

WEEKLY INDICATORS	SITE	07/12/2014	14/12/2014	21/12/2014	28/12/2014	04/01/2015	11/01/2015	18/01/2015	25/01/2015	01/02/2015	08/02/2015	15/02/2015	22/02/2015	01/03/2015	08/03/2015	15/03/2015	22/03/2015	29/03/2015	05/04/2015	TREND	YTD MEDIAN	TARGET	NOTES
		Urgent Care Centre																					
Queens UCC Utilisation	QH	26.7%	23.9%	25.0%	24.2%	25.2%	23.7%	24.6%	23.8%	26.5%	28.7%	29.6%	28.3%	28.2%	29.5%	29.0%	28.7%	29.5%	31.3%	↑	39.0%	45% - 50%	Data Source: Trust PAG dashboard. RAG Based on Local Target
KGH PELC UCC Utilisation	KGH	39.2%	37.5%	36.6%	41.1%	38.0%	35.3%	33.5%	32.3%	34.2%	34.5%	34.9%	34.3%	33.6%	34.7%	37.0%	36.4%	35.0%	33.6%	↓	34.9%		Data Source: Trust B2 Report. RAG is based on the YTD Median
Activity																							
																					YTD MEDIAN	TARGET	
Non-Elective Admissions	BHRUT	1017	958	966	1025	893	893	922	932	969	1016	1011	962	959	997	1021	980	1017			0		Data Source: Trust Daily Sitrep. RAG Based on YTD Median
Attendance to admission ratio	QH	23.5%	22.9%	22.9%	28.5%	24.4%	25.3%	24.8%	27.4%	24.6%	25.4%	24.2%	25.8%	24.6%	24.2%	25.7%	23.9%	24.7%	24.9%	↓	24.2%		Data Source: Trust PAG dashboard.
	KGH	27.6%	25.5%	25.4%	30.2%	29.9%	32.2%	32.7%	28.4%	30.8%	30.5%	28.8%	25.7%	27.2%	27.5%	29.6%	28.4%	27.1%	25.7%	↑	24.6%		RAG Based on YTD Median
Ambulance Handovers																							
																					YTD MEDIAN	TARGET	
Within 15mins	QH	31.9%	31.4%	36.0%	21.0%	21.0%	27.9%	37.9%	26.0%	30.4%	29.7%	36.1%	37.4%	38.3%	37.9%	34.5%	35.2%	32.4%		↓	35.8%	100%	Data Source: HAS Portal RAG based on LAS Target
	KGH	32.3%	32.1%	39.6%	31.6%	25.3%	32.4%	41.6%	50.0%	56.7%	56.3%	47.3%	50.0%	47.7%	42.9%	39.0%	39.4%	39.4%		→	40.1%		
London	42.0%	37.3%	48.2%	38.1%	35.0%	39.0%	38.9%	31.7%	43.7%	44.5%	42.1%	42.5%	40.7%	39.4%	42.0%	36.2%	35.2%		↓	45.4%			
QH	81.7%	75.1%	89.0%	69.0%	62.8%	32.4%	90.9%	86.3%	82.1%	90.3%	91.5%	94.6%	94.5%	90.8%	90.9%	90.9%	91.3%		↑	90.0%			
Within 30mins	KGH	96.5%	91.3%	95.9%	90.2%	87.9%	90.2%	94.4%	99.0%	98.6%	99.5%	95.8%	98.3%	96.9%	95.5%	95.0%	93.1%	93.9%		↑	96.4%		
	London	90.1%	85.6%	95.2%	86.7%	82.6%	86.9%	91.9%	89.3%	91.1%	91.9%	89.9%	91.1%	89.5%	92.2%	90.2%	91.5%	91.7%		↑	93.2%		
Assessment process & specialty response																							
																					YTD MEDIAN	TARGET	
Rapid Assessment & Treatment - Triaged < 30 mins	QH	45.5%	42.8%	45.6%	47.0%	49.4%	47.1%	60.2%	50.6%	52.3%	64.0%	60.6%	58.7%	48.0%	58.6%	53.9%	52.5%	48.1%	59.6%	↑	56.2%	95%	Data Source: Trust PAG dashboard RAG based on Local Target
	KGH	76.1%	74.4%	67.0%	80.6%	78.6%	80.2%	82.2%	89.9%	86.8%	86.6%	84.3%	86.1%	83.1%	82.7%	77.8%	74.6%	79.1%	77.9%	↓	83.1%	95%	
Seen by specialty team < 30min of request	QH	10.9%	11.2%	12.0%	10.5%	10.9%	11.8%	12.3%	13.8%	11.6%	13.9%	14.0%	12.1%	11.7%	11.8%	12.1%	12.1%	11.9%	13.0%	↑	12.1%	80%	
	KGH	25.2%	17.4%	20.9%	25.6%	20.9%	20.3%	24.5%	26.5%	27.4%	26.1%	29.8%	30.4%	29.9%	30.6%	24.3%	26.8%	27.5%	29.5%	↑	25.3%	80%	
Referred to specialty team < 2hrs of registration	QH	41.0%	39.3%	41.7%	40.0%	42.1%	46.6%	48.2%	42.4%	46.3%	53.0%	48.2%	47.8%	43.7%	46.6%	44.1%	41.7%	41.7%	42.6%	↑	42.3%	80%	
	KGH	49.0%	44.8%	49.0%	53.9%	40.2%	48.0%	57.3%	56.2%	53.1%	55.7%	53.1%	58.9%	52.2%	52.0%	53.1%	48.4%	51.3%	44.8%	↓	51.1%	80%	
Non-Elective Length of Stay																							
																					YTD MEDIAN	TARGET	
Non-Elective Length of Stay (days)	QH	5.1	6.9	6.7	6.1	5.8	6.9	5.9	5.8	6.4	6.3	6.7	5.9	6.2	6.3	6.3	6.3	5.8	6.0	↓	6.2	4.45	Data Source: Trust PAG dashboard
	KGH	6.0	5.1	4.5	5.0	5.6	4.9	6.1	4.4	5.7	7.0	4.5	4.3	5.9	4.5	5.1	5.1	4.8	5.5	↓	5.1	4.45	RAG based on Local Target
Longest Wait in ED																							
Longest Wait (minutes)	QH	1308	1730	1469	1671	1636	1353	1268	1375	1447	1341	1278	940	1021	946	1306	1541	1081	981	↑	1313		RAG based on YTD Median
	KGH	1277	1571	1391	1218	1434	1197	1232	982	1444	957	875	1035	1321	1146	1130	1098	1184	1168	↑	1203		RAG based on YTD Median
MONTHLY INDICATORS																							
MONTHLY INDICATORS	SITE	Nov-14	Dec-14		Jan-15		Feb-15		Mar-15		TREND	CUMULATIVE ACTIVITY APR 13 - NOV 13	YTD TARGET	NOTES									
Activity																							
Elective Admissions (YTD) (all 12 NELCSU CCGs)		4,917	5,479		6,068						↓		5,753	Data Source: SLAM flex data RAG based on Local Target Trend based on movement in % difference from contracted plan from the previous month.									
Non-Elective Admissions (YTD)	BHR CCGs @ BHRUT Total	29,331	33,135		36,995						↑	37,436	37,399										
	Barking & Dagenham CCG	8,393	9,474		10,559						↓	10,605	10,889										
	Havering CCG	12,792	14,478		16,138						↓	15,386	15,698										
	Redbridge CCG	8,146	9,183		10,298						↓	10,271	10,812										

