



## Mandate Framework Performance for 2023/24

Full operational performance data for Manx Care can be found in the monthly Integrated Performance Reports (IPR), under the downloadable documents section:

<https://www.gov.im/about-the-government/statutory-boards/manx-care/>

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Care Quality	Number of Serious Incidents	3	2	1	1	3	4	1	5	5	0	3
	Number of Never Events	0	0	0	0	0	0	0	0	0	0	0
	Number of Inpatient Falls (per 1000 bed days)	< 6.6	7.9	9.2	7.6	6.4	13	7.4	8.2	7.9	10.5	14.0
	Number of Inpatient Falls with harm (per 1000 bed days)	< 2	0.6	0.2	0.2	0.2	0.5	0.3	0.5	0.5	0.2	0.3
	Number of medication errors involving high risk medication	< 6	6	6	10	3	9	17	13	9	15	17
	Number of medication errors with harm	2	1	1	0	0	0	0	0	1	0	0
	Number of Grade 2 or above hospital acquired pressure ulcers	< 17	15	13	19	24	29	16	11	17	2	14
	Number of MSRA acquired infections	0	0	0	1	0	0	0	0	0	0	0
	Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-14 years)	Monitor	#	#	#	#	#	#	#	#	#	#
Elective Care	Number of patients with a length of stay = 0 days	Monitor	#	#	#	#	#	#	#	1,197	767	925
	Number of patients with a length of stay > 7 days	Monitor	#	#	#	#	#	#	#	226	209	227

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
	Number of patients with a length of stay > 21 days	Monitor	112	121	114	140	103	105	94	81	91	115
	Number of patients waiting for first hospital appointment	Monitor	20,406	20,189	20,480	20,191	20,367	21,180	21,042	21,335	20,810	20,452
	Patients waiting more than 52 weeks to start consultant-led treatment	0	4,890	4,927	5,016	5,247	5,089	5,289	5,432	5,602	5,487	5,406
	% of urgent GP referrals seen for first appointment within 6 weeks	85%	61%	55%	57%	61%	57%	42%	55%	47%	53%	46%
	Number of patients in planned care exceeding 18 week RTT	0	#	#	#	#	#	#	#	#	#	#
	Number of theatre cancellations on the day	Monitor	36	40	28	51	27	33	46	31	24	44
	Theatre utilisation	85%	73%	76%	68%	80%	83%	81%	80%	76%	72%	76%
	Did not attend rate - Hospital	10%	#	#	#	9%	12%	10%	9%	11%	12%	12%
	Number of discharges - pre 10:00	Monitor	#	#	#	#	#	#	#	160	104	137
	Number of discharges - pre 16:00	Monitor	#	#	#	#	#	#	#	1,083	832	963
	Number of discharges - weekend	Monitor	#	#	#	#	#	#	#	232	260	283
Delayed transfers of care	Monitor	#	#	#	#	#	#	#	18	10	20	
<b>Urgent &amp; Emergency Care</b>	Ambulance Category 1 response time to attend life-threatening 999 call (min.sec)	7 minutes	11.11	8.29	8.56	11.23	9.08	8.54	10.46	8.03	9.02	8.29
	Ambulance Category 1 response time to attend life-threatening 999 call at 90th Percentile (min.sec)	15 minutes	20.08	16.59	19.12	22.58	19.20	17.06	19.43	18.13	19.09	14.55
	Time to admit, discharge or transfer patients after arrival at ED (Nobles and Ramsey)	95% within 4 hours	71%	74%	76%	72%	72%	69%	71%	70%	68%	66%
	ED admission rate (Nobles and Ramsey)	Monitor	16%	15%	15%	16%	16%	16%	16%	17%	19%	18%
	Number of patients spending more than 12 hours in ED (Nobles)	Monitor	45	22	47	104	115	191	127	114	132	151

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
	Average number of minutes between arrival and triage (Nobles)	15 minutes	25	24	21	26	22	29	28	35	26	30
	Wait time to see first Doctor in ED (arrival to clinical assessment (Nobles)	< 60 minutes	69	63	56	74	63	67	72	80	71	75
	Emergency re-admissions within 7 days of discharge from hospital	Monitor	#	#	#	#	#	#	#	#	#	#
	Emergency re-admissions within 30 days of discharge from hospital	Monitor	#	#	#	#	#	#	#	#	#	#
Cancer Services	Maximum two week wait from urgent referral of suspected cancer to first outpatient appointment	93%	59%	39%	33%	34%	58%	68%	70%	64%	*	*
	Maximum two week wait from referral of any patient with breast symptoms (where cancer is not suspected) to first hospital assessment	93%	33%	0%	0%	0%	67%	43%	6%	10%	*	*
	Maximum 28 days from referral for suspected cancer (via 2WW or Cancer Screening) to date of diagnosis	75%	67%	64%	58%	57%	68%	65%	75%	65%	66%	69%
	Maximum 31 days from decision to treat or other appropriate date to start of second or subsequent treatment - Surgery	94%	n/a	n/a	n/a	n/a	n/a	*	*	*	*	*
	Maximum 31 days from decision to treat or other appropriate date to start of second or subsequent treatment - Drug treatment	98%	100%	100%	100%	100%	100%	*	*	*	*	*
	Maximum 31 days from decision to treat or other appropriate date to start of second or subsequent treatment - Radiotherapy	94%	100%	50%	100%	100%	100%	*	*	*	*	*
	Maximum 62 days from referral for suspected cancer to first treatment	85%	21%	50%	54%	36%	64%	46%	52%	50%	57%	48%

