



Scottish Borders
Health and Social Care
PARTNERSHIP

Quarterly Performance Report for the
Scottish Borders Integration Joint Board April 2019

SUMMARY OF PERFORMANCE:
DATA AVAILABLE AT END MARCH 2019

Structured Around the 3 Objectives in the Revised Strategic Plan

Objective 1: We will improve health of the population and reduce the number of hospital admissions

Objective 2: We will improve patient flow within and outwith hospital

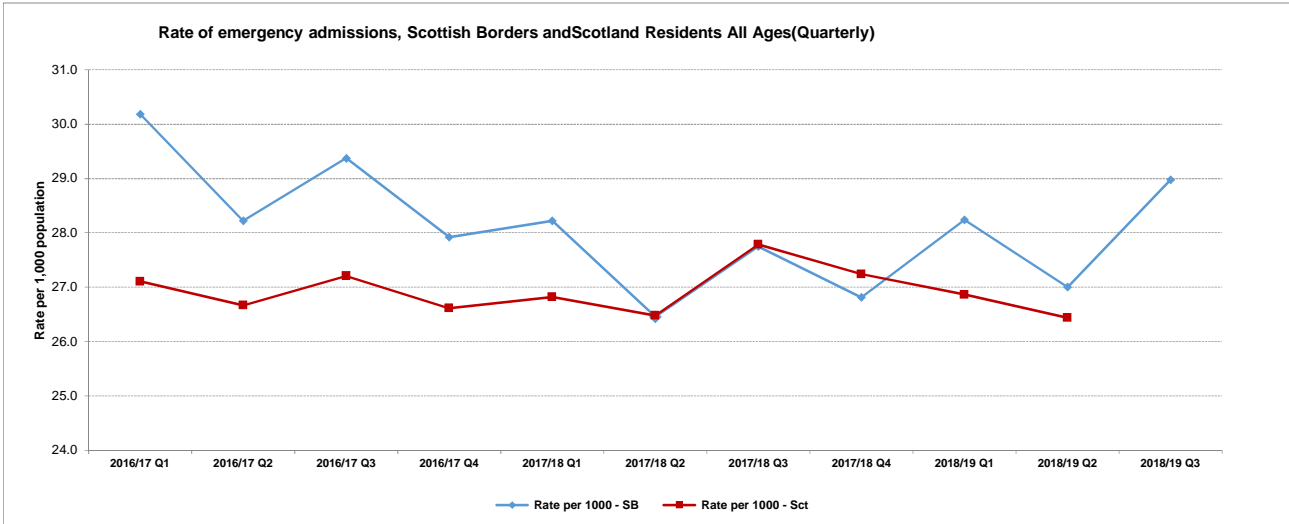
Objective 3: We will improve the capacity within the community for people who have been in receipt of health and social care services to manage their own conditions and support those who care for them

Objective 1: We will improve health of the population and reduce the number of hospital admissions

Emergency Admissions, Scottish Borders residents All Ages

Source: MSG Integration Performance Indicators workbook (SMR01 data)

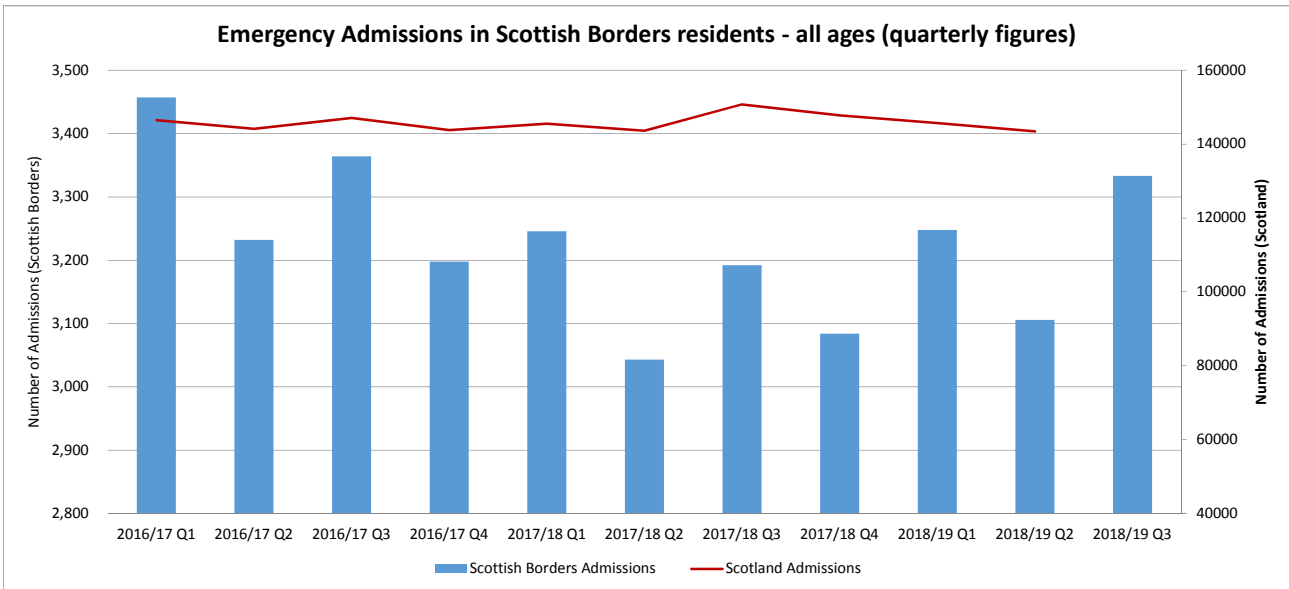
| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Scottish Borders - Rate of Emergency Admissions per 1,000 population All Ages | 30.2 | 28.2 | 29.4 | 27.9 | 28.2 | 26.5 | 27.8 | 26.8 | 28.3 | 27.1 | 29.0 |
| Scotland - Rate of Emergency Admissions per 1,000 population All Ages | 27.1 | 26.7 | 27.2 | 26.6 | 26.8 | 26.5 | 27.8 | 27.2 | 26.9 | 26.4 | |



Emergency Admissions in Scottish Borders residents - all ages (quarterly figures)

Source: MSG Integration Performance Indicators workbook (SMR01 data)

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Scottish Borders Emergency Admissions - All Ages | 3,457 | 3,232 | 3,364 | 3,198 | 3,246 | 3,043 | 3,192 | 3,084 | 3,248 | 3,106 | 3,333 |
| Scotland Emergency Admissions - All Ages | 146,501 | 144,134 | 147,501 | 143,831 | 145,495 | 143,649 | 150,739 | 147,780 | 145,738 | 143,422 | - |



