

Scottish Borders Health & Social Care
Integration Joint Board

Meeting Date: 25th September 2019



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**QUARTERLY PERFORMANCE REPORT, SEPTEMBER 2019
(LATEST AVAILABLE DATA AT END JUNE 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
Recommendations:	Health & Social Care Integration Joint Board is asked to: <ol style="list-style-type: none"> Note and approve any changes made to performance reporting. Note the key challenges highlighted. Direct actions to address challenges and to mitigate risk
Personnel:	n/a
Carers:	n/a
Equalities:	A comprehensive Equality Impact Assessment was completed as part of the strategic planning process. Performance information supports the strategic plan.
Financial:	n/a
Legal:	n/a
Risk Implications:	n/a

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 The IPG will endeavour to present the latest available data. For some measures, there may be a significant lag whilst data is validated and released publicly, which increases robustness and allows for national comparison. 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.
- 1.4 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. Performance and risk are very closely linked.
- 1.5 Two appendices are provided with this report:

Appendix 1 provides a high level, “at a glance” summary for EMT, IJB and the public. This is aligned with the Strategic Plan 2018-2021.

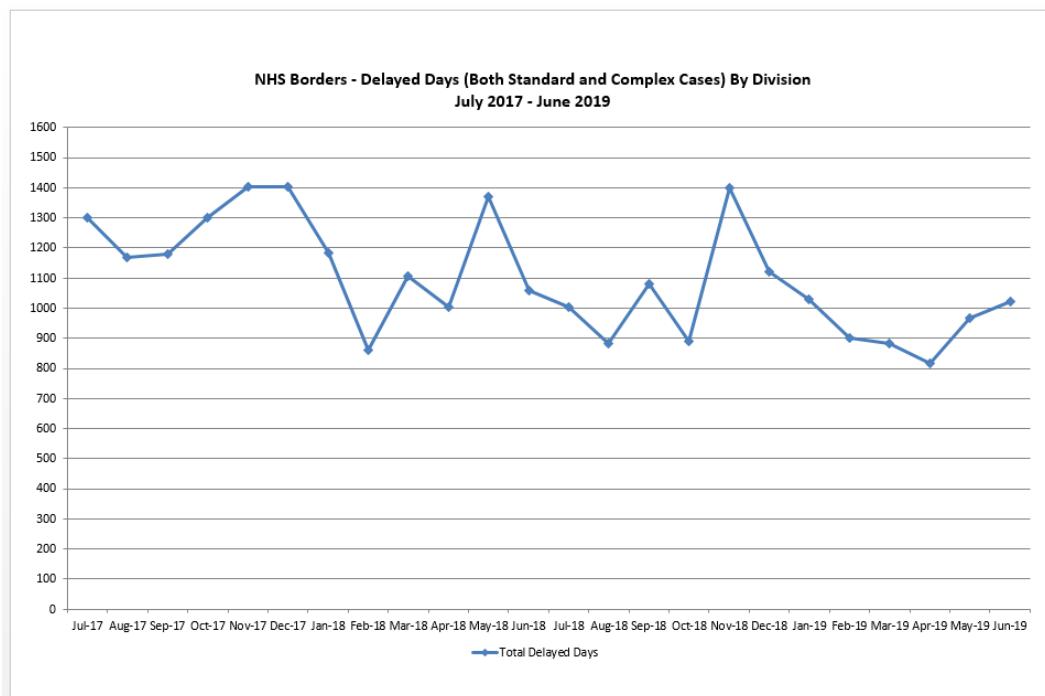
Appendix 2 provides further details for each of the measures including more information on performance trends and analysis.

Summary of Performance

- 2.1 The rate of **emergency hospital admissions (all ages)**, shows a slight decrease over the last 4 quarters (from 28.3 to 27.7); however, performance is worse than target (27.5) and worse than the Scotland average of 26.4 (*note – National data is as of Q2 2018/19*). The admission rate specifically for **over 75 years** is showing declining performance over the last 4 quarters (86.8 to 89.8), but is close to Scotland average (88.5) and is slightly ahead of target (90.0). This suggests that action being taken to reduce emergency hospital admissions is having some impact, but more focus on the >75 age group may be required.
- 2.2 Borders is demonstrating excellent performance in regard to **A&E attendances** and **A&E waiting times**. Over 96% of patients are seen within 4 hours which exceeds our 95% target and compares favourably to the Scotland average (~90%). Our actual number of **A&E attendances** has generally fluctuated between 7,000-8,000

attendances per quarter (equivalent to 60-70 per quarter, per 1,000 population). Our latest figure is 59.6 per 1,000 population, which is the lowest it has been over the last 3-years of recorded data and compares very well against the Scotland average (69.9).

- 2.3 The **balance of spend on emergency hospital stays** performance remains positive - with 19.3% of health and care resource spent on hospital stays where the patient was admitted as an emergency (persons aged 18+). This is showing improvement over the last 4 quarters (23.1% to 19.3%), is better than the latest Scotland average (24.6%) and exceeds our local target (21.5%).
- 2.4 The **quarterly occupied bed day rates for emergency admissions** in Scottish Borders residents age 75+ does fluctuate, but is generally demonstrating a positive performance trend over the last 4 quarters (876 to 883 – but this included a ‘spike’ of 1,032 in Q2 18/19) , is better than the Scotland average (1,072) and better than target (965).
- 2.5 With regard to delayed discharge, the ‘**snapshot**’ data (taken on one day each month) performance is positive, with 17 delayed discharges recorded. The quarterly **rate of bed days associated with delayed discharges (75+)** is also showing a positive trend over the last 4 quarters (204 to 171), is better than the Scotland average (191 – 2017/18 Scotland average) and better than the local target of 180 Bed Days per 1,000 of the population Aged 75+. Over the long-term, there has been a consistent decrease in occupied bed days due to delays.



- 2.6 The **% of patients satisfied** with care, staff & information in BGH and Community hospitals remains positive. Although this has seen a slight decline over the last 4 quarters, the combined satisfaction rate remains very good (96.5%) and above our target of 95%. This data is taken from questions asked in the “*2 minutes of your time*” survey done at BGH and community hospitals.

- 2.7 The performance for **Quarterly rate of emergency readmissions within 28 days of discharge** for Scottish Borders residents has been declining. From a result of 10.2 per 100 discharges in Q2 2017/18, this peaked at 11.4 in Q3 2018/19. The Q4 result 2018/19 is now 10.8 showing positive change. However, performance is still worse than the Scotland average (10.5, Q3 2018/19) and worse than our local target (10.5). the action taken to address the declining performance trend appears to have begun to have an impact, but this work needs to continue.
- 2.8 The data in relation to **end of life care** demonstrates a positive trend over the last 4 quarters (86.1% to 86.4%), but the reality is that the measure has remained relatively static (always generally between 86% and 88%). We are currently below our local target (87.5%) and worse than Scotland (87.9% - 2017/18 average).
- 2.9 The % of **Carer Support Plans** completed performance of 33% continues to fall below our 40% target. However, the number of Unpaid Carers being offered a Carer Support Plan does demonstrate a steady month on month increase, indicating that unpaid Carers are being identified and offered support.
- 2.10 The **outcomes for carers** indicators remain positive. This suite of indicators looks at the positive outcome change between baseline assessment and subsequent review.