



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	23rd February 2021	Agenda Item	4.1
Report Title	Quality & Safety Performance Report		
Report Author	Hannah Roan, Head of Performance & Commissioning (interim)		
Report Sponsor	Darren Griffiths, Director of Finance and Performance (interim)		
Presented by	Darren Griffiths, Director of Finance and Performance (interim)		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide an update on the current performance of the Health Board at the end of the most recent reporting window in delivering key local performance measures as well as the national measures outlined in the 2020/21 NHS Wales Delivery Framework.		
Key Issues	<p>The Integrated Performance Report is a routine report that provides an overview of how the Health Board is performing against the National Delivery measures and key local quality and safety measures. The traditional format for the report includes identifying actions where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery. However, due to the operational pressures within the Health Board relating to the COVID-19 pandemic, it was agreed that the narrative update would be omitted from this iteration of the performance report.</p> <p>From the 1st April 2020, RAG'ing has not been applied to the targeted intervention priorities as the profiles were based on the actions within the 2020/21 annual plan which are now not being progressed due to the COVID-19 pandemic. In the absence of local profiles, in-month movement will now be utilised as the basis of RAGing for these measures until revised profiles are received. However, this is unlikely to happen until the pandemic has subsided and services start to return to a new level of normality.</p> <p>Key high level issues to highlight this month are as follows: COVID19- January 2021 had the lowest amount of new cases of COVID19 since September 2020. The occupancy rate in general medical beds remains high for new and recovering COVID patients in January 2020 however, the rate of admissions for new confirmed patients is starting to reduce.</p> <p>Unscheduled Care- Demand for emergency department care within Swansea Bay University (SBU) Health Board reduced in January 2021 resulting in an improvement in the percentage of</p>		

	<p>patients seen within 4 hours in A&E and the number of patients waiting over 12 hours. The number of ambulance to hospital delays over 1 hour also improved in January 2021.</p> <p>Planned Care- January 2021 saw an in-month reduction in the number of patients waiting over 36 weeks for treatment. However, the in-month reduction is likely to be the result of the dip in the number of primary care referrals received during the first COVID wave in April and May 2020. Diagnostics and Therapy waiting times have significantly increased since March 2020 however, the number of patients waiting over target reduced again in January 2021 with some therapy services maintaining a nil breach position (i.e. Occupational Therapy and Physiotherapy).</p> <p>Cancer- December 2020 saw an improvement in performance against the Single Cancer Pathway measure of patients receiving definitive treatment within 62 days. The backlog of patients waiting over 63 days increased in December 2020 but reduced in January 2021 and was the best position since September 2020. January's figures are in the process of being validated at the time of writing this report.</p> <p>Mental Health- performance against the Mental Health Measures continues to be maintained. All targets were achieved in December 2020 with the exception of the target for Care Treatment Plans which fell just below the 90% target with an achievement of 89%. Psychological therapies access times were 100% for the second month in a row in December 2020.</p> <p>Child and Adolescent Mental Health Services (CAMHS)-Access times for routine and specialist CAMHS continue to be a challenge and were below target again in December 2020, albeit on an improving trajectory. This is due to an increase in demand and a reduction in capacity with staffing levels continuing to be low. Crisis waiting times and access to therapeutic interventions are being maintained at 100%.</p> <p>Healthcare Acquired Infections- In January 2021 Klebsiella sp. was the only category of healthcare acquired infections that was above the Health Board's internal reduction profile.</p> <p>Serious Incidents closures- Performance against the 80% target was 0% in January 2021 as none of the 13 closure forms due to be submitted to Welsh Government were submitted on time.</p>			
Specific Action Required	Information	Discussion	Assurance	Approval
	✓		✓	
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE- current Health Board performance against key measures and targets. 			

QUALITY & SAFETY PERFORMANCE REPORT

1. INTRODUCTION

The purpose of this report is to provide an update on current performance of the Health Board at the end of the most recent reporting window in delivering key performance measures outlined in the 2020/21 NHS Wales Delivery Framework and local quality & safety measures.

2. BACKGROUND

The 2020/21 NHS Wales Delivery Framework sets out the 78 measures under the quadruple aims which the performance of the Health Board is measured. The aims within the NHS Delivery Framework are:

- **Quadruple Aim 1:** People in Wales have improved health and well-being with better prevention and self-management
- **Quadruple Aim 2:** People in Wales have better quality and more accessible health and social care services, enabled by digital and supported by engagement
- **Quadruple Aim 3:** The health and social care workforce in Wales is motivated and sustainable
- **Quadruple Aim 4:** Wales has a higher value health and social care system that has demonstrated rapid improvement and innovation, enabled by data and focused on outcomes

The Health Board's performance reports have traditionally been structured according to the aims within the NHS Delivery Framework however, the focus for NHS Wales reporting has shifted to harm management as a consequence of the COVID-19 pandemic. In order to improve the Health Board's visibility of measuring and managing harm, the structure of this report has been aligned with the four quadrants of harm as set out in the NHS Wales COVID-19 Operating Framework and the Health Board's Q2 Operational Plan. The harm quadrants are illustrated in the following diagram.

Harm from Covid itself	Harm from overwhelmed NHS and social care system
Harm from reduction in non-Covid activity	Harm from wider societal actions/lockdown

Appendix 1 provides an overview of the Health Board's latest performance against the Delivery Framework measures along with key local quality and safety measures. A number of local COVID-19 specific measures have been included in this iteration of the performance report and further work will be undertaken over the next quarter to introduce additional measures that will aid in measuring harm in the system.

The traditional format for the report includes identifying actions where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery. However, due to the operational pressures within the

Health Board relating to the COVID-19 pandemic, it was agreed that the narrative update would be omitted from this performance report until operational pressures significantly ease. Despite a reduction in the narrative contained within this report, considerable work has been undertaken to include additional measures that aid in describing how the healthcare systems has changed as a result of the pandemic.

3. GOVERNANCE AND RISK ISSUES

Appendix 1 of this report provides an overview of how the Health Board is performing against the National Delivery measures and key local measures. Mitigating actions are listed where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery.

4. FINANCIAL IMPLICATIONS

At this stage in the financial year there are no direct impacts on the Health Board's financial bottom line resulting from the performance reported herein.

5. RECOMMENDATION

Members are asked to:

- **NOTE-** current Health Board performance against key measures and targets

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The performance report outlines performance over the domains of quality and safety and patient experience, and outlines areas and actions for improvement. Quality, safety and patient experience are central principles underpinning the National Delivery Framework and this report is aligned to the domains within that framework.</p> <p>There are no directly related Equality and Diversity implications as a result of this report.</p>		
Financial Implications		
<p>At this stage in the financial year there are no direct impacts on the Health Board's financial bottom line resulting from the performance reported herein.</p>		
Legal Implications (including equality and diversity assessment)		
<p>A number of indicators monitor progress in relation to legislation, such as the Mental Health Measure.</p>		
Staffing Implications		
<p>A number of indicators monitor progress in relation to Workforce, such as Sickness and Personal Development Review rates. Specific issues relating to staffing are also addressed individually in this report.</p>		

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)

The '5 Ways of Working' are demonstrated in the report as follows:

- **Long term** – Actions within this report are both long and short term in order to balance the immediate service issues with long term objectives. In addition, profiles have been included for the Targeted Intervention Priorities for 2019/20 which provides focus on the expected delivery for every month as well as the year end position in March 2020.
- **Prevention** – the NHS Wales Delivery framework provides a measureable mechanism to evidence how the NHS is positively influencing the health and well-being of the citizens of Wales with a particular focus upon maximising people's physical and mental well-being.
- **Integration** – this integrated performance report brings together key performance measures across the seven domains of the NHS Wales Delivery Framework, which identify the priority areas that patients, clinicians and stakeholders wanted the NHS to be measured against. The framework covers a wide spectrum of measures that are aligned with the Well-being of Future Generations (Wales) Act 2015.
- **Collaboration** – in order to manage performance, the Corporate Functions within the Health Board liaise with leads from the Service Groups as well as key individuals from partner organisations including the Local Authorities, Welsh Ambulance Services Trust, Public Health Wales and external Health Boards.
- **Involvement** – Corporate and Service Groups leads are key in identifying performance issues and identifying actions to take forward.

Report History	The last iteration of the Quality & Safety Performance Report was presented to Quality & Safety committee in January 2021. This is a routine monthly report.
Appendices	Appendix 1: Quality & Safety performance report



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Appendix 1- Quality & Safety Performance Report February 2021



CONTENTS PAGE

	Page numbers:
1. OVERVIEW – KEY PERFORMANCE INDICATORS SUMMARY	10
2. QUADRANTS OF HARM SUMMARY	11
3. HARM QUADRANT- HARM FROM COVID ITSELF	
3.1 Overview	12
3.2 Updates on key measures:	13
• COVID cases and Testing	14
• Staff absence due to COVID	
4. HARM QUADRANT- HARM FROM OVERWHELMED NHS AND SOCIAL CARE SYSTEM	
4.1 Overview	15-18
4.2 Updates on key measures:	
• Unscheduled care	19-26
• Fractured Neck of Femur (#NOF)	27-28
• Healthcare Acquired Infections	29-31
• Pressure Ulcers	31
• Serious Incidents	32
• Inpatient Falls	33
• Discharge Summaries	33
• Crude Mortality	34
5. HARM QUADRANT- REDUCTION IN NON-COVID ACTIVITY	
5.1 Overview	35-36
5.2 Primary and Community Care Overview	
5.3 Updates on key measures:	37
• Planned care	38-42
• Cancer	43-45

•	Follow-up appointments	46
•	Patient Experience	47
•	Complaints	48
6.	HARM QUADRANT- HARM FROM WIDER SOCIETAL ACTIONS/ LOCKDOWN	
6.1	Overview	49-51
6.2	Updates on key measures:	
•	Adult Mental Health	52
•	Child and Adolescent Mental Health	53
	<u>APPENDIX 2: SUMMARY OF KEY MEASURES BY SERVICE GROUP</u>	54-57
	<u>APPENDIX 3: INTEGRATED PERFORMANCE DASHBOARD</u>	58-62

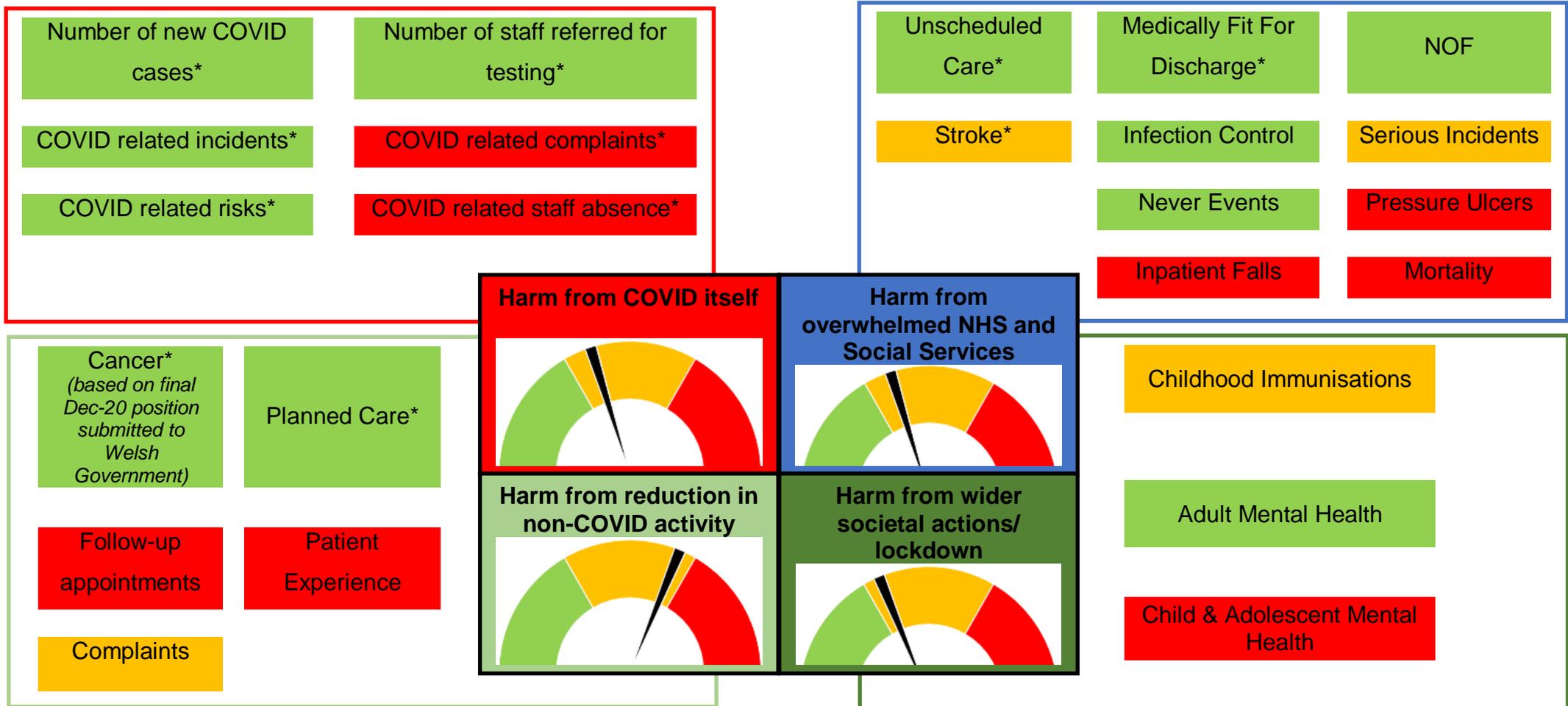
1. OVERVIEW- KEY PERFORMANCE INDICATORS SUMMARY

Key messages for consideration of the committee arising from the detail in this report below are: -

- Q&S report detail is reduced to reflect data capture currently available.
- Adult Mental health access performance remains excellent and Psychological Therapy performance continues to be over target, achieving 100% in December 2020. CAMHS access to assessments continues to be significantly below target to increased demand and reduced capacity but performance is now on an improving trajectory.
- Demand on unscheduled care system reduced in January 2021 and performance improved against the 4 and 12 hour A&E access targets as well as ambulance handover delays.
- Planned care system is still challenging, especially for treatment within 36 weeks, however the rate at which the size of the waiting list is increasing appears to be slowing down. January 2021 saw a reduction in the number of patients waiting over 36 weeks however, it is likely that this is due to the dip in referrals received in April and May 2020 during the first wave of COVID19. Although there are a significant number of patients waiting over target for diagnostics and therapies, the number of breaches continues to reduce month on month.
- Performance against the Single Cancer Pathway measure of patients receiving definitive treatment within 62 days, improved in December 2020 and the backlog of patients waiting over 63 days reduced in January 2021.
- *C.difficile* continues to reduce and was below the internal reduction profile in January 2021. However, there were 13 cases of Klebsiella sp. in January 2021 which was nearly double the internal profile of 7 cases. All other categories of healthcare acquired infections were on, or below, target in January 2021.
- Concerns response performance improved in November 2020 to 82%. The number of formal complaints received reduced in January 2021 and was significantly below pre-COVID levels.
- The number of Friends & Family surveys completed significantly reduced in January 2021 and the overall recommendation rate was 79% against an internal target of 90%.
- Serious Incident (SI) numbers have reduced. SI closure performance remained poor in January 2021 (0%)
- The last new Never Event was recorded in November 2020.
- Fractured neck of femur performance in November 2020 continues to be broadly at Welsh National levels (see detail below) and showing an improved position compared with November 2019.

2. QUADRANTS OF HARM SUMMARY

The following is a summary of all the key performance indicators included in this report.



NB- RAG status is against national or local target

** Data not available

*RAG status based on in-month movement in the absence of local profiles

3. HARM QUADRANT- HARM FROM COVID ITSELF

3.1 Overview

Harm quadrant- Harm from Covid itself																	
Measure	Locality	National/ Local Target	Internal profile	Trend	SBU												
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Number of new COVID19 cases*	HB Total							1,381	303	57	53	66	787	4,663	5,525	11,973	3,739
Number of staff referred for Antigen Testing	HB Total							1,988	504	317	227	235	1,201	1,695	1,741	1,864	684
Number of staff awaiting results of COVID19 test*	HB Total							0	19	16	1	0	38 (as at 10/10/20)	21 (as at 06/11/20)	41 (as at 06/12/20)	99 (as at 05/01/21)	78 (as at 07/02/21)
Number of COVID19 related incidents*	HB Total							119	67	40	26	39	30	87	141	127	75
Number of COVID19 related serious incidents*	HB Total							1	0	2	0	11	1	1	1	0	0
Number of COVID19 related complaints*	HB Total							77	61	39	58	27	30	37	50	83	88
Number of COVID19 related risks*	HB Total							19	20	19	5	8	2	6	7	10	3
Number of staff self isolated (asymptomatic)*	Medical							81	39	27	29	24	34	17	36	55	
	Nursing Registered							270	166	145	133	142	149	106	93	152	
	Nursing Non Registered							148	105	112	97	96	77	95	56	81	
	Other							352	206	190	163	158	93	111	106	187	
Number of staff self isolated (symptomatic)*	Medical							90	13	7	2	0	8	17	41	34	
	Nursing Registered							289	117	56	23	14	25	44	97	145	
	Nursing Non Registered							177	67	37	18	9	8	25	77	68	
	Other							304	95	41	27	13	31	46	79	147	
% sickness*	Medical							14.9%	4.0%	3.0%	2.8%	2.5%	4.0%	3.2%	7.3%	8.3%	
	Nursing Registered							14.2%	7.0%	5.1%	4.0%	4.0%	4.4%	3.8%	4.7%	7.4%	
	Nursing Non Registered							16.6%	8.0%	7.2%	5.5%	5.2%	4.2%	6.0%	6.5%	7.3%	
	Other							11.0%	5.0%	3.6%	2.9%	2.7%	2.0%	2.5%	3.0%	5.4%	
	All							13.2%	6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%	

3.2 Updates on key measures

COVID CASES AND TESTING																																																													
Description	Current Performance	Trend																																																											
<p>1. Number of new COVID19 cases in Swansea Bay population area</p> <p>2. Number of staff referred for Antigen testing</p> <p>3. Number of staff waiting results of Antigen test</p>	<p>1. Number of new COVID cases In January 2021, there were an additional 3,739 positive cases recorded bringing the cumulative total to 28,809 in Swansea Bay since March 2020. In January 2021, 38,034 tests were carried out of which 10% (3,739) were positive. This is the lowest positivity rate since September 2020.</p>	<p>1. Number of new COVID19 cases for Swansea Bay population</p> <table border="1"> <caption>1. Number of new COVID19 cases for Swansea Bay population</caption> <thead> <tr> <th>Month</th> <th>New positive COVID19 cases</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>~500</td></tr> <tr><td>Apr-20</td><td>~1,000</td></tr> <tr><td>May-20</td><td>~500</td></tr> <tr><td>Jun-20</td><td>0</td></tr> <tr><td>Jul-20</td><td>0</td></tr> <tr><td>Aug-20</td><td>0</td></tr> <tr><td>Sep-20</td><td>~1,000</td></tr> <tr><td>Oct-20</td><td>~5,000</td></tr> <tr><td>Nov-20</td><td>~6,000</td></tr> <tr><td>Dec-20</td><td>~12,000</td></tr> <tr><td>Jan-21</td><td>~4,000</td></tr> </tbody> </table>	Month	New positive COVID19 cases	Mar-20	~500	Apr-20	~1,000	May-20	~500	Jun-20	0	Jul-20	0	Aug-20	0	Sep-20	~1,000	Oct-20	~5,000	Nov-20	~6,000	Dec-20	~12,000	Jan-21	~4,000																																			
	Month	New positive COVID19 cases																																																											
	Mar-20	~500																																																											
Apr-20	~1,000																																																												
May-20	~500																																																												
Jun-20	0																																																												
Jul-20	0																																																												
Aug-20	0																																																												
Sep-20	~1,000																																																												
Oct-20	~5,000																																																												
Nov-20	~6,000																																																												
Dec-20	~12,000																																																												
Jan-21	~4,000																																																												
<p>2. Staff referred for Antigen testing The cumulative number of staff referred for COVID testing between March 2020 and January 2021 is 10,749 of which 2,067 have had a positive COVID test result (19%).</p>	<p>2. Outcome of staff referred for Antigen testing</p> <table border="1"> <caption>2. Outcome of staff referred for Antigen testing</caption> <thead> <tr> <th>Month</th> <th>Positive</th> <th>Negative</th> <th>In Progress</th> <th>Unknown/blank</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>~200</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Apr-20</td><td>~1,800</td><td>~200</td><td>~100</td><td>~100</td></tr> <tr><td>May-20</td><td>~400</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Jun-20</td><td>~200</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Jul-20</td><td>~100</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Aug-20</td><td>~100</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Sep-20</td><td>~100</td><td>~100</td><td>~100</td><td>~100</td></tr> <tr><td>Oct-20</td><td>~1,500</td><td>~200</td><td>~100</td><td>~100</td></tr> <tr><td>Nov-20</td><td>~1,500</td><td>~200</td><td>~100</td><td>~100</td></tr> <tr><td>Dec-20</td><td>~1,500</td><td>~200</td><td>~100</td><td>~100</td></tr> <tr><td>Jan-21</td><td>~500</td><td>~100</td><td>~100</td><td>~100</td></tr> </tbody> </table>	Month	Positive	Negative	In Progress	Unknown/blank	Mar-20	~200	~100	~100	~100	Apr-20	~1,800	~200	~100	~100	May-20	~400	~100	~100	~100	Jun-20	~200	~100	~100	~100	Jul-20	~100	~100	~100	~100	Aug-20	~100	~100	~100	~100	Sep-20	~100	~100	~100	~100	Oct-20	~1,500	~200	~100	~100	Nov-20	~1,500	~200	~100	~100	Dec-20	~1,500	~200	~100	~100	Jan-21	~500	~100	~100	~100
Month	Positive	Negative	In Progress	Unknown/blank																																																									
Mar-20	~200	~100	~100	~100																																																									
Apr-20	~1,800	~200	~100	~100																																																									
May-20	~400	~100	~100	~100																																																									
Jun-20	~200	~100	~100	~100																																																									
Jul-20	~100	~100	~100	~100																																																									
Aug-20	~100	~100	~100	~100																																																									
Sep-20	~100	~100	~100	~100																																																									
Oct-20	~1,500	~200	~100	~100																																																									
Nov-20	~1,500	~200	~100	~100																																																									
Dec-20	~1,500	~200	~100	~100																																																									
Jan-21	~500	~100	~100	~100																																																									
<p>3. Number of staff awaiting results of Antigen test Occupational Health has implemented a new reporting system that is now integrated with the Health Board's internal COVID dashboard. The new data is reported on a weekly rather than daily basis. The latest figures as at 7th February 2021 show that 78 members of staff awaiting their antigen test result.</p>																																																													

COVID RELATED STAFF ABSENCE

Description	Current Performance	Trend																																																												
<p>Staff absence due to COVID19</p> <p><i>1. Number of staff self isolating (asymptomatic)</i></p> <p><i>2. Number of staff self isolating (symptomatic)</i></p> <p><i>3. % staff sickness</i></p>	<p>The following data is based on the mid-month position and broken down into the categories requested by Welsh Government.</p> <p>1. & 2. Number of staff self-isolating (asymptomatic and symptomatic) Between November and December 2020, the number of staff self-isolating (asymptomatic) significantly increased from 291 to 475 and the number of staff self-isolating (symptomatic) increased from 294 to 394. In December 2020, “other” staff had the largest number of self-isolating staff who are asymptomatic and symptomatic.</p> <p>3. % Staff sickness The percentage of staff sickness absence due to COVID-19 has significantly reduced from 13.2% in April 2020 to 6.5% in December 2020. However, the percentage of staff sickness has increased every month since September 2020.</p>	<div style="text-align: center;"> <p>1. Number of staff self isolating (asymptomatic)</p> </div> <div style="text-align: center;"> <p>2. Number of staff self isolating (symptomatic)</p> </div> <div style="text-align: center;"> <p>3. % staff sickness</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Apr-20</th> <th>May-20</th> <th>Jun-20</th> <th>Jul-20</th> <th>Aug-20</th> <th>Sep-20</th> <th>Oct-20</th> <th>Nov-20</th> <th>Dec-20</th> </tr> </thead> <tbody> <tr> <td>Medical</td> <td>14.9%</td> <td>4.0%</td> <td>3.0%</td> <td>2.8%</td> <td>2.5%</td> <td>4.0%</td> <td>3.2%</td> <td>7.3%</td> <td>8.3%</td> </tr> <tr> <td>Nursing Reg</td> <td>14.2%</td> <td>7.0%</td> <td>5.1%</td> <td>4.0%</td> <td>4.0%</td> <td>4.4%</td> <td>3.8%</td> <td>4.7%</td> <td>7.4%</td> </tr> <tr> <td>Nursing Non Reg</td> <td>16.6%</td> <td>8.0%</td> <td>7.2%</td> <td>5.5%</td> <td>5.2%</td> <td>4.2%</td> <td>6.0%</td> <td>6.5%</td> <td>7.3%</td> </tr> <tr> <td>Other</td> <td>11.0%</td> <td>5.0%</td> <td>3.6%</td> <td>2.9%</td> <td>2.7%</td> <td>2.0%</td> <td>2.5%</td> <td>3.0%</td> <td>5.4%</td> </tr> <tr> <td>All</td> <td>13.2%</td> <td>6.0%</td> <td>4.5%</td> <td>3.6%</td> <td>3.5%</td> <td>3.2%</td> <td>3.5%</td> <td>4.4%</td> <td>6.5%</td> </tr> </tbody> </table> </div>		Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Medical	14.9%	4.0%	3.0%	2.8%	2.5%	4.0%	3.2%	7.3%	8.3%	Nursing Reg	14.2%	7.0%	5.1%	4.0%	4.0%	4.4%	3.8%	4.7%	7.4%	Nursing Non Reg	16.6%	8.0%	7.2%	5.5%	5.2%	4.2%	6.0%	6.5%	7.3%	Other	11.0%	5.0%	3.6%	2.9%	2.7%	2.0%	2.5%	3.0%	5.4%	All	13.2%	6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20																																																					
Medical	14.9%	4.0%	3.0%	2.8%	2.5%	4.0%	3.2%	7.3%	8.3%																																																					
Nursing Reg	14.2%	7.0%	5.1%	4.0%	4.0%	4.4%	3.8%	4.7%	7.4%																																																					
Nursing Non Reg	16.6%	8.0%	7.2%	5.5%	5.2%	4.2%	6.0%	6.5%	7.3%																																																					
Other	11.0%	5.0%	3.6%	2.9%	2.7%	2.0%	2.5%	3.0%	5.4%																																																					
All	13.2%	6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%																																																					

4. HARM QUADRANT- HARM FROM OVERWHELMED NHS AND SOCIAL CARE SYSTEM

4.1 Overview

Harm from overwhelmed NHS and social care system																											
Measure	Locality	National/ Local Target	Internal profile	Trend	SBU																						
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21										
Unscheduled Care																											
Number of ambulance handovers over one hour*	Morrison	0			820	664	433	43	19	45	116	160	401	340	484	499	187										
	Singleton				28	40	29	18	1	2	4	3	9	15	16	11	8										
	Total				848	704	462	-1w	20	47	120	163	410	355	500	510	195										
% of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge*	Morrison	95%			60.7%	63.5%	63.1%	69.8%	75.6%	82.3%	71.8%	72.6%	66.8%	68.4%	65.4%	62.7%	68.2%										
	NPTH				95.1%	98.7%	96.3%	99.5%	99.9%	99.4%	99.8%	99.4%	97.5%	99.8%	99.5%	99.0%	99.6%										
	Total				71.6%	74.1%	72.8%	78.4%	83.5%	87.7%	80.1%	80.6%	76.4%	77.2%	75.4%	72.6%	76.8%										
Number of patients who spend 12 hours or more in all hospital major and minor care facilities from arrival until admission, transfer or discharge*	Morrison	0			1,038	783	557	130	97	81	223	286	536	493	626	775	570										
	NPTH				0	0	0	1	0	0	0	1	0	1	0	1	0										
	Total				1,038	783	557	131	97	81	223	286	537	494	626	776	570										
Stroke																											
% of patients who have a direct admission to an acute stroke unit within 4 hours*	Morrison	59.8%			24%	62%	47%	Data not available																			
	Total	(UK SNAP average)			24%	62%	47%											52.7%	57.4%	51.4%	50.0%	29.8%	23.7%	7.1%	6.8%		
% of patients who receive a CT scan within 1 hour*	Morrison	54.5%			43%	38%	43%											49.1%	48.2%	52.8%	62.5%	42.1%	31.7%	22.7%	42.2%		
	Total	(UK SNAP average)			43%	38%	43%											49.1%	48.2%	52.8%	62.5%	42.1%	31.7%	22.7%	42.2%		
% of patients who are assessed by a stroke specialist consultant physician within 24 hours*	Morrison	84.2%			90%	97%	98%											100.0%	94.6%	97.2%	97.5%	98.2%	96.7%	95.5%	95.6%		
	Total	(UK SNAP average)			90%	97%	98%											100.0%	94.6%	97.2%	97.5%	98.2%	96.7%	95.5%	95.6%		
% of thrombolysed stroke patients with a door to door needle time of less than or equal to 45 *minutes	Morrison	12 month improvement trend			0%	0%	0%											30.0%	25.0%	0.0%	12.5%	11.1%	28.6%	0.0%	12.5%		
	Total	0%			0%	0%	30.0%											25.0%	0.0%	12.5%	11.1%	28.6%	0.0%	12.5%			
% of patients receiving the required minutes for speech and language therapy	Morrison	12 month improvement trend			33%	28%	33%											30.7%	44.3%	61.7%	80.1%	86.5%	65.1%	63.4%	65.7%		
	Total	33%			28%	33%	30.7%											44.3%	61.7%	80.1%	86.5%	65.1%	63.4%	65.7%			
Fractured Neck of Femur (NOF)																											
Prompt orthogeriatric assessment- % patients receiving an assessment by a senior geriatrician within 72 hours of presentation	Morrison	75%			79.8%	79.3%	79.1%	79.5%	80.6%	82.0%	82.8%	83.6%	84.4%	84.4%	84.7%												
Prompt surgery - % patients undergoing surgery by the day following presentation with hip fracture	Morrison	75%			56.8%	58.3%	57.5%	56.4%	57.6%	54.2%	53.7%	53.3%	51.7%	51.0%	51.8%												
NICE compliant surgery - % of operations consistent with the recommendations of NICE CG124	Morrison	75%			73.0%	73.2%	74.5%	69.9%	70.0%	69.8%	70.0%	70.3%	70.2%	70.1%	69.6%												
Prompt mobilisation after surgery - % of patients out of bed (standing or hoisted) by the day after operation	Morrison	75%			72.8%	73.2%	73.3%	73.6%	74.6%	74.5%	75.9%	75.6%	75.6%	76.3%	76.0%												
Not delirious when tested- % patients (<4 on 4AT test) when tested in the week after operation	Morrison	75%			48.6%	51.8%	54.7%	55.8%	59.2%	60.8%	64.1%	66.7%	68.9%	70.5%	71.1%												
Return to original residence- % patients discharged back to original residence, or in that residence at 120 day follow-up	Morrison	75%			73.3%	72.3%	73.1%	73.3%	74.0%	75.5%	77.2%	78.0%	77.3%	75.9%	75.4%												
30 day mortality - crude and adjusted figures, noting ONS data only correct after around 6 months	Morrison	12 month improvement trend			8.0%	8.6%	8.7%	8.7%	8.7%	8.6%	7.9%	7.0%	6.3%														
% of survival within 30 days of emergency admission for a hip fracture	HB Total	12 month improvement trend			78.6%	87.5%	75.0%	78.9%	77.1%	95.5%	93.5%	93.9%	89.1%	89.1%													

