



QUARTERLY PERFORMANCE REPORT UPDATE JUNE 2017

Aim

- 1.1 The aim of this report is to provide a quarterly performance update to the Integration Joint Board (IJB). The report highlights how the quarterly performance scorecard has evolved since the last report in February 2017.

Background

- 2.1 The performance reporting scorecard for the IJB was originally developed to include the six themes defined by the Ministerial Strategy Group (MSG) for Health and Community Care. These themes are:
1. unplanned admissions;
 2. occupied bed days for unscheduled care;
 3. A&E performance;
 4. delayed discharges;
 5. end of life care;
 6. balance of spend between institutional and community care.
- 2.2 The themes identified by the MSG are heavily weighted to hospital care and in recognition of this the performance report presented to the IJB in February 2017 included an additional section headed Social Care which included reports on local data collated via the Social Care Survey and the number of carers assessments completed by the Carers Centre.
- 2.3 Since the last quarterly performance report the scorecard has been developed to include additional locally defined themes which relate to other measures with a primary, community or social care focus as well as an additional measure on unplanned admissions (see **Appendix 1**).
- 2.4 A summary of the additional measures included in the June 2017 report is given below:

Theme	Measure(s)
1. Unplanned Admissions	Emergency admissions to hospital as a result of falls, patients aged 65+
4. Delayed Discharges	Bed-days associated with delayed discharges of patients aged 75+
8. Carers	Carers Centre Survey of Carer Outcomes: <ul style="list-style-type: none"> • Support for Caring • Caring Choices • Carer stress

9. Other Relevant Measures	<p>“Two minutes of your time” survey for NHS Borders’ hospital patients.</p> <p>All available measures relating to evaluation of Integrated Care Fund (ICF) projects.</p>
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Summary

- 3.1 In a number of areas Borders is demonstrating improvement locally and/or good performance compared to Scotland. These include unscheduled occupied bed day rates, balance of spend measures, increases in the percentage of older adults looked after in the community rather than in care homes, and in the positive impacts of the five ICF projects included in this report. These are all examples of improvements/successes that could be built upon.
- 3.2 Areas of challenge as illustrated in this performance report include:-
- Rates of emergency admissions have reduced in recent months however remain above the Scottish average. The development and implementation of the Falls Strategy could be an important contributor to further reductions in emergency admissions.
 - A&E performance and Delayed Discharges remain ongoing challenges.
 - There is a need to improve the consistency and robustness of social care client outcomes reporting.
 - There is clear scope to improve outcomes for Carers; the work to implement the requirements of the new legislation will assist with this.
 - Palliative care is one of the key themes in the National Health and Social Care Delivery Plan and an area for reporting to the Ministerial Strategy Group. The recording of data relating to the Margaret Kerr Unit requires review and amendment.
- 3.3 Given the many elements of integrated care and the wide range of services delegated to Health and Social Care Partnership it is anticipated that performance reporting to the IJB will further develop over time to include reporting at locality level and more specific reports on particular groups of service users and staff.

Recommendation

The Health & Social Care Integration Joint Board is asked to:-

- **note** the additional themes and measures for reporting;
- **note** the key performance issues highlighted;
- **advise** of any further measures to be included in future quarterly performance reports.

Policy/Strategy Implications	This report gives an update on Partnership performance reporting which is directly related to the delivery of local objectives as detailed in the Strategic Plan.
Consultation	The performance report has been prepared in partnership with NHS Borders and SBC performance teams.

Risk Assessment	A number of risks in relation to partnership performance have been highlighted in the report.
Compliance with requirements on Equality and Diversity	A comprehensive Equality Impact Assessment was completed as part of the strategic planning process.
Resource/Staffing Implications	Financial implications outlined in finance reports.

Approved by

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