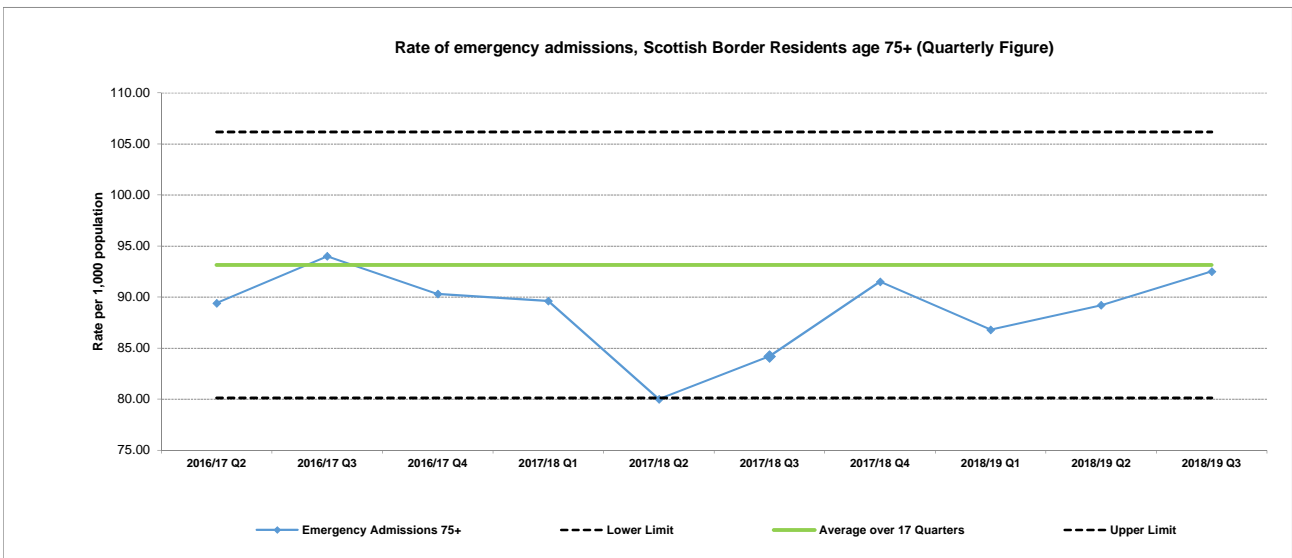
How are we performing?

The quarterly number of Emergency Admissions for Scottish Borders residents (all ages) has continued to fluctuate since the start of the 2016/17 financial year; however, shows an overall decrease since the first quarter of 2016/17. The corresponding quarterly rate per 1,000 population has come down from 30.2 per 1,000 to around 27 by the end of the second quarter in 2018/19. Rates for the Borders were brought in line with the Scottish averages in the third and fourth quarters of 2017/18, but are gradually increasing in the first two quarters of 2018/19. This is in contrast to the Scottish averages which have decreased in the first two quarters of the 2018/19 financial year. Once official statistics on emergency admission rates for 2017/18 are published for Scotland, we will be able to show the Scotland comparators in these performance reports. **Please note, Q1 & Q2 2018/19 Scotland Admissions figures are affected by data completeness - these figures are likely to alter in future updates.**

Emergency Admissions, Scottish Borders residents age 75+

Source: NSS Discovery (SMR01 data)

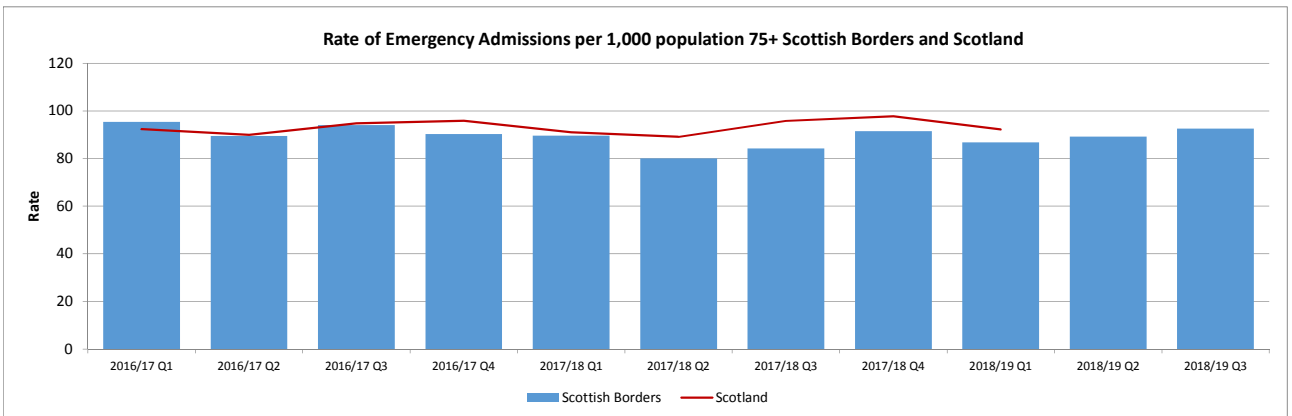
| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|------------|---------------|
| Number of Emergency Admissions, 75+ | 1,125 | 1,054 | 1,107 | 1,065 | 1,074 | 959 | 1,009 | 1,096 | 1,040 | 1,069 | 1,108 |
| Rate of Emergency Admissions per 1,000 population 75+ | 95.4 | 89.4 | 94.0 | 90.4 | 89.6 | 80.0 | 84.2 | 91.5 | 86.8 | 89.2 | 92.5 |



Emergency Admissions comparison, Scottish Borders and Scotland residents age 75+

Source: NSS Discovery (SMR01 data)

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|------------|---------------|
| Rate of Emergency Admissions per 1,000 population 75+ Scottish Borders | 95.4 | 89.4 | 94.0 | 90.3 | 89.6 | 80.0 | 84.2 | 91.5 | 86.8 | 89.2 | 92.5 |
| Rate of Emergency Admissions per 1,000 population 75+ Scotland | 92.3 | 89.8 | 94.7 | 95.8 | 90.9 | 89.1 | 95.8 | 97.7 | 92.2 | - | - |



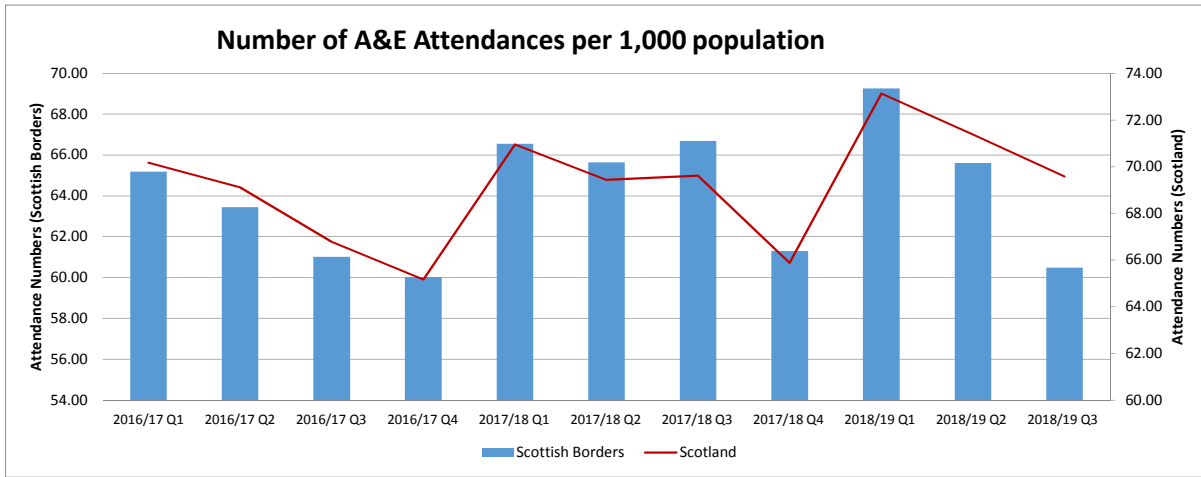
How are we performing?

The rate of emergency admissions for Scottish Borders residents aged 75 and over has generally been decreasing since the first quarter of 2016/17. The Borders rate has been consistently lower than the Scottish average since the second quarter of 2016/17 (July-Sept 2016), but has now crept up.