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU														
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		
Healthcare Acquired Infections																			
Number of E.Coli bacteraemia cases	PCCS Community	12 month reduction trend	19		18	16	15	8	8	14	17	24	16	11	11	7	12		
	PCCS Hospital		0		0	0	0	0	0	0	0	0	0	1	0	0	0	0	
	MH&LD		0		0	0	0	1	0	0	0	0	0	0	0	0	0	0	
	Morrison		7		10	6	6	3	3	1	5	5	2	9	2	2	2	3	
	NPTH		1		0	1	2	1	2	1	0	2	2	2	2	1	0	1	
	Singleton		4		5	8	0	1	1	1	3	1	2	3	2	3	2	3	2
	Total		31		33	31	23	14	14	17	25	32	23	25	16	12	18		
Number of S.aureus bacteraemia cases	PCCS Community	12 month reduction trend	4		7	2	5	6	4	8	3	7	7	6	6	3	4		
	PCCS Hospital		0		0	0	0	0	0	0	0	0	0	0	0	0	0		
	MH&LD		0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Morrison		4		4	3	1	3	1	3	2	4	5	4	3	1	5		
	NPTH		0		1	1	0	0	0	0	0	0	0	0	1	1	0		
	Singleton		3		1	2	3	1	1	1	1	1	2	2	3	4	0		
	Total		11		13	8	9	10	6	12	6	12	14	12	13	9	9		
Number of C.difficile cases	PCCS Community	12 month reduction trend	3		5	4	3	2	10	6	4	14	6	3	2	3	0		
	PCCS Hospital		0		0	1	0	0	0	1	0	1	1	0	0	0	0		
	MH&LD		0		0	0	0	0	0	0	0	0	0	1	0	0	0		
	Morrison		3		3	9	4	6	4	8	6	5	7	6	5	5	0		
	NPTH		1		0	0	1	1	0	1	0	1	2	2	1	0	1		
	Singleton		3		3	1	0	2	2	4	1	2	2	3	2	1	2		
	Total		10		11	15	8	11	16	20	11	23	18	15	10	9	3		
Number of Klebsiella cases	PCCS Community	12 month reduction trend	2		1	1	3	5	2	5	2	4	2	2	4	4	5		
	PCCS Hospital		0		0	0	0	0	0	0	0	0	0	0	0	0	0		
	MH&LD		0		0	0	0	0	0	1	0	0	0	0	0	0	0		
	Morrison		2		6	2	2	1	3	0	2	6	3	5	6	4	7		
	NPTH		1		0	0	0	0	0	2	0	0	0	1	0	2	0		
	Singleton		1		1	0	2	0	1	1	1	0	0	1	1	2	1		
	Total		6		8	3	7	6	6	9	5	10	5	9	11	12	13		
Number of Aeruginosa cases	PCCS Community	12 month reduction trend	1		1	0	0	0	2	0	1	3	0	1	1	0	1		
	PCCS Hospital		0		0	0	0	0	0	0	0	0	0	0	0	0	0		
	MH&LD		0		0	0	0	0	0	0	0	0	0	0	0	0	0		
	Morrison		1		0	0	0	2	1	0	0	0	0	1	1	1	0		
	NPTH		0		0	0	0	0	0	0	0	0	0	0	0	0	0		
	Singleton		0		2	1	1	0	2	0	0	0	0	0	0	0	0		
	Total		2		3	1	1	2	5	0	1	3	0	2	2	1	1		
Compliance with hand hygiene audits	PCCS	95%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
	MH&LD			99.0%	97.1%	98.2%	98.3%	98.3%	97.9%	98.3%	96.8%	97.6%	98.1%	96.1%	96.8%	98.7%			
	Morrison			97.0%	91.6%	100.0%	96.6%	100.0%	96.6%	96.2%	97.2%	95.4%	99.3%	98.7%	96.8%	95.0%			
	NPTH			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	95.7%	100.0%			
	Singleton			96.3%	90.8%	99.5%	97.3%	100.0%	98.9%	99.7%	84.3%	95.0%	94.2%	98.7%	96.0%	90.0%			
	Total			97.4%	93.3%	99.4%	97.8%	99.3%	97.9%	98.1%	93.7%	96.2%	97.2%	97.3%	96.2%	95.1%			

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU												
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Serious Incidents & Risks																	
Number of Serious Incidents	PCCS	12 month reduction trend			2	1	2	0	0	0	0	0	1	2	1	0	0
	MH&LD				4	11	10	7	5	7	9	4	9	2	7	7	1
	Morrison				2	1	4	0	1	1	1	1	4	3	5	1	2
	NPTH				2	2	2	0	0	0	0	0	4	1	1	0	0
	Singleton				4	5	2	2	0	0	0	1	3	6	3	4	1
	Total				14	20	20	9	6	8	10	6	21	14	17	12	4
Of the serious incidents due for assurance, the % which were assured within the agreed timescales	Total	90%			28%	29%	30%	7%	29%	0%	0%	50%	20%	0%	0%	4%	0%
Pressure Ulcers																	
Total number of Pressure Ulcers	PCCS Community	12 month reduction trend			26	25	39	34	33	34	28	25	21	34	29	26	
	PCCS Hospital				0	1	0	3	0	0	0	0	0	0	0	0	
	MH&LD				0	0	1	0	0	0	0	1	0	3	0	0	
	Morrison				18	22	18	10	21	8	12	18	25	27	27	41	
	NPTH				0	1	1	4	2	0	1	2	1	4	0	0	
	Singleton				12	17	11	8	6	10	6	16	18	25	15	20	
Total		56	66	70	59	62	52	47	62	65	93	71	87				
Total number of Grade 3+ Pressure Ulcers	PCCS Community	12 month reduction trend			5	8	8	4	6	9	4	5	5	11	5	7	
	PCCS Hospital				0	0	0	0	0	0	0	0	0	0	0		
	MH&LD				0	0	0	0	0	0	0	0	0	0	0		
	Morrison				2	1	0	2	0	1	0	2	0	1	1	2	
	NPTH				0	0	0	0	0	0	0	0	0	0	0	0	
	Singleton				0	2	1	0	0	0	0	2	0	3	3	1	
Total		7	11	9	6	6	10	4	9	5	15	9	10				
Pressure Ulcer (Hosp) patients per 100,000 admissions	Total	12 month reduction trend			383	578	540	635	540	296	279	546	693	991	880	1,145	

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU													
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	
Inpatient Falls																		
Total number of Inpatient Falls	PCCS	12 month reduction trend			7	9	9	1	4	7	8	7	14	8	9	8	9	
	MH&LD				44	31	42	52	55	48	48	71	35	44	31	29	27	
	Morrison				110	76	69	60	73	52	69	85	81	77	120	129	92	
	NPTH				42	48	56	47	32	55	45	30	41	29	32	30	33	
	Singleton				46	43	34	33	45	34	38	34	48	28	47	48	38	
	Total				249	207	210	193	209	196	208	227	219	187	247	247	203	
Inpatient Falls per 1,000 beddays	HB Total	Between 3.0 & 5.0			5.68	5.19	5.73	7.76	7.71	6.64	6.44	6.53	6.07	5.23	7.26	6.91	5.56	
Mortality																		
Universal Mortality reviews undertaken within 28 days (Stage 1 reviews)	Morrison	95%			98%	100%	98%	100%	100%	100%	97%	96%	100%	100%	98%	99%		
	Singleton				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	NPTH				100%	100%	29%	69%	92%	100%	57%	86%	83%	100%	92%	100%		
	Total				98%	100%	96%	96%	99%	100%	96%	97%	99%	100%	98%	99%		
Stage 2 mortality reviews completed within 60 days	Morrison	95%			77%	33%	0%	33%	38%	44%	100%	33%	56%	38%				
	Singleton				100%	50%	0%	33%	0%	-	67%	75%	50%	-				
	NPTH				100%	-	-	-	0%	100%	-	-	83%	0%				
	Total				75%	44%	0%	30%	27%	50%	90%	50%	55%	33%				
Crude hospital mortality rate by Delivery Unit (74 years of age or less)	Morrison	12 month reduction trend			1.33%	1.30%	1.30%	1.45%	1.49%	1.49%	1.54%	1.56%	1.58%	1.66%	1.75%	1.86%		
	Singleton				0.42%	0.43%	0.43%	0.46%	0.47%	0.48%	0.49%	0.49%	0.46%	0.48%	0.50%	0.54%		
	NPTH				0.13%	0.16%	0.16%	0.21%	0.22%	0.22%	0.23%	0.23%	0.23%	0.22%	0.21%	0.20%		
	Total (SBU)				0.71%	0.72%	0.75%	0.80%	0.88%	0.89%	0.92%	0.90%	0.93%	0.97%	1.01%	1.08%		

4.2 Updates on key measures

UNSCHEDULED CARE																																																																																																																																																																																																																																																																																											
Description	Current Performance																																																																																																																																																																																																																																																																																										
<p>Ambulance responses</p> <p>1. The percentage of emergency responses to red calls arriving within (up to and including) 8 minutes.</p> <p>2. The number of ambulance calls by category.</p> <p>3. The percentage of emergency responses to red calls arriving within 8 minutes (last 90 days)</p>	<p>Ambulance response times have consistently been above 65% in the year 2020 with the exception of December 2020 where performance reduced to 54.1%. In January 2021, performance significantly improved to 67.3% and was above the 65% target. In January 2021, the number of green calls increased by 1%, amber calls reduced by 14% and red calls reduced by 31% compared with December 2020.</p> <p style="text-align: center;">Trend</p> <div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>1. % of red calls responded to within 8 minutes</p> <table border="1"> <caption>1. % of red calls responded to within 8 minutes</caption> <thead> <tr> <th>Month</th> <th>Red calls within 8 minutes (SBU HB)</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>65%</td><td>65%</td></tr> <tr><td>Feb-20</td><td>68%</td><td>65%</td></tr> <tr><td>Mar-20</td><td>68%</td><td>65%</td></tr> <tr><td>Apr-20</td><td>68%</td><td>65%</td></tr> <tr><td>May-20</td><td>75%</td><td>65%</td></tr> <tr><td>Jun-20</td><td>75%</td><td>65%</td></tr> <tr><td>Jul-20</td><td>75%</td><td>65%</td></tr> <tr><td>Aug-20</td><td>72%</td><td>65%</td></tr> <tr><td>Sep-20</td><td>68%</td><td>65%</td></tr> <tr><td>Oct-20</td><td>65%</td><td>65%</td></tr> <tr><td>Nov-20</td><td>65%</td><td>65%</td></tr> <tr><td>Dec-20</td><td>54.1%</td><td>65%</td></tr> <tr><td>Jan-21</td><td>67.3%</td><td>65%</td></tr> </tbody> </table> </div> <div style="width: 45%;"> <p>2. % of red calls responded to within 8 minutes</p> <table border="1"> <caption>2. % of red calls responded to within 8 minutes</caption> <thead> <tr> <th>Month</th> <th>Red calls</th> <th>Amber calls</th> <th>Green calls</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>~300</td><td>~3200</td><td>~1000</td></tr> <tr><td>Feb-20</td><td>~300</td><td>~2800</td><td>~1000</td></tr> <tr><td>Mar-20</td><td>~300</td><td>~3200</td><td>~800</td></tr> <tr><td>Apr-20</td><td>~300</td><td>~2800</td><td>~900</td></tr> <tr><td>May-20</td><td>~300</td><td>~2800</td><td>~1000</td></tr> <tr><td>Jun-20</td><td>~300</td><td>~2800</td><td>~1000</td></tr> <tr><td>Jul-20</td><td>~400</td><td>~3500</td><td>~1000</td></tr> <tr><td>Aug-20</td><td>~400</td><td>~3500</td><td>~1000</td></tr> <tr><td>Sep-20</td><td>~400</td><td>~3200</td><td>~1000</td></tr> <tr><td>Oct-20</td><td>~400</td><td>~3200</td><td>~1000</td></tr> <tr><td>Nov-20</td><td>~400</td><td>~3200</td><td>~1000</td></tr> <tr><td>Dec-20</td><td>~400</td><td>~3200</td><td>~1000</td></tr> <tr><td>Jan-21</td><td>~300</td><td>~2800</td><td>~1100</td></tr> </tbody> </table> </div> </div> <p style="text-align: center;">3. % of red calls responded to within 8 minutes – HB total last 90 days</p> <table border="1"> <caption>3. % of red calls responded to within 8 minutes – HB total last 90 days</caption> <thead> <tr> <th>Date</th> <th>Total</th> <th>Mean</th> <th>Control Limits</th> </tr> </thead> <tbody> <tr><td>13/11/2020</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>15/11/2020</td><td>~65%</td><td>~65%</td><td>~65%</td></tr> <tr><td>17/11/2020</td><td>~65%</td><td>~65%</td><td>~65%</td></tr> <tr><td>19/11/2020</td><td>~80%</td><td>~65%</td><td>~65%</td></tr> <tr><td>21/11/2020</td><td>~65%</td><td>~65%</td><td>~65%</td></tr> <tr><td>23/11/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>25/11/2020</td><td>~75%</td><td>~65%</td><td>~65%</td></tr> <tr><td>27/11/2020</td><td>~65%</td><td>~65%</td><td>~65%</td></tr> <tr><td>29/11/2020</td><td>~75%</td><td>~65%</td><td>~65%</td></tr> <tr><td>01/12/2020</td><td>~100%</td><td>~65%</td><td>~65%</td></tr> <tr><td>03/12/2020</td><td>~30%</td><td>~65%</td><td>~65%</td></tr> <tr><td>05/12/2020</td><td>~90%</td><td>~65%</td><td>~65%</td></tr> <tr><td>07/12/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>09/12/2020</td><td>~60%</td><td>~65%</td><td>~65%</td></tr> <tr><td>11/12/2020</td><td>~30%</td><td>~65%</td><td>~65%</td></tr> <tr><td>13/12/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>15/12/2020</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>17/12/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>19/12/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>21/12/2020</td><td>~45%</td><td>~65%</td><td>~65%</td></tr> <tr><td>23/12/2020</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>25/12/2020</td><td>~60%</td><td>~65%</td><td>~65%</td></tr> <tr><td>27/12/2020</td><td>~60%</td><td>~65%</td><td>~65%</td></tr> <tr><td>29/12/2020</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>31/12/2020</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>02/01/2021</td><td>~10%</td><td>~65%</td><td>~65%</td></tr> <tr><td>04/01/2021</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>06/01/2021</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>08/01/2021</td><td>~30%</td><td>~65%</td><td>~65%</td></tr> <tr><td>10/01/2021</td><td>~95%</td><td>~65%</td><td>~65%</td></tr> <tr><td>12/01/2021</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>14/01/2021</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>16/01/2021</td><td>~50%</td><td>~65%</td><td>~65%</td></tr> <tr><td>18/01/2021</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>20/01/2021</td><td>~75%</td><td>~65%</td><td>~65%</td></tr> <tr><td>22/01/2021</td><td>~60%</td><td>~65%</td><td>~65%</td></tr> <tr><td>24/01/2021</td><td>~40%</td><td>~65%</td><td>~65%</td></tr> <tr><td>26/01/2021</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>28/01/2021</td><td>~70%</td><td>~65%</td><td>~65%</td></tr> <tr><td>30/01/2021</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>01/02/2021</td><td>~60%</td><td>~65%</td><td>~65%</td></tr> <tr><td>03/02/2021</td><td>~85%</td><td>~65%</td><td>~65%</td></tr> <tr><td>05/02/2021</td><td>~100%</td><td>~65%</td><td>~65%</td></tr> <tr><td>07/02/2021</td><td>~50%</td><td>~65%</td><td>~65%</td></tr> <tr><td>09/02/2021</td><td>~65%</td><td>~65%</td><td>~65%</td></tr> </tbody> </table>	Month	Red calls within 8 minutes (SBU HB)	Target	Jan-20	65%	65%	Feb-20	68%	65%	Mar-20	68%	65%	Apr-20	68%	65%	May-20	75%	65%	Jun-20	75%	65%	Jul-20	75%	65%	Aug-20	72%	65%	Sep-20	68%	65%	Oct-20	65%	65%	Nov-20	65%	65%	Dec-20	54.1%	65%	Jan-21	67.3%	65%	Month	Red calls	Amber calls	Green calls	Jan-20	~300	~3200	~1000	Feb-20	~300	~2800	~1000	Mar-20	~300	~3200	~800	Apr-20	~300	~2800	~900	May-20	~300	~2800	~1000	Jun-20	~300	~2800	~1000	Jul-20	~400	~3500	~1000	Aug-20	~400	~3500	~1000	Sep-20	~400	~3200	~1000	Oct-20	~400	~3200	~1000	Nov-20	~400	~3200	~1000	Dec-20	~400	~3200	~1000	Jan-21	~300	~2800	~1100	Date	Total	Mean	Control Limits	13/11/2020	~70%	~65%	~65%	15/11/2020	~65%	~65%	~65%	17/11/2020	~65%	~65%	~65%	19/11/2020	~80%	~65%	~65%	21/11/2020	~65%	~65%	~65%	23/11/2020	~40%	~65%	~65%	25/11/2020	~75%	~65%	~65%	27/11/2020	~65%	~65%	~65%	29/11/2020	~75%	~65%	~65%	01/12/2020	~100%	~65%	~65%	03/12/2020	~30%	~65%	~65%	05/12/2020	~90%	~65%	~65%	07/12/2020	~40%	~65%	~65%	09/12/2020	~60%	~65%	~65%	11/12/2020	~30%	~65%	~65%	13/12/2020	~40%	~65%	~65%	15/12/2020	~85%	~65%	~65%	17/12/2020	~40%	~65%	~65%	19/12/2020	~40%	~65%	~65%	21/12/2020	~45%	~65%	~65%	23/12/2020	~70%	~65%	~65%	25/12/2020	~60%	~65%	~65%	27/12/2020	~60%	~65%	~65%	29/12/2020	~40%	~65%	~65%	31/12/2020	~85%	~65%	~65%	02/01/2021	~10%	~65%	~65%	04/01/2021	~70%	~65%	~65%	06/01/2021	~70%	~65%	~65%	08/01/2021	~30%	~65%	~65%	10/01/2021	~95%	~65%	~65%	12/01/2021	~40%	~65%	~65%	14/01/2021	~85%	~65%	~65%	16/01/2021	~50%	~65%	~65%	18/01/2021	~85%	~65%	~65%	20/01/2021	~75%	~65%	~65%	22/01/2021	~60%	~65%	~65%	24/01/2021	~40%	~65%	~65%	26/01/2021	~70%	~65%	~65%	28/01/2021	~70%	~65%	~65%	30/01/2021	~85%	~65%	~65%	01/02/2021	~60%	~65%	~65%	03/02/2021	~85%	~65%	~65%	05/02/2021	~100%	~65%	~65%	07/02/2021	~50%	~65%	~65%	09/02/2021	~65%	~65%	~65%
Month	Red calls within 8 minutes (SBU HB)	Target																																																																																																																																																																																																																																																																																									
Jan-20	65%	65%																																																																																																																																																																																																																																																																																									
Feb-20	68%	65%																																																																																																																																																																																																																																																																																									
Mar-20	68%	65%																																																																																																																																																																																																																																																																																									
Apr-20	68%	65%																																																																																																																																																																																																																																																																																									
May-20	75%	65%																																																																																																																																																																																																																																																																																									
Jun-20	75%	65%																																																																																																																																																																																																																																																																																									
Jul-20	75%	65%																																																																																																																																																																																																																																																																																									
Aug-20	72%	65%																																																																																																																																																																																																																																																																																									
Sep-20	68%	65%																																																																																																																																																																																																																																																																																									
Oct-20	65%	65%																																																																																																																																																																																																																																																																																									
Nov-20	65%	65%																																																																																																																																																																																																																																																																																									
Dec-20	54.1%	65%																																																																																																																																																																																																																																																																																									
Jan-21	67.3%	65%																																																																																																																																																																																																																																																																																									
Month	Red calls	Amber calls	Green calls																																																																																																																																																																																																																																																																																								
Jan-20	~300	~3200	~1000																																																																																																																																																																																																																																																																																								
Feb-20	~300	~2800	~1000																																																																																																																																																																																																																																																																																								
Mar-20	~300	~3200	~800																																																																																																																																																																																																																																																																																								
Apr-20	~300	~2800	~900																																																																																																																																																																																																																																																																																								
May-20	~300	~2800	~1000																																																																																																																																																																																																																																																																																								
Jun-20	~300	~2800	~1000																																																																																																																																																																																																																																																																																								
Jul-20	~400	~3500	~1000																																																																																																																																																																																																																																																																																								
Aug-20	~400	~3500	~1000																																																																																																																																																																																																																																																																																								
Sep-20	~400	~3200	~1000																																																																																																																																																																																																																																																																																								
Oct-20	~400	~3200	~1000																																																																																																																																																																																																																																																																																								
Nov-20	~400	~3200	~1000																																																																																																																																																																																																																																																																																								
Dec-20	~400	~3200	~1000																																																																																																																																																																																																																																																																																								
Jan-21	~300	~2800	~1100																																																																																																																																																																																																																																																																																								
Date	Total	Mean	Control Limits																																																																																																																																																																																																																																																																																								
13/11/2020	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
15/11/2020	~65%	~65%	~65%																																																																																																																																																																																																																																																																																								
17/11/2020	~65%	~65%	~65%																																																																																																																																																																																																																																																																																								
19/11/2020	~80%	~65%	~65%																																																																																																																																																																																																																																																																																								
21/11/2020	~65%	~65%	~65%																																																																																																																																																																																																																																																																																								
23/11/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
25/11/2020	~75%	~65%	~65%																																																																																																																																																																																																																																																																																								
27/11/2020	~65%	~65%	~65%																																																																																																																																																																																																																																																																																								
29/11/2020	~75%	~65%	~65%																																																																																																																																																																																																																																																																																								
01/12/2020	~100%	~65%	~65%																																																																																																																																																																																																																																																																																								
03/12/2020	~30%	~65%	~65%																																																																																																																																																																																																																																																																																								
05/12/2020	~90%	~65%	~65%																																																																																																																																																																																																																																																																																								
07/12/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
09/12/2020	~60%	~65%	~65%																																																																																																																																																																																																																																																																																								
11/12/2020	~30%	~65%	~65%																																																																																																																																																																																																																																																																																								
13/12/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
15/12/2020	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
17/12/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
19/12/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
21/12/2020	~45%	~65%	~65%																																																																																																																																																																																																																																																																																								
23/12/2020	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
25/12/2020	~60%	~65%	~65%																																																																																																																																																																																																																																																																																								
27/12/2020	~60%	~65%	~65%																																																																																																																																																																																																																																																																																								
29/12/2020	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
31/12/2020	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
02/01/2021	~10%	~65%	~65%																																																																																																																																																																																																																																																																																								
04/01/2021	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
06/01/2021	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
08/01/2021	~30%	~65%	~65%																																																																																																																																																																																																																																																																																								
10/01/2021	~95%	~65%	~65%																																																																																																																																																																																																																																																																																								
12/01/2021	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
14/01/2021	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
16/01/2021	~50%	~65%	~65%																																																																																																																																																																																																																																																																																								
18/01/2021	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
20/01/2021	~75%	~65%	~65%																																																																																																																																																																																																																																																																																								
22/01/2021	~60%	~65%	~65%																																																																																																																																																																																																																																																																																								
24/01/2021	~40%	~65%	~65%																																																																																																																																																																																																																																																																																								
26/01/2021	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
28/01/2021	~70%	~65%	~65%																																																																																																																																																																																																																																																																																								
30/01/2021	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
01/02/2021	~60%	~65%	~65%																																																																																																																																																																																																																																																																																								
03/02/2021	~85%	~65%	~65%																																																																																																																																																																																																																																																																																								
05/02/2021	~100%	~65%	~65%																																																																																																																																																																																																																																																																																								
07/02/2021	~50%	~65%	~65%																																																																																																																																																																																																																																																																																								
09/02/2021	~65%	~65%	~65%																																																																																																																																																																																																																																																																																								

UNSCHEDULED CARE

Description

Current Performance

Ambulance handovers
 1. The number of ambulance handovers over one hour

In January 2021, there were 195 ambulance to hospital handovers taking over 1 hour; this is a significant reduction from 848 in January 2020 and an in-month improvement from December 2020 (from 510 to 195). In January 2021, 187 handovers over 1 hour were attributed to Morriston Hospital and 8 were attributed to Singleton Hospital.

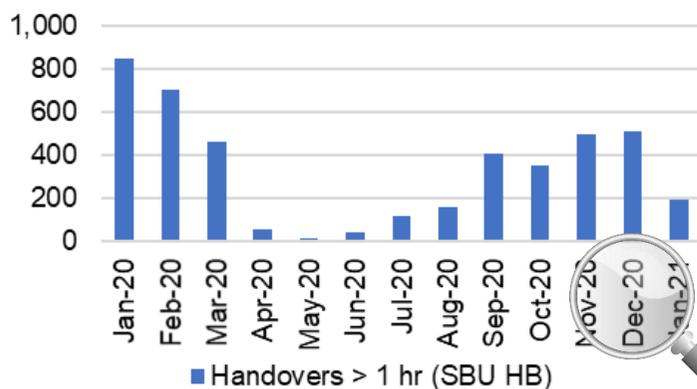
2. The number of ambulance handovers over one hour- Hospital level

The number of handover hours lost over 15 minutes significantly reduced from 3,545 in January 2020 to 455 in January 2021.

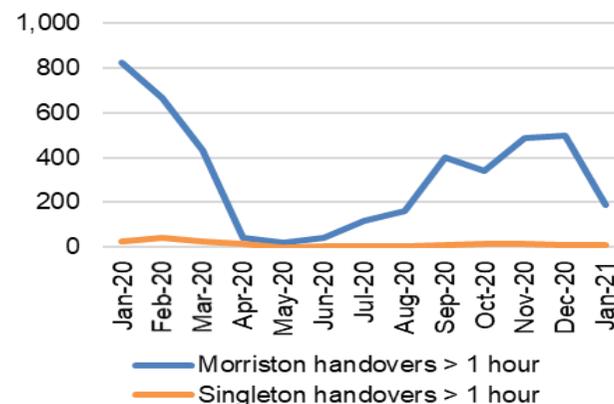
3. The number of ambulance handovers over one hour (last 90 days)

Trend

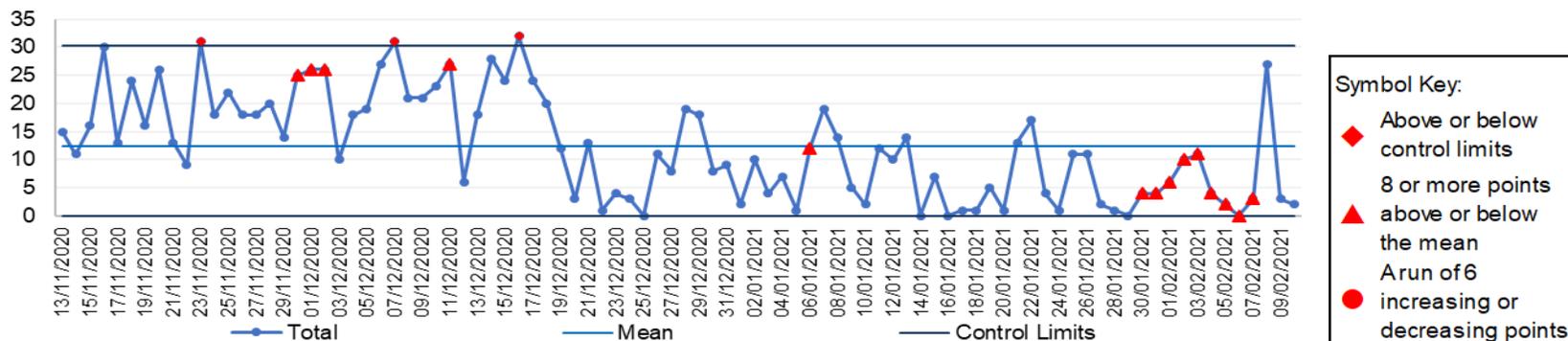
1. Number of ambulance handovers- HB total



2. Number of ambulance handovers over 1 hour- Hospital level



3. Number of ambulance handovers- HB total last 90 days



UNSCHEDULED CARE

Description

Current Performance

A&E Attendances

ED/MIU attendances significantly reduced in April 2020 during the COVID19 first wave but have been steadily increasing month of month until September 2020 when attendances started to reduce again. In January 2021, there were 6,561 A&E attendances, which is 6% less than December 2020 and 34% less than January 2020.