3. Getting People Home

WEEKLY INDICATORS	SITE	07/12/2014	14/12/2014	21/12/2014	28/12/2014	04/01/2015	11/01/2015	18/01/2015	25/01/2015	01/02/2015	08/02/2015	15/02/2015	22/02/2015	01/03/2015	08/03/2015	15/03/2015	22/03/2015	29/03/2015	05/04/2015	TREND	YTD MEDIAN	TARGET	NOTES
DTOCs & Discharges																							
Delayed Transfers of Care		26	17	23	26	22	16	18	14	8	8	10	11	6	10	4	10	10	10	→	18	20	Data Source: Trust Weekly DTOC Report RAG: Less than 20 Green, 21-39 Amber, 40+ Red
Discharge: Referral & Assessment Process																							
																					YTD MEDIAN	TARGET	
Referrals to Assessment (days)	Foxglove	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	→	0	<1	Data Source: NELFT Weekly Astralos Report RAG: Less than 1 day Green, Greater than 1 day Amber
	Heronwood & Galleon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	→	0	<1	
	Gray's Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	→	0	<1	
	IRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	→	0	<1	
Assessment to Transfer (days)	Foxglove	1.4	1.0	0.4	1.5	2.5	3.0	0.7	0.7	0.7	0.8	0.5	2.4	2.4	1.6	2.1	1.6	2.8	0.9	↑	1.11	<2	Data Source: NELFT Weekly Astralos Report RAG: Between 0-2 days Green, between 2-3 days Amber and greater than 3 days Red
	Heronwood & Galleon	1.5	1.5	0.5	1.7	0.0	3.9	2.1	0.7	0.7	1.4	1.9	1.2	1.0	2.0	1.5	2.3	2.0	2.7	↓	1.50	<2	
	Gray's Court	2.0	2.0	1.3	0.9	6.0	1.3	0.9	1.2	0.7	1.6	2.0	1.5	1.0	1.5	2.3	1.9	4.0	2.9	↑	1.46	<2	
	IRS	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	→	0	<2	
BHR Intensive Rehab Service																							
																					YTD MEDIAN	TARGET	
New Referrals		40	36	42	10	26	48	44	30	46	38	27	30	36	33	23	31	26		↓	28	16	Data Source: Trust Weekly IRS Dashboard RAG Based on Local Target
% Stepdown from Acute Beds		73%	78%	69%	89%	77%	77%	58%	67%	74%	59%	74%	93%	69%	73%	61%	65%	69%		↑	71%		Data Source: Trust Weekly IRS Dashboard RAG Based on YTD Median
New Referrals	Barking & Dagenham CCG	13	13	8	1	5	14	10	5	8	10	9	9	8	5	2	8	7		↓	7	4	Data Source: Trust Weekly IRS Dashboard RAG Based on Local Target
	Havering CCG	15	16	25	7	15	25	19	17	23	20	12	15	18	17	15	17	9		↓	12	7	
	Redbridge CCG	12	7	9	2	6	7	13	8	15	8	6	6	10	11	6	6	10		↑	8	5	
% Stepdown from Acute Beds	Barking & Dagenham CCG	77%	77%	88%	0%	80%	71%	30%	80%	50%	60%	67%	100%	50%	60%	100%	75%	57%		↓	75%		Data Source: Trust Weekly IRS Dashboard RAG Based on YTD Median
	Havering CCG	67%	81%	64%	86%	80%	84%	79%	59%	78%	63%	75%	87%	72%	71%	60%	59%	89%		↑	75%		
	Redbridge CCG	75%	71%	67%	100%	67%	67%	50%	75%	80%	50%	83%	100%	80%	82%	50%	67%	60%		↓	73%		
7 day working: Elective and Non-Elective discharges (medical and surgical)																							
																					OCTOBER 2013 BASELINE		
Monday	Number of discharges	736	893	996	872	841	759	650	633	606	534	551	555	561	552	528	536	508		↓	598	15.7%	Each week's data is a total of the last 4 week period Data Source: Trust B2 report. Trend based on October baseline position.
	% of discharges	15.3%	15.5%	16.9%	17.9%	18.2%	20.4%	18.4%	17.4%	16.3%	14.3%	14.4%	14.5%	14.8%	14.4%	14.1%	14.0%	13.2%					
Tuesday	Number of discharges	785	937	954	794	770	621	585	561	588	586	618	616	638	636	640	650	648		↑	612	16.1%	
	% of discharges	16.4%	16.3%	16.2%	16.3%	16.6%	16.7%	16.6%	15.4%	15.8%	15.7%	16.1%	16.1%	16.8%	16.6%	17.1%	16.9%	16.8%					
Wednesday	Number of discharges	791	928	933	768	828	677	644	592	571	574	602	586	568	585	558	592	614		↓	622	16.4%	
	% of discharges	16.5%	16.1%	15.9%	15.8%	17.9%	18.2%	18.3%	16.2%	15.3%	15.4%	15.7%	15.4%	14.9%	15.3%	14.9%	15.4%	15.9%					
Thursday	Number of discharges	781	957	948	776	652	448	443	538	603	654	666	654	650	662	650	660	667		↑	646	17.0%	
	% of discharges	16.3%	16.6%	16.1%	16.0%	14.1%	12.0%	12.6%	14.8%	16.2%	17.5%	17.4%	17.1%	17.1%	17.3%	17.3%	17.2%	17.3%					
Friday	Number of discharges	842	979	1001	808	710	589	580	641	637	638	603	594	578	596	630	649	676		↑	645	17.0%	
	% of discharges	17.6%	17.0%	17.0%	16.6%	15.3%	15.8%	16.5%	17.6%	17.1%	17.1%	15.7%	15.6%	15.2%	15.6%	16.8%	16.9%	17.6%					
Saturday	Number of discharges	505	590	592	467	444	351	359	386	416	436	449	447	443	437	409	434	428		↑	402	10.6%	
	% of discharges	10.5%	10.3%	10.1%	9.6%	9.6%	9.4%	10.2%	10.6%	11.2%	11.7%	11.7%	11.7%	11.7%	11.4%	10.9%	11.3%	11.1%					
Sunday	Number of discharges	355	467	459	373	386	274	263	296	307	314	340	364	362	363	333	314	310		↑	275	7.2%	
	% of discharges	7.4%	8.1%	7.8%	7.7%	8.3%	7.4%	7.5%	8.1%	8.2%	8.4%	8.9%	9.5%	9.5%	9.5%	8.9%	8.2%	8.0%					
Total	Number of discharges	4795	5751	5883	4858	4631	3719	3524	3647	3728	3736	3829	3816	3800	3831	3748	3835	3851		↑	3800		

