



## **QUARTERLY PERFORMANCE REPORT UPDATE SEPTEMBER 2017**

### **Aim**

- 1.1 The aim of this report is to provide a summary of the quarterly performance report (**Appendix One**) to Integration Joint Board (IJB) members. The report highlights how the quarterly performance scorecard has evolved since the last report in June 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 reports presented to the IJB in 2017 have included additional sections headed Social Care, Carers and Other Relevant Measures to include local data collated via the Social Care Survey, Carers Centre Assessments, Patient feedback and evaluations of Integrated Care Fund (ICF) projects.
- 2.3 Since the last quarterly performance report the scorecard has been developed to include additional detail on the reasons recorded for delayed discharges. In the "Other Relevant Measures" section (which includes provision for ad hoc updates) summary information is presented on one of the ICF projects evaluations. A summary of the additional measures included in the September 2017 report is given below:

<b>Theme</b>	<b>Measure(s)</b>
4. Delayed Discharges	Delayed Discharges at Census point by reason for delay.
9. Other Relevant Measures	Evaluation summary from the Borders Ability Equipment Store, development of which was supported by monies from the Integrated Care Fund (ICF).

## 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, performance against the 4 hour A&E waiting times standard during June-August 2017, balance of spend measures, increases in the percentage of older adults looked after in the community rather than in care homes, and in the key achievements of the Borders Ability Equipment Store project (funded by ICF). 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 the wide range of services delegated to Health and Social Care Partnership, and changes being proposed nationally e.g. to HEAT standards management information, 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.

The Health & Social Care Integration Joint Board is asked to **note** the key performance issues highlighted.

The Health & Social Care Integration Joint Board is asked to **advise** of any further measures to be included in future quarterly performance reports.

<b>Policy/Strategy Implications</b>	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.
<b>Consultation</b>	The performance report has been prepared in partnership with NHS Borders and SBC performance teams.

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

**Approved by**

<b>Name</b>	<b>Designation</b>	<b>Name</b>	<b>Designation</b>
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