Number of A&E Attendances

Source: MSG Integration Performance Indicators workbook (data from NHS Borders Trakcare system)

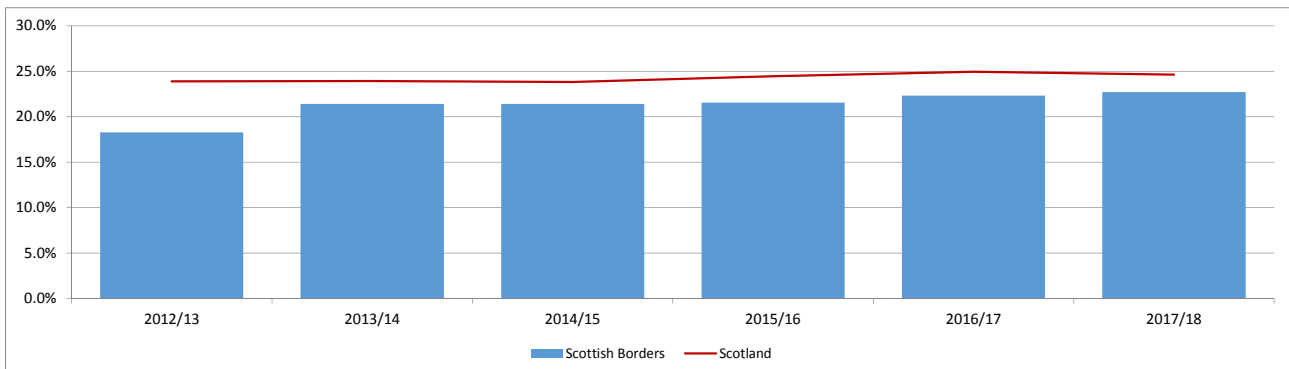
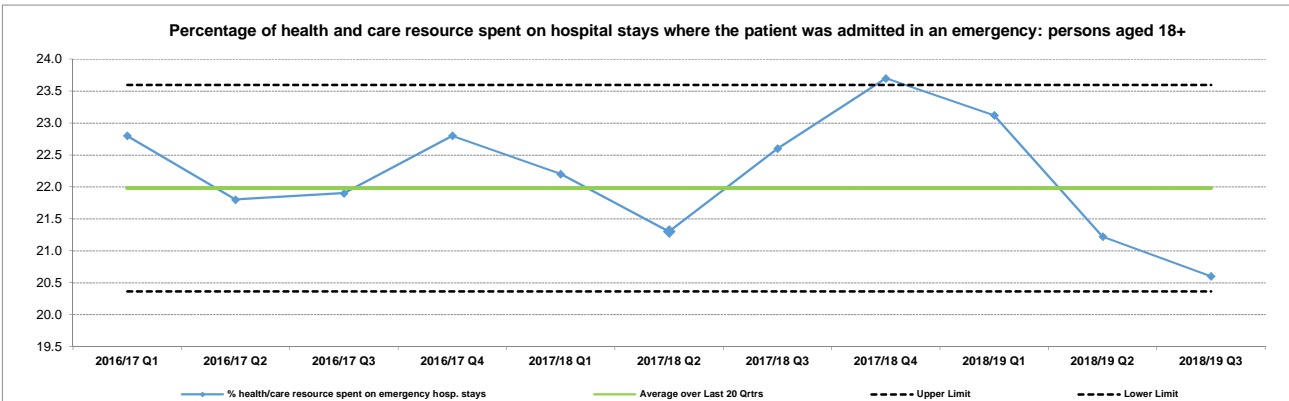
| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|------------|---------------|
| Number of Attendances, Scottish Borders | 65.18 | 63.44 | 61.02 | 60.04 | 66.55 | 65.64 | 66.68 | 61.30 | 69.26 | 65.61 | 60.49 |
| Number of Attendances, Scotland | 70.17 | 69.12 | 66.79 | 65.17 | 70.95 | 69.43 | 69.60 | 65.88 | 73.14 | 71.38 | 69.58 |



Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency: persons aged 18+

Source: Core Suite Indicator workbooks

| | Q1 2016-17 | Q2 2016-17 | Q3 2016-17 | Q4 2016-17 | Q1 2017-18 | Q2 2017-18 | Q3 2017-18 | Q4 2017-18 | Q1 2018-19 | Q2 2018-19 | Q3 2018-19 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| % of health and care resource spent on emergency hospital stays (Scottish Borders) | 22.8 | 21.8 | 21.9 | 22.8 | 22.2 | 21.3 | 22.6 | 23.7 | 23.1 | 21.2 | 20.6 |



How are we performing?

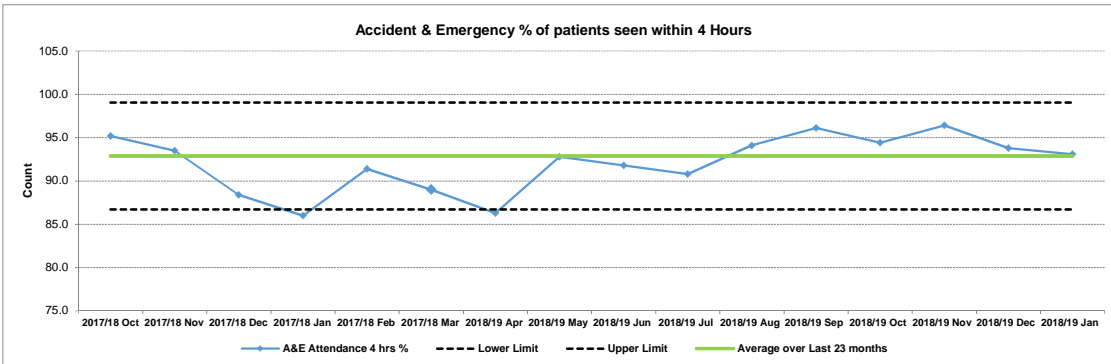
The percentage of health and social care resource spent on unscheduled hospital stays has seen an overall decrease since the first quarter of 2016/17. This spiked at the end of the 2017/18 financial year although has continued to decrease over the first three quarters of this financial year (2018/19). As with other Health and Social Care Partnerships, Scottish Borders is expected to continue work to reduce the relative proportion of spend attributed to unscheduled stays in hospital.

Objective 2: We will improve patient flow within and out with hospital

Accident and Emergency attendances seen within 4 hours- Scottish Borders

Source: NHS Borders Trakcare system

| | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of A&E Attendances seen within 4 hours | 2395 | 2143 | 2455 | 2546 | 2747 | 2793 | 2812 | 2745 | 2630 | 2726 | 2446 | 2467 | 2575 |



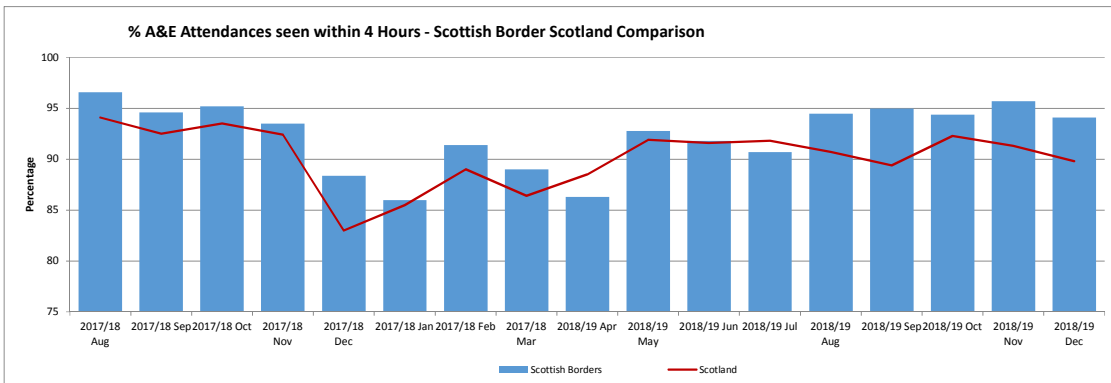
How are we performing?

