensington		4.0	5.2	4.5	5.5	4.6	4.0	5.8	10.5	4.0	8.0	8.4	12.7	11.0		
		Average of Days to next GP appt - Laxey		2.3	5.2	3.5	7.8	7.2	5.8	8.5	10.5	8.0	6.8	9.8	10.7	9.0		
		Average of Days to next GP appt - Palatine		1.0	1.2	1.0	7.5	1.8	4.5	4.3	10.3	1.0	1.0	10.6	15.3	10.0		
		Average of Days to next GP appt - Peel		6.0	10.0	10.0	9.3	10.2	6.0	9.3	9.3	6.0	5.8	7.6	6.3	1.0		
		Average of Days to next GP appt - Ramsey		1.5	1.0	1.3	1.0	1.0	1.0	1.0	1.3	1.0	1.0	1.0	1.0	1.0		
		Average of Days to next GP appt - Snaefell		11.5	18.4	18.0	18.3	19.8	17.3	10.3	16.8	13.0	4.5	15.5	12.0	20.0		
		Average of Days to next GP appt - Southern		1.3	1.4	1.0	2.0	1.0	1.0	1.3	1.5	2.0	1.0	1.8	2.0	1.3		
	RE081	IPCC - N. of GP appointments		38180	52672	38565	29373	41822	37919	38127	34968	44528	36436	43448	33995	27786	221161	
	RE054	Did Not Attend Rate (GP Appointment)	-	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%		
	RE074	Response by Community Nursing to Urgent / Non routine		N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%		
	RE075	Community Nursing Service response target met - Routine		N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%		
	RE028	MH - No. service users on Current Caseload	4500 - 5500	4690	4718	4733	4809	4926	4995	5030	5090	5093	5129	5211	5226	5285	31034	
	RE044	MH- Waiting list		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1572	1637	1598	1654		
	RE071	Average caseload per social worker-Adult Generic Team	16 to 18	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13.3	19.0	19.3	21.7		
	RE078	Average caseload per social worker-Adult Learning Disabilities	17 to 18	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	18.7	20.3	21.1	23.4		
	RE079	Average caseload per social worker-Older Persons Community Team	18 to 18	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10.8	11.7	11.3	14.7		

Performance Scorecard 8

	KPI ID	Indicator	OP. Plan Threshold	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	YTD 2023-24	YTD Performance
RESPONSIVE	RE030	W&C - % New Birth Visits within timescale		86.3%	86.0%	91.9%	87.5%	94.4%	86.7%	90.6%	96.0%	85.7%	86.0%	83.0%	89.4%	84.3%		
	RE032	Births per annum		287	329	390	428	488	535	588	54	103	144	191	237	293		
	RE051	Maternity Bookings		49	56	51	43	70	61	57	48	73	48	48	55	51	323	
	RE052	Ward Attenders		135	97	92	94	110	126	196	196	159	146	270	244	44	1059	
	RE053	Gestation At Booking <10 Weeks		0.0%	0.0%	45.1%	20.9%	8.6%	39.3%	26.3%	39.6%	21.9%	20.8%	29.2%	30.9%	39.2%		
	RE056	Adult General and Acute (G&A) bed occupancy	<=92%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60.1%	64.2%	61.6%		
	RE069	ASC - % of all Residential Beds Occupied	85% - 100%	70%	80%	71%	69%	82%	68%	84%	83%	83%	71%	69%	68%	52%		
	RE070	Respite bed occupancy	>= 90%	79%	71%	50%	79%	96%	81%	79%	92%	80%	69%	70%	81%	65%		
		Total number of Service Users		213	238	207	207	252	204	262	250	250	212	134	134	162		
	RE068	ASC-% of Service users with a PCP in Place	95.00%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%		
WELL LED (PEOPLE)	WP001	% Hours lost to staff sickness absence	4.0%	7.1%	6.6%	6.8%	7.7%	7.9%	6.4%	7.6%	5.9%	5.2%	5.5%	6.0%	6.6%	6.0%		
	WP002	Number of staff on long term sickness		84	78	66	83	77	0	83	65	82	69	91	94	82		
	WP004	Number of staff leavers		16	24	22	16	17	17	19	22	22	24	22	34	34	157	
	WP005	Number of staff on disciplinary measures		9	6	6	3	5	6	5	5	7	8	9	11	10	50	
	WP006	Number of suspended staff		1	1	0	0	0	1	1	1	1	1	1	4	4	12	
	WP007	Number of Data Breaches	0	5	5	11	12	13	13	22	8	13	13	11	11	12	68	
		Reported to ICO		N/A	N/A	11	12	13	13	21	8	13	13	13	11	11	69	
	WP011	Number of Enforcement Notices from the ICO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	WP012	Number of DSAR, AHR and FOI's not completed within their target	0	16	9	11	19	4	1	4	32	39	76	27	39	33	246	
	WP013	Staff 12 months turnover rate	10%	N/A	N/A	N/A	11.4%	11.2%	11.4%	11.3%	11.0%	10.9%	10.4%	10.0%	9.4%	9.7%		
	WP015	Number of DSAR, AHR and FOI's overdue at month end		0	0	0	4	1	5	14	44	55	33	41	41	24	238	
		Number of DSAR, AHR and FOI's Breaches		16	9	11	23	5	6	18	76	94	109	68	80	57	484	
WELL LED (FINANCE)	WF001	% Progress towards Cost Improvement Target (CIP)	1.5%	60.0%	80.0%	86.0%	116.3%	126.0%	170.0%	170.0%	N/A	N/A	22.2%	26.7%	33.3%			
	WF002	Total income (£)		-£1,130,002.42	-£1,189,570.33	-£1,169,900.12	-£1,190,786.72	-£1,141,775.07	-£1,159,261.20	-£2,136,829.00	-£1,289,366.95	-£1,205,889.53	-£1,363,058.62	-£1,220,692.80	-£1,256,106.57		-£6,335,114	
	WF003	Total staff costs (£)		£15,471,394.30	£15,870,578.46	£15,981,427.72	£16,412,712.32	£20,671,098.02	£16,664,824.49	£13,959,910.00	£16,872,849.17	£17,794,223.57	£17,822,473.03	£17,602,014.00	£17,743,480.14		£87,835,040	
	WF004	Total other costs (£)		£11,438,441.71	£12,588,823.97	£11,884,585.72	£11,462,989.50	£12,235,734.20	£12,660,798.15	£14,906,339.00	£12,333,621.23	£13,965,735.52	£12,377,178.61	£13,156,152.00	£13,621,544.61		£65,454,232	
	WF005	Agency staff costs (proportion %)		11.9%	9.3%	8.1%	13.0%	11.4%	8.2%	6.9%	7.8%	7.4%	6.2%	6.2%	4.7%			
	WF007	Actual performance (£ 000)		N/A	N/A	£26,696.0	£26,685.0	£31,765.0	£28,166.0	£26,729.0	£26,549.0	£28,435.0	£27,911.0	£29,509.0	£30,100.0			
	WF008	budget (£ 000)		N/A	N/A	£23,571.0	£23,751.0	£23,571.0	£23,571.0	£23,572.0	£25,248.0	£25,248.0	£25,248.0	£25,248.0	£30,648.0			
	WF009	Actual performance against Budget (£ 000)		N/A	N/A	-£3,125.0	-£2,934.0	-£8,194.0	-£4,595.0	-£3,157.0	-£1,301.0	-£3,187.0	-£2,663.0	-£4,261.0	£548.0			