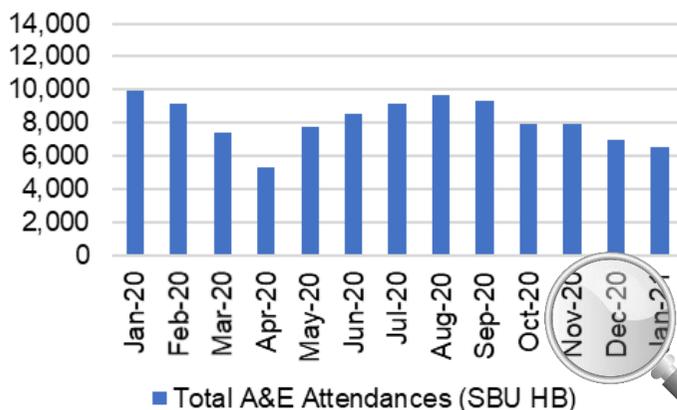
1. The number of attendances at emergency departments in the Health Board

2. The number of attendances at emergency departments in the Health Board – Hospital level

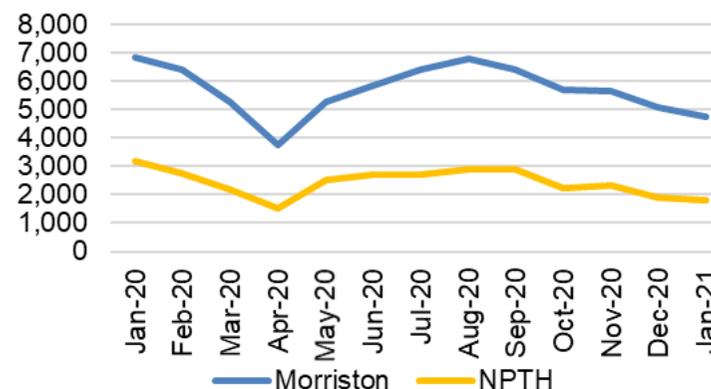
3. The number of attendances at emergency departments in the Health Board (last 90 days)

Trend

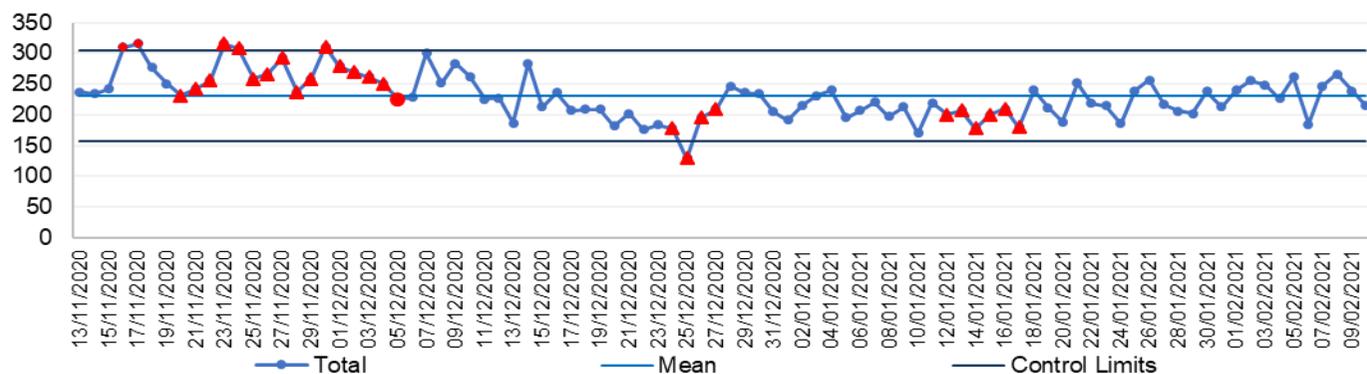
1. Number of A&E attendances- HB total



2. Number of A&E attendances- Hospital level



3. Number of A&E attendances -HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points
- ▲ above or below the mean
- A run of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

A&E waiting times

1. % of patients who spend less than 4 hours in all major and minor emergency care facilities from arrival until admission, transfer or discharge

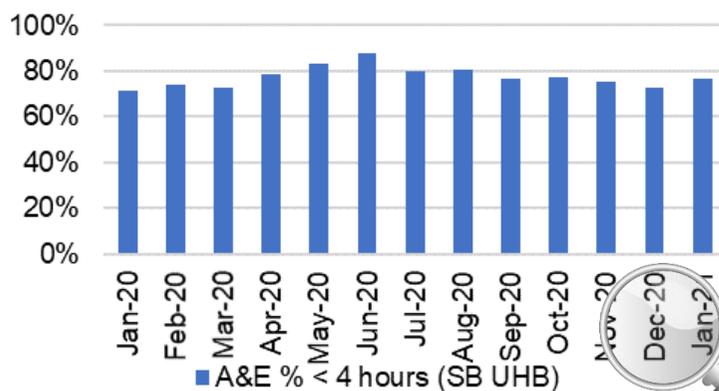
2. % of patients who spend less than 4 hours in A&E- Hospital level

3. % of patients who spend less than 4 hours in A&E (last 90 days)

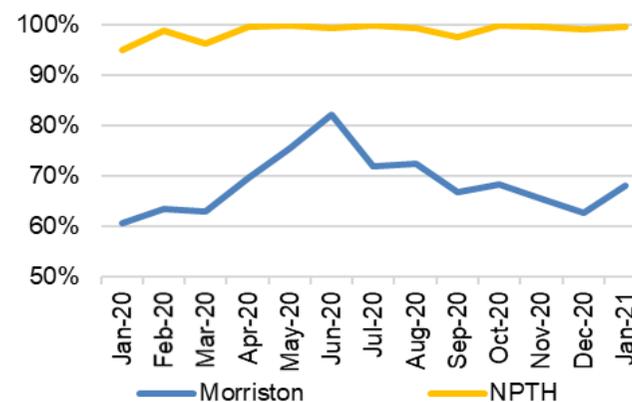
The Health Board's performance against the 4 hour measure improved from 72.58% in December 2020 to 76.83% in January 2021.
 Neath Port Talbot Hospital Minor Injuries Unit (MIU) continues to achieve (and exceed) the national target of 95% achieving 99.56% in January 2021. Morriston Hospital's performance improved from 62.7% in December 2020 to 68.17% in January 2021.

Trend

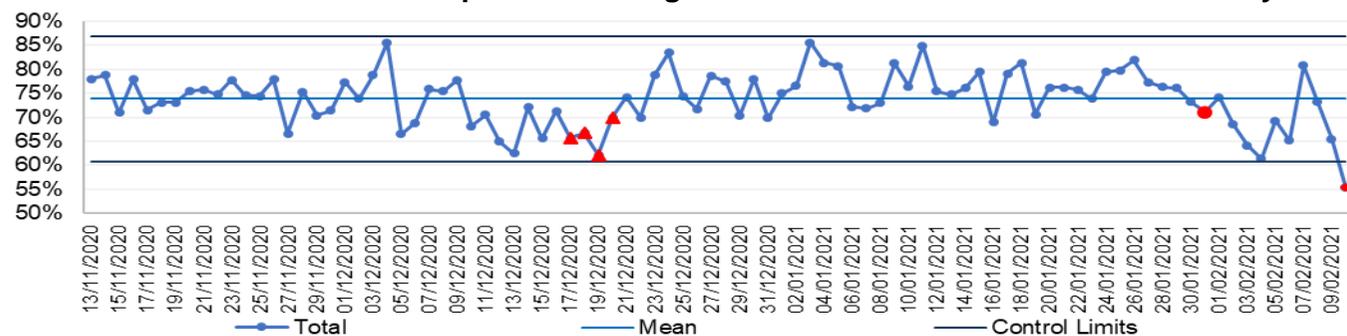
1. % patients waiting under 4 hours in A&E- HB total



2. % patients waiting under 4 hours in A&E- Hospital level



3. % patients waiting under 4 hours in A&E- HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points
- ▲ above or below the mean
- Arund of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

A&E waiting times

In January 2021, performance against this measure improved compared with December 2020, reducing from 776 to 570.

All 570 patients waiting over 12 hours in January 20201 were in Morriston Hospital. The position in January 2021 was 45% better than in January 2020.

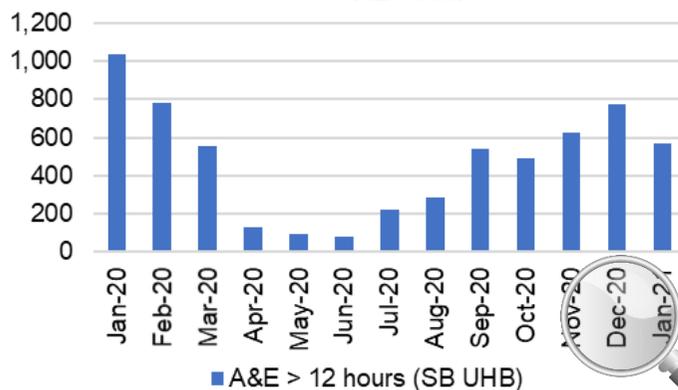
1. Number of patients who spend 12 hours or more in A&E

2. Number of patients who spend 12 hours or more in A&E- Hospital level

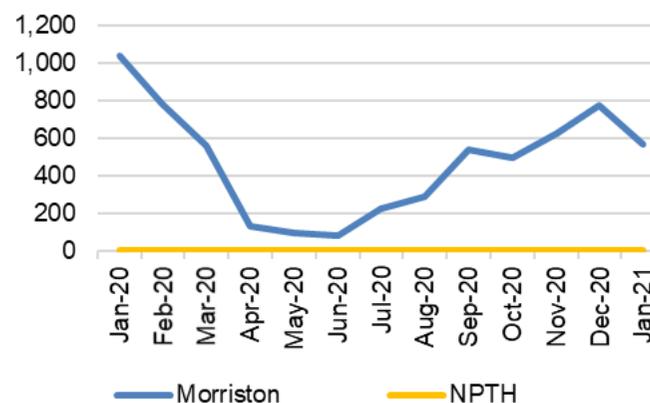
3. Number of patients waiting over 12 hours in A&E (last 90 days)

Trend

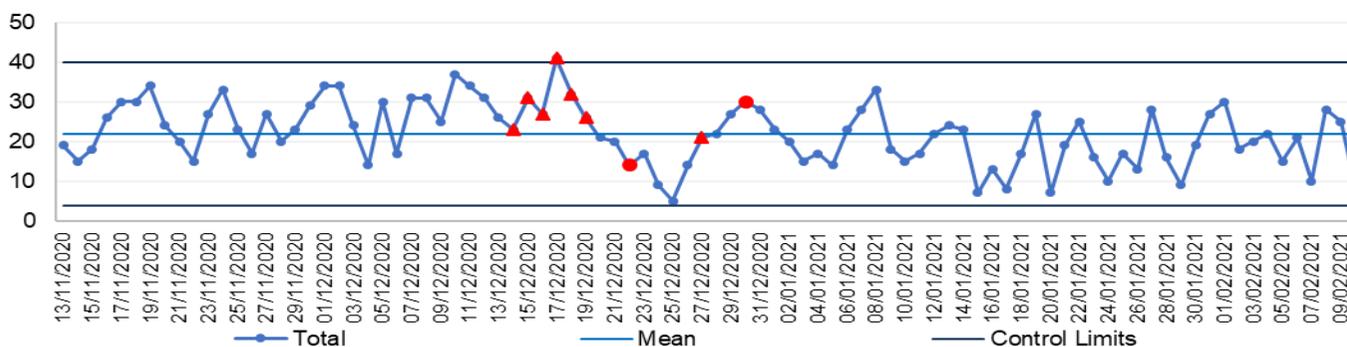
1. Number of patients waiting over 12 hours in A&E- HB total



2. Number of patients waiting over 12 hours in A&E- Hospital level



3. Number of patients waiting over 12 hours in A&E - HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points
- ▲ above or below the mean
- Arund of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

Emergency admissions

In January 2021, there were 3,033 emergency admissions across the Health Board, which is 3% less admissions than in December 2020 and 30% less than January 2020.

1. The number of emergency inpatient admissions

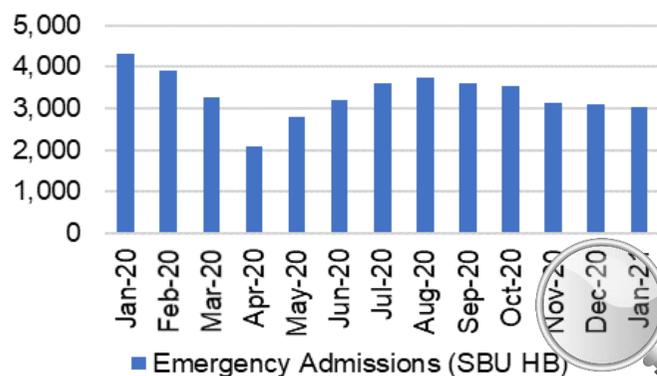
Singleton Hospital saw the largest in-month reduction with 43 less admissions (from 683 in December 2020 to 639 in January 2021).

2. The number of emergency inpatient admissions- Hospital level

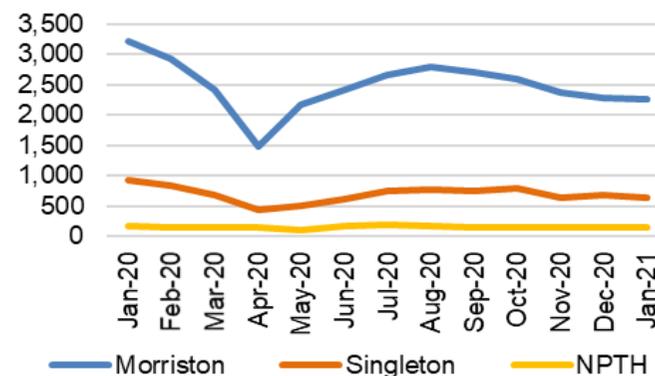
3. The number of emergency inpatient admissions (last 90 days)

Trend

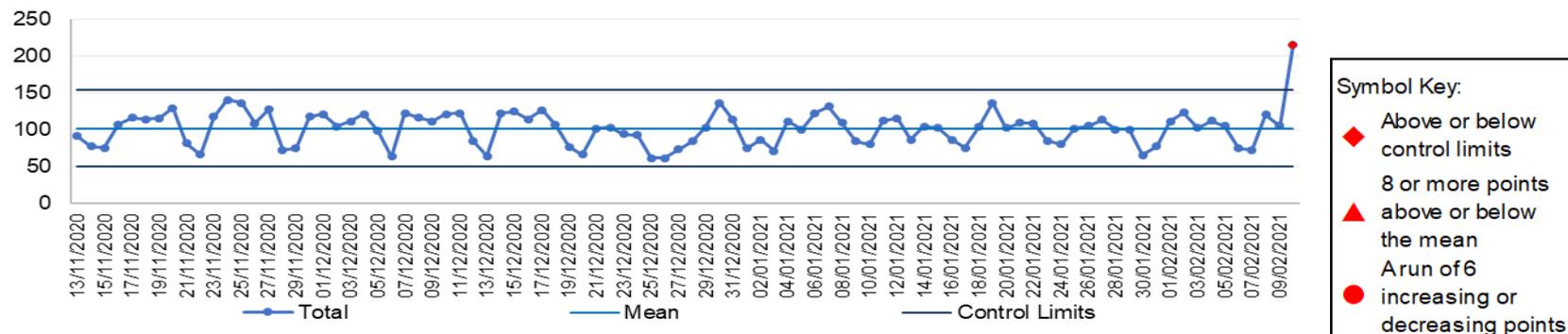
1. Number of emergency admissions- HB total



2. Number of emergency admissions- Hospital level



3. Number of emergency admissions- HB total last 90 days



UNSCHEDULED CARE																																																																																																																
Description	Current Performance																																																																																																															
Critical Care-Delayed Transfers of Care (DTC)-Morrison Hospital 1. Total Critical Care delayed discharges (hours) 2. Average lost bed days per day 3. Percentage of patients delayed: <ul style="list-style-type: none"> • Up to 8 hours • Between 8 and 24 hours • Over 24 hours 	<p>In January 2021, there were a total of 69 admissions into the Intensive Care Unit (ICU) in Morrison Hospital, this is the lowest amount of admissions since July 2020.</p> <p>During the COVID19 first wave in April and May 2020, the amount of delayed discharges and average lost bed days significantly reduced and this downward trend was also evident in the second wave starting in November 2020 but not to the extent of the first wave. In January 2021, delayed discharges totalled 1,039 hours and the average lost bed days was 1.4 per day. The percentage of patients delayed over 24 hours reduced from 38.78% in December 2020 to 24.64% in January 2021.</p>																																																																																																															
	Trend																																																																																																															
	<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>1. Total Critical Care delayed discharges (hours)</p> <table border="1"> <caption>1. Total Critical Care delayed discharges (hours)</caption> <thead> <tr><th>Month</th><th>Total Delayed Discharges (hours)</th></tr> </thead> <tbody> <tr><td>Jan-20</td><td>2,500</td></tr> <tr><td>Feb-20</td><td>4,000</td></tr> <tr><td>Mar-20</td><td>3,200</td></tr> <tr><td>Apr-20</td><td>200</td></tr> <tr><td>May-20</td><td>300</td></tr> <tr><td>Jun-20</td><td>600</td></tr> <tr><td>Jul-20</td><td>1,100</td></tr> <tr><td>Aug-20</td><td>1,500</td></tr> <tr><td>Sep-20</td><td>2,300</td></tr> <tr><td>Oct-20</td><td>1,700</td></tr> <tr><td>Nov-20</td><td>1,100</td></tr> <tr><td>Dec-20</td><td>1,000</td></tr> <tr><td>Jan-21</td><td>1,039</td></tr> </tbody> </table> </div> <div style="width: 45%;"> <p>2. Average lost bed days per day</p> <table border="1"> <caption>2. Average lost bed days per day</caption> <thead> <tr><th>Month</th><th>Average Lost Bed Days (per day)</th></tr> </thead> <tbody> <tr><td>Jan-20</td><td>3.5</td></tr> <tr><td>Feb-20</td><td>5.8</td></tr> <tr><td>Mar-20</td><td>4.2</td></tr> <tr><td>Apr-20</td><td>0.2</td></tr> <tr><td>May-20</td><td>0.3</td></tr> <tr><td>Jun-20</td><td>0.8</td></tr> <tr><td>Jul-20</td><td>1.5</td></tr> <tr><td>Aug-20</td><td>2.0</td></tr> <tr><td>Sep-20</td><td>3.2</td></tr> <tr><td>Oct-20</td><td>2.5</td></tr> <tr><td>Nov-20</td><td>1.5</td></tr> <tr><td>Dec-20</td><td>1.3</td></tr> <tr><td>Jan-21</td><td>1.4</td></tr> </tbody> </table> </div> </div> <div style="text-align: center; margin-top: 20px;"> <p>3. Percentage of Critical Care patients delayed</p> <table border="1"> <caption>3. Percentage of Critical Care patients delayed</caption> <thead> <tr><th>Month</th><th>% delayed up to 8 hours</th><th>% delayed between 8 and 24 hours</th><th>% delayed over 24 hours</th></tr> </thead> <tbody> <tr><td>Jan-20</td><td>15%</td><td>20%</td><td>65%</td></tr> <tr><td>Feb-20</td><td>15%</td><td>15%</td><td>70%</td></tr> <tr><td>Mar-20</td><td>25%</td><td>10%</td><td>65%</td></tr> <tr><td>Apr-20</td><td>15%</td><td>5%</td><td>80%</td></tr> <tr><td>May-20</td><td>20%</td><td>10%</td><td>70%</td></tr> <tr><td>Jun-20</td><td>45%</td><td>10%</td><td>45%</td></tr> <tr><td>Jul-20</td><td>35%</td><td>15%</td><td>50%</td></tr> <tr><td>Aug-20</td><td>25%</td><td>15%</td><td>60%</td></tr> <tr><td>Sep-20</td><td>10%</td><td>15%</td><td>75%</td></tr> <tr><td>Oct-20</td><td>25%</td><td>15%</td><td>60%</td></tr> <tr><td>Nov-20</td><td>30%</td><td>10%</td><td>60%</td></tr> <tr><td>Dec-20</td><td>20%</td><td>15%</td><td>65%</td></tr> <tr><td>Jan-21</td><td>20%</td><td>10%</td><td>70%</td></tr> </tbody> </table> </div>	Month	Total Delayed Discharges (hours)	Jan-20	2,500	Feb-20	4,000	Mar-20	3,200	Apr-20	200	May-20	300	Jun-20	600	Jul-20	1,100	Aug-20	1,500	Sep-20	2,300	Oct-20	1,700	Nov-20	1,100	Dec-20	1,000	Jan-21	1,039	Month	Average Lost Bed Days (per day)	Jan-20	3.5	Feb-20	5.8	Mar-20	4.2	Apr-20	0.2	May-20	0.3	Jun-20	0.8	Jul-20	1.5	Aug-20	2.0	Sep-20	3.2	Oct-20	2.5	Nov-20	1.5	Dec-20	1.3	Jan-21	1.4	Month	% delayed up to 8 hours	% delayed between 8 and 24 hours	% delayed over 24 hours	Jan-20	15%	20%	65%	Feb-20	15%	15%	70%	Mar-20	25%	10%	65%	Apr-20	15%	5%	80%	May-20	20%	10%	70%	Jun-20	45%	10%	45%	Jul-20	35%	15%	50%	Aug-20	25%	15%	60%	Sep-20	10%	15%	75%	Oct-20	25%	15%	60%	Nov-20	30%	10%	60%	Dec-20	20%	15%	65%	Jan-21	20%	10%
Month	Total Delayed Discharges (hours)																																																																																																															
Jan-20	2,500																																																																																																															
Feb-20	4,000																																																																																																															
Mar-20	3,200																																																																																																															
Apr-20	200																																																																																																															
May-20	300																																																																																																															
Jun-20	600																																																																																																															
Jul-20	1,100																																																																																																															
Aug-20	1,500																																																																																																															
Sep-20	2,300																																																																																																															
Oct-20	1,700																																																																																																															
Nov-20	1,100																																																																																																															
Dec-20	1,000																																																																																																															
Jan-21	1,039																																																																																																															
Month	Average Lost Bed Days (per day)																																																																																																															
Jan-20	3.5																																																																																																															
Feb-20	5.8																																																																																																															
Mar-20	4.2																																																																																																															
Apr-20	0.2																																																																																																															
May-20	0.3																																																																																																															
Jun-20	0.8																																																																																																															
Jul-20	1.5																																																																																																															
Aug-20	2.0																																																																																																															
Sep-20	3.2																																																																																																															
Oct-20	2.5																																																																																																															
Nov-20	1.5																																																																																																															
Dec-20	1.3																																																																																																															
Jan-21	1.4																																																																																																															
Month	% delayed up to 8 hours	% delayed between 8 and 24 hours	% delayed over 24 hours																																																																																																													
Jan-20	15%	20%	65%																																																																																																													
Feb-20	15%	15%	70%																																																																																																													
Mar-20	25%	10%	65%																																																																																																													
Apr-20	15%	5%	80%																																																																																																													
May-20	20%	10%	70%																																																																																																													
Jun-20	45%	10%	45%																																																																																																													
Jul-20	35%	15%	50%																																																																																																													
Aug-20	25%	15%	60%																																																																																																													
Sep-20	10%	15%	75%																																																																																																													
Oct-20	25%	15%	60%																																																																																																													
Nov-20	30%	10%	60%																																																																																																													
Dec-20	20%	15%	65%																																																																																																													
Jan-21	20%	10%	70%																																																																																																													

UNSCHEDULED CARE

Description	Current Performance	Trend
<p>Medically Fit <i>The number of patients waiting at each site in the Health Board that are deemed discharge/ medically fit</i></p>	<p>In January 2021, there were on average 135 patients who were deemed medically/ discharge fit but were still occupying a bed in the Health Board’s Hospitals.</p> <p>The number of medically/ discharge fit patients has steadily reduced every month since November 2020 with January 2021 seeing an in-month reduction of 2% (from 138 in December 2020 to 135 in January 2021).</p> <p>In January 2021, Morriston Hospital had the largest proportion of medically/ discharge fit patients with 57 out of 135 followed by Singleton Hospital with 42.</p>	<p>The number of discharge/ medically fit patients by site</p> <p>*Consistent data capture for Gorseinon not available before April 2020</p>
<p>Elective procedures cancelled due to lack of beds <i>The number of elective procedure cancelled across the hospital where the main cancellation reasons was lack of beds</i></p>	<p>In January 2021, there were 3 elective procedures cancelled due to lack of beds on the day of surgery. This is 158 less cancellation than in January 2020 and 2 more than December 2020.</p> <p>In January 2021, 2 of the cancelled procedures were attributed to Morriston Hospital and 1 was in Neath Port Talbot Hospital.</p>	<p>Total number of elective procedures cancelled due to lack of beds</p>

FRACTURED NECK OF FEMUR (#NOF)																																																																																																																																																																																																																																		
Description	Current Performance	Trend																																																																																																																																																																																																																																
<p>Fractured Neck of Femur (#NOF)</p> <p>1. <i>Prompt orthogeriatric assessment- % patients receiving an assessment by a senior geriatrician within 72 hours of presentation</i></p> <p>2. <i>Prompt surgery - % patients undergoing surgery the day following presentation with hip fracture</i></p> <p>3. <i>NICE compliant surgery - % of operations consistent with the recommendations of NICE CG124</i></p> <p>4. <i>Prompt mobilisation after surgery - % patients out of bed (standing or hoisted) by the day after operation</i></p>	<p>1. Prompt orthogeriatric assessment- In November 2020, 84.7% of patients in Morriston hospital received an assessment by a senior geriatrician within 72 hours. This is 7.6% more than in November 2019.</p> <p>2. Prompt surgery- In November 2020, 51.8% of patients had surgery the day following presentation with a hip fracture. This is a reduction from November 2019 which was 60.2%</p> <p>3. NICE compliant surgery- 69.6% of operations were consistent with the NICE recommendations in November 2020. This is the same level of performance seen in November 2019. In November 2020, Morriston was below the all-Wales average of 72.6%.</p> <p>4. Prompt mobilisation- In November 2020, 76.0% of patients were out of bed the day after surgery. This is an improvement of 2.7% compared with November 2019 and above the all-Wales average of 74.4%.</p>	<p>1. Prompt orthogeriatric assessment</p> <table border="1"> <caption>1. Prompt orthogeriatric assessment</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>All-Wales</th> <th>Eng, Wal & N. Ire</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Dec-19</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Jan-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Feb-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Mar-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Apr-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>May-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Jun-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Jul-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Aug-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Sep-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Oct-20</td><td>77.1%</td><td>55%</td><td>55%</td></tr> <tr><td>Nov-20</td><td>84.7%</td><td>55%</td><td>55%</td></tr> </tbody> </table> <p>2. Prompt surgery</p> <table border="1"> <caption>2. Prompt surgery</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>All-Wales</th> <th>Eng, Wal & N. Ire</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Dec-19</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Jan-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Feb-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Mar-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Apr-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>May-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Jun-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Jul-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Aug-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Sep-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Oct-20</td><td>60.2%</td><td>65%</td><td>65%</td></tr> <tr><td>Nov-20</td><td>51.8%</td><td>65%</td><td>65%</td></tr> </tbody> </table> <p>3. NICE compliant Surgery</p> <table border="1"> <caption>3. NICE compliant Surgery</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>All-Wales</th> <th>Eng, Wal & N. Ire</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Dec-19</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Jan-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Feb-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Mar-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Apr-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>May-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Jun-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Jul-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Aug-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Sep-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Oct-20</td><td>72.6%</td><td>70%</td><td>70%</td></tr> <tr><td>Nov-20</td><td>69.6%</td><td>70%</td><td>70%</td></tr> </tbody> </table> <p>4. Prompt mobilisation</p> <table border="1"> <caption>4. Prompt mobilisation</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>All-Wales</th> <th>Eng, Wal & N. Ire</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Dec-19</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Jan-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Feb-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Mar-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Apr-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>May-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Jun-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Jul-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Aug-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Sep-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Oct-20</td><td>73.3%</td><td>70%</td><td>70%</td></tr> <tr><td>Nov-20</td><td>76.0%</td><td>70%</td><td>70%</td></tr> </tbody> </table>	Month	Morriston	All-Wales	Eng, Wal & N. Ire	Nov-19	77.1%	55%	55%	Dec-19	77.1%	55%	55%	Jan-20	77.1%	55%	55%	Feb-20	77.1%	55%	55%	Mar-20	77.1%	55%	55%	Apr-20	77.1%	55%	55%	May-20	77.1%	55%	55%	Jun-20	77.1%	55%	55%	Jul-20	77.1%	55%	55%	Aug-20	77.1%	55%	55%	Sep-20	77.1%	55%	55%	Oct-20	77.1%	55%	55%	Nov-20	84.7%	55%	55%	Month	Morriston	All-Wales	Eng, Wal & N. Ire	Nov-19	60.2%	65%	65%	Dec-19	60.2%	65%	65%	Jan-20	60.2%	65%	65%	Feb-20	60.2%	65%	65%	Mar-20	60.2%	65%	65%	Apr-20	60.2%	65%	65%	May-20	60.2%	65%	65%	Jun-20	60.2%	65%	65%	Jul-20	60.2%	65%	65%	Aug-20	60.2%	65%	65%	Sep-20	60.2%	65%	65%	Oct-20	60.2%	65%	65%	Nov-20	51.8%	65%	65%	Month	Morriston	All-Wales	Eng, Wal & N. Ire	Nov-19	72.6%	70%	70%	Dec-19	72.6%	70%	70%	Jan-20	72.6%	70%	70%	Feb-20	72.6%	70%	70%	Mar-20	72.6%	70%	70%	Apr-20	72.6%	70%	70%	May-20	72.6%	70%	70%	Jun-20	72.6%	70%	70%	Jul-20	72.6%	70%	70%	Aug-20	72.6%	70%	70%	Sep-20	72.6%	70%	70%	Oct-20	72.6%	70%	70%	Nov-20	69.6%	70%	70%	Month	Morriston	All-Wales	Eng, Wal & N. Ire	Nov-19	73.3%	70%	70%	Dec-19	73.3%	70%	70%	Jan-20	73.3%	70%	70%	Feb-20	73.3%	70%	70%	Mar-20	73.3%	70%	70%	Apr-20	73.3%	70%	70%	May-20	73.3%	70%	70%	Jun-20	73.3%	70%	70%	Jul-20	73.3%	70%	70%	Aug-20	73.3%	70%	70%	Sep-20	73.3%	70%	70%	Oct-20	73.3%	70%	70%	Nov-20	76.0%	70%	70%
Month	Morriston	All-Wales	Eng, Wal & N. Ire																																																																																																																																																																																																																															
Nov-19	77.1%	55%	55%																																																																																																																																																																																																																															
Dec-19	77.1%	55%	55%																																																																																																																																																																																																																															
Jan-20	77.1%	55%	55%																																																																																																																																																																																																																															
Feb-20	77.1%	55%	55%																																																																																																																																																																																																																															
Mar-20	77.1%	55%	55%																																																																																																																																																																																																																															
Apr-20	77.1%	55%	55%																																																																																																																																																																																																																															
May-20	77.1%	55%	55%																																																																																																																																																																																																																															
Jun-20	77.1%	55%	55%																																																																																																																																																																																																																															
Jul-20	77.1%	55%	55%																																																																																																																																																																																																																															
Aug-20	77.1%	55%	55%																																																																																																																																																																																																																															
Sep-20	77.1%	55%	55%																																																																																																																																																																																																																															
Oct-20	77.1%	55%	55%																																																																																																																																																																																																																															
Nov-20	84.7%	55%	55%																																																																																																																																																																																																																															
Month	Morriston	All-Wales	Eng, Wal & N. Ire																																																																																																																																																																																																																															
Nov-19	60.2%	65%	65%																																																																																																																																																																																																																															
Dec-19	60.2%	65%	65%																																																																																																																																																																																																																															
Jan-20	60.2%	65%	65%																																																																																																																																																																																																																															
Feb-20	60.2%	65%	65%																																																																																																																																																																																																																															
Mar-20	60.2%	65%	65%																																																																																																																																																																																																																															
Apr-20	60.2%	65%	65%																																																																																																																																																																																																																															
May-20	60.2%	65%	65%																																																																																																																																																																																																																															
Jun-20	60.2%	65%	65%																																																																																																																																																																																																																															
Jul-20	60.2%	65%	65%																																																																																																																																																																																																																															
Aug-20	60.2%	65%	65%																																																																																																																																																																																																																															
Sep-20	60.2%	65%	65%																																																																																																																																																																																																																															
Oct-20	60.2%	65%	65%																																																																																																																																																																																																																															
Nov-20	51.8%	65%	65%																																																																																																																																																																																																																															
Month	Morriston	All-Wales	Eng, Wal & N. Ire																																																																																																																																																																																																																															
Nov-19	72.6%	70%	70%																																																																																																																																																																																																																															
Dec-19	72.6%	70%	70%																																																																																																																																																																																																																															
Jan-20	72.6%	70%	70%																																																																																																																																																																																																																															
Feb-20	72.6%	70%	70%																																																																																																																																																																																																																															
Mar-20	72.6%	70%	70%																																																																																																																																																																																																																															
Apr-20	72.6%	70%	70%																																																																																																																																																																																																																															
May-20	72.6%	70%	70%																																																																																																																																																																																																																															
Jun-20	72.6%	70%	70%																																																																																																																																																																																																																															
Jul-20	72.6%	70%	70%																																																																																																																																																																																																																															
Aug-20	72.6%	70%	70%																																																																																																																																																																																																																															
Sep-20	72.6%	70%	70%																																																																																																																																																																																																																															
Oct-20	72.6%	70%	70%																																																																																																																																																																																																																															
Nov-20	69.6%	70%	70%																																																																																																																																																																																																																															
Month	Morriston	All-Wales	Eng, Wal & N. Ire																																																																																																																																																																																																																															
Nov-19	73.3%	70%	70%																																																																																																																																																																																																																															
Dec-19	73.3%	70%	70%																																																																																																																																																																																																																															
Jan-20	73.3%	70%	70%																																																																																																																																																																																																																															
Feb-20	73.3%	70%	70%																																																																																																																																																																																																																															
Mar-20	73.3%	70%	70%																																																																																																																																																																																																																															
Apr-20	73.3%	70%	70%																																																																																																																																																																																																																															
May-20	73.3%	70%	70%																																																																																																																																																																																																																															
Jun-20	73.3%	70%	70%																																																																																																																																																																																																																															
Jul-20	73.3%	70%	70%																																																																																																																																																																																																																															
Aug-20	73.3%	70%	70%																																																																																																																																																																																																																															
Sep-20	73.3%	70%	70%																																																																																																																																																																																																																															
Oct-20	73.3%	70%	70%																																																																																																																																																																																																																															
Nov-20	76.0%	70%	70%																																																																																																																																																																																																																															