Patients attending A&E and the Acute Assessment Unit (AAU) are routinely discharged within 4 hours. NHS Borders is working towards consistently achieving the 98% local stretch standard. The 95% standard has been achieved in June, July, August and October of 2017. In 2018 it has been achieved in September. The main cause of breaches has been delays waiting for bed availability and reflects ongoing challenges in the discharge of complex patients.

% A&E Attendances seen within 4 Hours - Scottish Border and Scotland Comparison

Source: MSG Integration Performance Indicators workbook (A&E2 data) / ISD Scotland ED Activity and Waiting Times publication

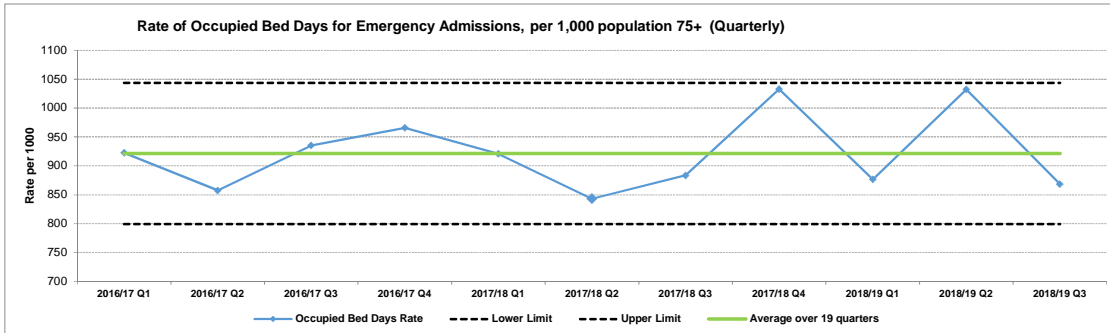
| | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| % A&E Attendances seen within 4 hour Scottish Borders | 88.40 | 86.00 | 91.40 | 89.00 | 86.20 | 92.20 | 91.50 | 90.70 | 94.50 | 95.00 | 94.40 | 95.70 | 94.10 |
| % A&E Attendances seen within 4 hour Scotland | 83.00 | 85.50 | 89.00 | 86.40 | 88.50 | 91.90 | 91.60 | 91.80 | 90.70 | 89.40 | 92.30 | 91.30 | 89.80 |



Occupied Bed Days for emergency admissions, Scottish Borders Residents age 75+

Source: NSS Discovery (SMR01 data)

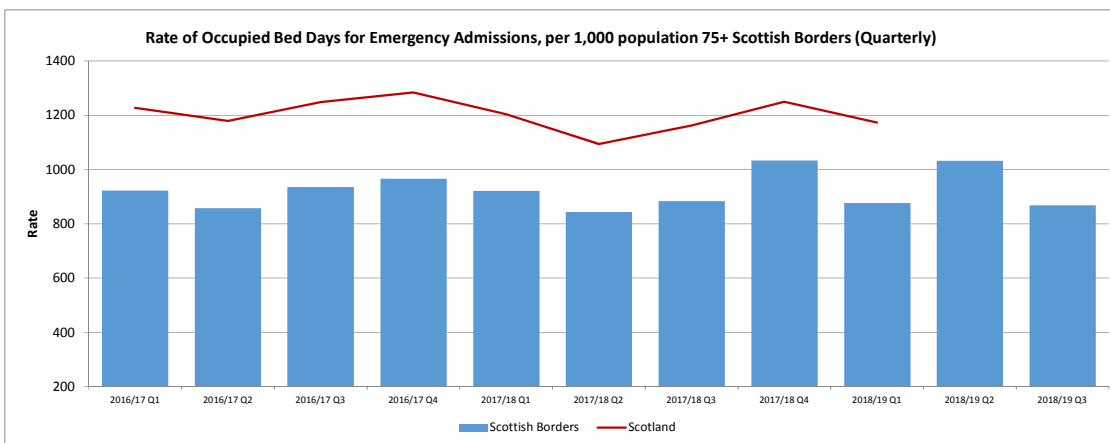
| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Number of Occupied Bed Days for emergency Admissions, 75+ | 10877 | 10109 | 11028 | 11387 | 11035 | 10103 | 10582 | 12377 | 10523 | 12356 | 10407 |
| Rate of Occupied Bed Days for Emergency Admissions, per 1,000 population 75+ | 922 | 857 | 935 | 966 | 921 | 843 | 883 | 1033 | 876 | 1032 | 868 |



Occupied Bed Days for emergency admissions, Scottish Borders and Scotland Residents age 75+

Source: NSS Discovery (SMR01 data)

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Rate of Occupied Bed Days for Emergency Admissions, per 1,000 population 75+ Scottish Borders | 922 | 857 | 935 | 966 | 921 | 843 | 883 | 1033 | 876 | 1032 | 868 |
| Rate of Occupied Bed Days for Emergency Admissions, per 1,000 population 75+ Scotland | 1227 | 1178 | 1248 | 1284 | 1203 | 1094 | 1161 | 1250 | 1172 | - | - |



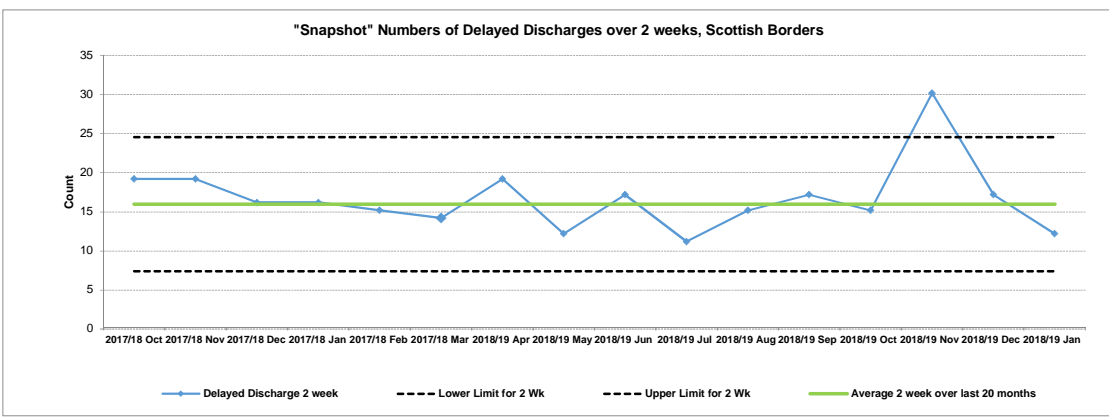
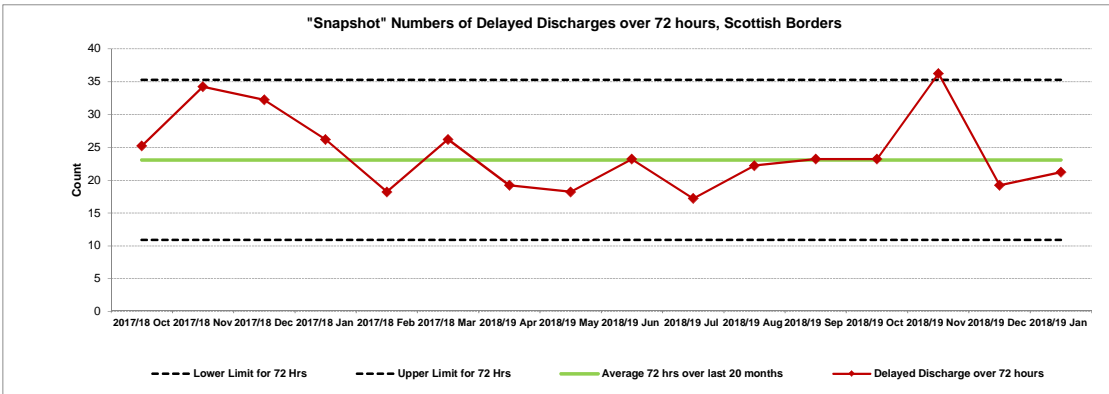
How are we performing?