URGENT CARE EXECUTIVE DASHBOARD

Report production date: 13/04/2015

Indicator	Site	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	TARGET	Notes	
Patient Flow Trust Improvement Plan Metrics																
Patient Flow Trust Improvement Plan Metrics	Number (%) Permanent consultants in post	BHRUT				56.00%	56.00%	56.00%	56.00%	56.0%	56.0%	56.0%			90%	This section is currently under development
	Number Middle grade in post	BHRUT				5	7.0	6	7	5	6	6			11	
	ED admitted performance	BHRUT				66.30%	60.80%	59.00%	49.00%	49.8%	45.6%	56.6%			95%	
	ED non admitted performance	BHRUT				91.20%	90.60%	90.40%	88.30%	89.3%	82.0%	91.5%			95%	
	Number patients seen in MRU	BHRUT				305	340	440	466	769	886	787			510	
	Percentage of Discharges before Midday	BHRUT				12.50%	14.80%	15.06%	18.30%	16.8%	20.3%	20.0%				
	Percentage of Discharges after 5pm	BHRUT				31.10%	32.40%	33.03%	32.22%	33.0%	32.6%	34.2%				
	Percentage of Patients discharged at 0, 1 and 2 days	Queens				47.85%	48.61%	46.71%	47.60%	52.9%	60.9%	61.8%				
		KGH				56.36%	55.40%	53.64%	48.91%	55.1%	55.8%	60.9%				
	% Same Day discharge from MRU/MAU within 24 Hours	Queens				19.60%	21.10%	17.40%	16.50%	19.9%	20.7%	18.7%			50.0%	
		KGH				14.30%	14.00%	14.50%	13.00%	11.5%	11.9%	18.5%			50.0%	
	Median Length of Stay	BHRUT				2.25	2.42	2.54	2.54	2.17	2.11	1.98				
	% Occupancy	BHRUT				90.6%	87.8%	88.43%	97.10%	95.2%	93.5%	93.1%				
	Beds consumed by readmissions	BHRUT				184	139	109	151	195	200	219				
	Number of Patients seen in ambulatory Care	BHRUT				357	336	348	392	552	678	716				
Average Days to Complete fastrack	BHRUT				8.0	6.2	5.9	5.6	5.5	5.8	6.1					