FRACTURED NECK OF FEMUR (#NOF)

Description	Current Performance	Trend																																																								
5. <i>Not delirious when tested- % patients (<4 on 4AT test) when tested in the week after operation</i>	5. Not delirious when tested- 71.1% of patients were not delirious in the week after their operation in November 2020. This is an improvement of 30.6% compared with November 2019.	<p style="text-align: center;">5. Not delirious when tested</p> <table border="1"> <caption>5. Not delirious when tested</caption> <thead> <tr> <th>Month</th> <th>Morryston (%)</th> <th>All-Wales (%)</th> <th>Eng, Wal & N. Ire (%)</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>40.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Dec-19</td><td>45.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Jan-20</td><td>45.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Feb-20</td><td>45.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Mar-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Apr-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>May-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Jun-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Jul-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Aug-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Sep-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Oct-20</td><td>50.0</td><td>50.0</td><td>60.0</td></tr> <tr><td>Nov-20</td><td>71.1</td><td>50.0</td><td>60.0</td></tr> </tbody> </table>	Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)	Nov-19	40.0	50.0	60.0	Dec-19	45.0	50.0	60.0	Jan-20	45.0	50.0	60.0	Feb-20	45.0	50.0	60.0	Mar-20	50.0	50.0	60.0	Apr-20	50.0	50.0	60.0	May-20	50.0	50.0	60.0	Jun-20	50.0	50.0	60.0	Jul-20	50.0	50.0	60.0	Aug-20	50.0	50.0	60.0	Sep-20	50.0	50.0	60.0	Oct-20	50.0	50.0	60.0	Nov-20	71.1	50.0	60.0
Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)																																																							
Nov-19	40.0	50.0	60.0																																																							
Dec-19	45.0	50.0	60.0																																																							
Jan-20	45.0	50.0	60.0																																																							
Feb-20	45.0	50.0	60.0																																																							
Mar-20	50.0	50.0	60.0																																																							
Apr-20	50.0	50.0	60.0																																																							
May-20	50.0	50.0	60.0																																																							
Jun-20	50.0	50.0	60.0																																																							
Jul-20	50.0	50.0	60.0																																																							
Aug-20	50.0	50.0	60.0																																																							
Sep-20	50.0	50.0	60.0																																																							
Oct-20	50.0	50.0	60.0																																																							
Nov-20	71.1	50.0	60.0																																																							
6. <i>Return to original residence- % patients discharged back to original residence, or in that residence at 120 day follow-up</i>	6. Return to original residence- 75.4% of patients in November 2020 were discharged back to their original residence. This was above the all-Wales average of 74.0%.	<p style="text-align: center;">6. Return to original residence</p> <table border="1"> <caption>6. Return to original residence</caption> <thead> <tr> <th>Month</th> <th>Morryston (%)</th> <th>All-Wales (%)</th> <th>Eng, Wal & N. Ire (%)</th> </tr> </thead> <tbody> <tr><td>Nov-19</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Dec-19</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Jan-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Feb-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Mar-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Apr-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>May-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Jun-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Jul-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Aug-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Sep-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Oct-20</td><td>71.0</td><td>76.0</td><td>71.0</td></tr> <tr><td>Nov-20</td><td>75.4</td><td>74.0</td><td>71.0</td></tr> </tbody> </table>	Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)	Nov-19	71.0	76.0	71.0	Dec-19	71.0	76.0	71.0	Jan-20	71.0	76.0	71.0	Feb-20	71.0	76.0	71.0	Mar-20	71.0	76.0	71.0	Apr-20	71.0	76.0	71.0	May-20	71.0	76.0	71.0	Jun-20	71.0	76.0	71.0	Jul-20	71.0	76.0	71.0	Aug-20	71.0	76.0	71.0	Sep-20	71.0	76.0	71.0	Oct-20	71.0	76.0	71.0	Nov-20	75.4	74.0	71.0
Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)																																																							
Nov-19	71.0	76.0	71.0																																																							
Dec-19	71.0	76.0	71.0																																																							
Jan-20	71.0	76.0	71.0																																																							
Feb-20	71.0	76.0	71.0																																																							
Mar-20	71.0	76.0	71.0																																																							
Apr-20	71.0	76.0	71.0																																																							
May-20	71.0	76.0	71.0																																																							
Jun-20	71.0	76.0	71.0																																																							
Jul-20	71.0	76.0	71.0																																																							
Aug-20	71.0	76.0	71.0																																																							
Sep-20	71.0	76.0	71.0																																																							
Oct-20	71.0	76.0	71.0																																																							
Nov-20	75.4	74.0	71.0																																																							
7. <i>30 day mortality rate</i>	7. 30 day mortality rate- In September 2020 the mortality rate for Morryston Hospital was 6.3% which is 2.2% lower than September 2019. The mortality rate in Morryston Hospital in September 2020 is higher than the all-Wales average of 5.6% and the national average of 6.2%. * Awaiting national publication of October 2020 data	<p style="text-align: center;">7. 30 day mortality rate</p> <table border="1"> <caption>7. 30 day mortality rate</caption> <thead> <tr> <th>Month</th> <th>Morryston (%)</th> <th>All-Wales (%)</th> <th>Eng, Wal & N. Ire (%)</th> </tr> </thead> <tbody> <tr><td>Sep-19</td><td>8.5</td><td>8.0</td><td>6.5</td></tr> <tr><td>Oct-19</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Nov-19</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Dec-19</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Jan-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Feb-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Mar-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Apr-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>May-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Jun-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Jul-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Aug-20</td><td>8.0</td><td>7.5</td><td>6.5</td></tr> <tr><td>Sep-20</td><td>6.3</td><td>5.6</td><td>6.2</td></tr> </tbody> </table>	Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)	Sep-19	8.5	8.0	6.5	Oct-19	8.0	7.5	6.5	Nov-19	8.0	7.5	6.5	Dec-19	8.0	7.5	6.5	Jan-20	8.0	7.5	6.5	Feb-20	8.0	7.5	6.5	Mar-20	8.0	7.5	6.5	Apr-20	8.0	7.5	6.5	May-20	8.0	7.5	6.5	Jun-20	8.0	7.5	6.5	Jul-20	8.0	7.5	6.5	Aug-20	8.0	7.5	6.5	Sep-20	6.3	5.6	6.2
Month	Morryston (%)	All-Wales (%)	Eng, Wal & N. Ire (%)																																																							
Sep-19	8.5	8.0	6.5																																																							
Oct-19	8.0	7.5	6.5																																																							
Nov-19	8.0	7.5	6.5																																																							
Dec-19	8.0	7.5	6.5																																																							
Jan-20	8.0	7.5	6.5																																																							
Feb-20	8.0	7.5	6.5																																																							
Mar-20	8.0	7.5	6.5																																																							
Apr-20	8.0	7.5	6.5																																																							
May-20	8.0	7.5	6.5																																																							
Jun-20	8.0	7.5	6.5																																																							
Jul-20	8.0	7.5	6.5																																																							
Aug-20	8.0	7.5	6.5																																																							
Sep-20	6.3	5.6	6.2																																																							

HEALTHCARE ACQUIRED INFECTIONS

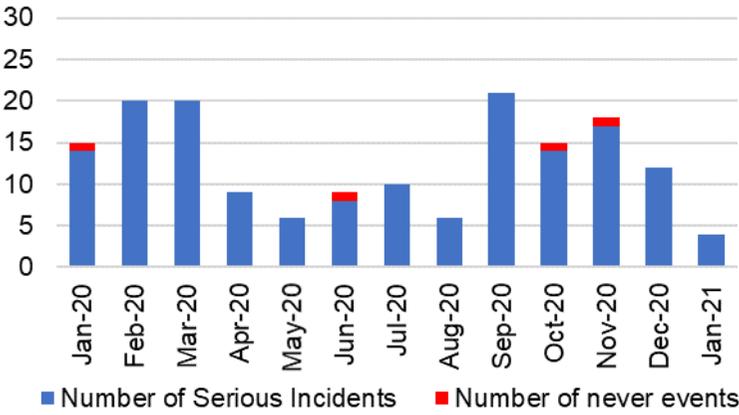
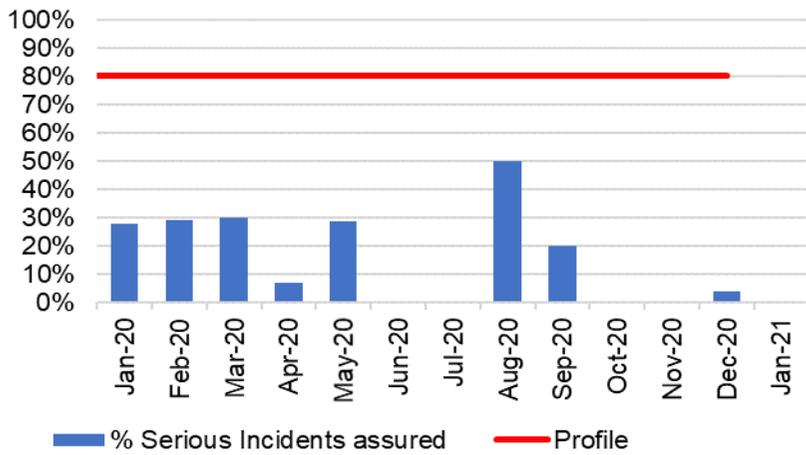
Description	Current Performance	Trend																												
Healthcare Acquired Infections (HCAI) - E.coli bacteraemia- <i>Number of laboratory confirmed E.coli bacteraemia cases</i>	<ul style="list-style-type: none"> • 18 cases of <i>E. coli</i> bacteraemia were identified in January 2021, of which 6 were hospital acquired and 12 were community acquired. • Cumulative cases from April 2020 to January 2021 are 25% less than the equivalent period in 2019/20. 	<p>Number of healthcare acquired <i>E.coli</i> bacteraemia cases</p> <table border="1"> <caption>Number of healthcare acquired E.coli bacteraemia cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>33</td></tr> <tr><td>Feb-20</td><td>30</td></tr> <tr><td>Mar-20</td><td>23</td></tr> <tr><td>Apr-20</td><td>14</td></tr> <tr><td>May-20</td><td>14</td></tr> <tr><td>Jun-20</td><td>17</td></tr> <tr><td>Jul-20</td><td>25</td></tr> <tr><td>Aug-20</td><td>32</td></tr> <tr><td>Sep-20</td><td>23</td></tr> <tr><td>Oct-20</td><td>25</td></tr> <tr><td>Nov-20</td><td>16</td></tr> <tr><td>Dec-20</td><td>12</td></tr> <tr><td>Jan-21</td><td>18</td></tr> </tbody> </table> <p style="text-align: center;">■ Number E.Coli cases (SBU)</p>	Month	Number of Cases	Jan-20	33	Feb-20	30	Mar-20	23	Apr-20	14	May-20	14	Jun-20	17	Jul-20	25	Aug-20	32	Sep-20	23	Oct-20	25	Nov-20	16	Dec-20	12	Jan-21	18
Month	Number of Cases																													
Jan-20	33																													
Feb-20	30																													
Mar-20	23																													
Apr-20	14																													
May-20	14																													
Jun-20	17																													
Jul-20	25																													
Aug-20	32																													
Sep-20	23																													
Oct-20	25																													
Nov-20	16																													
Dec-20	12																													
Jan-21	18																													
Healthcare Acquired Infections (HCAI)- S.aureus bacteraemia- <i>Number of laboratory confirmed S.aureus bacteraemias (MRSA & MSSA) cases</i>	<ul style="list-style-type: none"> • There were 9 cases of <i>Staph. aureus</i> bacteraemia in January 2021, of which 5 were hospital acquired and 4 were community acquired. • Cumulative cases from April 2020 to January 2021 are 11% less than the equivalent period in 2019/20. 	<p>Number of healthcare acquired <i>S.aureus</i> bacteraemia cases</p> <table border="1"> <caption>Number of healthcare acquired S.aureus bacteraemia cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>13</td></tr> <tr><td>Feb-20</td><td>8</td></tr> <tr><td>Mar-20</td><td>9</td></tr> <tr><td>Apr-20</td><td>10</td></tr> <tr><td>May-20</td><td>6</td></tr> <tr><td>Jun-20</td><td>12</td></tr> <tr><td>Jul-20</td><td>6</td></tr> <tr><td>Aug-20</td><td>12</td></tr> <tr><td>Sep-20</td><td>14</td></tr> <tr><td>Oct-20</td><td>12</td></tr> <tr><td>Nov-20</td><td>13</td></tr> <tr><td>Dec-20</td><td>9</td></tr> <tr><td>Jan-21</td><td>9</td></tr> </tbody> </table> <p style="text-align: center;">■ Number of S.Aureus cases (SBU)</p>	Month	Number of Cases	Jan-20	13	Feb-20	8	Mar-20	9	Apr-20	10	May-20	6	Jun-20	12	Jul-20	6	Aug-20	12	Sep-20	14	Oct-20	12	Nov-20	13	Dec-20	9	Jan-21	9
Month	Number of Cases																													
Jan-20	13																													
Feb-20	8																													
Mar-20	9																													
Apr-20	10																													
May-20	6																													
Jun-20	12																													
Jul-20	6																													
Aug-20	12																													
Sep-20	14																													
Oct-20	12																													
Nov-20	13																													
Dec-20	9																													
Jan-21	9																													

HEALTHCARE ACQUIRED INFECTIONS

Description	Current Performance	Trend																												
Healthcare Acquired Infections (HCAI)- C.difficile- Number of laboratory confirmed C.difficile cases	<ul style="list-style-type: none"> There were 3 <i>Clostridium difficile</i> toxin positive cases in January 2021, all of which were hospital acquired. Cumulative cases from April 2020 to January 2021 are 18% more than the equivalent period of 2019/20 (136 in 2020/21 compared with 115 in 2019/20). 	<p style="text-align: center;">Number of healthcare acquired C.difficile cases</p> <table border="1"> <caption>Number of healthcare acquired C.difficile cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of C.diff cases (SBU)</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>11</td></tr> <tr><td>Feb-20</td><td>15</td></tr> <tr><td>Mar-20</td><td>8</td></tr> <tr><td>Apr-20</td><td>11</td></tr> <tr><td>May-20</td><td>16</td></tr> <tr><td>Jun-20</td><td>20</td></tr> <tr><td>Jul-20</td><td>11</td></tr> <tr><td>Aug-20</td><td>23</td></tr> <tr><td>Sep-20</td><td>18</td></tr> <tr><td>Oct-20</td><td>15</td></tr> <tr><td>Nov-20</td><td>10</td></tr> <tr><td>Dec-20</td><td>9</td></tr> <tr><td>Jan-21</td><td>3</td></tr> </tbody> </table> <p style="text-align: center;">■ Number of C.diff cases (SBU)</p>	Month	Number of C.diff cases (SBU)	Jan-20	11	Feb-20	15	Mar-20	8	Apr-20	11	May-20	16	Jun-20	20	Jul-20	11	Aug-20	23	Sep-20	18	Oct-20	15	Nov-20	10	Dec-20	9	Jan-21	3
Month	Number of C.diff cases (SBU)																													
Jan-20	11																													
Feb-20	15																													
Mar-20	8																													
Apr-20	11																													
May-20	16																													
Jun-20	20																													
Jul-20	11																													
Aug-20	23																													
Sep-20	18																													
Oct-20	15																													
Nov-20	10																													
Dec-20	9																													
Jan-21	3																													
Healthcare Acquired Infections (HCAI)- Klebsiella sp- Number of laboratory confirmed Klebsiella sp cases	<ul style="list-style-type: none"> There were 13 cases of Klebsiella sp in January 2021, of which 8 were hospital acquired and 5 were community acquired. Cumulative cases from April 2020 to January 2021 are 19% more than the equivalent period in 2019/20. 	<p style="text-align: center;">Number of healthcare acquired Klebsiella cases</p> <table border="1"> <caption>Number of healthcare acquired Klebsiella cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Klebsiella cases (SBU)</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>8</td></tr> <tr><td>Feb-20</td><td>3</td></tr> <tr><td>Mar-20</td><td>7</td></tr> <tr><td>Apr-20</td><td>6</td></tr> <tr><td>May-20</td><td>6</td></tr> <tr><td>Jun-20</td><td>9</td></tr> <tr><td>Jul-20</td><td>5</td></tr> <tr><td>Aug-20</td><td>10</td></tr> <tr><td>Sep-20</td><td>5</td></tr> <tr><td>Oct-20</td><td>9</td></tr> <tr><td>Nov-20</td><td>11</td></tr> <tr><td>Dec-20</td><td>12</td></tr> <tr><td>Jan-21</td><td>13</td></tr> </tbody> </table> <p style="text-align: center;">■ Number of Klebsiella cases (SBU)</p>	Month	Number of Klebsiella cases (SBU)	Jan-20	8	Feb-20	3	Mar-20	7	Apr-20	6	May-20	6	Jun-20	9	Jul-20	5	Aug-20	10	Sep-20	5	Oct-20	9	Nov-20	11	Dec-20	12	Jan-21	13
Month	Number of Klebsiella cases (SBU)																													
Jan-20	8																													
Feb-20	3																													
Mar-20	7																													
Apr-20	6																													
May-20	6																													
Jun-20	9																													
Jul-20	5																													
Aug-20	10																													
Sep-20	5																													
Oct-20	9																													
Nov-20	11																													
Dec-20	12																													
Jan-21	13																													

HEALTHCARE ACQUIRED INFECTIONS		
Description	Current Performance	Trend
Healthcare Acquired Infections (HCAI)- Aeruginosa- <i>Number of laboratory confirmed Aeruginosa cases</i>	<ul style="list-style-type: none"> There was 1 community acquired case of <i>P.Aeruginosa</i> bacteraemia in January 2021. Cumulative cases from April 2020 to January 2021 are 35% less than the equivalent period in 2019/20. 	Number of healthcare acquired Pseudomonas cases <p>■ Number of Pseudomonas cases (SBU)</p>

PRESSURE ULCERS		
Description	Current Performance	Trend
Number of pressure ulcers <i>1. Total number of pressure ulcers developed in hospital and in the community</i> <i>2. Rate of pressure ulcers per 100,000 admissions</i>	<ol style="list-style-type: none"> In December 2020 there were 87 cases of healthcare acquired pressure ulcers, of which 26 were community acquired and 61 were hospital acquired. There were 10 grade 3+ pressure ulcers in December 2020, of which 7 were community acquired and 3 were hospital acquired. The rate per 100,000 admissions increased from 880 in November 2020 to 1,145 in December 2020. 	Total number of hospital and community acquired Pressure Ulcers (PU) and rate per 100,000 admissions <p>■ Pressure Ulcers (Community) ■ Pressure Ulcers (Hospital) — Rate per 100,00 admissions</p>

SERIOUS INCIDENTS		
Description	Current Performance	Trend
<p>Serious Incidents-</p> <p>1. The number of serious incidents</p> <p>2. The number of Never Events</p> <p>3. Of the serious incidents due for assurance, the percentage which were assured within the agreed timescales</p>	<p>1. The Health Board reported 4 Serious Incidents for the month of January 2021 to Welsh Government. The breakdown of incidents in January 2021 are set out below:</p> <ul style="list-style-type: none"> • 2 in Morriston Hospital • 1 in Mental Health and Learning Disabilities • 1 in Singleton Hospital <p>2. There was no new Never Event reported in January 2021.</p> <p>3. In January 2021, performance against the 80% target of submitting closure forms within 60 working days was 0%. None of the 13 closure forms due to be submitted to Welsh Government in January 2021 was submitted on time. Below is a breakdown of the 13 outstanding forms:</p> <ul style="list-style-type: none"> • 6 for Neath Port Talbot Hospital • 4 for Singleton Hospital • 2 for Morriston Hospital • 1 for Primary, Community and Therapies <p>All forms for Neath Port Talbot Hospital relate to COVID deaths and there has been delays on how these are investigated which has resulted in the deadline being missed.</p>	<p>1. and 2. Number of serious incidents and never events</p>  <p>3. % of serious incidents closed within 60 days</p>  <p>* 0% compliance in June, July, October and November 2020 and January 2021</p>

INPATIENT FALLS																														
Description	Current Performance	Trend																												
<p>Inpatient Falls <i>The total number of inpatient falls</i></p>	<ul style="list-style-type: none"> The number of Falls reported via Datix web for Swansea Bay UHB was 203 in January 2021. This is 18% less than January 2020 where 249 falls were recorded. The Health Board has agreed a targeted action to reduce Falls by 10%. 	<p>Number of inpatient Falls</p> <table border="1"> <caption>Number of inpatient Falls (SBU HB)</caption> <thead> <tr> <th>Month</th> <th>Number of Falls</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>249</td></tr> <tr><td>Feb-20</td><td>203</td></tr> <tr><td>Mar-20</td><td>203</td></tr> <tr><td>Apr-20</td><td>190</td></tr> <tr><td>May-20</td><td>203</td></tr> <tr><td>Jun-20</td><td>190</td></tr> <tr><td>Jul-20</td><td>203</td></tr> <tr><td>Aug-20</td><td>224</td></tr> <tr><td>Sep-20</td><td>203</td></tr> <tr><td>Oct-20</td><td>190</td></tr> <tr><td>Nov-20</td><td>249</td></tr> <tr><td>Dec-20</td><td>249</td></tr> <tr><td>Jan-21</td><td>203</td></tr> </tbody> </table> <p>Legend: Inpatient Falls (SBU HB) (Blue bars), 10% reduction profile (Red line)</p>	Month	Number of Falls	Jan-20	249	Feb-20	203	Mar-20	203	Apr-20	190	May-20	203	Jun-20	190	Jul-20	203	Aug-20	224	Sep-20	203	Oct-20	190	Nov-20	249	Dec-20	249	Jan-21	203
Month	Number of Falls																													
Jan-20	249																													
Feb-20	203																													
Mar-20	203																													
Apr-20	190																													
May-20	203																													
Jun-20	190																													
Jul-20	203																													
Aug-20	224																													
Sep-20	203																													
Oct-20	190																													
Nov-20	249																													
Dec-20	249																													
Jan-21	203																													

DISCHARGE SUMMARIES																														
Description	Current Performance	Trend																												
<p>Discharge Summaries <i>Percentage of discharge summaries approved and sent to patients' doctor following discharge</i></p>	<p>The latest data shows that in January 2021, the percentage of completed discharge summaries was 67%.</p> <p>In January 2021, compliance ranged from 52% in Singleton Hospital to 80% in Mental Health & Learning Disabilities.</p>	<p>% discharge summaries approved and sent</p> <table border="1"> <caption>% of completed discharge summaries</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>65%</td></tr> <tr><td>Feb-20</td><td>65%</td></tr> <tr><td>Mar-20</td><td>68%</td></tr> <tr><td>Apr-20</td><td>60%</td></tr> <tr><td>May-20</td><td>62%</td></tr> <tr><td>Jun-20</td><td>65%</td></tr> <tr><td>Jul-20</td><td>62%</td></tr> <tr><td>Aug-20</td><td>65%</td></tr> <tr><td>Sep-20</td><td>70%</td></tr> <tr><td>Oct-20</td><td>68%</td></tr> <tr><td>Nov-20</td><td>65%</td></tr> <tr><td>Dec-20</td><td>58%</td></tr> <tr><td>Jan-21</td><td>67%</td></tr> </tbody> </table> <p>Legend: % of completed discharge summaries (Blue bars)</p>	Month	Percentage	Jan-20	65%	Feb-20	65%	Mar-20	68%	Apr-20	60%	May-20	62%	Jun-20	65%	Jul-20	62%	Aug-20	65%	Sep-20	70%	Oct-20	68%	Nov-20	65%	Dec-20	58%	Jan-21	67%
Month	Percentage																													
Jan-20	65%																													
Feb-20	65%																													
Mar-20	68%																													
Apr-20	60%																													
May-20	62%																													
Jun-20	65%																													
Jul-20	62%																													
Aug-20	65%																													
Sep-20	70%																													
Oct-20	68%																													
Nov-20	65%																													
Dec-20	58%																													
Jan-21	67%																													