The quarterly occupied bed day rates for emergency admissions in Scottish Borders residents aged 75 and over have fluctuated over time but are lower than the Scottish averages. Since the fourth quarter of 2017/18, the Scottish Borders rate has twice gone above 1,000 per 1,000 of the population. It should be noted that this nationally-derived measure does not include bed-days in the four Borders' Community Hospitals, which will be at least part of the reason for the Borders rates appearing lower than the national averages.

Delayed Discharges (DDs)

Source: EDISON/NHS Borders Trakcare system

| | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of DDs over 2 weeks | 16 | 15 | 14 | 19 | 12 | 17 | 11 | 15 | 17 | 15 | 30 | 17 | 12 |
| Number of DDs over 72 hours | 26 | 18 | 26 | 19 | 18 | 23 | 17 | 22 | 23 | 23 | 36 | 19 | 21 |



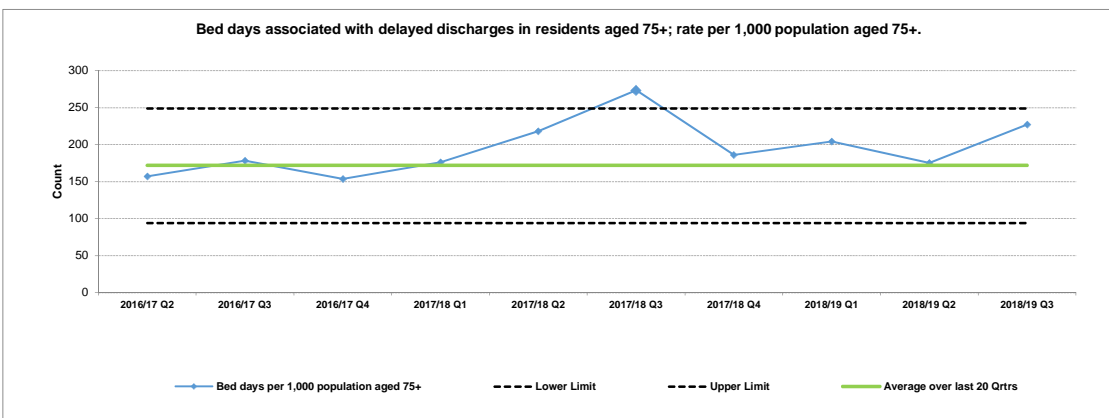
Please note the Delayed Discharge over 72 hours measurement has been implemented from April 2016.

The DD over 2 weeks measurement has several years of data and has been plotted on a statistical run chart (with upper, lower limits and an average) to provide additional statistical information to complement the more recent 72 hour measurement.

Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population aged 75+

Source: Core Suite Indicator workbooks

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Bed days per 1,000 population aged 75+ | 159 | 157 | 178 | 153 | 176 | 219 | 274 | 187 | 204 | 175 | 227 |



How are we performing?

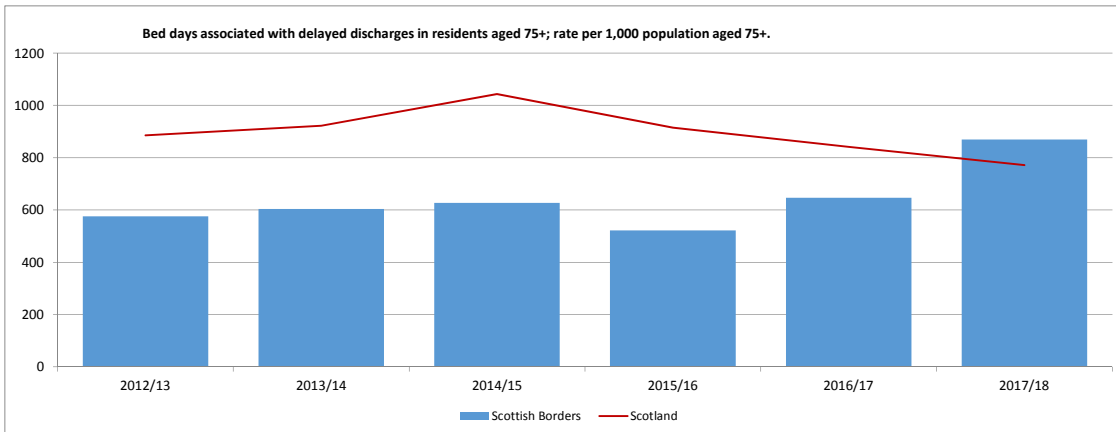
The quarterly rate of bed days associated with delayed discharges for Scottish Borders residents aged 75 and over has fluctuated since the start of the 2013/14 financial year, but has generally remained around 150 to 200 per 1,000 residents. The rate for the middle two quarters of 2017/18 was higher than any previous quarter, increasing to over 200 per 1,000 residents for the first time. 2018/19 has consistently fell above average with Q3 18/19 seeing the 2nd highest rate over the past 2 years.

NHS Borders is facing significant challenges with **Delayed Discharges**, which continues to impact on patient flow within the Borders General Hospital and our four

Scotland / Scottish Borders comparison of bed days associated with delayed discharges in residents aged 75+

Source: Core Suite Indicator workbooks

| | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18* |
|------------------|---------|---------|---------|---------|---------|----------|
| Scottish Borders | 575 | 604 | 628 | 522 | 647 | 855 |
| Scotland | 886 | 922 | 1044 | 915 | 841 | 762 |



How are we performing?

Up to 2016/17, rates for the Scottish Borders were lower (better) than the Scottish average. However, in 2017/18 the Borders' rate was higher than Scotland's.

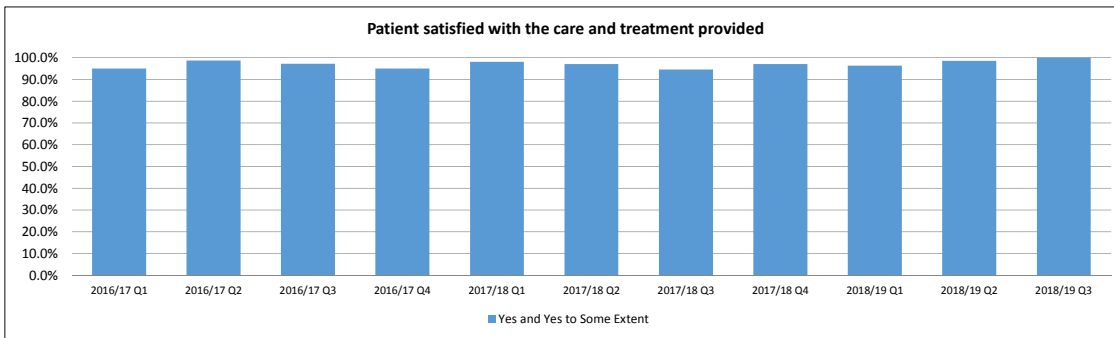
*Please note definitional changes were made to the recording of delayed discharge information from 1 July 2016 onwards. Delays for healthcare reasons and those in non hospital locations (e.g. care homes) are no longer recorded as delayed discharges. In this indicator, no adjustment has been made to account for the definitional changes during the year 2016/17. The changes affected reporting of figures in some areas more than others therefore comparisons before and after July 2016 may not be possible at partnership level. It is estimated that, at Scotland level, the definitional changes account for a reduction of around 4% of bed days across previous months up to June 2016, and a decrease of approximately 1% in the 2016/17 bed day rate for people aged 75+.