Indicator	Site	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Target	Notes		
Prime Minister's Challenge Fund - Access Hubs																	
Primary Care	Barking & Dagenham	Total no. of appointments commissioned (Planned)										352	420	902	13,645	Barking and Dagenham due to open November 2014	
		Total no. of Patients Seen (Actual)										93	206	589			
		% of appointments utilised										26%	49%	65%			
		No. of DNA's										6	23	64			
		Source of referral (%)	111										65%	34%	19%		
			A&E										0%	0%	0%		
			UCC										0%	0%	0%		
			WIC										23%	16%	13%		
			Practice										13%	50%	43%		
	Other										0%	0%	26%				
	Havering	Total no. of appointments commissioned (Planned)							420	560	574	658	1424	750	1215	17,085	Activity to be reviewed and adjusted each month, according to demand. Maximum number of appointment contracted, 17,085
		Total no. of Patients Seen (Actual)							34	119	261	396	631	419	809		
		% of appointments utilised							8%	21%	45%	60%	44%	56%	67%		
		No. of DNA's							5	36	57	72	76	103			
		Source of referral (%)	111							34%	50%	42%	43%	41%	41%		
			A&E							0%	1%	0%	0%	0%	0%		
			UCC							0%	0%	0%	0%	0%	0%		
			WIC							0%	0%	0%	0%	0%	0%		
Practice									0%	50%	57%	57%	59%	59%			
Other							0%	0%	0%	0%	0%	0%					
Redbridge	Total no. of appointments commissioned (Planned)							420	560	620	645	974	726	1216	19,270	Activity to be reviewed and adjusted each month according to demand. Maximum number of appointment contract, 19,270.	
	Total no. of Patients Seen (Actual)							35	105	301	492	548	500	939			
	% of appointments utilised							8%	19%	49%	76%	56%	69%	77%			
	No. of DNA's							9	33	47	52	48	Mar-00				
	Source of referral (%)	111							70%	55%	49%	45%	43%	39%			
		A&E							21%	5%	5%	1%	1%	0%			
		UCC							0%	1%	2%	0%	0%	3%			
		WIC							0%	0%	0%	0%	0%	0%			
		Practice							0%	39%	44%	53%	56%	59%			
Other							2%	0%	0%	0%	0%	0%					

Indicator	Site	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	TARGET	Notes	
A&E / UCC Attendances																
Age 65-74	QH	471	447	442	444	454	416	428	375	494	431					
	KGH	202	238	228	189	213	190	223	214	268	196					
	BHRUT	673	685	670	633	667	606	651	589	762	627					
Age 75+	QH	627	699	631	660	645	619	595	596	645	626					
	KGH	302	315	340	307	324	290	273	314	324	303					
	BHRUT	929	1014	971	967	969	909	868	910	969	929					
Age 85+	QH	553	520	519	484	502	484	525	539	595	577					
	KGH	192	234	195	233	235	192	162	22	261	236					
	BHRUT	745	754	714	717	737	676	687	762	856	813					
Non-Elective Admissions by Average Length of Stay																
Medical/Elderly	Non-Elective Admissions/Emergency Short Stay	QH	86	73	74	87	73	86	74	79	86	56				
		KGH	23	36	33	32	31	39	26	36	32	23				
		BHRUT	109	109	107	119	104	125	100	115	118	79				
	Non-Elective Emergency	QH	6326	6032	5697	5860	5230	4937	5906	5356	6383	5509				
		KGH	3391	2987	2666	2459	2498	2959	2664	2984	2950	2997				
		BHRUT	9717	9019	8363	8319	7728	7896	8570	8340	9345	8506				
Surgical	Non-Elective Admissions/Emergency Short Stay	QH	6	8	10	11	11	12	7	13	7	14				
		KGH	41	25	22	37	25	22	20	30	24	29				
		BHRUT	47	33	32	48	36	34	27	43	31	43				
	Non-Elective Emergency	QH	752	790	970	658	841	984	1273	730	739	651				
		KGH	1078	1198	1224	1189	1193	944	1090	936	1041	1017				
		BHRUT	1830	1988	2194	1847	2034	1928	2363	1666	1780	1668				