CRUDE MORTALITY																																																																								
Description	Current Performance	Trend																																																																						
Crude Mortality Rate	<p>December 2020 reports the crude mortality rate for the Health Board at 1.08% compared with 1.01% in November 2020.</p> <p>A breakdown by Hospital for December 2020:</p> <ul style="list-style-type: none"> • Morriston – 1.86% • Singleton – 0.54% • NPT – 0.20% 	<p>Crude hospital mortality rate by Hospital (74 years of age or less)</p> <table border="1"> <caption>Crude hospital mortality rate by Hospital (74 years of age or less)</caption> <thead> <tr> <th>Month</th> <th>Morriston Hospital</th> <th>Singleton Hospital</th> <th>NPT Hospital</th> <th>HB Total</th> </tr> </thead> <tbody> <tr> <td>Dec-19</td> <td>1.3%</td> <td>0.4%</td> <td>0.1%</td> <td>0.7%</td> </tr> <tr> <td>Jan-20</td> <td>1.3%</td> <td>0.4%</td> <td>0.1%</td> <td>0.7%</td> </tr> <tr> <td>Feb-20</td> <td>1.3%</td> <td>0.4%</td> <td>0.1%</td> <td>0.7%</td> </tr> <tr> <td>Mar-20</td> <td>1.3%</td> <td>0.4%</td> <td>0.1%</td> <td>0.7%</td> </tr> <tr> <td>Apr-20</td> <td>1.4%</td> <td>0.4%</td> <td>0.1%</td> <td>0.8%</td> </tr> <tr> <td>May-20</td> <td>1.4%</td> <td>0.4%</td> <td>0.1%</td> <td>0.8%</td> </tr> <tr> <td>Jun-20</td> <td>1.4%</td> <td>0.4%</td> <td>0.1%</td> <td>0.8%</td> </tr> <tr> <td>Jul-20</td> <td>1.5%</td> <td>0.4%</td> <td>0.1%</td> <td>0.9%</td> </tr> <tr> <td>Aug-20</td> <td>1.5%</td> <td>0.4%</td> <td>0.1%</td> <td>0.9%</td> </tr> <tr> <td>Sep-20</td> <td>1.5%</td> <td>0.4%</td> <td>0.1%</td> <td>0.9%</td> </tr> <tr> <td>Oct-20</td> <td>1.6%</td> <td>0.4%</td> <td>0.1%</td> <td>1.0%</td> </tr> <tr> <td>Nov-20</td> <td>1.7%</td> <td>0.4%</td> <td>0.1%</td> <td>1.0%</td> </tr> <tr> <td>Dec-20</td> <td>1.8%</td> <td>0.5%</td> <td>0.2%</td> <td>1.1%</td> </tr> </tbody> </table>	Month	Morriston Hospital	Singleton Hospital	NPT Hospital	HB Total	Dec-19	1.3%	0.4%	0.1%	0.7%	Jan-20	1.3%	0.4%	0.1%	0.7%	Feb-20	1.3%	0.4%	0.1%	0.7%	Mar-20	1.3%	0.4%	0.1%	0.7%	Apr-20	1.4%	0.4%	0.1%	0.8%	May-20	1.4%	0.4%	0.1%	0.8%	Jun-20	1.4%	0.4%	0.1%	0.8%	Jul-20	1.5%	0.4%	0.1%	0.9%	Aug-20	1.5%	0.4%	0.1%	0.9%	Sep-20	1.5%	0.4%	0.1%	0.9%	Oct-20	1.6%	0.4%	0.1%	1.0%	Nov-20	1.7%	0.4%	0.1%	1.0%	Dec-20	1.8%	0.5%	0.2%	1.1%
Month	Morriston Hospital	Singleton Hospital	NPT Hospital	HB Total																																																																				
Dec-19	1.3%	0.4%	0.1%	0.7%																																																																				
Jan-20	1.3%	0.4%	0.1%	0.7%																																																																				
Feb-20	1.3%	0.4%	0.1%	0.7%																																																																				
Mar-20	1.3%	0.4%	0.1%	0.7%																																																																				
Apr-20	1.4%	0.4%	0.1%	0.8%																																																																				
May-20	1.4%	0.4%	0.1%	0.8%																																																																				
Jun-20	1.4%	0.4%	0.1%	0.8%																																																																				
Jul-20	1.5%	0.4%	0.1%	0.9%																																																																				
Aug-20	1.5%	0.4%	0.1%	0.9%																																																																				
Sep-20	1.5%	0.4%	0.1%	0.9%																																																																				
Oct-20	1.6%	0.4%	0.1%	1.0%																																																																				
Nov-20	1.7%	0.4%	0.1%	1.0%																																																																				
Dec-20	1.8%	0.5%	0.2%	1.1%																																																																				

5 HARM QUADRANT- HARM FROM REDUCTION IN NON-COVID ACTIVITY

5.1 Overview

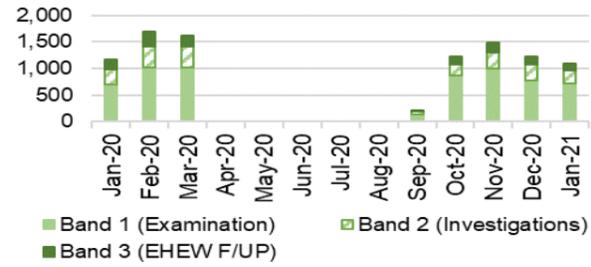
Harm from reduction in non-Covid activity																	
Measure	Locality	National/ Local Target	Internal profile	Trend	SBU												
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Cancer																	
Single Cancer Pathway- % of patients started treatment within 62 days (without suspensions)	Total	12 month improvement trend			50.0%	48.0%	58.0%	54.7%	61.8%	59.9%	68.2%	67.4%	62.4%	65.9%	55.4%	61.0%	59.0%
Planned Care																	
Number of patients waiting > 26 weeks for outpatient appointment*	Morrison	0			593	421	901	2,704	4,785	6,496	8,661	11,359	12,882	12,617	12,306	12,543	12,487
	NPTH				0	0	0	2	18	18	50	181	208	129	75	49	61
	Singleton				860	872	1,141	2,762	4,445	5,387	6,929	8,792	9,748	9,073	8,394	8,336	8,427
	PC&CS				0	13	13	31	52	63	81	165	231	231	230	251	233
	Total				1,453	1,306	2,055	5,499	9,300	11,964	15,721	20,497	23,069	22,050	21,005	21,179	21,208
Number of patients waiting > 36 weeks for treatment*	Morrison	0			4,067	4,087	4,701	5,762	6,944	8,977	11,882	14,722	16,846	20,035	22,298	22,391	21,695
	NPTH				0	0	0	0	0	0	3	15	17	33	48	42	41
	Singleton				1,556	1,642	1,807	2,590	3,296	4,423	6,135	7,650	8,810	10,514	11,865	11,629	11,385
	PC&CS				0	0	1	3	7	17	45	66	82	153	220	247	219
	Total (inc. diagnostics > 36 wks)				5,623	5,729	6,509	8,355	10,247	13,419	18,078	22,494	26,046	30,735	34,431	34,309	33,340
Number of patients waiting > 8 weeks for a specified diagnostics*	Morrison	0			628	424	1,407	5,461	7,197	6,816	6,236	6,627	5,956	4,564	4,559	4,361	3,938
	Singleton				0	0	0	327	1,149	1,217	1,274	1,443	1,710	2,081	2,051	2,218	2,301
	Total				628	424	1,407	5,788	8,346	8,033	7,510	8,070	7,666	6,645	6,610	6,579	6,239
Number of patients waiting > 14 weeks for a specified therapy*	MH&LD	0			0	1	0	1	11	0	0	0	0	0	0	0	
	NPTH				0	0	12	52	78	130	138	145	138	110	99	93	127
	PC&CS				0	0	39	334	893	1,516	1,416	1,373	1,212	1,025	718	615	457
	Total				0	1	51	387	982	1,646	1,554	1,518	1,350	1,135	817	708	584

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU												
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
					Planned Care												
Total number of patients waiting for a follow-up outpatient appointment	Total	Reduce by at least 35% by Mar-21	97,902		131,090	128,674	125,708	123,082	121,434	120,468	120,062	120,969	120,962	120,968	120,874	119,963	119,999
Number of patients delayed by over 100% past their target date	Total		17,422		19,969	17,747	18,258	19,538	21,026	21,448	22,101	23,209	24,472	26,217	27,156	27,641	28,419
Number of patients delayed past their agreed target date (booked and not booked)	Total		45,393		43,979	41,417	45,963	51,028	53,046	51,933	52,278	55,446	56,843	57,380	56,647	56,210	57,297
Number of Ophthalmology patients without an allocated health risk factor	Total	0		333	368	143	57	43	48	213	162	513	780	464	326		
Number of patients without a documented clinical review date	Total	0		177	179	5	11	27	50	43	65	95	43	55	90	32	
Patient Experience/ Feedback																	
Number of friends and family surveys completed	PCCS	12 month improvement trend		185	180	105	38	48	167	183	220	239	208	231	84	144	
	MH&LD			19	14	25	11	14	7	6	34	49	48	82	56	22	
	Morrison			1,277	1,364	646	43	88	110	143	174	679	269	155	152	168	
	NPTH			464	350	173	10	12	17	22	24	62	40	24	18	43	
	Singleton			1,261	1,120	796	60	104	99	154	207	1,824	530	377	330	323	
	Total			3,187	3,014	1,720	150	247	393	502	625	2,804	1,047	787	584	678	
% of patients who would recommend and highly recommend	PCCS	90%	80%	92%	92%	88%	84%	77%	88%	91%	79%	74%	65%	80%	62%	76%	
	MH&LD			74%	64%	44%	36%	57%	57%	33%	41%	39%	19%	41%	21%	36%	
	Morrison			94%	96%	96%	98%	94%	94%	94%	94%	83%	91%	82%	86%	70%	76%
	NPTH			97%	97%	97%	60%	67%	47%	68%	92%	94%	90%	75%	67%	58%	
	Singleton			96%	95%	95%	93%	96%	83%	92%	87%	96%	88%	87%	85%	85%	
	Total			95%	95%	95%	90%	92%	87%	91%	83%	93%	82%	84%	77%	79%	
% of all-Wales surveys scoring 9 or 10 on overall satisfaction	PCCS	90%	80%	91%	-	100%	-	100%	100%	94%	83%	100%	100%	80%	67%	90%	
	MH&LD			-	-	-	-	-	-	0%	100%	100%	100%	-	-	-	
	Morrison			85%	70%	100%	100%	100%	67%	90%	80%	79%	58%	100%	33%	80%	
	NPTH			91%	88%	67%	-	-	-	100%	100%	90%	100%	-	67%	67%	
	Singleton			84%	88%	90%	95%	100%	67%	90%	82%	79%	90%	86%	80%	77%	
	Total			86%	81%	90%	95%	100%	79%	91%	83%	84%	79%	85%	65%	81%	
Number of new complaints received	PCCS	12 month reduction trend		15	7	4	7	11	16	14	10	18	22	24	24	9	
	MH&LD			17	5	3	4	9	8	13	10	10	20	13	6	11	
	Morrison			60	59	42	8	18	27	34	31	51	44	40	38	33	
	NPTH			8	7	1	8	5	7	5	2	7	6	7	0	7	
	Singleton			33	25	34	8	8	12	12	17	24	25	20	20	15	
	Total			142	113	92	37	52	73	77	74	107	121	103	83	78	
% of complaints that have received a final reply (under Regulation 24) or an interim reply (under Regulation 26) up to and including 30 working days from the date the complaint was first received by the organisation	PCCS	75%	80%	59%	64%	29%	83%	73%	50%	80%	60%	92%	67%	76%			
	MH&LD			65%	67%	67%	100%	78%	63%	69%	50%	80%	70%	92%			
	Morrison			95%	75%	40%	88%	94%	89%	88%	84%	90%	86%	89%			
	NPTH			100%	88%	100%	75%	80%	71%	100%	50%	100%	67%	86%			
	Singleton			81%	80%	58%	75%	75%	83%	50%	65%	63%	64%	70%			
	Total			83%	76%	48%	81%	81%	75%	79%	72%	82%	75%	82%			

HARM FROM REDUCTION IN NON-COVID ACTIVITY

5.2 Primary and Community Care Overview

Chart 1: Number of patients receiving care from Eye Health Examination Wales (EHEW)



No claims submitted between April and August 2020

Chart 2: Common Ailment Scheme - Number of consultations provided

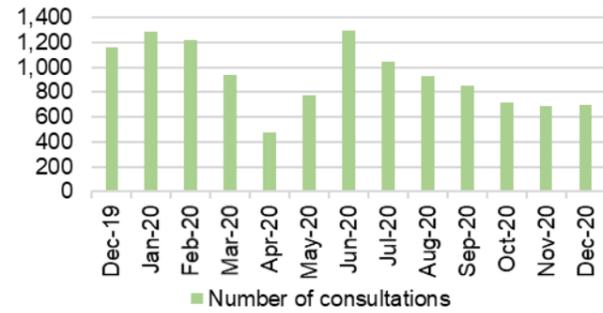


Chart 3: Urgent Dental Centre- Total episodes of patient care

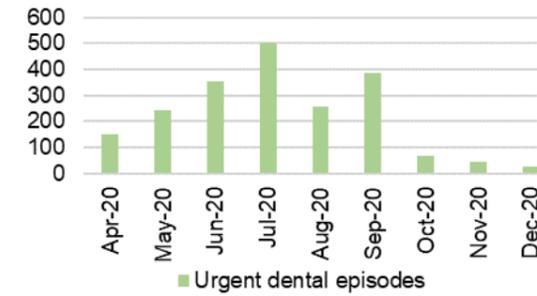


Chart 4: General Dental Practice activity- Total number of telephone calls received

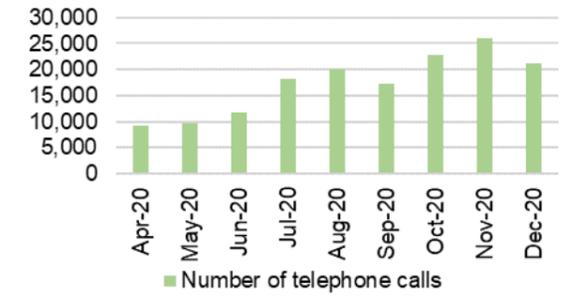


Chart 5: Number and percentage of adult dental patients re-attending NHS Primary Dental Care between 6-9 months

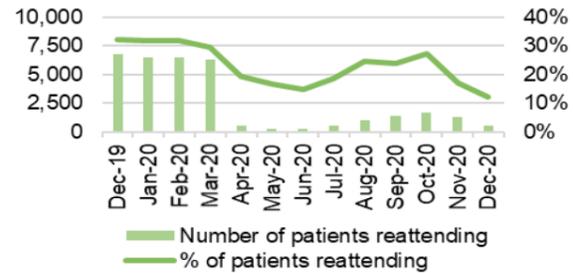


Chart 6: Pregnancy Advisory Service- Referral to appointment within 5 days and treatment within 10 days

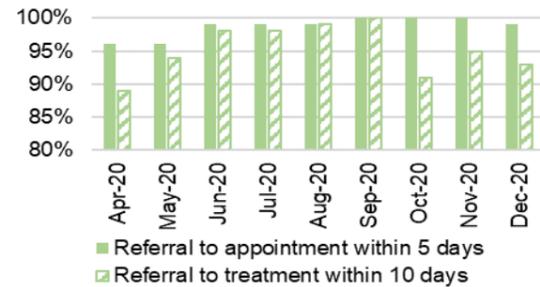


Chart 7: Sexual health services- Attendances at sexual health ambulance

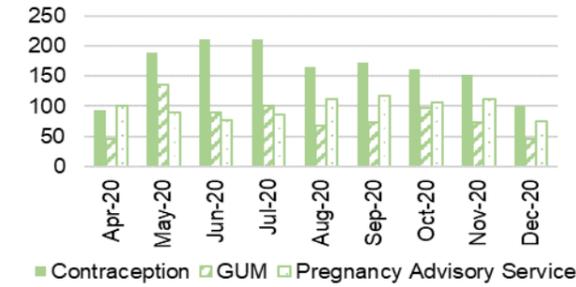


Chart 8: Sexual health services- Patient outcomes

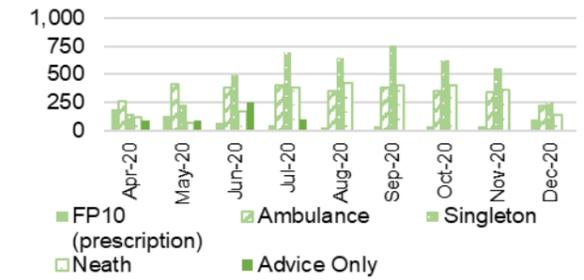


Chart 9: District Nursing- Number of patients on caseload

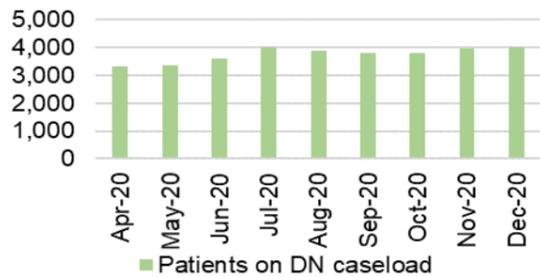


Chart 10: District Nursing- Total number of contacts

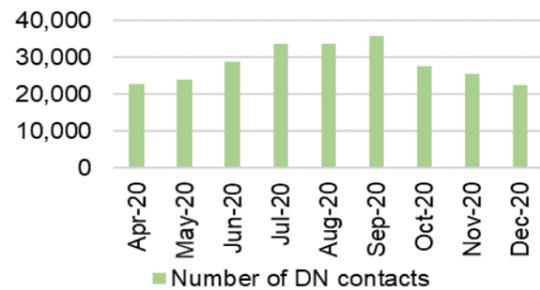


Chart 11: Community wound clinic- Number of attendances and number of home visits

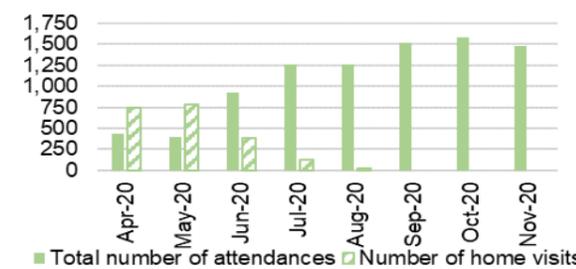


Chart 12: Community wound clinic- Number of assessments by location

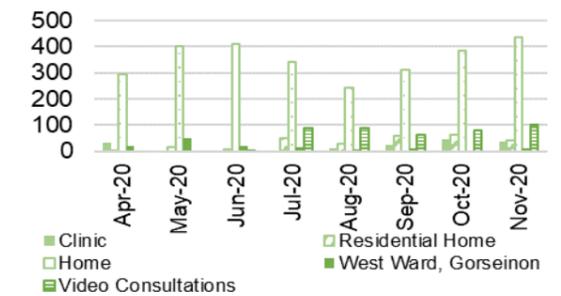


Chart 13: % of patients with a RTT (referral to stage 1) of 26 weeks or less for Restorative Dentistry

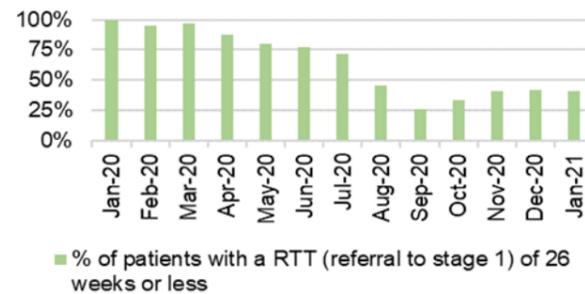
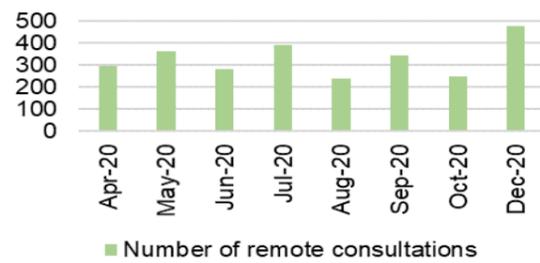


Chart 14: Audiology- Number of remote consultations



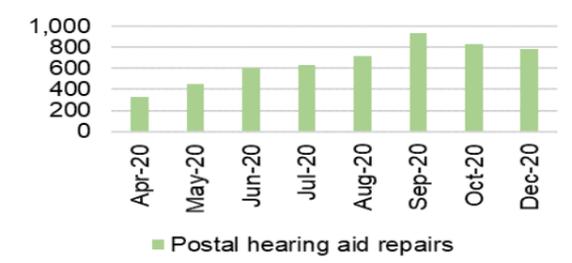
Nov-20 data not available

Chart 15: Audiology- Total number of patients on the waiting list



Nov-20 data not available

Chart 16: Audiology- Number of postal hearing aid repairs



Nov-20 data not available

5.2 Updates on key measures

PLANNED CARE		
Description	Current Performance	
Referrals and shape of the waiting list	The number of GP referrals and additions to the outpatient waiting list increased each month since May 2020, this is reflected in the reduction in the size of the waiting list in April 2020 and subsequent increase every month since May 2020. However, since September 2020 the number of referrals and additions to the waiting list appear to have stabilised. Chart 4 shows the shape of the waiting list and the second wave that has formed at the beginning of the waiting list as GP referrals start to pick back up.	
1. GP Referrals <i>The number of Stage 1 additions per week</i>	Trend	
2. Stage 1 additions <i>The number of new patients that have been added to the outpatient waiting list</i>		
3. Size of the waiting list <i>Total number of patients on the waiting list by stage as at December 2019</i>		
4. Size of the waiting list <i>Total number of patients on the waiting list by stage as at January 2021</i>		
	1. Number of GP referrals received by SBU Health Board	2. Number of stage 1 additions per week
	<p>8,000 6,000 4,000 2,000 0</p> <p>Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20 Sep-20 Oct-20 Nov-20 Dec-20 Jan-21</p> <p>— GP Referrals (Routine) — GP Referrals (Urgent)</p>	<p>3,000 2,500 2,000 1,500 1,000 500 0</p> <p>01/01/20 15/01/20 29/01/20 12/02/20 26/02/20 11/03/20 25/03/20 08/04/20 22/04/20 06/05/20 20/05/20 03/06/20 17/06/20 01/07/20 15/07/20 29/07/20 12/08/20 26/08/20 09/09/20 23/09/20 07/10/20 21/10/20 04/11/20 18/11/20 02/12/20 16/12/20 30/12/20 13/01/21 27/01/21</p> <p>— Additions to outpatients (stage 1) waiting list</p>
	3. Total size of the waiting list and movement (December 2019)	4. Total size of the waiting list and movement (January 2021)
	<p>3,000 2,500 2,000 1,500 1,000 500 0</p> <p>0 8 16 24 32 40 48 56 64 72 80 88 96 104 112 120 128 139 152 189</p> <p>— STAGE 1 — STAGE 2 — STAGE 3 — STAGE 4 — STAGE 5</p> <p>“wave” of patients moving through time gates Breaching 36 weeks</p>	<p>2,500 2,000 1,500 1,000 500 0</p> <p>0 9 18 27 36 45 54 63 72 81 90 99 108 117 126 135 144 154 163 172 182 196 218</p> <p>— STAGE 1 — STAGE 2 — STAGE 3 — STAGE 4 — STAGE 5</p> <p>Additions to the list continue to rise Volume of patients breaching time gates</p>

PLANNED CARE

Description

Outpatient waiting times

1. Number of patients waiting more than 26 weeks for an outpatient appointment (stage 1)- Health Board Total

2. Number of patients waiting more than 26 weeks for an outpatient appointment (stage 1)- Hospital Level

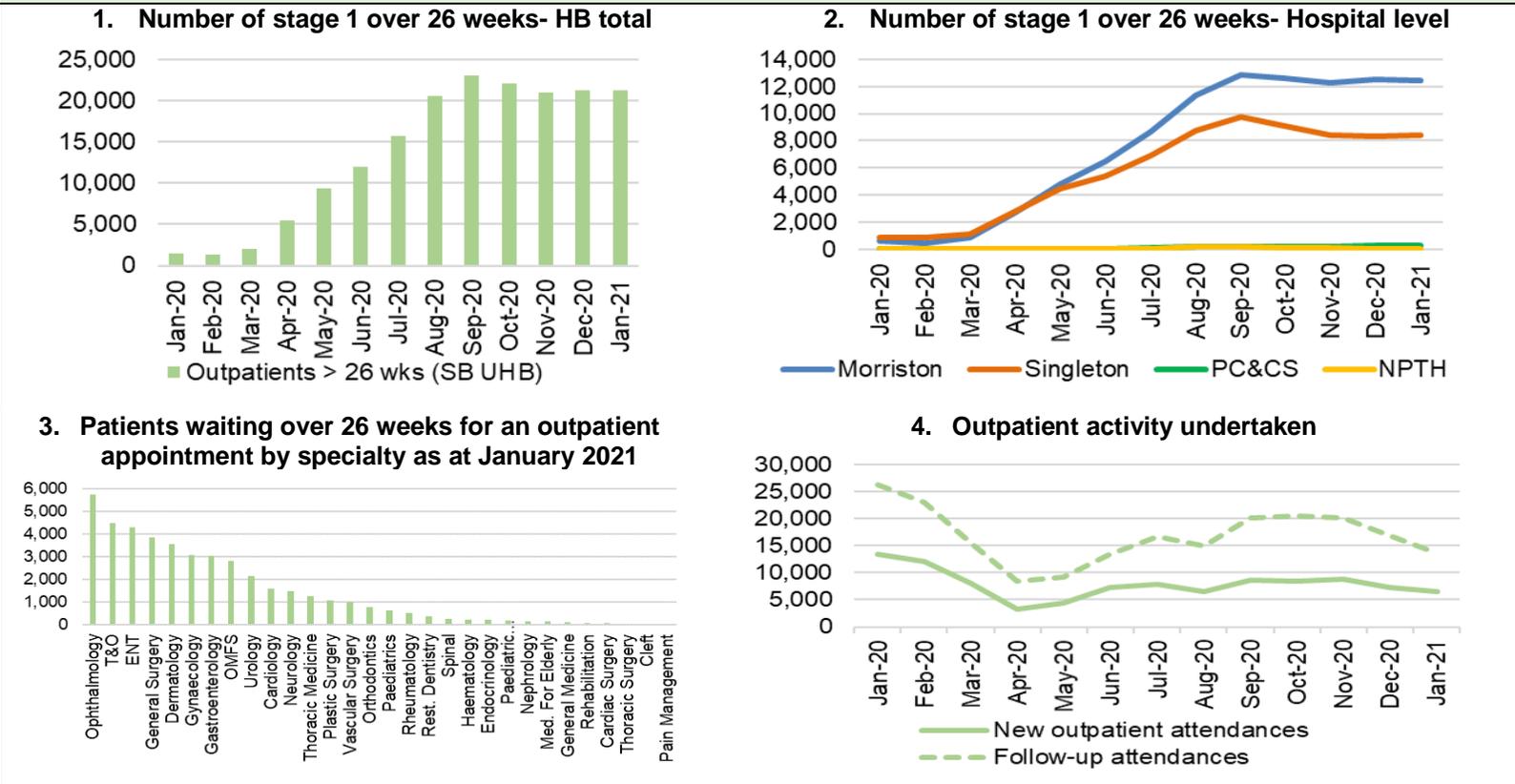
3. Patients waiting over 26 weeks for an outpatient appointment by specialty

4. Outpatient activity undertaken

Current Performance

The number of patients waiting over 26 weeks for a first outpatient appointment is a challenge. January 2021, saw an in-month increase in the number of patients waiting over 26 weeks for an outpatient appointment. The number of breaches increased from 21,208 in December 2020 to 21,179 in January 2021. Orthopaedics has the largest proportion of patients waiting over 26 weeks for an outpatient appointment closely followed by ENT and Ophthalmology. The number of outpatient attendances has significantly reduced since February 2020 due to COVID19, however chart 4 shows that the number of attendances started to increase from May 2020. Work continues to be undertaken to accurately record the split between face-to-face and virtual attendances and will be reported through a new Outpatient dashboard.

Trend



PLANNED CARE

Description

Patients waiting over 36 weeks for treatment

1. Number of patients waiting more than 36 weeks for treatment and the number of elective patients admitted for treatment- Health Board Total

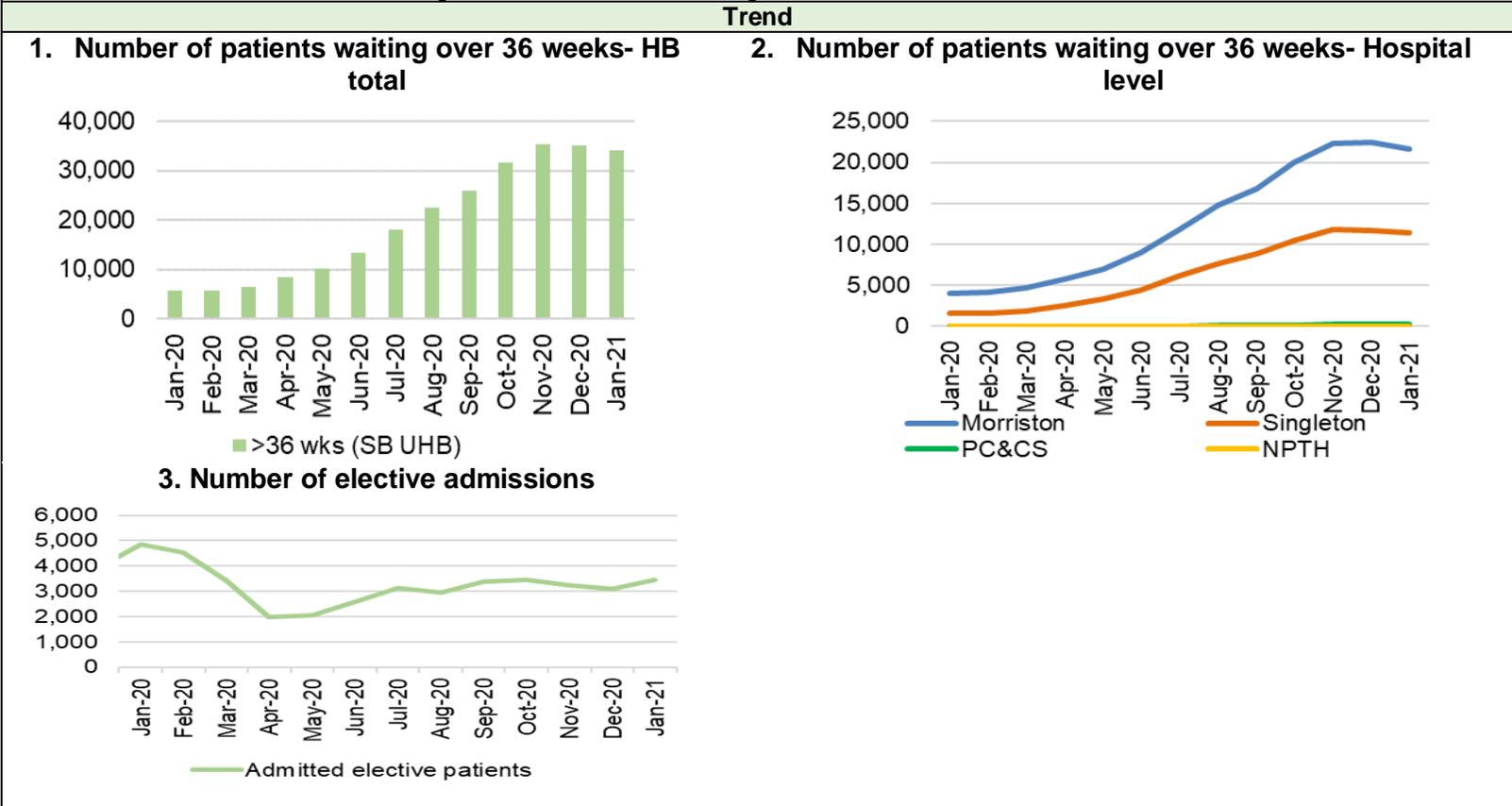
2. Number of patients waiting more than 36 weeks for treatment and the number of elective patients admitted for treatment- Hospital level

3. Number of elective admissions

Current Performance

The number of patients waiting longer than 36 weeks from referral to treatment has increased every month since the first wave of COVID19 in March 2020. However, December 2020 was the first in 2020 that saw an in-month reduction and this trend continued into January 2021 with an in-month reduction of 3% (from 35,126 in December 2020 to 33,991 in January 2021). 22,410 of the 33,991 were waiting over 52 weeks in January 2021. Orthopaedics/ Spinal accounted for 23% of the breaches, followed by Ophthalmology with 13%.