BGH and Community Hospital Patient/Carer/Relative '2 Minutes of Your Time' Survey

Source: NHS Borders

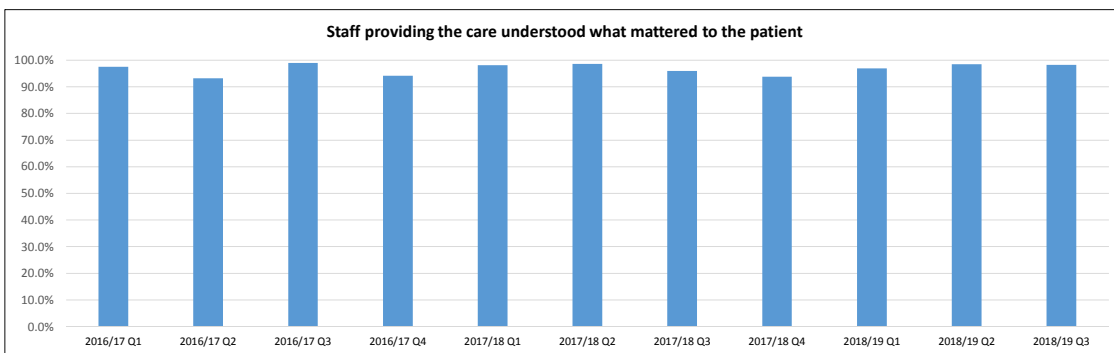
Q1 Was the patient satisfied with the care and treatment provided?

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Patients feeling satisfied or yes to some extent | 232 | 160 | 105 | 116 | 105 | 206 | 141 | 135 | 156 | 135 | 117 |
| % feeling satisfied or yes to some extent | 95.1% | 98.8% | 97.2% | 95.1% | 98.1% | 97.2% | 94.6% | 97.1% | 96.3% | 98.5% | 100.0% |



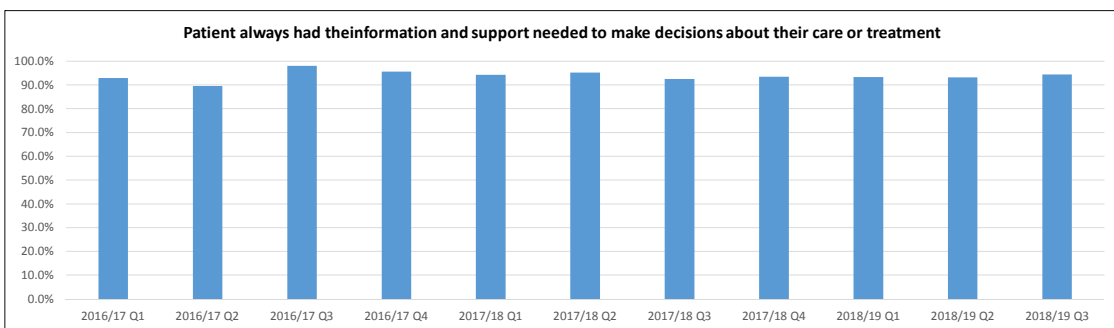
Q2 Did the staff providing the care understand what mattered to the patient?

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Staff providing the care understood what mattered to the patient, or yes to some extent | 238 | 151 | 106 | 113 | 105 | 213 | 144 | 135 | 158 | 136 | 119 |
| % understood what mattered or yes to some extent | 97.5% | 93.2% | 99.1% | 94.2% | 98.1% | 98.6% | 96.0% | 93.8% | 96.9% | 98.6% | 98.3% |



Q3 Did the patient always have the information and support needed to make decisions about their care or treatment?

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Patients always had the information and support needed to make decisions about their care or treatment, or yes to some extent | 226 | 147 | 101 | 111 | 99 | 200 | 137 | 129 | 141 | 125 | 101 |
| % always had information or support, or yes to some extent | 93.0% | 89.6% | 98.1% | 95.7% | 94.3% | 95.2% | 92.6% | 93.5% | 93.4% | 93.3% | 94.4% |



How are we performing?

The 2 Minutes of Your Time Survey is carried out across the Borders General Hospital and Community Hospitals and comprises of 3 quick questions asked of patients, relatives or carers by volunteers. There are also boxes posted in wards for responses. The results given here are the responses where the answer given was in the affirmative or 'yes to some extent'. Percentages given are of the total number of responses. The positive response averages for the last 10 quarters are 96.7% for question 1, 96.6% for question 2 and 93.7% for question 3.

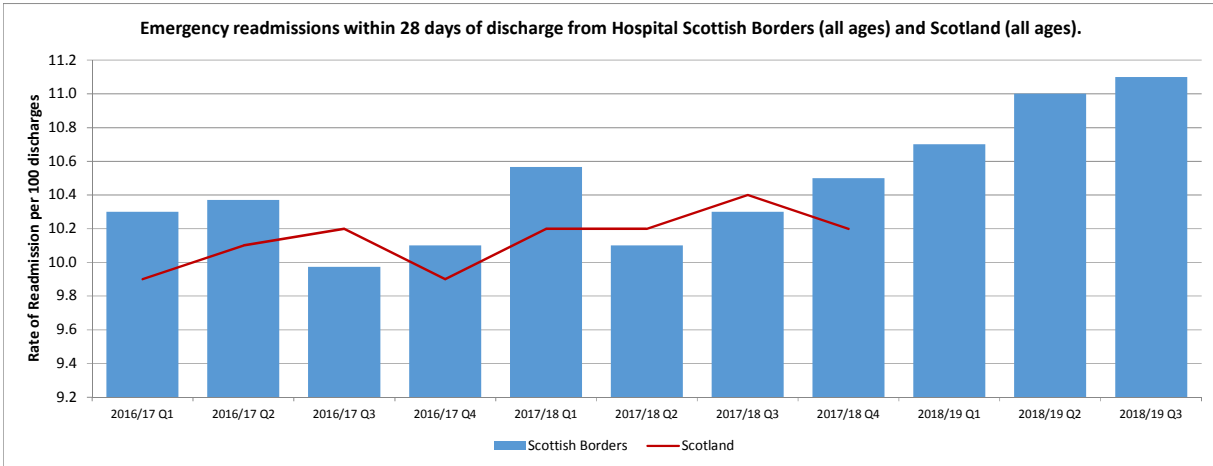
A cumulative count is shown in the quarterly reporting.

Objective 3: We will improve the capacity within the community for people who have been in receipt of health and social care services to manage their own conditions and support those who care for them

Emergency readmissions within 28 days of discharge from hospital, Scottish Borders residents (all ages)

Source: ISD LIST bespoke analysis of SMR01 and SMR01-E data (based on "NSS Discovery" indicator but here also adding in Borders Community Hospital beds).