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
	Maximum 62 days from urgent referral from a Cancer Screening Programme to first treatment	90%	0%	67%	0%	50%	100%	*	*	*	*	*
	Maximum 31 days from decision to treat to first definitive treatment	96%	76%	73%	78%	82%	84%	74%	71%	86%	79%	83%
Diagnostics	Number of patients waiting >2 weeks for diagnostic tests on an urgent or cancer pathway	Monitor	#	#	#	#	#	#	#	#	#	#
	% of patients waiting 6 weeks or more for a diagnostics test	1%	73%	71%	70%	71%	74%	71%	68%	61%	64%	59%
Social Services	Average caseload per Social Worker - Adult Social Care	16 to 18	#	#	13	19	19	22	20	22	20	26
	Average caseload per Social Worker - Children & Families	16 to 18	#	#	#	#	#	#	#	#	#	#
	Number of referrals - Adult Social Care	Monitor	76	78	59	66	86	68	91	74	59	82
	% of re-referrals in total referrals - Adult Social Care	<15%	3.9%	3.8%	2.0%	4.5%	1.2%	0%	3.3%	4.1%	5.1%	6.1%
	Number of referrals - Children & Families	Monitor	116	172	144	133	121	168	141	199	188	230
	% of re-referrals in total referrals - Children & Families	<20%	#	#	#	#	#	#	#	#	#	#
	Adult Community Care Assessment completed in agreed timescales	80%	39%	39%	29%	42%	27%	24%	40%	30%	24%	28%
	Copy of Adult Community Care Assessment received by Patient or Carer	100%	22%	49%	100%	100%	100%	96%	100%	96%	95%	96%
	All Residential beds occupied	85%	83%	62%	71%	69%	68%	52%	59%	48%	70%	59%
	All Respite beds occupied	90%	92%	80%	69%	70%	81%	65%	58%	73%	88%	48%
	Service Users with a Person-Centred Plan in place (PCP)	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complex Needs Reviews held on time	85%	54%	68%	60%	55%	50%	48%	56%	44%	67%	34%	

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	
	Initial Child Protection Conferences held on time	90%	100%	100%	33%	80%	71%	80%	77%	100%	0%	80%	
	Child Protection Reviews held on time	90%	89%	100%	100%	89%	96%	96%	80%	100%	100%	75%	
	Looked After Children reviews held on time	90%	100%	100%	100%	100%	91%	90%	88%	100%	100%	76%	
	Pathway Plan in place	100%	#	#	#	#	#	#	#	#	#	#	
	Children (of age) participating in, or contributing to, their Child Protection review	90%	0%	100%	93%	100%	100%	100%	100%	100%	100%	90%	
	Children (of age) participating in, or contributing to, their Looked After Child review	90%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	
	Children (of age) participating in, or contributing to, their Complex Review	79%	36%	34%	42%	41%	100%	36%	35%	71%	21%	55%	
	Occupancy at Ramsey - overnight stays	up to 80%	#	#	#	#	#	#	#	#	#	#	#
	Number of Safeguarding inquiries to Adult Social Care	Monitor	81	94	95	101	90	109	106	117	90	114	
	Number of reported Safeguarding alerts in care homes	Monitor	56	50	48	63	55	73	60	72	47	65	
Integrated Community Care	Community Nursing Service response target met - Urgent / non-routine (24 hours)	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	
	Community Nursing Service response target met - Routine (7 days)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	West Wellbeing Contribution to reduction in ED attendance	5% per 12 months	7%	6%	-6%	25%	14%	7%	7%	6%	6%	0%	
	West Wellbeing Reduction in admission to hospital from locality	10% per 12 months	-11%	-2%	-25%	-25%	-2%	-14%	2%	67%	33%	28%	
	Clinical Assessment and Treatment Service waiting times: urgent 1	80% in 3 days	70%	50%	72%	66%	54%	42%	50%	100%	n/a	100%	