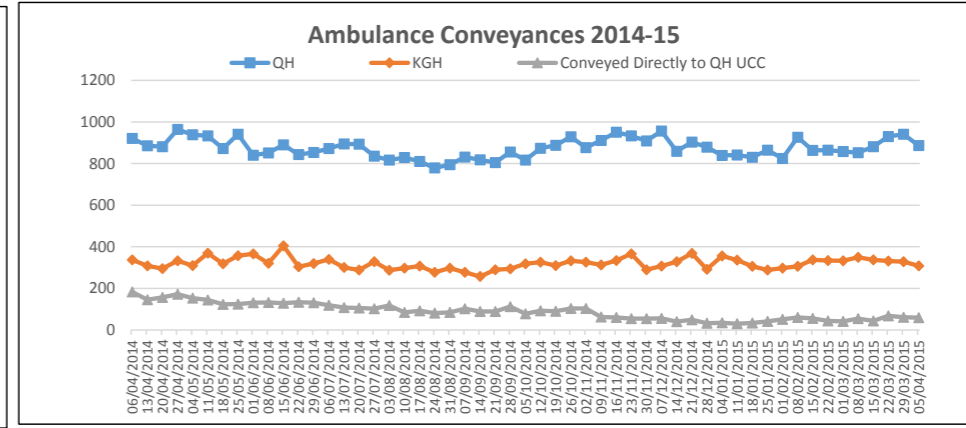
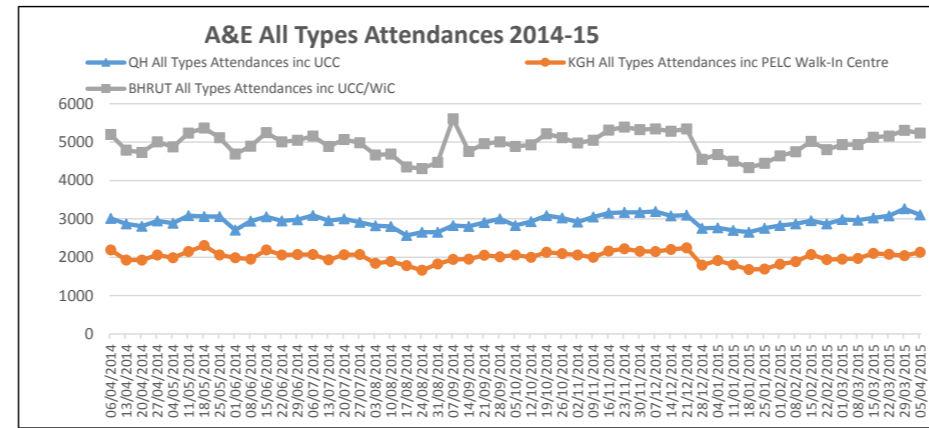
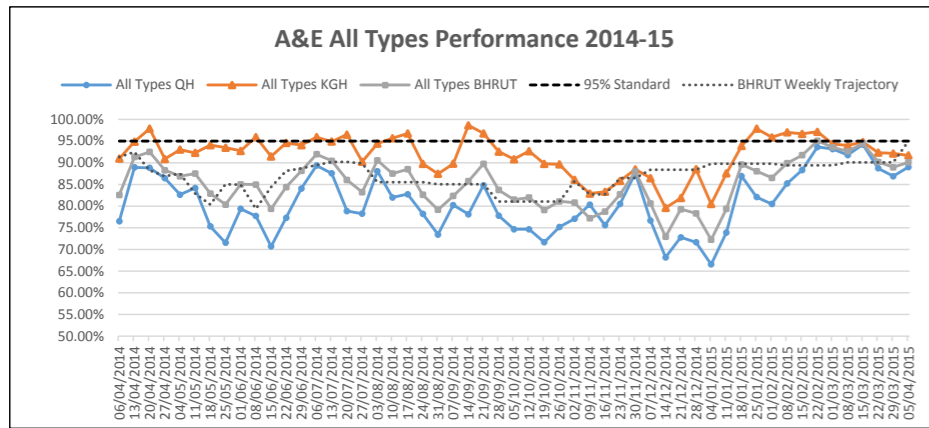
Over 65 (including Frail Elderly population) with 2 or more LTCs across BHR CCGs