The number of patients receiving a procedure (and subsequently removed from the waiting list) has significantly reduced since March 2020 which is resulting in the increase in waiting times.



PLANNED CARE

Description	Current Performance																																																																							
<p>Total waiting times <i>Percentage of patients waiting less than 26 weeks from referral to treatment</i></p>	<p>Throughout 2019/20 the overall percentage of patients waiting less than 26 weeks from referral to treatment ranged between 80% and 88%.</p> <p>The percentage consistently fell every month between April and September 2020, and then started to increase October and December 2020 but then decreased again in January 2021.</p>	<p>Percentage of patient waiting less than 26 weeks</p> <table border="1"> <caption>Approximate data for Percentage of patient waiting less than 26 weeks</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>Singleton</th> <th>PC&CS</th> <th>NPTH</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>80%</td><td>85%</td><td>95%</td><td>100%</td></tr> <tr><td>Feb-20</td><td>80%</td><td>85%</td><td>95%</td><td>100%</td></tr> <tr><td>Mar-20</td><td>78%</td><td>82%</td><td>95%</td><td>100%</td></tr> <tr><td>Apr-20</td><td>65%</td><td>75%</td><td>85%</td><td>98%</td></tr> <tr><td>May-20</td><td>55%</td><td>65%</td><td>80%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>50%</td><td>60%</td><td>75%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>45%</td><td>55%</td><td>70%</td><td>90%</td></tr> <tr><td>Aug-20</td><td>40%</td><td>45%</td><td>45%</td><td>80%</td></tr> <tr><td>Sep-20</td><td>35%</td><td>40%</td><td>30%</td><td>75%</td></tr> <tr><td>Oct-20</td><td>40%</td><td>45%</td><td>40%</td><td>85%</td></tr> <tr><td>Nov-20</td><td>40%</td><td>48%</td><td>40%</td><td>90%</td></tr> <tr><td>Dec-20</td><td>40%</td><td>48%</td><td>40%</td><td>95%</td></tr> <tr><td>Jan-21</td><td>40%</td><td>48%</td><td>40%</td><td>95%</td></tr> </tbody> </table>	Month	Morriston	Singleton	PC&CS	NPTH	Jan-20	80%	85%	95%	100%	Feb-20	80%	85%	95%	100%	Mar-20	78%	82%	95%	100%	Apr-20	65%	75%	85%	98%	May-20	55%	65%	80%	95%	Jun-20	50%	60%	75%	95%	Jul-20	45%	55%	70%	90%	Aug-20	40%	45%	45%	80%	Sep-20	35%	40%	30%	75%	Oct-20	40%	45%	40%	85%	Nov-20	40%	48%	40%	90%	Dec-20	40%	48%	40%	95%	Jan-21	40%	48%	40%	95%
Month	Morriston	Singleton	PC&CS	NPTH																																																																				
Jan-20	80%	85%	95%	100%																																																																				
Feb-20	80%	85%	95%	100%																																																																				
Mar-20	78%	82%	95%	100%																																																																				
Apr-20	65%	75%	85%	98%																																																																				
May-20	55%	65%	80%	95%																																																																				
Jun-20	50%	60%	75%	95%																																																																				
Jul-20	45%	55%	70%	90%																																																																				
Aug-20	40%	45%	45%	80%																																																																				
Sep-20	35%	40%	30%	75%																																																																				
Oct-20	40%	45%	40%	85%																																																																				
Nov-20	40%	48%	40%	90%																																																																				
Dec-20	40%	48%	40%	95%																																																																				
Jan-21	40%	48%	40%	95%																																																																				

<p>Ophthalmology waiting times <i>Percentage of ophthalmology R1 patients who are waiting within their clinical target date or within 25% in excess of their clinical target date for their care or treatments</i></p>	<p>In December 2020, 47.3% of Ophthalmology R1 patients were waiting within their clinical target date or within 25% of the target date.</p> <p>There was an upward trend in performance in 2019/20 however, there has been a continuous downward trend in performance in 2020/21.</p> <p><i>NB. January 2021 figures were not available at the time of writing this report</i></p>	<p>Percentage of ophthalmology R1 patients who are waiting within their clinical target date or within 25% in excess of their clinical target date for their care or treatments</p> <table border="1"> <caption>Approximate data for Percentage of ophthalmology R1 patients seen within target or within 25% of target date</caption> <thead> <tr> <th>Month</th> <th>% R1 patients seen within target or within 25% of target date</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Dec-19</td><td>70%</td><td>95%</td></tr> <tr><td>Jan-20</td><td>75%</td><td>95%</td></tr> <tr><td>Feb-20</td><td>78%</td><td>95%</td></tr> <tr><td>Mar-20</td><td>75%</td><td>95%</td></tr> <tr><td>Apr-20</td><td>70%</td><td>95%</td></tr> <tr><td>May-20</td><td>65%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>65%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>55%</td><td>95%</td></tr> <tr><td>Aug-20</td><td>50%</td><td>95%</td></tr> <tr><td>Sep-20</td><td>48%</td><td>95%</td></tr> <tr><td>Oct-20</td><td>45%</td><td>95%</td></tr> <tr><td>Nov-20</td><td>48%</td><td>95%</td></tr> <tr><td>Dec-20</td><td>47.3%</td><td>95%</td></tr> </tbody> </table>	Month	% R1 patients seen within target or within 25% of target date	Target	Dec-19	70%	95%	Jan-20	75%	95%	Feb-20	78%	95%	Mar-20	75%	95%	Apr-20	70%	95%	May-20	65%	95%	Jun-20	65%	95%	Jul-20	55%	95%	Aug-20	50%	95%	Sep-20	48%	95%	Oct-20	45%	95%	Nov-20	48%	95%	Dec-20	47.3%	95%
Month	% R1 patients seen within target or within 25% of target date	Target																																										
Dec-19	70%	95%																																										
Jan-20	75%	95%																																										
Feb-20	78%	95%																																										
Mar-20	75%	95%																																										
Apr-20	70%	95%																																										
May-20	65%	95%																																										
Jun-20	65%	95%																																										
Jul-20	55%	95%																																										
Aug-20	50%	95%																																										
Sep-20	48%	95%																																										
Oct-20	45%	95%																																										
Nov-20	48%	95%																																										
Dec-20	47.3%	95%																																										

PLANNED CARE

Description	Current Performance	Trend																																																																																																		
<p>Diagnostics waiting times <i>The number of patients waiting more than 8 weeks for specified diagnostics</i></p>	<p>In January 2021, there was a reduction in the number of patients waiting over 8 weeks for specified diagnostics. It reduced from 6,579 in December 2020 to 6,239 in January 2021.</p> <p>The following is a breakdown for the 8 week breaches by diagnostic test for January 2021:</p> <ul style="list-style-type: none"> • Endoscopy= 2,301 • Radiology= 1,604 • Cardiac tests= 1,315 • Neurophysiology= 876 • Physiological measurement= 72 • Fluoroscopy= 51 • Cystoscopy= 20 	<p align="center">Number of patients waiting longer than 8 weeks for diagnostics</p> <table border="1"> <caption>Estimated data for 8-week diagnostic waiting times</caption> <thead> <tr> <th>Month</th> <th>Cardiac tests</th> <th>Endoscopy</th> <th>Other diagnostics (inc. radiology)</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>500</td><td>0</td><td>0</td></tr> <tr><td>Feb-20</td><td>400</td><td>0</td><td>0</td></tr> <tr><td>Mar-20</td><td>800</td><td>100</td><td>100</td></tr> <tr><td>Apr-20</td><td>1500</td><td>300</td><td>2000</td></tr> <tr><td>May-20</td><td>2500</td><td>1200</td><td>4800</td></tr> <tr><td>Jun-20</td><td>2500</td><td>1300</td><td>4500</td></tr> <tr><td>Jul-20</td><td>2300</td><td>1400</td><td>4000</td></tr> <tr><td>Aug-20</td><td>2700</td><td>1600</td><td>4000</td></tr> <tr><td>Sep-20</td><td>1500</td><td>2000</td><td>3800</td></tr> <tr><td>Oct-20</td><td>1500</td><td>2100</td><td>3000</td></tr> <tr><td>Nov-20</td><td>1500</td><td>2100</td><td>3000</td></tr> <tr><td>Dec-20</td><td>1500</td><td>2200</td><td>2800</td></tr> <tr><td>Jan-21</td><td>1300</td><td>2300</td><td>2600</td></tr> </tbody> </table>	Month	Cardiac tests	Endoscopy	Other diagnostics (inc. radiology)	Jan-20	500	0	0	Feb-20	400	0	0	Mar-20	800	100	100	Apr-20	1500	300	2000	May-20	2500	1200	4800	Jun-20	2500	1300	4500	Jul-20	2300	1400	4000	Aug-20	2700	1600	4000	Sep-20	1500	2000	3800	Oct-20	1500	2100	3000	Nov-20	1500	2100	3000	Dec-20	1500	2200	2800	Jan-21	1300	2300	2600																																										
Month	Cardiac tests	Endoscopy	Other diagnostics (inc. radiology)																																																																																																	
Jan-20	500	0	0																																																																																																	
Feb-20	400	0	0																																																																																																	
Mar-20	800	100	100																																																																																																	
Apr-20	1500	300	2000																																																																																																	
May-20	2500	1200	4800																																																																																																	
Jun-20	2500	1300	4500																																																																																																	
Jul-20	2300	1400	4000																																																																																																	
Aug-20	2700	1600	4000																																																																																																	
Sep-20	1500	2000	3800																																																																																																	
Oct-20	1500	2100	3000																																																																																																	
Nov-20	1500	2100	3000																																																																																																	
Dec-20	1500	2200	2800																																																																																																	
Jan-21	1300	2300	2600																																																																																																	
<p>Therapy waiting times <i>The number of patients waiting more than 14 weeks for specified therapies</i></p>	<p>In January 2021 there were 584 patients waiting over 14 weeks for specified Therapies.</p> <p>The breakdown for the breaches in January 20210 are:</p> <ul style="list-style-type: none"> • Audiology= 311 • Podiatry= 39 • Speech & Language Therapy= 107 • Dietetics= 127 	<p align="center">Number of patients waiting longer than 14 weeks for therapies</p> <table border="1"> <caption>Estimated data for 14-week therapy waiting times</caption> <thead> <tr> <th>Month</th> <th>Occ Therapy/ LD (MH)</th> <th>Occ Therapy (exc. MH)</th> <th>Audiology</th> <th>Speech & Language</th> <th>Dietetics</th> <th>Phsyio</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Feb-20</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Mar-20</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Apr-20</td><td>0</td><td>0</td><td>100</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>May-20</td><td>0</td><td>0</td><td>200</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Jun-20</td><td>0</td><td>0</td><td>400</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Jul-20</td><td>0</td><td>0</td><td>400</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Aug-20</td><td>0</td><td>0</td><td>400</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Sep-20</td><td>0</td><td>0</td><td>400</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Oct-20</td><td>0</td><td>0</td><td>400</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Nov-20</td><td>0</td><td>0</td><td>300</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Dec-20</td><td>0</td><td>0</td><td>300</td><td>100</td><td>0</td><td>0</td></tr> <tr><td>Jan-21</td><td>0</td><td>0</td><td>311</td><td>107</td><td>127</td><td>0</td></tr> </tbody> </table>	Month	Occ Therapy/ LD (MH)	Occ Therapy (exc. MH)	Audiology	Speech & Language	Dietetics	Phsyio	Jan-20	0	0	0	0	0	0	Feb-20	0	0	0	0	0	0	Mar-20	0	0	0	0	0	0	Apr-20	0	0	100	0	0	0	May-20	0	0	200	0	0	0	Jun-20	0	0	400	100	0	0	Jul-20	0	0	400	100	0	0	Aug-20	0	0	400	100	0	0	Sep-20	0	0	400	100	0	0	Oct-20	0	0	400	100	0	0	Nov-20	0	0	300	100	0	0	Dec-20	0	0	300	100	0	0	Jan-21	0	0	311	107	127	0
Month	Occ Therapy/ LD (MH)	Occ Therapy (exc. MH)	Audiology	Speech & Language	Dietetics	Phsyio																																																																																														
Jan-20	0	0	0	0	0	0																																																																																														
Feb-20	0	0	0	0	0	0																																																																																														
Mar-20	0	0	0	0	0	0																																																																																														
Apr-20	0	0	100	0	0	0																																																																																														
May-20	0	0	200	0	0	0																																																																																														
Jun-20	0	0	400	100	0	0																																																																																														
Jul-20	0	0	400	100	0	0																																																																																														
Aug-20	0	0	400	100	0	0																																																																																														
Sep-20	0	0	400	100	0	0																																																																																														
Oct-20	0	0	400	100	0	0																																																																																														
Nov-20	0	0	300	100	0	0																																																																																														
Dec-20	0	0	300	100	0	0																																																																																														
Jan-21	0	0	311	107	127	0																																																																																														

CANCER

Description

Cancer demand and shape of the waiting list

1. Number of Urgent Suspected Cancer (USC) referrals received

2. Source of suspicion for patients on Single Cancer Pathway (SCP)

3. Volume of patients by stage and adjusted wait-SCP (February 2020)

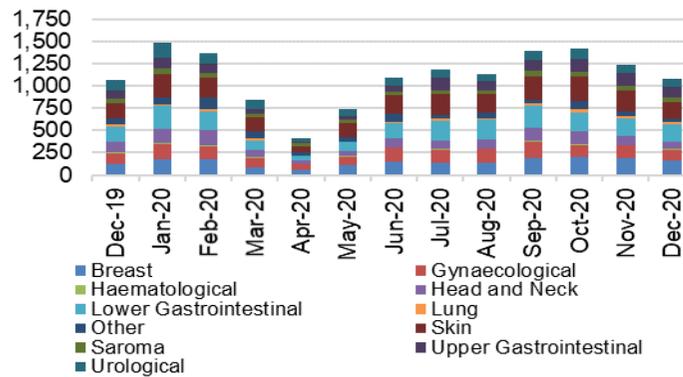
4. Volume of patients by stage and adjusted wait-SCP (January 2021)

Current Performance

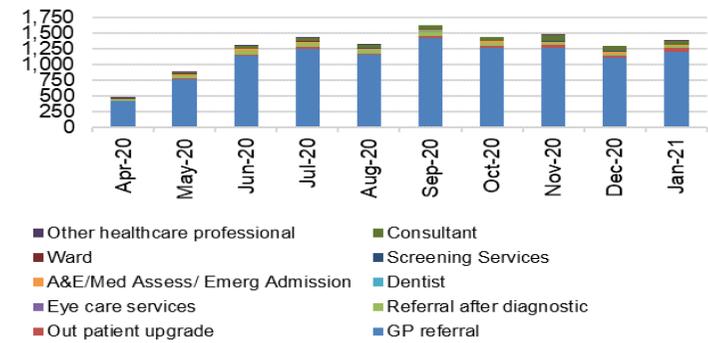
The number of Urgent Suspected Cancer (USC) referrals significantly reduced between March and April 2020, however there has been an increase every month since May 2020. Despite a reduction in referrals in December 2020 it was in line with pre-Covid levels. The shape of the waiting list shows that there is a significant “wave” of patients that are likely to breach in the near future and there are more patients waiting at the tail end of the waiting list when compared with December 2019.

Trend

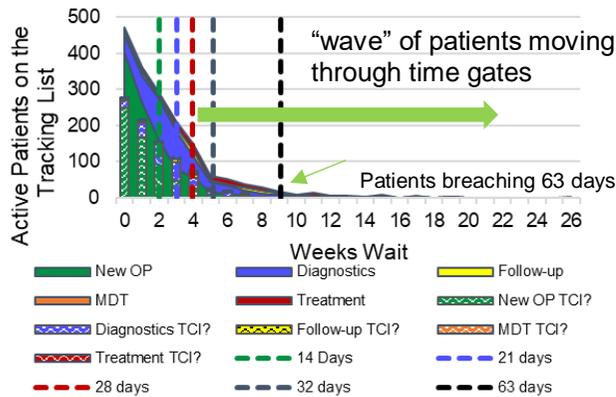
1. Number of USC referrals



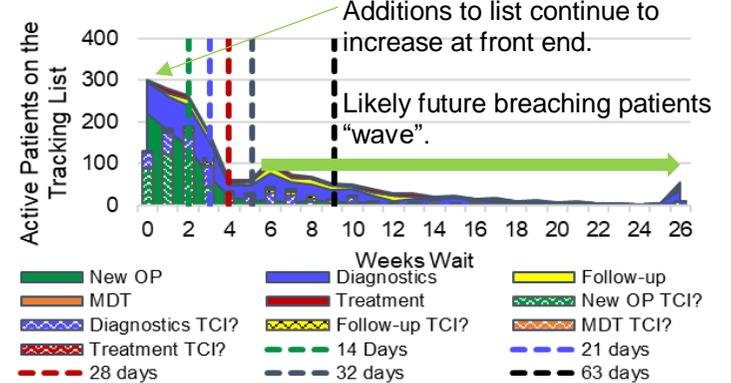
2. Source of suspicion for patients starting cancer treatment



3. Volume of patients by stage and adjusted wait (beginning of February 2020)-SCP



4. Volume of patients by stage and adjusted wait (January 2021)- SCP



CANCER																																																
Description	Current Performance	Trend																																														
Single Cancer Pathway <i>Percentage of patients starting first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route)</i>	January 2021 figures will be finalised on the 26 th February 2021. Draft figures indicate a possible achievement of 59% of patients starting treatment within 62 days of the suspicion of cancer first being raised (unadjusted pathway). At the time of writing this report, 80 patients did not receive their treatment within target.	Percentage of patients starting first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route) 																																														
	<table border="1"> <thead> <tr> <th>Tumour Site</th> <th>Breaches</th> <th>Tumour Site</th> <th>Breaches</th> </tr> </thead> <tbody> <tr> <td>Urological</td> <td>19</td> <td>Head & Neck</td> <td>6</td> </tr> <tr> <td>Lower GI</td> <td>10</td> <td>Skin</td> <td>6</td> </tr> <tr> <td>Lung</td> <td>10</td> <td>Breast</td> <td>4</td> </tr> <tr> <td>Gynaecological</td> <td>8</td> <td>Sarcoma</td> <td>2</td> </tr> <tr> <td>Haematology</td> <td>7</td> <td>Other</td> <td>1</td> </tr> <tr> <td>Upper GI</td> <td>7</td> <td></td> <td></td> </tr> </tbody> </table>			Tumour Site	Breaches	Tumour Site	Breaches	Urological	19	Head & Neck	6	Lower GI	10	Skin	6	Lung	10	Breast	4	Gynaecological	8	Sarcoma	2	Haematology	7	Other	1	Upper GI	7																			
Tumour Site	Breaches	Tumour Site	Breaches																																													
Urological	19	Head & Neck	6																																													
Lower GI	10	Skin	6																																													
Lung	10	Breast	4																																													
Gynaecological	8	Sarcoma	2																																													
Haematology	7	Other	1																																													
Upper GI	7																																															
Single Cancer Pathway backlog <i>The number of patients with an active wait status of more than 63 days</i>	End of January 2021 backlog by tumour site:	Number of patients with a wait status of more than 53 days 																																														
	<table border="1"> <thead> <tr> <th>Tumour Site</th> <th>63 - 103 days</th> <th>≥104 days</th> </tr> </thead> <tbody> <tr> <td>Acute Leukaemia</td> <td>9</td> <td>0</td> </tr> <tr> <td>Brain/CNS</td> <td>2</td> <td>0</td> </tr> <tr> <td>Breast</td> <td>5</td> <td>1</td> </tr> <tr> <td>Children's cancer</td> <td>0</td> <td>0</td> </tr> <tr> <td>Gynaecological</td> <td>30</td> <td>14</td> </tr> <tr> <td>Haematological</td> <td>5</td> <td>5</td> </tr> <tr> <td>Head and neck</td> <td>17</td> <td>7</td> </tr> <tr> <td>Lower Gastrointestinal</td> <td>68</td> <td>76</td> </tr> <tr> <td>Lung</td> <td>8</td> <td>24</td> </tr> <tr> <td>Other</td> <td>6</td> <td>16</td> </tr> <tr> <td>Sarcoma</td> <td>6</td> <td>2</td> </tr> <tr> <td>Skin(c)</td> <td>10</td> <td>9</td> </tr> <tr> <td>Upper Gastrointestinal</td> <td>37</td> <td>16</td> </tr> <tr> <td>Urological</td> <td>29</td> <td>30</td> </tr> <tr> <td>Grand Total</td> <td>232</td> <td>200</td> </tr> </tbody> </table>			Tumour Site	63 - 103 days	≥104 days	Acute Leukaemia	9	0	Brain/CNS	2	0	Breast	5	1	Children's cancer	0	0	Gynaecological	30	14	Haematological	5	5	Head and neck	17	7	Lower Gastrointestinal	68	76	Lung	8	24	Other	6	16	Sarcoma	6	2	Skin(c)	10	9	Upper Gastrointestinal	37	16	Urological	29	30
Tumour Site	63 - 103 days	≥104 days																																														
Acute Leukaemia	9	0																																														
Brain/CNS	2	0																																														
Breast	5	1																																														
Children's cancer	0	0																																														
Gynaecological	30	14																																														
Haematological	5	5																																														
Head and neck	17	7																																														
Lower Gastrointestinal	68	76																																														
Lung	8	24																																														
Other	6	16																																														
Sarcoma	6	2																																														
Skin(c)	10	9																																														
Upper Gastrointestinal	37	16																																														
Urological	29	30																																														
Grand Total	232	200																																														

CANCER

Description	Current Performance	Trend
-------------	---------------------	-------

USC First Outpatient Appointments
The number of patients at first outpatient appointment stage by days waiting

Week to week through January 2021 the percentage of patients seen within 14 days to first appointment ranged between 12% and 18%.

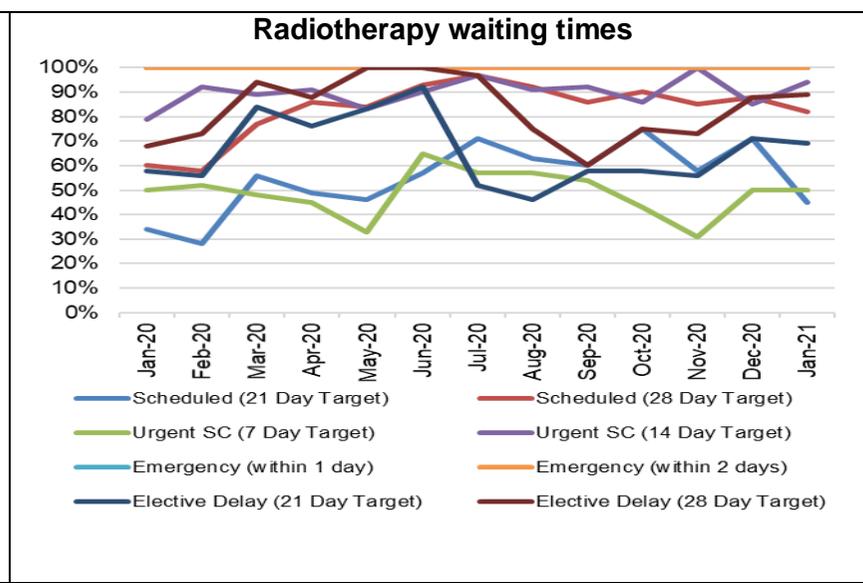
The number of patients waiting for a first outpatient appointment (by total days waiting) - End of January 2021

	≤10	11-20	21-30	>31	Total
Breast	0	1	82	13	96
Children Cancer	1	0	0	0	1
Gynaecological	2	6	75	20	103
Haematological	0	0	0	0	0
Head&Neck	4	6	3	2	15
LGI	0	2	8	10	20
Lung	0	0	0	0	0
Other	3	8	0	0	11
Sarcoma	0	0	0	0	0
Skin	9	13	3	6	31
UGI	0	2	0	0	2
Urological	0	1	2	0	3
Total	19	39	173	51	282

Radiotherapy waiting times
The percentage of patients receiving radiotherapy treatment

Radiotherapy waiting times are challenging however the provision of emergency radiotherapy within 1 and 2 days has been maintained at 100% throughout the COVID19 outbreak.

Measure	Target	Jan-21
Scheduled (21 Day Target)	80%	45%
Scheduled (28 Day Target)	100%	82%
Urgent SC (7 Day Target)	80%	50%
Urgent SC (14 Day Target)	100%	94%
Emergency (within 1 day)	80%	100%
Emergency (within 2 days)	100%	100%
Elective Delay (21 Day Target)	80%	69%
Elective Delay (28 Day Target)	100%	89%



FOLLOW-UP APPOINTMENTS

Description	Current Performance	Trend
-------------	---------------------	-------

Follow-up appointments

1. The total number of patients on the follow-up waiting list

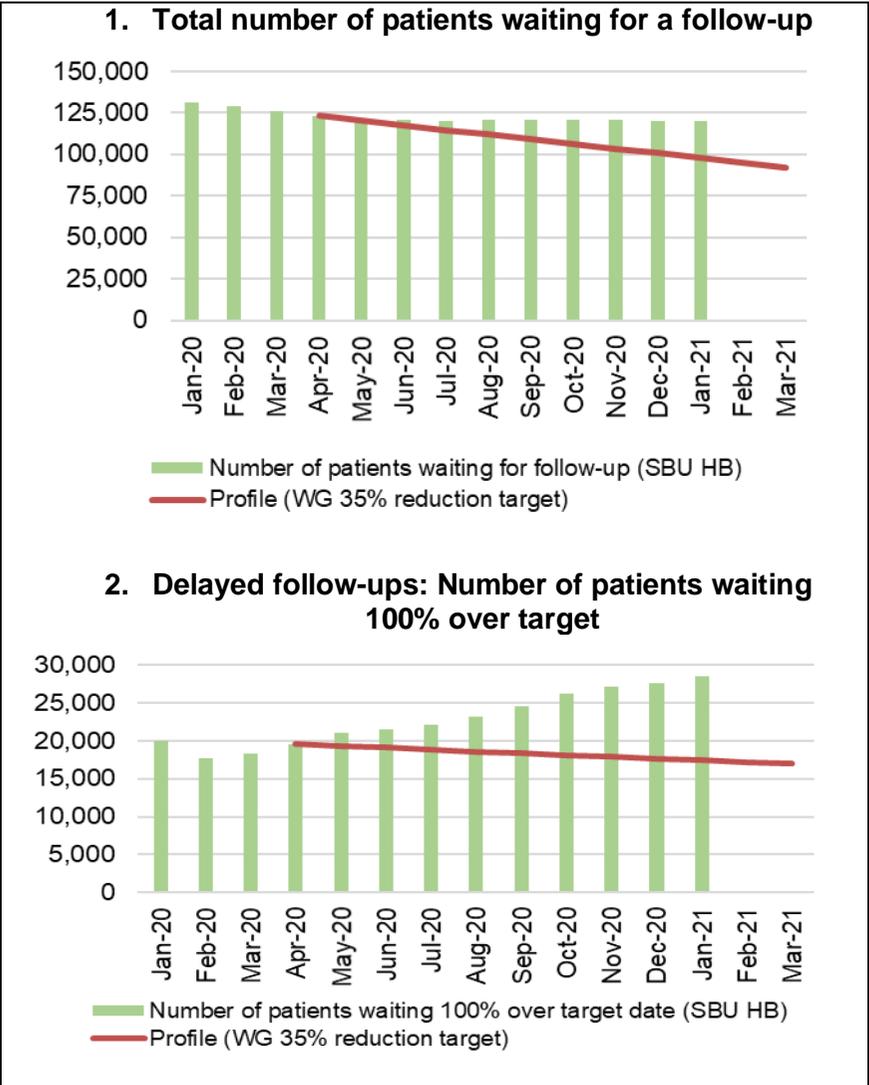
2. The number of patients waiting 100% over target for a follow-up appointment

In January 2021, the overall size of the follow-up waiting list increased by 36 patients compared with December 2020 (from 119,963 to 119,999).

In January 2021, there was a total of 57,297 patients waiting for a follow-up past their target date. This is an in-month increase of 1.9% (from 56,210 in December 2020 to 57,297 in January 2021).

Of the 57,297 delayed follow-ups in January 2021, 8,919 had appointment dates and 48,378 were still waiting for an appointment.

In addition, 28,419 patients were waiting 100%+ over target date in January 2021. This is a 2.8% increase when compared with December 2020.