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 28-day readmission rate Scottish Borders (per 100 discharges) | 10.2 | 10.4 | 10.0 | 10.1 | 10.6 | 10.1 | 10.3 | 10.5 | 10.7 | 11.0 | 11.1 |
| 28-day readmission rate Scotland (per 100 discharges) | 9.9 | 10.1 | 10.2 | 9.9 | 10.2 | 10.2 | 10.4 | 10.2 | - | - | - |



How are we performing?

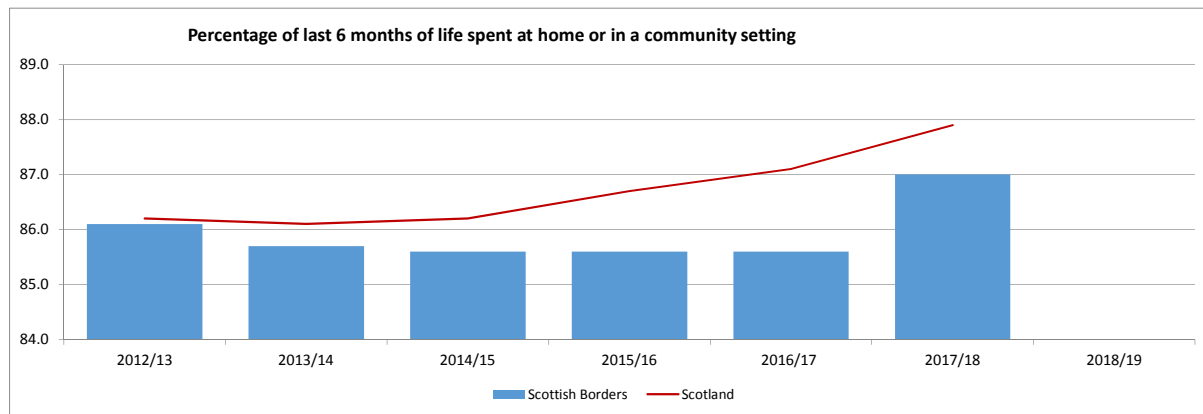
The quarterly rate of emergency readmissions within 28 days of discharge for Scottish Borders residents has fluctuated since the start of the 2016/17 financial year, but has generally remained under 10.6 readmissions per 100 discharges. There has been a notable increase in readmissions within 28 days of discharge since quarter two of 2017/18.

The Borders rate has usually been higher than the Scottish average and this trend continues.

Percentage of last 6 months of life spent at home or in a community setting

Source: Core Suite Indicator workbooks

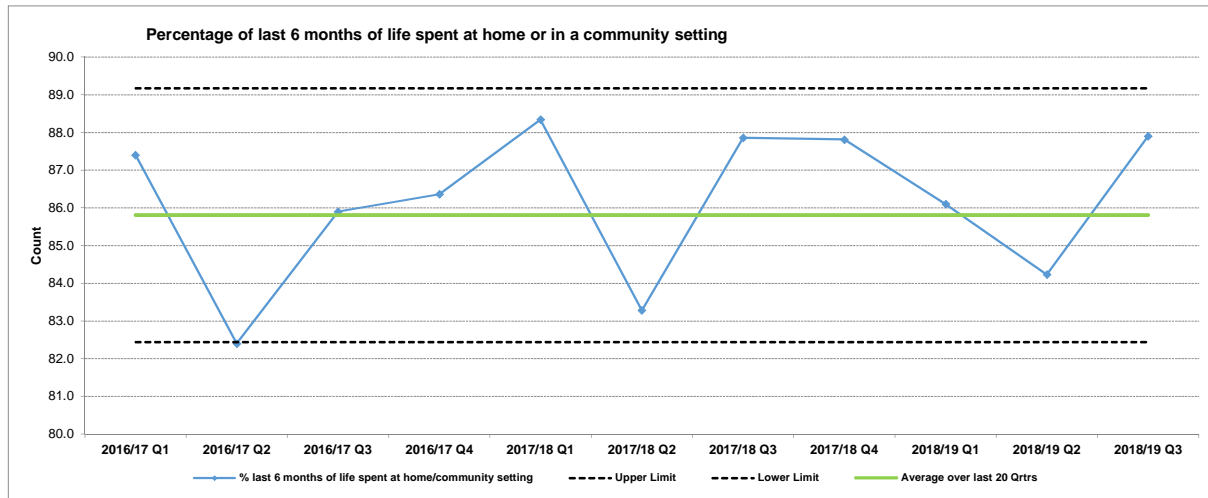
| | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------|---------|---------|---------|---------|---------|---------|---------|
| Scottish Borders | 86.1 | 85.7 | 85.6 | 85.6 | 85.6 | 87.0 | |
| Scotland | 86.2 | 86.1 | 86.2 | 86.7 | 87.1 | 87.9 | |



Percentage of last 6 months of life spent at home or in a community setting

Source: Core Suite Indicator workbooks

| | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q4 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 | Q2 2018/19 | Q3 2018/19 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| % last 6 months of life spent at home or in a community setting Scottish Borders | 87.4 | 82.4 | 87.9 | 86.4 | 88.3 | 83.3 | 87.9 | 87.8 | 86.1 | 84.2 | 87.9 |



How are we performing?

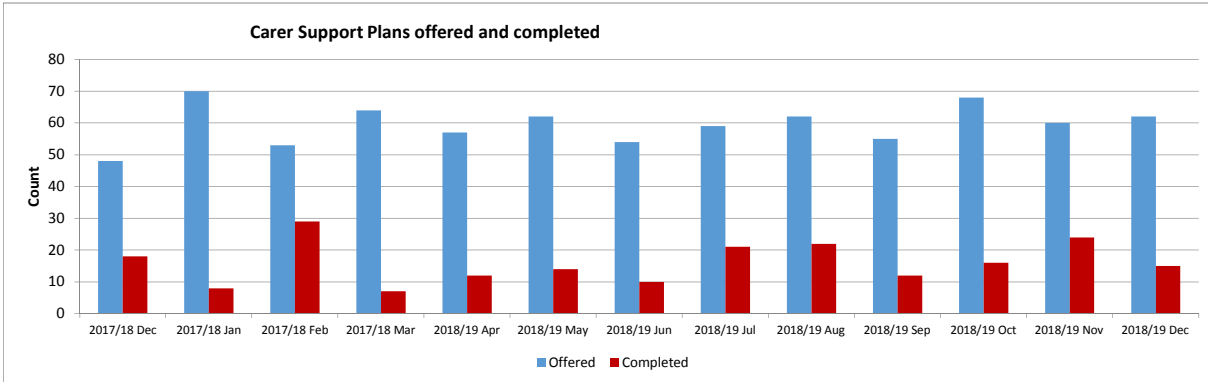
The percentage of last 6 months of life spent at home or in a community setting has appeared fairly consistent in the Borders from year to year since 2013/14 but in each case remains a little below the Scottish average, which is gradually increasing.

In addition to the annual measure around end of life care, local quarterly data has been provided in relation to last 6 months of life (for Scottish Borders only). However, the very “spikey” nature of the figures requires the Integration Performance Group to investigate this measure further to explore the reasons for the fluctuations and assess its usefulness and accuracy within this performance scorecard. It may be that the figures need to be treated on a “provisional” basis.