URGENT CARE EXECUTIVE DASHBOARD SUMMARY

RAG Status: ████████

RAG Status: ██████ ██████ ██████

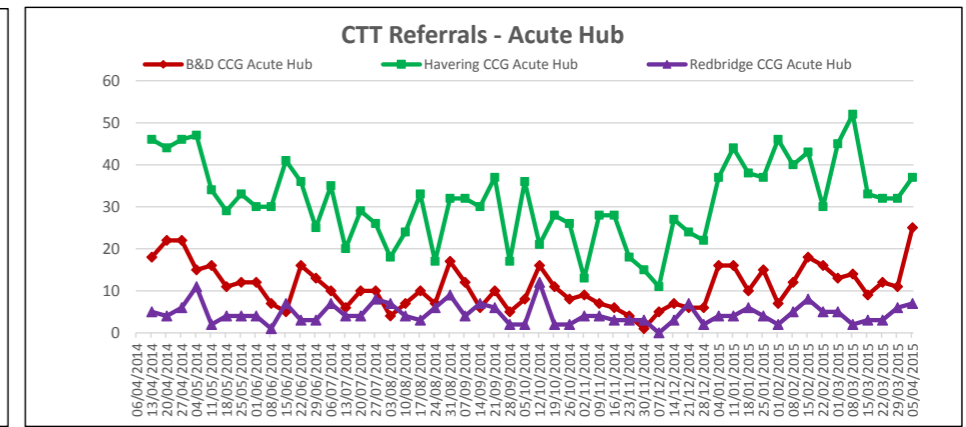
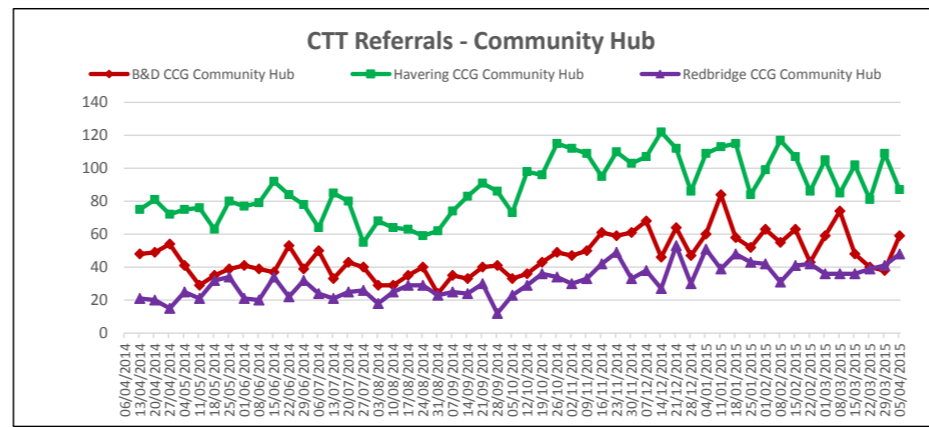