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	
	Clinical Assessment and Treatment Service waiting times: urgent 2	80% in 5 days	74%	54%	68%	39%	50%	52%	70%	82%	89%	82%	
	Clinical Assessment and Treatment Service waiting times: soon 1	80% in 15 days	39%	22%	24%	33%	40%	16%	0%	0%	0%	0%	
	Clinical Assessment and Treatment Service waiting times: soon 2	80% in 30 days	70%	0%	100%	0%	0%	52%	69%	70%	70%	76%	
Primary Care	Average wait time (in days) to next GP appointment	Monitor	9	6	5	7	8	7	7	8	7	tbc	
	Did not attend rate - GP	Monitor	3%	3%	3%	2%	3%	2%	3%	3%	3%	tbc	
	Average wait time for a Dentist Appointment	Monitor	#	#	#	#	#	#	#	#	#	#	
Mental Health Services	Patients requiring Mental Health liaison services within the ED, seen within one hour	75%	94%	94%	100%	96%	84%	90%	77%	90%	85%	91%	
	Patients admitted to physical health wards requiring a Mental Health assessment, seen within 24 hours	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Patients with a first episode of psychosis treated with a NICE recommended care package within two weeks of referral	75%	50%	100%	100%	50%	100%	n/a	n/a	tbc	100%	n/a	
	Patients with Severe Mental Illness (SMI) who received a full physical health check in Primary Care every 12 months	100%	#	#	#	#	#	#	#	#	#	#	#
	People under adult mental illness specialities on a Care Programme Approach, followed up in three days of being discharged from psychiatric inpatient care	90%	100%	100%	91%	100%	100%	100%	100%	100%	100%	100%	89%
	Total Mental Health Current Caseload	4,500 to 5,500	5,090	5,093	5,129	5,211	5,226	5,285	5,325	5,359	5,305	5,315	
	% of re-referrals within 6 months	< 20%	23%	19%	20%	21%	23%	21%	21%	23%	22%	26%	
Leadership	Number of Data Breaches	0	10	13	13	11	11	12	14	8	13	14	

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
	Number of Subject Access Requests (SAR)	Monitor	52	52	52	56	65	51	61	64	33	77
	Number of Access to Health Record (AHR) Requests	Monitor	1	1	2	4	2	6	1	5	1	2
	Number of Freedom of Information (FOI) Requests	Monitor	8	17	6	12	13	7	12	9	6	9
	Number of Enforcement Notices from the ICO	0	0	0	0	0	0	0	0	0	0	0
	Number of SAR, AHR and FOIs not completed within their target	0	34	39	76	27	39	33	29	29	33	41
	Number of complaints received	Monitor	28	24	27	24	22	26	29	27	28	24
	Complaints acknowledged within 5 days	98%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%
	Complaints written response in 20 days	98%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%
	Complaints exceeding 6 months	0	0	0	0	0	0	0	0	0	0	0
	Number of complaints escalated to Health and Social Care Ombudsman Body	Monitor	0	0	0	7	4	1	4	2	4	2
<b>People</b>	Hours lost to staff sickness absence	4%	6%	5%	6%	6%	7%	6%	7%	6%	6%	7%
	Staff turnover rate	10%	11%	11%	10%	10%	9%	10%	9%	10%	10%	10%
	Number of staff leavers	Monitor	23	22	24	22	34	34	19	21	22	16
	Number of staff on long term sickness	Monitor	65	82	69	91	94	84	63	116	88	82
	Number of staff on disciplinary measures	Monitor	5	7	8	9	11	10	6	11	11	10
	Number of suspended staff	Monitor	1	1	1	1	4	4	4	5	4	4
	Completion of Mandatory Training (%)	90%	56%	66%	65%	61%	60%	60%	62%	69%	61%	57%
<b>Finance</b>	Progress towards cost improvement target (1.5% total)	100% (annual)	tbc	tbc	22%	27%	33%	76%	87%	91%	109%	tbc
	Performance against budget (£)	£0 variance (annual)	-1,301,000	-3,187,000	-2,663,000	-4,261,000	548,000	-2,866,000	-3,082,000	-3,403,000	-3,491,000	tbc

Service Area	Metric Name	Target (monthly unless stated otherwise)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
	Total income (£)	Monitor	-1,289,367	-1,205,890	-1,363,059	-1,220,693	-1,256,106	-1,309,283	-1,517,135	-1,394,119	-1,256,596	tbc
	Total staff costs (£)	Monitor	16,872,849	17,794,224	17,822,473	17,602,014	17,743,480	18,213,530	17,915,353	18,143,236	17,624,943	tbc
	Total other costs (£)	Monitor	12,333,621	13,965,736	12,377,179	13,156,152	13,621,545	12,102,126	12,664,944	13,050,900	13,118,544	tbc
	Agency staff costs (proportion %)	Monitor	8%	7%	6%	6%	5%	5%	6%	4%	5.1%	tbc

# No data currently available

\* Data no longer reported due to change in cancer reporting as per NHS England guidelines

*Note:* RAG ratings are used where monthly targets have been set and determined using relative percentage calculations. Green = within 5% of target; Amber = within 6-15% of target; Red = more than 15% from target.