

**Aberdeen Health and Social Care Partnership
Performance Monitoring Commentary, December 2016**

Introduction

“The Intelligent IJB: A Framework to support Planning, Governance and Performance Improvement in Aberdeen City” was approved by the IJB in March 2016. This is based on an approach of ‘tiered intelligence’ where information is packaged intelligently to support effective service delivery, performance improvement, governance and strategic planning.

Figure 1 below shows the availability of data and information currently available and its target audience.

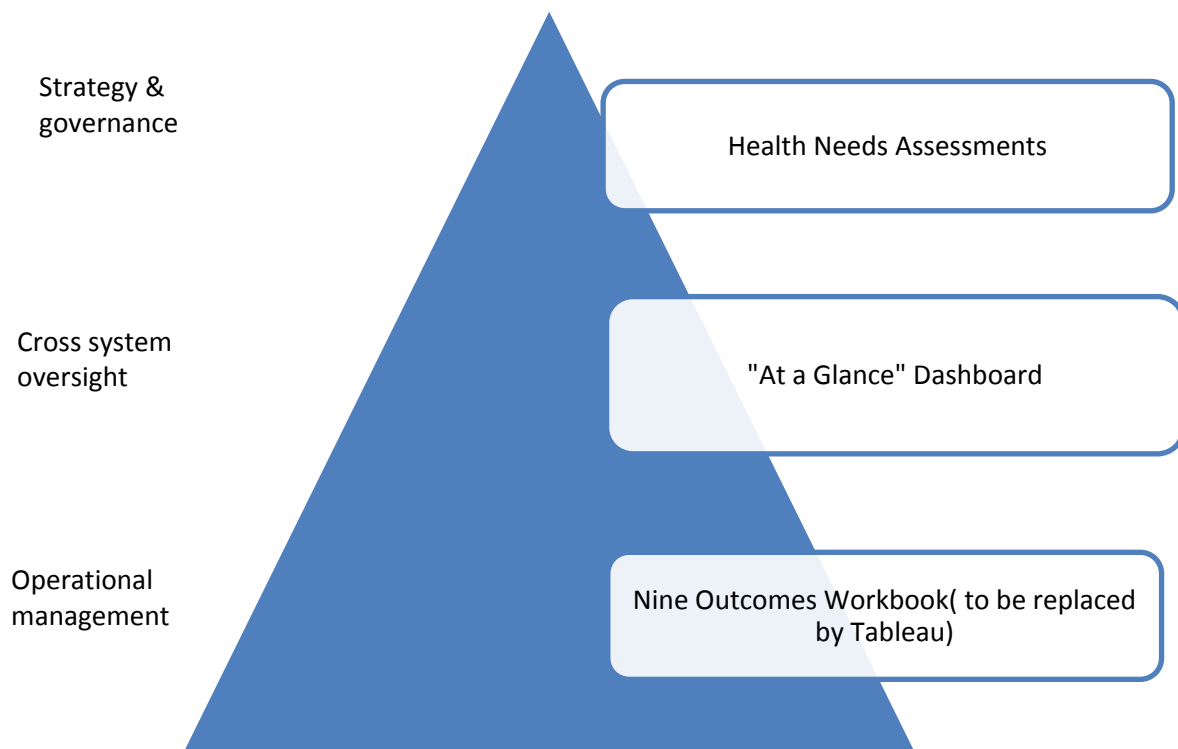


Figure 1: Tiered Intelligence

Development of Indicators

Beyond the national indicators required in the Annual Report, the Partnership has begun to identify other relevant metrics which suit particular local requirements for operational business.

The indicators presented here to the Executive Team and the underpinning detail in the Nine Outcomes Workbook has been co-produced with HSCP staff. The quest to refine and improve the intelligence is continuous and is consistent with the principles and ethos of the IJB – to be evidence informed, high performing and decisive, with an enabled and empowered culture.

Performance Commentary

The attached summary report provides an 'at a glance' picture of performance against a basket of indicators. Indicators are grouped according to the Care Quality Commission categories of performance:

- **Safe** – how well do our services protect people from abuse and avoidable harm
- **Effective** – how well does the care and treatment we provide and commission achieve good outcomes, help people maintain quality of life and is based on the best available evidence
- **Caring** - how well do staff involve and treat people with compassion, kindness, dignity and respect
- **Responsive** – how well are services organised to meet individual needs
- **Well-led** – how well does leadership, management and governance of the organisation make sure it is providing high quality care, encouraging learning and innovation, and providing an open and fair culture

Safe

There were three NHS level 1 adverse incidents during July to September 2016. Two incident reviews took place within the required 10 day period, with one outstanding. Although these numbers are very small, level 1 adverse incidents represent major and extreme events and it is important that these are reviewed systematically to allow action to be taken and learning to be shared. It is worth ensuring the processes for reviewing level 2 (moderate) incidents is also in place. A detailed intelligence report on falls in NHS premises and the management of these incidents is included for discussion at the Partnership's Clinical and Care Governance Committee in February.

Responding to complaints in time is important to mitigate effects and to support resolution. The proportion of timely responses to NHS complaints in Aberdeen City is better than elsewhere in Grampian. However just under two thirds of social care response times are completed within the required time period.

Well-led

The aim of the Partnership is to achieve a balanced budget position at year end. The forecast position is for a small overspend of 0.37% against budget. It is understood that a plan to recover the savings plan position is in development.

Managing absence is an aspect of good organisation and leadership. Our health and social care reporting of sickness absence is not consistent across the Partnership and attempts will be made to find a way to improve this with the data we have available. Meantime our data shows an improving position for social care sickness absence and a stable position for NHS, which also compares favourably with the average for Scotland.

Conducting appraisal and performance reviews with staff show the need for improvement in both health and social care. Trends in social care over the past year suggest that a push to increase reporting occurs in the last quarter of the financial year, and this is likely to be a similar situation for NHS staff.

Effective

The metrics associated with health improvement and lifestyle choices show a mixed picture. Encouraging and helping people to stop smoking amongst more deprived populations is a challenge faced by Aberdeen City and across Scotland. Efforts are being made to increase the 'reach' of people from the poorest parts of the City, including work in partnership with the third sector. There has been a decline in the number of alcohol brief interventions offered in primary care, with 70% of the agreed target being achieved. However Aberdeen City Practices have contributed the most to the Grampian wide target compared to Aberdeenshire and Moray. The proportion of adults registering with a dentist has been increasing consistently.

The trend in the use of emergency care services from Aberdeen city residents is fairly static, however use increased slightly in the September and October months.

Responsive

Whilst the trend in the number of admissions for emergency hospital care has been static generally, the reduction in the number of occupied bed days used for delayed discharges has been marked. This is mainly the result of intensive team working and collaboration across health and social care.

Although the data requires to be developed further, the proportion of people taking up self directed support is very low at just 7% of all eligible people.

Caring

The metrics shown in this section require considerable development however they are good indicator of the organisation's ability to provide a caring service.

Summary

This dashboard gives an overall impression of steady progress made by the Partnership and the pressures it faces. Of particular note is the continuous improvement made in actively reducing the number of unnecessary days spent by patients in hospital once they are ready to be discharged.

The Executive Team is asked to note performance of the AHSCP using key oversight indicators at Executive Group level as part of the 'Intelligent Board' approach.

The Nine Outcomes Workbook will be made available electronically and a presentation made to the Executive Team meeting on 14th December. Following the presentation and together with the information included in the 'At a Glance' dashboard, the Executive Team is asked to consider any operational performance matters that require escalation to the IJB.

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