PATIENT EXPERIENCE

Description	Current Performance	Trend
<p>Patient experience</p> <p><i>1. Number of friends and family surveys completed</i></p> <p><i>2. Percentage of patients/ service users who would recommend and highly recommend</i></p>	<ul style="list-style-type: none"> Health Board Friends & Family patient satisfaction level in January 2021 was 79% and 678 surveys were completed: <ul style="list-style-type: none"> ➤ Neath Port Talbot Hospital (NPTH) completed 43 surveys in January 2021, with a recommended score of 58%. ➤ Singleton Hospital completed 323 surveys for January 2021, with a recommended score of 85%. ➤ Morriston Hospital completed 168 surveys in January 2021, with a recommended score of 76%. ➤ Mental Health & Learning Disabilities completed 22 surveys for January 2021, with a recommended score of 36%. ➤ Primary & Community Care completed 144 surveys for January 2021, with a recommended score of 76%. 	<p>1. Number of friends and family surveys completed</p> <p>2. % of patients/ service users who would recommend and highly recommend</p>

COMPLAINTS

Description	Current Performance	Trend																																																																						
<p>Patient concerns</p> <p><i>1. Number of formal complaints received</i></p> <p><i>2. Percentage of concerns that have received a final reply or an interim reply up to and including 30 working days from the date the concern was first received by the organisation</i></p>	<p>1. In January 2021, the Health Board received 78 formal complaints; this is a 45% reduction when compared with January 2020 (from 142 to 78).</p> <p>The monthly number of complaints received has been significantly lower since the COVID19 outbreak in March 2020 however, the numbers have gradually increased month on month since April 2020 until December 2020 when numbers started to reduce again.</p> <p>2. The overall Health Board rate for responding to concerns within 30 working days was 82% in November 2020 against the Welsh Government target of 75% and Health Board target of 80%.</p> <p>Performance in November 2020 ranged from 70% in Singleton Hospital to 92% in Mental Health & Learning Disabilities.</p>	<p>1. Number of formal complaints received</p> <table border="1"> <caption>1. Number of formal complaints received</caption> <thead> <tr> <th>Month</th> <th>MH & LD</th> <th>PCCS</th> <th>Morryston Hospital</th> <th>NPT Hospital</th> <th>Singleton Hospital</th> </tr> </thead> <tbody> <tr> <td>Aug-20</td> <td>10</td> <td>10</td> <td>30</td> <td>2</td> <td>18</td> </tr> <tr> <td>Sep-20</td> <td>10</td> <td>18</td> <td>50</td> <td>6</td> <td>24</td> </tr> <tr> <td>Oct-20</td> <td>20</td> <td>22</td> <td>43</td> <td>5</td> <td>25</td> </tr> <tr> <td>Nov-20</td> <td>13</td> <td>24</td> <td>40</td> <td>6</td> <td>20</td> </tr> <tr> <td>Dec-20</td> <td>5</td> <td>24</td> <td>38</td> <td>0</td> <td>20</td> </tr> <tr> <td>Jan-21</td> <td>11</td> <td>8</td> <td>33</td> <td>6</td> <td>15</td> </tr> </tbody> </table> <p>2. Response rate for concerns within 30 days</p> <table border="1"> <caption>2. Response rate for concerns within 30 days</caption> <thead> <tr> <th>Month</th> <th>30 day response rate (%)</th> </tr> </thead> <tbody> <tr> <td>Nov-19</td> <td>75</td> </tr> <tr> <td>Dec-19</td> <td>75</td> </tr> <tr> <td>Jan-20</td> <td>82</td> </tr> <tr> <td>Feb-20</td> <td>75</td> </tr> <tr> <td>Mar-20</td> <td>48</td> </tr> <tr> <td>Apr-20</td> <td>80</td> </tr> <tr> <td>May-20</td> <td>80</td> </tr> <tr> <td>Jun-20</td> <td>75</td> </tr> <tr> <td>Jul-20</td> <td>80</td> </tr> <tr> <td>Aug-20</td> <td>70</td> </tr> <tr> <td>Sep-20</td> <td>82</td> </tr> <tr> <td>Oct-20</td> <td>75</td> </tr> <tr> <td>Nov-20</td> <td>82</td> </tr> </tbody> </table>	Month	MH & LD	PCCS	Morryston Hospital	NPT Hospital	Singleton Hospital	Aug-20	10	10	30	2	18	Sep-20	10	18	50	6	24	Oct-20	20	22	43	5	25	Nov-20	13	24	40	6	20	Dec-20	5	24	38	0	20	Jan-21	11	8	33	6	15	Month	30 day response rate (%)	Nov-19	75	Dec-19	75	Jan-20	82	Feb-20	75	Mar-20	48	Apr-20	80	May-20	80	Jun-20	75	Jul-20	80	Aug-20	70	Sep-20	82	Oct-20	75	Nov-20	82
Month	MH & LD	PCCS	Morryston Hospital	NPT Hospital	Singleton Hospital																																																																			
Aug-20	10	10	30	2	18																																																																			
Sep-20	10	18	50	6	24																																																																			
Oct-20	20	22	43	5	25																																																																			
Nov-20	13	24	40	6	20																																																																			
Dec-20	5	24	38	0	20																																																																			
Jan-21	11	8	33	6	15																																																																			
Month	30 day response rate (%)																																																																							
Nov-19	75																																																																							
Dec-19	75																																																																							
Jan-20	82																																																																							
Feb-20	75																																																																							
Mar-20	48																																																																							
Apr-20	80																																																																							
May-20	80																																																																							
Jun-20	75																																																																							
Jul-20	80																																																																							
Aug-20	70																																																																							
Sep-20	82																																																																							
Oct-20	75																																																																							
Nov-20	82																																																																							

6 HARM QUADRANT- HARM FROM WIDER SOCIETAL ACTIONS/LOCKDOWN

6.1 Overview

Harm from wider societal actions/lockdown																
Measure	Locality	National/ Local Target	Internal profile	Trend	SBU											
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Childhood immunisations																
% children who received 3 doses of the hexavalent '6 in 1' vaccine by age 1	NPT	95%	90%	↑		97.0%				95.9%			97.1%			
	Swansea							95.5%			96.9%			96.2%		
	HB Total							96.1%			96.5%			96.5%		
% children who received MenB2 vaccine by age 1	NPT	95%	90%	↑		97.0%				96.6%			97.1%			
	Swansea							95.3%			96.9%			96.0%		
	HB Total							95.9%			96.8%			96.4%		
% children who received PCV2 vaccine by age 1	NPT	95%	90%	↑		97.3%				95.6%			96.8%			
	Swansea							95.9%			96.9%			95.8%		
	HB Total							96.4%			96.4%			96.2%		
% children who received Rotavirus vaccine by age 1	NPT	95%	90%	↑		96.4%				95.6%			95.5%			
	Swansea							94.2%			97.6%			94.5%		
	HB Total							95.0%			96.9%			94.8%		
% children who received MMR1 vaccine by age 2	NPT	95%	90%	↑		95.3%				92.1%			96.5%			
	Swansea							94.4%			95.6%			94.8%		
	HB Total							94.7%			94.4%			95.4%		
% children who received PCV3 vaccine by age 2	NPT	95%	90%	↑		96.4%				92.4%			96.5%			
	Swansea							93.9%			95.1%			95.0%		
	HB Total							94.8%			94.1%			95.5%		
% children who received MenB4 vaccine by age 2	NPT	95%	90%	↑		96.1%				92.1%			96.5%			
	Swansea							93.0%			94.2%			95.2%		
	HB Total							94.2%			93.5%			95.6%		
% children who received Hib/MenC vaccine by age 2	NPT	95%	90%	↑		95.6%				91.5%			96.8%			
	Swansea							93.0%			94.8%			94.7%		
	HB Total							94.0%			93.6%			95.4%		

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU											
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
% children who are up to date in schedule by age 4	NPT	95%	90%	↑ ↓ ↓	91.6%			88.0%			85.9%					
	Swansea			86.5%			89.2%			87.7%						
	HB Total			88.4%			88.7%			87.0%						
% of children who received 2 doses of the MMR vaccine by age 5	NPT	95%	90%	↑ ↓ ↓	92.0%			91.8%			92.8%					
	Swansea			91.0%			90.2%			91.0%						
	HB Total			92.0%			90.8%			91.7%						
% children who received 1 in 1 vaccine by age 5	NPT	95%	90%	↑ ↓ ↓	92.6%			92.6%			93.6%					
	Swansea			92.1%			91.9%			92.4%						
	HB Total			92.3%			92.2%			92.8%						
% children who received MMR vaccination by age 16	NPT	95%	90%	↑ ↓ ↓	95.9%			96.1%			95.6%					
	Swansea			95.2%			94.5%			94.1%						
	HB Total			95.5%			95.1%			94.7%						
% children who received teenage booster by age 16	NPT	90%	85%	↑ ↓ ↓	89.3%			89.9%			92.4%					
	Swansea			91.5%			91.5%			91.6%						
	HB Total			90.7%			90.9%			91.9%						
% children who received MenACWY vaccine by age 16	NPT	Improve		↑ ↓ ↓	90.7%			91.8%			93.1%					
	Swansea			92.2%			91.5%			92.7%						
	HB Total			91.6%			91.6%			92.8%						

Measure	Locality	National/ Local Target	Internal profile	Trend	SBU											
					Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Mental Health Services																
% of urgent assessments undertaken within 48 hours from receipt of referral (Crisis) (< 18 yrs)	< 18 years old (CAMHS)	100%			100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%	
% of patients waiting less than 28 days for 1st outpatient appointment (< 18 yrs)	< 18 years old (CAMHS)	80%			87%	93%	67%	44%	78%	100%	100%	100%	98%	90%	88%	61%
% of routine assessments undertaken within 28 days from receipt of referral (PCAMHS) (< 18 yrs)	< 18 years old (CAMHS)	80%			0%	0%	14%		88%	100%	100%	100%	62%	21%	41%	73%
% of routine assessments undertaken within 28 days from receipt of referral (SCAMHS) (< 18 yrs)	< 18 years old (CAMHS)	80%			87%	93%	75%	46%	72%	100%	100%	100%	98%	79%	62%	58%
% of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (> 18 yrs)	> 18 years old	80%			93%	97%	97%	99%	99%	100%	99%	99%	97%	99.5%	98.0%	99.0%
% of therapeutic interventions started within 28 days following assessment by LPMHSS (< 18 yrs)	< 18 years old (CAMHS)	80%			94%	100%	94%		100%	100%	100%	86%	100%	100%	100%	100%
% of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS (> 18 yrs)	> 18 years old	80%			89%	94%	97%	97%	100%	96%	96%	88%	94%	93%	98%	95%
% of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health (> 18 yrs)	> 18 years old	95%			100%	100%	99.5%	93%	89%	84%	89%	91%	99%	99.7%	100.0%	100.0%
% of patients with NDD receiving diagnostic assessment and intervention within 26 weeks (< 18 yrs)	< 18 years old (CAMHS)	80%			28%	35%	38%	35%	30%	28%	30%	24%	21%	22%	24%	26%
% residents in receipt of secondary mental health services (all ages) who have a valid care and treatment plan (CTP) (< 18 yrs)	< 18 years old (CAMHS)	90%			100%	99%	99%	99%	97%	91%	98%	98%	81%	82%	81%	82%
% residents in receipt of secondary mental health services (all ages) who have a valid care and treatment plan (CTP) (> 18 yrs)	> 18 years old	90%			93%	92%	91%	93%	92%	92%	94%	92%	90%	91%	91%	89%

6.2 Updates on key measures

ADULT MENTAL HEALTH																																																																																																																																																																										
Description	Current Performance	Trend																																																																																																																																																																								
<p>Adult Mental Health Measures:</p> <p>1. % of MH assessments undertaken within 28 days from the date of receipt of referral (18 years and over)</p> <p>2. % of therapeutic interventions started within 28 days following an assessment by LPMHSS (18 years and over)</p> <p>3. % of health board residents in receipt of secondary mental health services who have a valid Care and Treatment Plan (CTP) (18 years and over)</p> <p>4. % of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health</p>	<p>1. In December 2020, 99% of assessments were undertaken within 28 days of referral for patients 18 years and over.</p> <p>2. In December 2020, the percentage of therapeutic interventions started within 28 days following an assessment by the Local Primary Mental Health Support Service (LPMHSS) was 95%.</p> <p>3. 89% of residents in receipt of secondary care mental health services had a valid Care and Treatment Plan in December 2020.</p> <p>4. In December 2020, 100% of patients waited less than 26 weeks for psychological therapy. This was below the national target of 95%.</p>	<p>1. % Mental Health assessments undertaken within 28 days from receipt of referral</p> <table border="1"> <caption>1. % Mental Health assessments undertaken within 28 days from receipt of referral</caption> <thead> <tr> <th>Month</th> <th>% assessments within 28 days (>18 yrs)</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Dec-19</td><td>95%</td><td>95%</td></tr> <tr><td>Jan-20</td><td>95%</td><td>95%</td></tr> <tr><td>Feb-20</td><td>95%</td><td>95%</td></tr> <tr><td>Mar-20</td><td>95%</td><td>95%</td></tr> <tr><td>Apr-20</td><td>95%</td><td>95%</td></tr> <tr><td>May-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>95%</td><td>95%</td></tr> <tr><td>Aug-20</td><td>95%</td><td>95%</td></tr> <tr><td>Sep-20</td><td>95%</td><td>95%</td></tr> <tr><td>Oct-20</td><td>95%</td><td>95%</td></tr> <tr><td>Nov-20</td><td>95%</td><td>95%</td></tr> <tr><td>Dec-20</td><td>99%</td><td>95%</td></tr> </tbody> </table> <p>2. % Mental Health therapeutic interventions started within 28 days following LPMHSS assessment</p> <table border="1"> <caption>2. % Mental Health therapeutic interventions started within 28 days following LPMHSS assessment</caption> <thead> <tr> <th>Month</th> <th>% therapeutic interventions started within 28 days (>18 yrs)</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Dec-19</td><td>95%</td><td>95%</td></tr> <tr><td>Jan-20</td><td>95%</td><td>95%</td></tr> <tr><td>Feb-20</td><td>95%</td><td>95%</td></tr> <tr><td>Mar-20</td><td>95%</td><td>95%</td></tr> <tr><td>Apr-20</td><td>95%</td><td>95%</td></tr> <tr><td>May-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>95%</td><td>95%</td></tr> <tr><td>Aug-20</td><td>95%</td><td>95%</td></tr> <tr><td>Sep-20</td><td>95%</td><td>95%</td></tr> <tr><td>Oct-20</td><td>95%</td><td>95%</td></tr> <tr><td>Nov-20</td><td>95%</td><td>95%</td></tr> <tr><td>Dec-20</td><td>95%</td><td>95%</td></tr> </tbody> </table> <p>3. % residents with a valid Care and Treatment Plan (CTP)</p> <table border="1"> <caption>3. % residents with a valid Care and Treatment Plan (CTP)</caption> <thead> <tr> <th>Month</th> <th>% patients with valid CTP (>18 yrs)</th> <th>Profile</th> </tr> </thead> <tbody> <tr><td>Dec-19</td><td>89%</td><td>89%</td></tr> <tr><td>Jan-20</td><td>89%</td><td>89%</td></tr> <tr><td>Feb-20</td><td>89%</td><td>89%</td></tr> <tr><td>Mar-20</td><td>89%</td><td>89%</td></tr> <tr><td>Apr-20</td><td>89%</td><td>89%</td></tr> <tr><td>May-20</td><td>89%</td><td>89%</td></tr> <tr><td>Jun-20</td><td>89%</td><td>89%</td></tr> <tr><td>Jul-20</td><td>89%</td><td>89%</td></tr> <tr><td>Aug-20</td><td>89%</td><td>89%</td></tr> <tr><td>Sep-20</td><td>89%</td><td>89%</td></tr> <tr><td>Oct-20</td><td>89%</td><td>89%</td></tr> <tr><td>Nov-20</td><td>89%</td><td>89%</td></tr> <tr><td>Dec-20</td><td>89%</td><td>89%</td></tr> </tbody> </table> <p>4. % waiting less than 26 weeks for Psychology Therapy</p> <table border="1"> <caption>4. % waiting less than 26 weeks for Psychology Therapy</caption> <thead> <tr> <th>Month</th> <th>% waiting less than 26 wks for psychological therapy</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Dec-19</td><td>95%</td><td>95%</td></tr> <tr><td>Jan-20</td><td>95%</td><td>95%</td></tr> <tr><td>Feb-20</td><td>95%</td><td>95%</td></tr> <tr><td>Mar-20</td><td>95%</td><td>95%</td></tr> <tr><td>Apr-20</td><td>95%</td><td>95%</td></tr> <tr><td>May-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>95%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>95%</td><td>95%</td></tr> <tr><td>Aug-20</td><td>95%</td><td>95%</td></tr> <tr><td>Sep-20</td><td>95%</td><td>95%</td></tr> <tr><td>Oct-20</td><td>95%</td><td>95%</td></tr> <tr><td>Nov-20</td><td>95%</td><td>95%</td></tr> <tr><td>Dec-20</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	% assessments within 28 days (>18 yrs)	Target	Dec-19	95%	95%	Jan-20	95%	95%	Feb-20	95%	95%	Mar-20	95%	95%	Apr-20	95%	95%	May-20	95%	95%	Jun-20	95%	95%	Jul-20	95%	95%	Aug-20	95%	95%	Sep-20	95%	95%	Oct-20	95%	95%	Nov-20	95%	95%	Dec-20	99%	95%	Month	% therapeutic interventions started within 28 days (>18 yrs)	Target	Dec-19	95%	95%	Jan-20	95%	95%	Feb-20	95%	95%	Mar-20	95%	95%	Apr-20	95%	95%	May-20	95%	95%	Jun-20	95%	95%	Jul-20	95%	95%	Aug-20	95%	95%	Sep-20	95%	95%	Oct-20	95%	95%	Nov-20	95%	95%	Dec-20	95%	95%	Month	% patients with valid CTP (>18 yrs)	Profile	Dec-19	89%	89%	Jan-20	89%	89%	Feb-20	89%	89%	Mar-20	89%	89%	Apr-20	89%	89%	May-20	89%	89%	Jun-20	89%	89%	Jul-20	89%	89%	Aug-20	89%	89%	Sep-20	89%	89%	Oct-20	89%	89%	Nov-20	89%	89%	Dec-20	89%	89%	Month	% waiting less than 26 wks for psychological therapy	Target	Dec-19	95%	95%	Jan-20	95%	95%	Feb-20	95%	95%	Mar-20	95%	95%	Apr-20	95%	95%	May-20	95%	95%	Jun-20	95%	95%	Jul-20	95%	95%	Aug-20	95%	95%	Sep-20	95%	95%	Oct-20	95%	95%	Nov-20	95%	95%	Dec-20	100%	95%
Month	% assessments within 28 days (>18 yrs)	Target																																																																																																																																																																								
Dec-19	95%	95%																																																																																																																																																																								
Jan-20	95%	95%																																																																																																																																																																								
Feb-20	95%	95%																																																																																																																																																																								
Mar-20	95%	95%																																																																																																																																																																								
Apr-20	95%	95%																																																																																																																																																																								
May-20	95%	95%																																																																																																																																																																								
Jun-20	95%	95%																																																																																																																																																																								
Jul-20	95%	95%																																																																																																																																																																								
Aug-20	95%	95%																																																																																																																																																																								
Sep-20	95%	95%																																																																																																																																																																								
Oct-20	95%	95%																																																																																																																																																																								
Nov-20	95%	95%																																																																																																																																																																								
Dec-20	99%	95%																																																																																																																																																																								
Month	% therapeutic interventions started within 28 days (>18 yrs)	Target																																																																																																																																																																								
Dec-19	95%	95%																																																																																																																																																																								
Jan-20	95%	95%																																																																																																																																																																								
Feb-20	95%	95%																																																																																																																																																																								
Mar-20	95%	95%																																																																																																																																																																								
Apr-20	95%	95%																																																																																																																																																																								
May-20	95%	95%																																																																																																																																																																								
Jun-20	95%	95%																																																																																																																																																																								
Jul-20	95%	95%																																																																																																																																																																								
Aug-20	95%	95%																																																																																																																																																																								
Sep-20	95%	95%																																																																																																																																																																								
Oct-20	95%	95%																																																																																																																																																																								
Nov-20	95%	95%																																																																																																																																																																								
Dec-20	95%	95%																																																																																																																																																																								
Month	% patients with valid CTP (>18 yrs)	Profile																																																																																																																																																																								
Dec-19	89%	89%																																																																																																																																																																								
Jan-20	89%	89%																																																																																																																																																																								
Feb-20	89%	89%																																																																																																																																																																								
Mar-20	89%	89%																																																																																																																																																																								
Apr-20	89%	89%																																																																																																																																																																								
May-20	89%	89%																																																																																																																																																																								
Jun-20	89%	89%																																																																																																																																																																								
Jul-20	89%	89%																																																																																																																																																																								
Aug-20	89%	89%																																																																																																																																																																								
Sep-20	89%	89%																																																																																																																																																																								
Oct-20	89%	89%																																																																																																																																																																								
Nov-20	89%	89%																																																																																																																																																																								
Dec-20	89%	89%																																																																																																																																																																								
Month	% waiting less than 26 wks for psychological therapy	Target																																																																																																																																																																								
Dec-19	95%	95%																																																																																																																																																																								
Jan-20	95%	95%																																																																																																																																																																								
Feb-20	95%	95%																																																																																																																																																																								
Mar-20	95%	95%																																																																																																																																																																								
Apr-20	95%	95%																																																																																																																																																																								
May-20	95%	95%																																																																																																																																																																								
Jun-20	95%	95%																																																																																																																																																																								
Jul-20	95%	95%																																																																																																																																																																								
Aug-20	95%	95%																																																																																																																																																																								
Sep-20	95%	95%																																																																																																																																																																								
Oct-20	95%	95%																																																																																																																																																																								
Nov-20	95%	95%																																																																																																																																																																								
Dec-20	100%	95%																																																																																																																																																																								

CHILD & ADOLESCENT MENTAL HEALTH (CAMHS)

Description	Current Performance	Trend
<p>1. Crisis - % Urgent Assessment by CAMHS undertaken within 48 Hours from receipt of referral</p> <p>2. Primary CAMHS (P-CAMHS) - % Routine Assessment by CAMHS undertaken within 28 days from receipt of referral</p> <p>3. Primary CAMHS (P-CAMHS) - % Therapeutic interventions started within 28 days following assessment by LPMHSS</p> <p>4. NDD - % Neurodevelopmental Disorder patients receiving a Diagnostic Assessment within 26 weeks</p> <p>5. Specialist CAMHS (S-CAMHS) - % Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral</p>	<p>1. In December 2020, 100% of CAMHS patients received an assessment within 48 hours.</p> <p>2. 73% of routine assessments were undertaken within 28 days from referral in December 2020 against a target of 80%.</p> <p>3. 100% of therapeutic interventions were started within 28 days following assessment by LPMHSS in December 2020.</p> <p>4. 26% of NDD patients received a diagnostic assessment within 26 weeks in December 2020 against a target of 80%.</p> <p>5. 58% of routine assessments by SCAMHS were undertaken within 28 days in December 2020.</p>	<p>1. Crisis- assessment within 48 hours</p> <p>2. and 3. P-CAMHS % assessments and therapeutic interventions within 28 days</p> <p><i>*Data for April 2020 not available for measures 2 and 3</i></p> <p>4. NDD- assessment within 26 weeks</p> <p>5. S-CAMHS % assessments within 28 days</p>

APPENDIX 2: Summary

The following table provides a high level overview of the Health Board's most recent performance against key quality and safety measures by quadrant component measure.

Harm quadrant- Harm from Covid itself											
Category	Measure	Target Type	Target	Internal HB Profile	Reporting period	Morrison	NPTH	Singleton	Primary & Community	MH & LD	HB Total
COVID19 related	Number of new COVID19 cases*	Local			Jan-21						3,739
	Number of staff referred for Antigen Testing*	Local			Jan-21						684
	Number of staff awaiting results of COVID19 test*	Local			Jan-21						78 (as at 07/02/21)
	Number of COVID19 related incidents*	Local			Jan-21						75
	Number of COVID19 related serious incidents*	Local			Jan-21						0
	Number of COVID19 related complaints*	Local			Jan-21						88
	Number of COVID19 related risks*	Local			Jan-21						3
	Number of staff self isolated (asymptomatic)*	Local			Dec-20						475
	Number of staff self isolated (symptomatic)*	Local			Dec-20						394
	% sickness*	Local			Dec-20						6.5%

* In the absence of local profiles, RAG is based on in-month movement

Harm quadrant- Harm from overwhelmed NHS and social care system											
Category	Measure	Target Type	Target	Internal HB Profile	Reporting period	Morrison	NPTH	Singleton	Primary & Community	MH & LD	HB Total
Unscheduled Care	Number of ambulance handovers over one hour*	National	0		Jan-21	187		8			195
	% of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge*	National	95%		Jan-21	68.2%	99.6%				76.8%
	Number of patients who spend 12 hours or more in all hospital major and minor care facilities from arrival until admission, transfer or discharge*	National	0		Jan-21	570	0				570
Stroke	% of patients who have a direct admission to an acute stroke unit within 4 hours*	National	59.8% (UK SNAP average)		Jan-21	7%					7%
	% of patients who receive a CT scan within 1 hour*	National	54.5% (UK SNAP average)		Jan-21	42%					42%
	% of patients who are assessed by a stroke specialist consultant physician within 24 hours*	National	84.2% (UK SNAP average)		Jan-21	96%					96%
	% of thrombolysed stroke patients with a door to door needle time of less than or equal to 45 minutes*	National	12 month improvement trend		Jan-21	13%					13%
	% of patients receiving the required minutes for speech and language therapy*	National	12 month improvement trend		Jan-21	66%					66%
Healthcare acquired infections	Number of E.Coli bacteraemia cases	National	12 month reduction trend	31	Jan-21	3	1	2	12	0	18
	Number of S.aureus bacteraemia cases	National		11	Jan-21	5	0	0	4	0	9
	Number of C.difficile cases	National		10	Jan-21	0	1	2	0	0	3
	Number of Klebsiella cases	National		6	Jan-21	7	0	1	5	0	13
	Number of Aeruginosa cases	National		2	Jan-21	0	0	0	1	0	1
	Compliance with hand hygiene audits	Local	95%		Jan-21	95%	100%	90%	100%	99%	95%
Fractured Neck of Femur (#NOF)	Prompt orthogeriatric assessment- % patients receiving an assessment by a senior geriatrician within 72 hours of presentation	Local	75%		Nov-20	84.7%					84.7%
	Prompt surgery - % patients undergoing surgery by the day following presentation with hip fracture	Local	75%		Nov-20	51.8%					51.8%
	NICE compliant surgery - % of operations consistent with the recommendations of NICE CG124	Local	75%		Nov-20	69.6%					69.6%
	Prompt mobilisation after surgery - % of patients out of bed (standing or hoisted) by the day after operation	Local	75%		Nov-20	76.0%					76.0%
	Not delirious when tested- % patients (<4 on 4AT test) when tested in the week after operation	Local	75%		Nov-20	71.1%					71.1%
	Return to original residence- % patients discharged back to original residence, or in that residence at 120 day follow-up	Local	75%		Nov-20	75.4%					75.4%
	30 day mortality - crude and adjusted figures, noting ONS data only correct after around 6 months	Local	12 month improvement trend		Sep-20	6.3%					6.3%
	% of survival within 30 days of emergency admission for a hip fracture	Local	12 month improvement trend		Oct-20	89.1%					89.1%
Serious incidents	Number of Serious Incidents	Local	12 month reduction trend		Jan-21	2	0	1	0	1	4
	Of the serious incidents due for assurance, the % which were assured within the agreed timescales	Local	90%		Jan-21						0%
	Number of Never Events	Local	0		Jan-21	0	0	0	0	0	0
Pressure Ulcers	Total number of Pressure Ulcers	Local	12 month reduction trend		Dec-20	41	0	20	26	0	87
	Total number of Grade 3+ Pressure Ulcers	Local	12 month reduction trend		Dec-20	2	0	1	7	0	10
	Pressure Ulcer (Hosp) patients per 100,000 admissions	Local	12 month reduction trend		Dec-20						1,145
Inpatient Falls	Total number of Inpatient Falls	Local	12 month reduction trend		Jan-21	92	33	38	9	27	203
	Inpatient Falls per 1,000 beddays	Local	Between 3.0 & 5.0		Jan-21						5.56
Mortality	Universal Mortality reviews undertaken within 28 days (Stage 1 reviews)	Local	95%		Dec-20	99%	100%	100%			99%
	Stage 2 mortality reviews completed within 60 days	Local	95%		Oct-20	38%	0%	-			33%
	Crude hospital mortality rate by Delivery Unit (74 years of age or less)	National	12 month reduction trend		Dec-20	1.86%	0.20%	0.54%			1.08%

Harm quadrant- Harm from reduction in non-Covid activity

Category	Measure	Target Type	Target	Internal HB Profile	Reporting period	Morrison	NPTH	Singleton	Primary & Community	MH & LD	HB Total
Cancer	Single Cancer Pathway- % of patients started treatment within 62 days (with suspensions)*	National	12 month improvement trend		Dec-20						61%
Planned Care	Number of patients waiting > 26 weeks for outpatient appointment	National	0		Jan-21	12,487	61	8,427	233		21,208
	Number of patients waiting > 36 weeks for treatment (inc. Diagnostics > 36 wks)	National	0		Jan-21	21,695	41	11,385	219		33,340
	Number of patients waiting > 8 weeks for a specified diagnostics	National	0		Jan-21	3,938		2,301			6,239
	Number of patients waiting > 14 weeks for a specified therapy	National	0		Jan-21		127		457	0	584
	Total number of patients waiting for a follow-up outpatient appointment	National	97,902		Jan-21						119,999
	Number of patients delayed by over 100% past their target date	National	17,422		Jan-21						28,419
	Number of patients delayed past their agreed target date (booked and not booked)	Local	45,393		Jan-21						57,297
	Number of Ophthalmology patients without an allocated health risk factor	Local	0		Dec-20						326
Number of patients without a documented clinical review date	Local	0		Jan-21						32	
Patient Experience/ Feedback	Number of friends and family surveys completed	Local	12 month improvement trend		Jan-21	168	43	323	144	22	678
	% of patients who would recommend and highly recommend	Local	90%	80%	Jan-21	76%	58%	85%	76%	36%	79%
	% of all-Wales surveys scoring 9 or 10 on overall satisfaction	Local	90%	80%	Jan-21	80%	67%	77%	90%	-	81%
	Number of new complaints received	Local	12 month reduction trend		Jan-21	33	7	15	9	11	78
	% of complaints that have received a final reply (under Regulation 24) or an interim reply (under Regulation 26) up to and including 30 working days from the date the complaint was first received by the organisation	National	75%	80%	Nov-20	89%	86%	70%	76%	92%	82%