Carers offered and completed Carer Support Plans

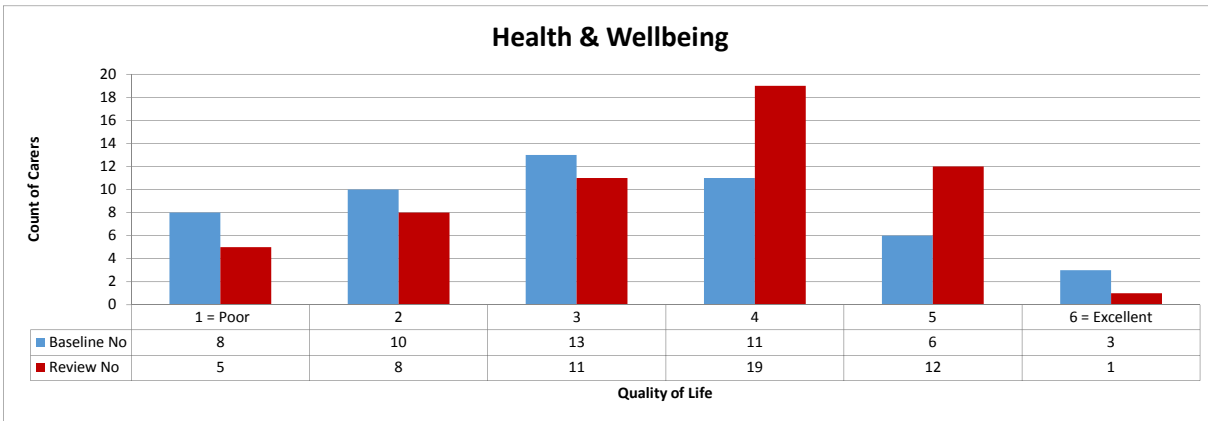
Source: Mosaic Social Care System and Carers Centre

| | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Assessments offered during Adult Assessment | 48 | 70 | 53 | 64 | 57 | 62 | 54 | 59 | 62 | 55 | 68 | 60 | 62 |
| Assessments completed by Carers Centre | 7 | 12 | 14 | 10 | 21 | 22 | 12 | 16 | 24 | 15 | 23 | 24 | 12 |



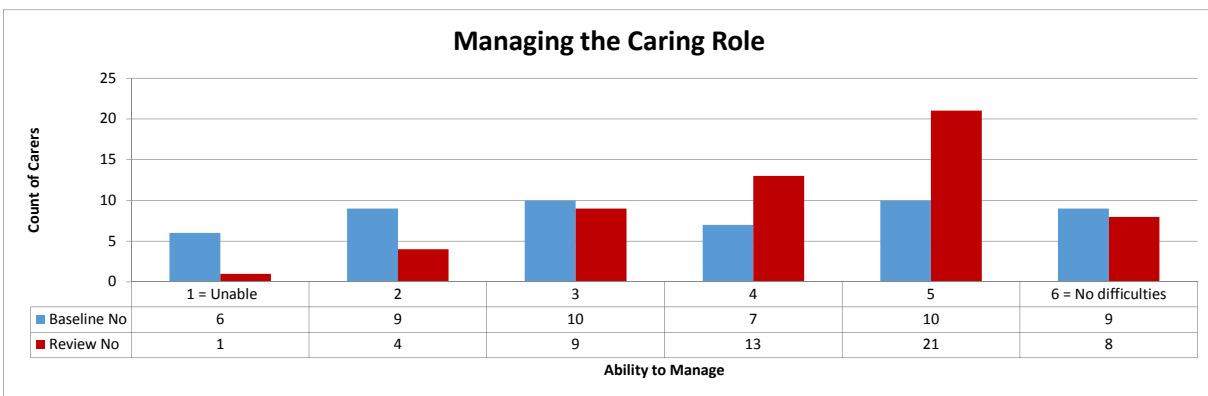
Health and Wellbeing (Q2 2018/19)

I think my quality of life just now is:



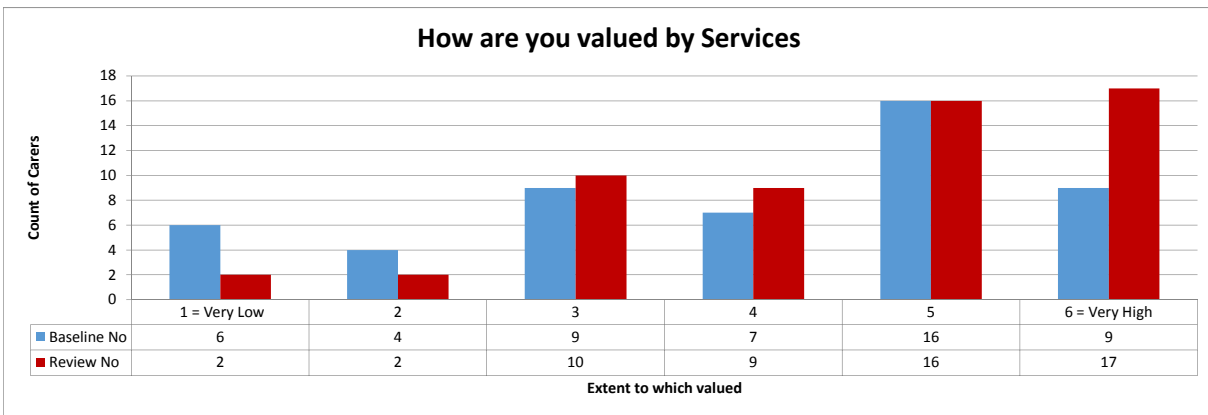
Managing the Caring role

I think my ability to manage my caring role just now is:



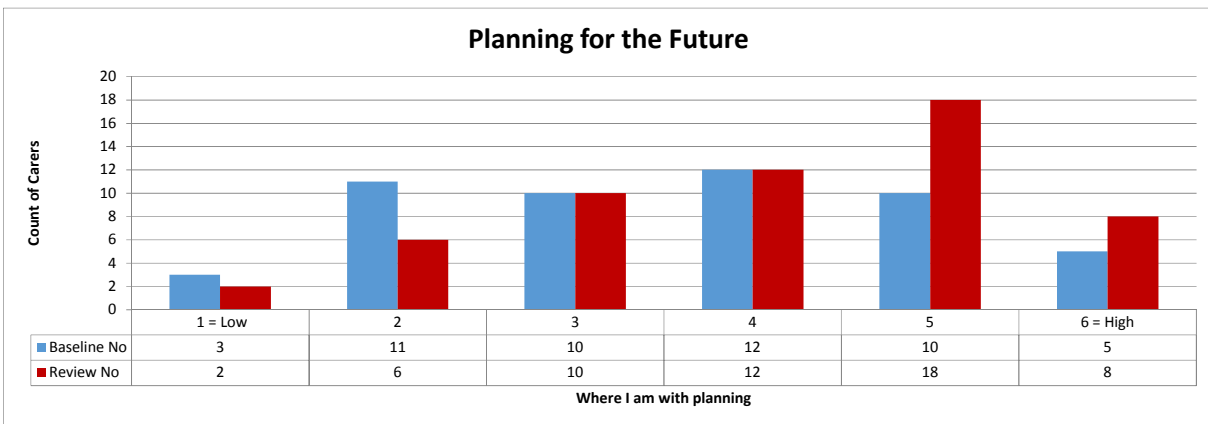
How are you valued by Services

I think the extent to which I am valued by services just now is:



Planning for the Future

I think where I am at with planning for the future is:



Finance & Benefits

I think where I am at with action on finances and benefits is:



How are we performing?

A Carers Assessment includes a baseline review of several key areas which are reviewed within a 3 month to 12 month period depending on the level of need and the indicators from the initial baseline. This information is collated to measure individual outcomes for carers. Data for Quarter 2 2018/19 shows improvement between the baseline and review surveys in all respects.