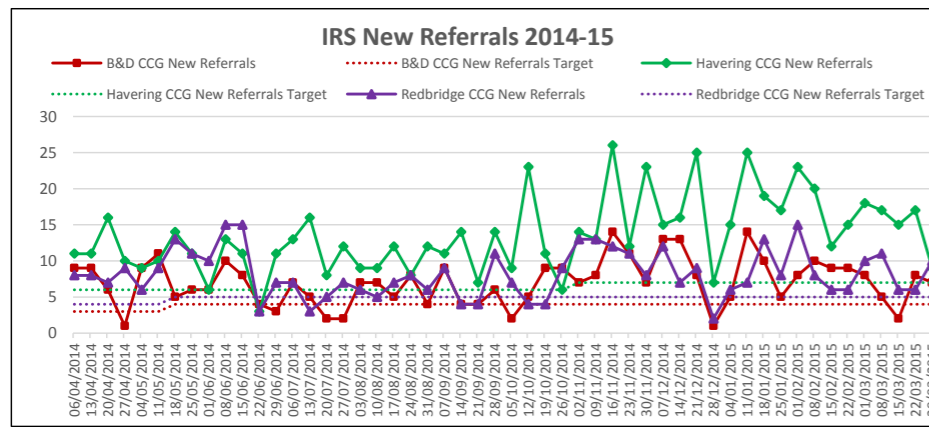
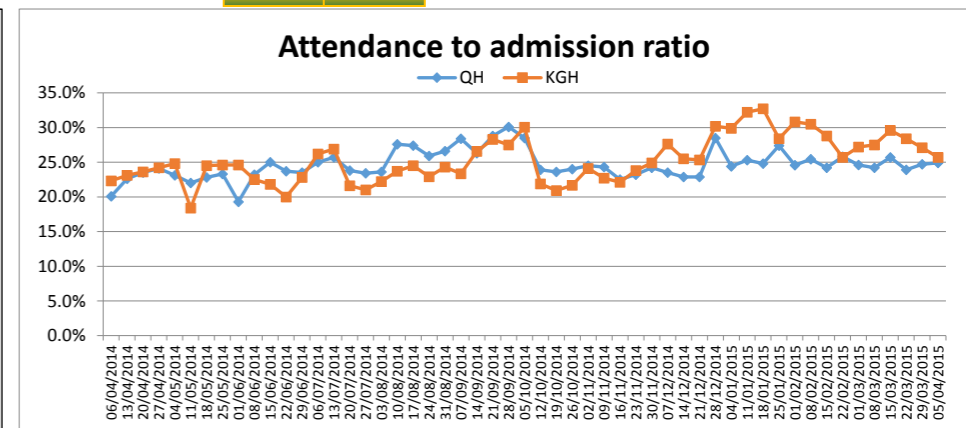
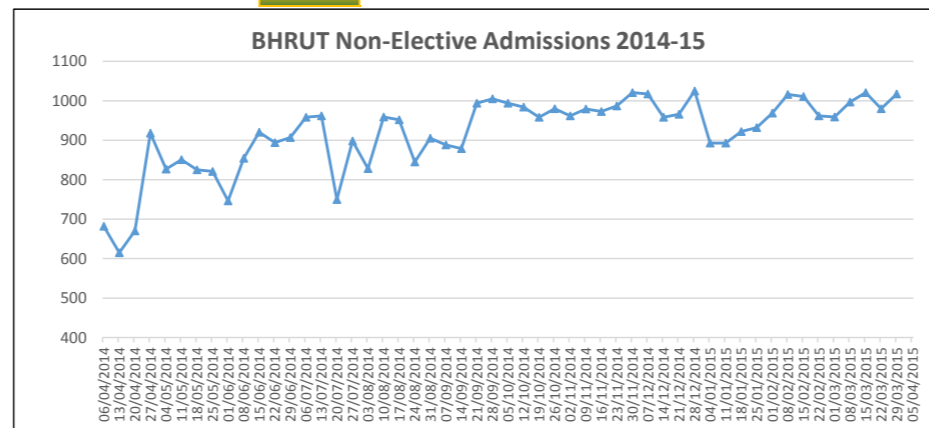
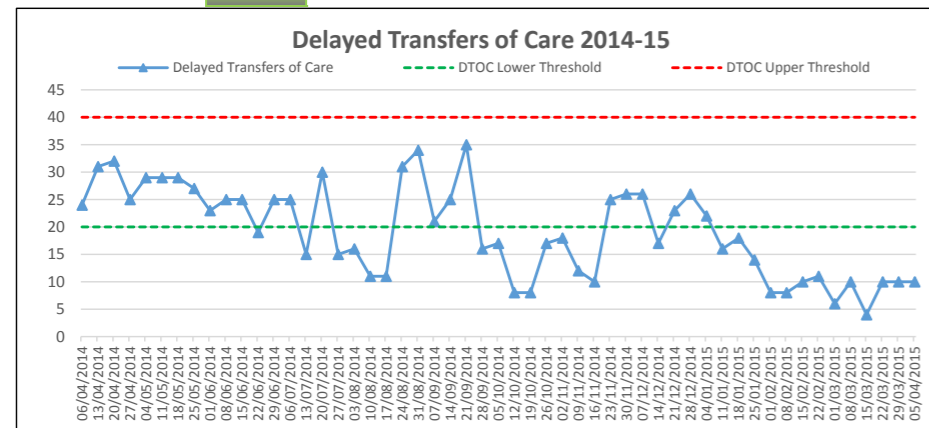
RAG Status: ██████ ██████ ██████



