

Scottish Borders Health & Social Care
Integration Joint Board



Scottish Borders
Health and Social Care
PARTNERSHIP

Meeting Date: 19 June 2019

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**QUARTERLY PERFORMANCE REPORT, APRIL 2018
(DATA AVAILABLE AT END MARCH 2019)**

Purpose of Report:	To provide a high level summary of quarterly performance for Integration Joint Board (IJB) members, using latest data available. The report focuses on demonstrating progress towards the Health and Social Care Partnership's Revised Strategic Plan 2018 -2021
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Recommendations:	Health & Social Care Integration Joint Board is asked to: <ul style="list-style-type: none"> a) Note and approve any changes made to performance reporting. b) Note the key challenges highlighted. c) Direct actions to address challenges and to mitigate risk
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Personnel:	<i>n/a</i>
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Carers:	<i>n/a</i>
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Equalities:	A comprehensive Equality Impact Assessment was completed as part of the strategic planning process. Performance information supports the strategic plan.
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Financial:	<i>n/a</i>
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Legal:	<i>n/a</i>
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Risk Implications:	<i>n/a</i>
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Background

- 1.1 The Integration Performance Group (IPG) has established a set of high level Key performance indicators (KPI) to report on a quarterly basis to IJB. These indicators are aligned under the three strategic objectives in the Health and Social Care Strategic Plan 2018-2021:
 - *Objective 1*: keeping people healthy and out of hospital
 - *Objective 2*: getting people out of hospital as quickly as possible
 - *Objective 3*: building capacity within Scottish Borders communities
- 1.2 The IPG will continue to review, refine and develop the indicators to better balance the mix of hospital-focussed and social care KPIs. Wherever possible, the indicators are selected from robust, reliable data sources that can be compared to the Scottish average. The IPG will ensure that any new indicators for reporting are similarly robust and that proposed changes are discussed at IJB.
- 1.3 At the January 2019 IJB meeting, IJB members suggested changes to the RAG status (i.e.) the colour coding used to the KPIs. There was also discussion on applying local targets to the indicators. IPG has discussed this and:-
 - “Blue” as a RAG status has been removed.
 - Short-term performance trend has been amended. It now covers 4 reporting periods – where a ‘period’ could be daily, weekly, monthly quarterly or annually. Previously trend was based on 6 quarters as the default. This change should help to flag both positive and negative performance issues in a more timely way.
 - Local targets have been applied to the indicators.
 - The overall RAG status for each indicator contained in the quarterly report is based on a combination of (1) trend, (2) performance against target and (3) performance against Scotland.
- 1.4 The IPG will endeavour to present the latest available data. **For some measures, there may be a significant lag whilst data is checked and then released publicly**, which increases robustness and allows for national comparators. Work will continue within the IPG to explore options to improve the timeliness of data and to explore the pros and cons of using unverified but timelier local data.
- 1.5 The IJB Strategic Risk Register focuses on risk and controls. The focus of the Quarterly Performance Report is to highlight performance trend but the indicators also show where performance is off target and where mitigating action to address this needs to be taken. Therefore performance and risk are very closely linked.
- 1.6 There are two appendices to this report:

Appendix 1 provides a very high level, “at a glance” summary for EMT, IJB and the public. This is aligned with the revised Strategic Plan.

Appendix 2 provides further details for each of the measures presented in Appendix 1, including more information on performance trends and analysis.

Summary of Performance

- 2.1 The rate of **emergency hospital admissions (all ages)**, has increased over the last 4 quarters; performance is worse than target and worse than the Scotland average (*note – National data is as of Q2 2018/19*). [*Latest figure = 29.0 per 1,000 population*]. The admission rate specifically for **over 75 years** is showing a similar declining performance trend [*Latest figure 92.5 per 1,000 population*]. Action is required to tackle the increasing rate of emergency hospital admissions.
- 2.2 Despite the rising rates of emergency hospital admissions, Borders is demonstrating good performance in regard to **A&E attendances** [*60.5 per 1,000 population*] and particularly so for **A&E waiting times**, where over 94% of patients are seen within 4 hours. Whilst this is slightly below the 95% target, it compares favourably to the Scotland average (~90%). The actual number of **A&E attendances** fluctuates between 7,000-8,000 per quarter (equivalent to 60-70 per quarter, per 1,000 population). The figures *may* suggest that over the period there has not been a significant change in the number of people attending A&E, but more people are being admitted as an emergency admission.
- 2.3 The **balance of spend on emergency hospital stays** performance remains positive - with 20.6% of health and care resource spent on hospital stays where the patient was admitted as an emergency (persons aged 18+). This is showing improvement (down from 23.7% at the end of 2017/18) and is better than the Scotland average.
- 2.4 The **quarterly occupied bed day rates for emergency admissions** in Scottish Borders residents *age 75+* fluctuates, but is demonstrating a positive performance trend, is better than the Scotland average and better than target. [*Latest figure 868 per 1,000 population*]
- 2.5 With regard to delayed discharge, the quarterly **rate of bed days associated with delayed discharges (Age 75+)** is showing a declining trend [*Latest figure = 227 per 1,000 population*], is worse than the Scotland average and worse than our target of 180. The H&SC Partnership has set a target to reduce delayed discharge by 30% in 2019/20 (*as per the recent MSG return*).
- 2.6 The **% of patients satisfied** with care, staff & information in BGH and Community hospitals remains high [*consolidated figure of almost 97.6%*]. This data is taken from the “*2 minutes of your time*” survey done at BGH and community hospitals.
- 2.7 **Quarterly rate of emergency readmissions within 28 days of discharge** for Scottish Borders residents is at 11.1 per 100 discharges from hospital. Performance for this measure has declined over the last 6 quarters, is worse than the Scotland average and is worse than target. To give this some more context, performance has declined from 10.1% to 11.1% over the last 18 months. So a relatively small change, but quarter on quarter performance has been declining and action is required to understand why and to address this.
- 2.8 The data in relation to **end of life care** can be a little erratic on a quarterly basis, but it is currently showing declining performance and a result identical to the Scottish average (87.9% of individuals receiving end of life care at home, or in a community setting).

- 2.9 The **outcomes for carers** indicators remain positive. This suite of indicators looks at the positive outcome change between baseline assessment and subsequent review, where review leads to more positive outcomes for 'Health & Wellbeing', 'Managing the Caring role', 'Feeling values', 'Planning for the Future' and 'Finance & benefits'.