

2017/18 Board Integrated Performance Report: Proposed Structure and Content

Section	Metrics	New or Existing	Number of slides	Content	Frequency	Timing if quarterly	Comments
Summary	CQC Rating NHSI Improvement Segment NHSI Use of Resources	Existing	1	No change	Monthly		
	Board Action/Key Highlights from each section	New	1	Dashboard summary – RAG rating of key indicators in each section	Monthly		To provide at a glance summary of overall Trust performance Aim to highlight key issues, in addition to exceptions, for Board focus
		Existing	2	Narrative summary of key issues per section	Monthly		
NHS Improvement	SOF Operational Performance Metrics	Existing	2	No change	Monthly		To be amended when NHSI incorporate new mental health metrics
	A&E Waiting Times	Existing	1	No change	Monthly		Aim in future to add additional whole system urgent and emergency care measures
Quality	Serious Incident numbers Serious Incident reporting timescales	Existing	2	TBC - Content/format to be reviewed by Deputy Director	Monthly (subject to review)		
	Compliments, Complaints and Claims	Existing	1	No change	Quarterly (was monthly)	<u>Quality*</u> May, Aug, Nov, Feb	Exception reporting monthly
	CQUINS	Streamlined	1	Exceptions only, where	Quarterly	<u>Compliance*</u>	CQUIN indicators

			(was 3)	forecasting less than 100% achievement, with focus on actions being taken and impact		April, July, Oct, Jan	already considered by Quality & Safety Committee quarterly
Workforce - Appraisal - Mandatory training - LTO - Vacancy rate - Sickness absence	Streamlined	2	TBC	Dashboard with overall Trust position Narrative focusing on trends, actions to address issues and whether actions have impacted	Monthly Quarterly (was monthly)	<u>Quality*</u> May, Aug, Nov, Feb	Business Unit/service position to be provided quarterly as part of service line dashboard
Workforce - Agency reporting	New	1		Set tolerances for agency staffing expenditure. Report flexible staffing as % of pay budgets for permanent, bank internal, bank external, agency external. Working time directive breaches	Quarterly	<u>Quality*</u> May, Aug, Nov, Feb	Aim to improve quality of agency reporting to Board, given importance of measures for quality of care (as well as financial)
Staff Friends and Family	Remove						Remove and instead include in workforce report to Q&S Committee where results can be correlated with other data
Safer Staffing – Inpatient Services	Existing	2		No change	Monthly		National Quality Board guidance requires monthly reporting to Board
Safer Staffing –	Existing	2		From Sept 17 onwards	Quarterly	<u>Quality*</u>	Move to quarterly

	Community Services			add: - Wakefield SN, HV, FNP - District Nursing Explanation of recommended ratio – to be moved into Information Assurance Framework	(was monthly)	May, Aug, Nov, Feb	reporting as not as 'volatile' and not agency staff dependent Monthly reporting of exceptions
	BME Diversity in Employment Strategy	Streamlined	2 (was 3)	BME representation by grade table – RAG rate against %BME not change from previous quarter Combine the 3 graphs/ trajectory into 1 chart	Quarterly	<u>Quality*</u> May, Aug, Nov, Feb	
	Service User Experiences	Existing	1		Quarterly (was monthly)	<u>Quality*</u> May, Aug, Nov, Feb	Exception reporting monthly if scores fall below 80%
	Mortality Data	Possible new			Quarterly – 2017/18 quarter 3 onwards		New requirement for quarterly Public Board reporting – could be via Integrated Performance Report or could be separate paper
Business Unit	Activity	New	1	Contractual and internal activity measures for services/service groupings	Quarterly	<u>Strategy*</u> June, Sept, Dec, March	Service level reporting, important to demand and capacity
	Service line dashboard/ heat map	New	1	At service groupings level, key indicators for workforce, performance and finance	Quarterly	<u>Strategy*</u> June, Sept, Dec, March	To support Board's holistic understanding of performance, with increased visibility of performance at service

	Adult physical health – outstanding metrics	Potential new	TBC	Qualitative and quantitative measures	TBC	TBC	level There are very few national and local metrics for community health services. Trust progressing work to become recognised as an outstanding organisation that delivers outstanding care, commencing with adult physical health
Change Programme		Streamlined	1 (was 3)	RAG ratings for projects, key issues and actions	Monthly		Change Programme update to Board May 2017 proposes changes to reporting
Finance	Finance key measures Control total performance CIPs Capital expenditure In month cash balances Use of resources Agency caps CIP exceptions and substitution	Streamlined	2 1		Monthly Monthly		Full report to Finance, Business and Investment Committee
Enablers	Facilities Management	New	1	Key indicators	Quarterly	<u>Strategy*</u> June, Sept,	Increases Board visibility of issues

						Dec, March	previously reported annually via Finance Business and Investment Committee annual report
	IT/telephony	New	1	Key indicators	Quarterly	<u>Strategy*</u> June, Sept, Dec, March	Provides Board with oversight of key metrics reported to Informatics Steering Group and Informatics Board
Appendices	Quality Assurance	Existing (moved from quality section)	1	To include indicators moved to exception reporting	Monthly		

* *Link to proposed focus of Board meetings*