RAG Status: ████████

RAG Status: ██████

RAG Status: ██████ ██████



Barking & Dagenham

Indicator	Current Month	Previous Month	YTD Median	Target	Trend
Current Month: Mar-15					
A&E / UCC Attendances	0	-51218		0	↓
Non-Elective Admissions	0	-10559		0	↓
Current Month: Mar-15					
IRS New Referrals	30	36	29	16	↓
CTT - Community Hub	259	224	190	104	↑
CTT - Acute Hub	59	53	41	90	↑

Havering

Indicator	Current Month	Previous Month	YTD Median	Target	Trend
Current Month: Mar-15					
A&E / UCC Attendances	0	-67460		0	↓
Non-Elective Admissions	0	-16138		0	↓
Current Month: Mar-15					
IRS New Referrals	76	70	54	28	↑
CTT - Community Hub	482	409	362	212	↑
CTT - Acute Hub	194	159	126	76	↑

Redbridge

Indicator	Current Month	Previous Month	YTD Median	Target	Trend
Current Month: Mar-15					
A&E / UCC Attendances	0	-44140		0	↓
Non-Elective Admissions	0	-10298		0	↓
Current Month: Mar-15					
IRS New Referrals	43	35	33	20	↑
CTT - Community Hub	188	156	124	148	↑
CTT - Acute Hub	19	20	19	52	↓