* In the absence of local profiles, RAG is based on in-month movement

Harm Quadrant- Harm from wider societal actions/lockdown

Category	Measure	Target Type	Target	Internal HB Profile	Reporting period	Morrison	NPTH	Singleton	Primary & Community	MH & LD	HB Total
Childhood immunisations	% children who received 3 doses of the hexavalent '6 in 1' vaccine by age 1	National	95%	90%	Q2 2020/21						96.5%
	% children who received MenB2 vaccine by age 1	Local	95%	90%	Q2 2020/21						96.4%
	% children who received PCV2 vaccine by age 1		95%	90%	Q2 2020/21						96.2%
	% children who received Rotavirus vaccine by age 1		95%	90%	Q2 2020/21						94.8%
	% children who received MMR1 vaccine by age 2		95%	90%	Q2 2020/21						95.4%
	% children who received PCVf3 vaccine by age 2		95%	90%	Q2 2020/21						95.5%
	% children who received MenB4 vaccine by age 2		95%	90%	Q2 2020/21						95.6%
	% children who received Hib/MenC vaccine by age 2		95%	90%	Q2 2020/21						95.4%
	% children who are up to date in schedule by age 4		95%	90%	Q2 2020/21						87.0%
	% of children who received 2 doses of the MMR vaccine by age 5	National	95%	90%	Q2 2020/21						91.7%
	% children who received 5 in 1 vaccine by age 5	Local	95%	90%	Q2 2020/21						92.8%
	% children who received MMR vaccination by age 16		95%	90%	Q2 2020/21						94.7%
	% children who received teenage booster by age 16		90%	85%	Q2 2020/21						91.9%
	% children who received MenACWY vaccine by age 16		Improve		Q2 2020/21						92.8%
Mental Health (Adult and Children)	% of urgent assessments undertaken within 48 hours from receipt of referral (Crisis) (< 18 yrs)	Local	100%		Dec-20						100%
	% of patients waiting less than 28 days for 1st outpatient appointment (< 18 yrs)	National	80%		Dec-20						61%
	% of routine assessments undertaken within 28 days from receipt of referral (PCAMHS) (< 18 yrs)	National	80%		Dec-20						73%
	% of routine assessments undertaken within 28 days from receipt of referral (SCAMHS) (< 18 yrs)	Local	80%		Dec-20						58%
	% of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (> 18 yrs)	National	80%		Dec-20					99.0%	99.0%
	% of therapeutic interventions started within 28 days following assessment by LPMHSS (< 18 yrs)	National	80%		Dec-20						100%
	% of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS (> 18 yrs)	National	80%		Dec-20					95%	95%
	% of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health (> 18 yrs)	National	95%		Dec-20					100.0%	100.0%
	% of patients with NDD receiving diagnostic assessment and intervention within 26 weeks (< 18 yrs)	National	80%		Dec-20						26%
	% residents in receipt of secondary mental health services (all ages) who have a valid care and treatment plan (CTP) (< 18 yrs)	National	90%		Dec-20						82%
% residents in receipt of secondary mental health services (all ages) who have a valid care and treatment plan (CTP) (> 18 yrs)	National	90%		Dec-20					89%	89%	

* In the absence of local profiles, RAG is based on in-month movement

	National or local target achieved
	Target not achieved but within tolerance level
	Performance outside of profile/ target

APPENDIX 3: INTEGRATED PERFORMANCE DASHBOARD

Harm from Covid itself																							
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/Local Profile	Profile Status	Welsh Average/Total		Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
COVID19 related measures	Number of new COVID19 cases	Local	Jan-21	3,739		Reduce								1,381	303	57	53	66	787	4,663	5,525	11,973	3,739
	Number of staff referred for Antigen Testing	Local	Jan-21	10,749		Reduce								2,281	2,785	3,102	3,329	3,564	4,765	6,460	8,201	10,065	10,749
	Number of staff awaiting results of COVID19 test	Local	Jan-21	78		Reduce								0	19	16	1	0	38 (as at 10/10/20)	21 (as at 06/11/20)	41 (as at 06/12/20)	99 (as at 05/01/21)	78 (as at 07/02/21)
	Number of COVID19 related incidents	Local	Jan-21	75		Reduce								119	67	40	26	39	30	87	141	127	75
	Number of COVID19 related serious incidents	Local	Jan-21	0		Reduce								1	0	2	0	11	1	1	1	0	0
	Number of COVID19 related complaints	Local	Jan-21	88		Reduce								77	61	39	58	27	30	37	50	83	88
	Number of COVID19 related risks	Local	Jan-21	3		Reduce								19	20	19	5	8	2	6	7	10	3
	Number of staff self isolated (asymptomatic)	Local	Dec-20	475		Reduce								851	516	474	422	420	353	329	291	475	
	Number of staff self isolated (symptomatic)	Local	Dec-20	394		Reduce								860	292	141	70	36	72	132	294	394	
% sickness	Local	Dec-20	6.5%		Reduce								13.2%	6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%		

Harm from overwhelmed NHS and social care system																									
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/Local Profile	Profile Status	Welsh Average/Total		Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		
Unscheduled Care	% 111 patients prioritised as P1CH that started their definitive clinical assessment within 1 hour of their initial call being answered	National	Jun-19	97%	90%																				
	% of emergency responses to red calls arriving within (up to and including) 8 minutes	National	Jan-21	67%	65%	65%	✘	53.7% (Dec-20)	3rd (Dec-20)		67%	69%	69%	70%	75%	76%	74%	72%	69%	66%	67%	54%	67%		
	Number of ambulance handovers over one hour	National	Jan-21	195	0			3,648 (Dec-20)	3rd out of 6 organisations (Dec-20)		848	704	462	61	20	47	120	163	410	355	500	510	195		
	Handover hours lost over 15 minutes	Local	Jan-21	455							3,545	2,247	1,623	209	125	178	315	418	1,100	916	1,474	1,804	455		
	% of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge	National	Jan-21	77%	95%			75.1% (Nov-20)	5th (Nov-20)		71.6%	74.1%	72.8%	78.4%	83.5%	87.7%	80.1%	80.6%	76.4%	77.2%	75.4%	72.6%	77%		
	Number of patients who spend 12 hours or more in all hospital major and minor care facilities from arrival until admission, transfer or discharge	National	Jan-21	570	0			4,792 (Nov-20)	4th (Nov-20)		1,038	783	557	131	97	81	223	286	537	494	626	776	570		
NOF	% of survival within 30 days of emergency admission for a hip fracture	National	Oct-20	89.7%	12 month ↑			79.2% (Oct-20)	2nd (Oct-20)		78.6%	87.5%	75.0%	78.9%	77.1%	95.5%	93.5%	93.9%	89.1%	89.7%					
	% of patients (age 60 years and over) who presented with a hip fracture that received an orthogeriatrician assessment within 72 hours	National	Nov-20	85.0%	12 month ↑			60% (Nov-20)	2nd (Nov-20)		80.0%	79.0%	79.0%	79.0%	80.0%	82.0%	83.0%	83.0%	84.0%	84.0%	85.0%				
Stroke	Direct admission to Acute Stroke Unit (<4 hrs)	National	Jan-20	6.8%	54.0%			27.0% (Nov-20)	4th out of 6 organisations (Nov-20)		24%	62%	47.4%	Data not available				52.7%	57.4%	51.4%	50.0%	29.8%	23.7%	7.1%	6.8%
	CT Scan (<1 hrs) (local)	Local	Jan-20	42.2%							43%	38%	42.5%	49.1%	48.2%	52.8%	62.5%	42.1%	31.7%	22.7%	42.2%				
	Assessed by a Stroke Specialist Consultant Physician (< 24 hrs)	National	Jan-20	95.6%	85.3%			86.5% (Nov-20)	3rd out of 6 organisations (Nov-20)		90%	97%	97.5%	100.0%	94.6%	97.2%	97.5%	98.2%	96.7%	95.5%	95.6%				
	Thrombolysis door to needle <= 45 mins	Local	Jan-20	12.5%	12 month ↑						0%	0%	0.0%	30.0%	25.0%	0.0%	12.5%	11.1%	28.6%	0.0%	12.5%				
	% compliance against the therapy target of an average of 16.1 minutes if speech and language therapist input per stroke patient	National	Jan-20	65.7%	12 month ↑			51.2% (Nov-20)	2nd out of 6 organisations (Nov-20)		33%	28%	32.8%	30.7%	44.3%	61.7%	80.1%	86.5%	65.1%	63.4%	65.7%				
	% of stroke patients who receive a 6 month follow-up assessment	National	Q3 19/20	49.6%	Qtr on qtr ↑			62.2% (Q3 19/20)	5th out of 6 organisations (Q3 19/20)																
DTCOs	Number of mental health HB DTCOs	National	Mar-20	13	12 month ↓	27	✔				23	16	13	DTCO reporting temporarily suspended											
	Number of non-mental health HB DTCOs	National	Mar-20	60	12 month ↓	50	✘				52	69	60												
	% critical care bed days lost to delayed transfer of care	National	Q1 20/21	26.2%	Quarter on quarter ↓			5.3% (Q1 20/21)	2nd (Q1 20/21)				26.2%			2.5%									

Harm from overwhelmed NHS and social care system																									
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total		Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		
infection control	Cumulative cases of E.coli bacteraemias per 100k pop	National	Jan-21	60.0	<67		✓	60.86 (Dec-20)	3rd (Dec-20)		80.8	82.5	81.4	43.8	43.0	46.4	53.8	62.5	64.0	65.7	63.8	60.7	60.0		
	Number of E.Coli bacteraemia cases (Hospital)		Jan-21	6								15	15	8	6	6	3	8	8	7	14	5	5	6	
	Number of E.Coli bacteraemia cases (Community)		Jan-21	12									18	16	15	8	8	14	17	24	16	11	11	7	12
	Total number of E.Coli bacteraemia cases		Jan-21	18									33	31	23	14	14	17	25	32	23	25	16	12	18
	Cumulative cases of S.aureus bacteraemias per 100k pop		Jan-21	31.6	<20			✗	24.32 (Dec-20)	6th (Dec-20)		35.6	34.8	34.2	31.5	24.7	28.8	26.1	28.2	30.7	31.5	32.7	31.7	31.6	
	Number of S.aureus bacteraemias cases (Hospital)		Jan-21	5									6	6	4	4	2	4	3	5	7	6	7	6	5
	Number of S.aureus bacteraemias cases (Community)		Jan-21	4									7	2	5	6	4	8	3	7	7	6	6	3	4
	Total number of S.aureus bacteraemias cases		Jan-21	9									13	8	9	10	6	12	6	12	14	12	13	9	9
	Cumulative cases of C.difficile per 100k pop		Jan-21	42.0	<26				✗	28.8 (Dec-20)	6th (Dec-20)		35.3	36.5	35.4	34.4	42.9	49.5	45.3	50.2	51.2	50.4	48.4	45.7	42.0
	Number of C.difficile cases (Hospital)		Jan-21	3									6	11	5	9	6	14	7	9	12	12	8	6	3
	Number of C.difficile cases (Community)		Jan-21	0									5	4	3	2	10	6	4	14	6	3	2	3	0
	Total number of C.difficile cases		Jan-21	3									11	15	8	11	16	20	11	23	18	15	10	9	3
	Cumulative cases of Klebsiella per 100k pop		Jan-21	26.4									22.1	21.0	21.1	18.8	18.4	21.6	20.0	22.1	21.0	21.9	23.4	24.9	26.4
	Number of Klebsiella cases (Hospital)		Jan-21	8									7	2	4	1	4	4	3	6	3	7	7	8	8
	Number of Klebsiella cases (Community)		Jan-21	5									1	1	3	5	2	5	2	4	2	2	4	4	5
	Total number of Klebsiella cases		Jan-21	13						59 (Dec-20)	4th (Dec-20)		8	3	7	6	6	9	5	10	5	9	11	12	13
	Cumulative cases of Aeruginosa per 100k pop		Jan-21	5.2									8.0	7.6	7.2	6.3	10.7	7.2	6.2	6.7	5.6	5.7	5.8	5.5	5.2
	Number of Aeruginosa cases (Hospital)		Jan-21	0									2	1	1	2	3	0	0	0	0	1	1	1	0
	Number of Aeruginosa cases (Community)		Jan-21	1									1	0	0	0	2	0	1	3	0	1	1	0	1
	Total number of Aeruginosa cases		Jan-21	1						9 (Dec-20)	1st (Dec-20)		3	1	1	2	5	0	1	3	0	2	2	1	1
Hand Hygiene Audits- compliance with WHO 5 moments	Local	Jan-21	95%		95%		✓				97%	93%	99%	98%	99%	98%	98%	94%	96%	97%	97%	96%	95%		
Of the serious incidents due for assurance, the % which were assured within the agreed timescales	National	Jan-21	0%	90%	80%		✗				28%	29%	30%	7%	29%	0%	0%	50%	20%	0%	0%	4%	0%		
Number of new Never Events	National	Jan-21	0	0	0		✓				1	0	0	0	0	1	0	0	0	1	1	0	0		
Number of risks with a score greater than 20	Local	Jan-21	148		12 month ↓		✗				111	114	108	109	101	110	115	121	117	130	138	146	148		
Number of risks with a score greater than 16	Local	Jan-21	242		12 month ↓		✗				205	204	198	202	193	204	204	210	206	224	224	238	242		
Number of pressure ulcers acquired in hospital	Local	Dec-20	61		12 month ↓		✗				30	41	31	25	29	18	19	37	44	59	42	61			
Number of pressure ulcers developed in the community		Dec-20	26		12 month ↓		✗				26	25	39	34	33	34	28	25	21	34	29	26			
Total number of pressure ulcers		Dec-20	87		12 month ↓		✗				56	66	70	59	62	52	47	62	65	93	71	87			
Number of grade 3+ pressure ulcers acquired in hospital		Dec-20	3		12 month ↓		✗				2	3	1	2	0	1	0	4	0	4	4	3			
Number of grade 3+ pressure ulcers acquired in community		Dec-20	7		12 month ↓		✗				5	8	8	4	6	9	4	5	5	11	5	7			
Total number of grade 3+ pressure ulcers		Dec-20	10		12 month ↓		✗				7	11	9	6	6	10	4	9	5	15	9	10			
Inpatient Falls	Local	Jan-21	203		12 month ↓		✗				249	207	210	193	209	196	208	227	219	187	247	247	203		
% of universal mortality reviews (UMRs) undertaken within 28 days of a death	Local	Dec-20	99%	95%	95%		✓				98.4%	100.0%	95.7%	95.6%	99.3%	100.0%	95.5%	96.6%	99.2%	100.0%	98.1%	99.0%			
Stage 2 mortality reviews required	Local	Dec-20	12								16	8	9	10	11	10	10	10	11	9	17	12			
% stage 2 mortality reviews completed	Local	Oct-20	33%		100%		✗				75.0%	44.4%	0.0%	30.0%	27.3%	50.0%	90.0%	50.0%	54.5%	33.3%					
Crude hospital mortality rate (74 years of age or less)	National	Dec-20	1.08%		12 month ↓			1.33% (Nov-20)	4th (Nov-20)		0.71%	0.72%	0.75%	0.80%	0.88%	0.89%	0.92%	0.90%	0.93%	0.97%	1.01%	1.08%			
% of deaths scrutinised by a medical examiner	National				Qtr on qtr ↑						New measure for 2020/21- awaiting data														
NEWS	% patients with completed NEWS scores & appropriate responses actioned	Local	Jan-21	95%		98%		✓			97.7%	95.17%	91.9%	92.0%	93.9%	91.6%	96.6%	92.4%	93.6%	93.9%	94.6%	98.5%	95.0%		
Coding	% of episodes clinically coded within 1 month of discharge	Local	Dec-20	93%	95%	95%		✗			96%	95%	94%	94%	97%	97%	96%	96%	96%	95%	93%	93%			
	% of clinical coding accuracy attained in the NWIS national clinical coding accuracy audit programme	National	2019/20	91%	Annual ↑			93.9% (2019/20)	7th (2019/20)		2019/20= 91.4%														
E-TOC	% of completed discharge summaries (total signed and sent)	Local	Jan-21	67%		100%		✗			66.0%	67.0%	68%	61%	63%	67%	63%	66%	70%	68%	66%	59%	67%		
Workforce	Agency spend as a % of the total pay bill	National	Aug-20	3.62%	12 month ↓			4.2% (Aug-20)	5th out of 10 organisations (Aug-20)		4.95%	4.69%	4.46%	4.04%	3.21%	4.32%	2.81%	3.62%							
	Overall staff engagement score – scale score method	National	2018	3.81	Improvement			3.82 (2018)	7th out of 10 organisations (2018)		2018= 3.81														
	% of headcount by organisation who have had a PADR/medical appraisal in the previous 12 months (excluding doctors and dentists in training)	National	Jan-21	52%	85%	85%		✗	61.9% (Aug-20)	9th out of 10 organisations (Aug-20)		72%	74%	72%	68%	63%	60%	59%	58%	58%	58%	56%	54%	52%	
	% staff who undertook a performance appraisal who agreed it helped them improve how they do their job	National	2018	55%	Improvement			54% (2018)	2nd (2018)		2018= 55%														
	% compliance for all completed Level 1 competency with the Core Skills and Training Framework	National	Jan-21	80%	85%	85%		✗	80.2% (Aug-20)	7th out of 10 organisations (Aug-20)		81%	82%	83%	82%	79%	79%	80%	80%	80%	80%	80%	80%	80%	
	% workforce sickness absence (12 month rolling)	National	Dec-20	7.48%		12 month ↓			5.92% (Aug-20)	10th out of 10 organisations (Aug-20)		6.15%	6.18%	6.31%	6.65%	6.88%	6.98%	7.03%	7.03%	7.03%	7.07%	7.23%	7.48%		
% staff who would be happy with the standards of care provided by their organisation if a friend or relative needed treatment	National	2018	72%	Improvement			73% (2018)	7th out of 10 organisations (2018)		2018= 72%															

Harm from reduction in non-Covid activity																								
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		
Primary Care	% of GP practices offering daily appointments between 17:00 and 18:30 hours	Local	Jan-21	88%	Annual ↑	95%	✘	86.2%		88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%		
	% of GP practices open during daily core hours or within 1 hour of daily core hours	Local	Jan-21	97%	Annual ↑	95%	✔			97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%		
	% of GP practices that have achieved all standards set out in the National Access Standards for in-hours GMS	National	2019/20	38.80%	100%			59.7% (2019/20)	7th (2019/20)	2019/20=38.8%														
	% of population regularly accessing NHS primary dental care	Local	Q4 19/20	60.6%	4 quarter ↑			54.8% (Q4 19/20)	2nd (Q4 19/20)			61%												
	% of children regularly accessing NHS primary dental care within 24 months	National	Q4 19/20	78.7%	4 quarter ↑			68.3% (Q4 19/20)	1st (Q4 19/20)			79%												
% adult dental patients in the health board population re-attending NHS primary dental care between 6 and 9 months	National	Dec-20	12.0%	4 quarter ↓			32.2% (Q3 19/20)	2nd (Q3 19/20)		31.6%	31.8%	29.4%	19.2%	16.8%	14.7%	18.6%	24.7%	23.8%	27.2%	17.2%	12.0%			
Cancer	% of patients starting definitive treatment within 62 days from point of suspicion (without adjustments)	National	Jan-21 (draft)	61.0%	12 month ↑			63.5% (Nov-20)	5th out of 6 organisations (Nov-20)		50.0%	48.0%	58.0%	54.7%	61.8%	59.9%	68.2%	67.4%	62.4%	65.9%	55.4%	61.0%	59.0%	
Radiotherapy waiting times	Scheduled (21 Day Target)	Local	Jan-21	45%	80%		✘				34%	28%	56%	49%	46%	57%	71%	63%	60%	75%	58%	71%	45%	
	Scheduled (28 Day Target)	Local	Jan-21	82%	100%		✘				60%	58%	77%	86%	84%	93%	97%	92%	86%	90%	85%	88%	82%	
	Urgent SC (7 Day Target)	Local	Jan-21	50%	80%		✘				50%	52%	48%	45%	33%	65%	57%	57%	54%	43%	31%	50%	50%	
	Urgent SC (14 Day Target)	Local	Jan-21	94%	100%		✘				79%	92%	89%	91%	83%	90%	97%	91%	92%	86%	100%	85%	94%	
	Emergency (within 1 day)	Local	Jan-21	100%	80%		✔				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Emergency (within 2 days)	Local	Jan-21	100%	100%		✔				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Elective Delay (21 Day Target)	Local	Jan-21	69%	80%		✘				58%	56%	84%	76%	83%	92%	52%	46%	58%	58%	56%	71%	69%	
	Elective Delay (28 Day Target)	Local	Jan-21	89%	100%		✘				68%	73%	94%	88%	100%	100%	97%	75%	60%	75%	73%	88%	89%	
Planned Care	Number of patients waiting > 8 weeks for a specified diagnostics	National	Jan-21	6,239	0			55,697 (Nov-20)	3rd (Nov-20)		628	424	1,407	5,788	8,346	8,033	7,510	8,070	7,666	6,645	6,610	6,579	6,239	
	Number of patients waiting > 14 weeks for a specified therapy	National	Jan-21	584	0			5,770 (Nov-20)	6th (Nov-20)		0	1	51	387	982	1,646	1,554	1,518	1,350	1,135	817	708	584	
	% of patients waiting < 26 weeks for treatment	National	Jan-21	47%	95%			51.4% (Nov-20)	7th (Nov-20)		81.8%	82.3%	80.2%	72.3%	64.0%	59.4%	52.5%	43.7%	41.0%	44.8%	47.6%	48.0%	47.0%	
	Number of patients waiting > 26 weeks for outpatient appointment	Local	Jan-21	21,208	0						1,453	1,306	2,055	5,499	9,300	11,964	15,721	20,497	23,069	22,050	21,005	21,179	21,208	
	Number of patients waiting > 36 weeks for treatment	National	Jan-21	33,991	0			231,722 (Nov-20)	3rd (Nov-20)		5,623	5,729	6,509	8,355	10,247	13,419	18,078	22,494	26,046	31,508	35,387	35,126	33,991	
	The number of patients waiting for a follow-up outpatient appointment	National	Jan-21	119,999	35% reduction by March 2021	97,902	✘	770,147 (Nov-20)	5th (Nov-20)		131,090	128,674	125,708	123,082	121,434	120,468	120,062	120,969	120,962	120,968	120,874	119,963	119,999	
	The number of patients waiting for a follow-up outpatients appointment who are delayed over 100%	National	Jan-21	28,419		17,422	✘	201,315 (Nov-20)	5th (Nov-20)		19,969	17,747	18,258	19,538	21,026	21,448	22,101	23,209	24,472	26,217	27,156	27,641	28,419	
% of R1 ophthalmology patient pathways waiting within target date or within 25% beyond target date for an outpatient appointment	National	Dec-20	47%	95%			44.5% (Nov-20)	3rd (Nov-20)		75.9%	78.5%	76.2%	69.9%	64.1%	63.4%	55.5%	50.9%	47.7%	45.2%	48.4%	47.3%			
Hepatitis C	Number of patients with Hepatitis C who have successfully completed their course of treatment in the reporting year	National			HB target TBC																			
DNAs	% of patients who did not attend a new outpatient appointment	Local	Jan-21	6.9%	12 month ↓						6.5%	6.0%	5.6%	5.6%	3.9%	5.5%	4.8%	5.0%	6.2%	5.7%	7.2%	7.3%	6.9%	
	% of patients who did not attend a follow-up outpatient appointment	Local	Jan-21	6.9%	12 month ↓						7.7%	6.9%	6.5%	5.7%	3.5%	4.7%	5.2%	6.0%	7.0%	6.5%	7.0%	7.8%	6.9%	
Theatre Efficiencies	Theatre Utilisation rates	Local	Jan-21	65.0%		90%	✘				63%	66%	35%	6%	11%	16%	42%	90%	75%	75%	74%	59%	65%	
	% of theatre sessions starting late	Local	Jan-21	40.1%		<25%	✘				44%	43%	38%	45%	43%	46%	51%	46%	49%	44%	39%	45%	40%	
	% of theatre sessions finishing early	Local	Jan-21	44.0%		<20%	✘				41%	42%	40%	43%	45%	36%	37%	28%	39%	38%	50%	47%	44%	
Postponed operations	Number of procedures postponed either on the day or the day before for specified non-clinical reasons	National	Oct-20	1,881	> 5% annual ↓			10,073 (Oct-20)	6th (Oct-20)		3,375	3,252	3,228	3,086	2,864	2,654	2,385	2,274	2,083	1,881				
Treatment Fund	All new medicines must be made available no later than 2 months after NICE and AWMMSG appraisals	National	Q1 20/21	98.7%	100%	100%	✘	98.1% (Q1 20/21)	3rd out of 6 organisations (Q1 20/21)			98.7%			98.7%									

Harm from reduction in non-Covid activity																										
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total		Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21			
Prescribing	Total antibacterial items per 1,000 STAR-PUs	National	Q1 20/21	243.8	4 quarter ↓			226.8 (Q1 20/21)	6th (Q1 20/21)				323.9			243.8										
	Patients aged 65 years or over prescribed an antipsychotic	National	Q1 20/21	1,464	Quarter on quarter ↓			9,936 (Q1 20/21)	5th (Q1 20/21)				1,476			1,464										
	Number of women of child bearing age prescribed valproate as a % of all women of child bearing age	National	Q1 20/21	0.23%	Quarter on quarter ↓			0.17% (Q1 20/21)	7th (Q1 20/21)							0.23%										
	Opioid average daily quantities per 1,000 patients	National	Q1 20/21	4,308	4 quarter ↓			4,382.9 (Q1 20/21)	3rd (Q1 20/21)				4,329			4,308										
	Biosimilar medicines prescribed as % of total 'reference' product plus biosimilar	National	Q1 20/21	80.2%	Quarter on quarter ↑			80.9% (Q1 20/21)	4th (Q1 20/21)				80.7%			80.2%										
Patient experience	Average rating given by the public (age 16+) for the overall satisfaction with health services in Wales	National	2018/19	6.4	Annual ↑			6.31 (2018/19)	2nd (2018/19)		2018/19= 6.4															
	% of adults (age 16+) who reported that they were very satisfied or fairly satisfied about the care that they received at their GP/family doctor	National	2019/20	88.7%	Annual ↑			88.6% (2019/20)	3rd (2019/20)		2019/20= 88.7%															
	Number of friends and family surveys completed	Local	Jan-21	678		12 month ↑	✘				3,187	3,014	1,720	150	247	393	502	625	2,804	1,047	787	584	678			
	% of who would recommend and highly recommend	Local	Jan-21	79%		90%	✘				95%	95%	95%	90%	92%	87%	91%	83%	93%	82%	84%	77%	79%			
	% of all-Wales surveys scoring 9 out of 10 on overall satisfaction	Local	Jan-21	81%		90%	✘				86%	81%	90%	95%	100%	79%	91%	83%	84%	79%	85%	65%	81%			
Complaints	Number of new formal complaints received	Local	Jan-21	78		12 month trend ↓	✘				142	113	92	37	52	73	77	74	107	121	103	83	78			
	% concerns that had final reply (Reg 24)/interim reply (Reg 26) within 30 working days of concern received	National	Nov-20	82%	75%	80%	✓	71.9% (Q2 20/21)	5th (Q2 20/21)		83%	76%	48%	81%	81%	75%	79%	72%	82%	75%	82%					
	% of acknowledgements sent within 2 working days	Local	Jan-21	100%		100%	✓				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Research	Number of patients recruited in Health and Care Research Wales clinical research portfolio studies	National	Q1 20/21	210	10% annual ↑	1,651	✘	3,486 (Q1 20/21)	6th out of 10 organisations (Q1 20/21)				1,505			210										
	Number of patients recruited in Health and Care Research Wales commercially sponsored studies		Q1 20/21	2	5% annual ↑	215	✘	19 (Q1 20/21)	3rd out of 10 organisations (Q1 20/21)				205			2										

Harm from wider societal actions/lockdown																								
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	
Early years measures	% of babies who are exclusively breastfed at 10 days old	National	2019/20	34.2%	Annual ↑			35.3%	5th (2019/20)		2019/20= 34.2%													
	% children who received 3 doses of the hexavalent '6 in 1' vaccine by age 1	National	Q2 20/21	96.5%	95%			95.8% (Q2 20/21)	4th (Q2 20/21)				96%			96.5%			96.5%					
	% of children who received 2 doses of the MMR vaccine by age 5	National	Q2 20/21	91.7%	95%			92.0% (Q2 20/21)	5th (Q2 20/21)					92%		90.8%				91.7%				
Smoking cessation	% of adult smokers who make a quit attempt via smoking cessation services	National	Q1-Q2 20/21	1.66%	5% annual target			1.65% (Q1-2 20/21)	4th (Q1-2 20/21)		2.4%		2.87%							1.66%				
Alcohol	European age standardised rate of alcohol attributed hospital admissions for individuals resident in Wales	National	Q2 20/21	304.0	4 quarter ↓			358.2 (Q2 20/21)	2nd (Q2 20/21)				390.5			278.7				304.0				
	% of people who have been referred to health board services who have completed treatment for alcohol abuse	National	Q2 20/21	26%	4 quarter ↑			50.7% (Q2 20/21)	6th (Q2 20/21)				48.7%			49.0%				25.9%				
Influenza	% uptake of influenza among 65 year olds and over	National	Dec-20	74.8%	75%			76.4% (Jan-21)	5th (Jan-21)		68.7%	68.0%	68.1%	Data collection restarts October 2020						65.6%	72.4%	74.8%	75.2%	
	% uptake of influenza among under 65s in risk groups	National	Dec-20	47.2%	55%			50.7% (Jan-21)	5th (Jan-21)		42.8%	43.4%	44.0%	Data collection restarts October 2020						34.4%	42.8%	47.2%	48.7%	
	% uptake of influenza among pregnant women	National	2019/20	86.1%	75%			78.5% (2019/20)	5th out of 10 organisations (2019/20)				78.2%	Data collection restarts October 2020						Data not available				
	% uptake of influenza among children 2 to 3 years old	Local	Dec-20	52.5%	50%			56.1% (Jan-21)	5th (Jan-21)		48.2%	50.3%	50.3%	Data collection restarts October 2020						35.7%	48.8%	52.5%	53.2%	
	% uptake of influenza among healthcare workers	National	Dec-20	63.0%	60%			58.7% (2019/20)	7th out of 10 organisations (2019/20)		58.7%	58.7%	58.7%	Data collection restarts October 2020						56.2%	62.9%	63.0%	Data not available	
Screening services	Uptake of screening for bowel cancer	National	2018/19	57.0%	60%			57.3% (2018/19)	4th (2018/19)		2018/19= 57.0% (data relates to ABMU, awaiting disaggregation of SBU data)													
	Uptake of screening for breast cancer	National	2018/19	73.6%	70%			72.8% (2018/19)	2nd (2018/19)		2018/19= 73.6% (data relates to ABMU, awaiting disaggregation of SBU data)													
	Uptake of screening for cervical cancer	National	2018/19	72.1%	80%			73.2% (2018/19)	5th (2018/19)		2018/19= 72.1% (data relates to ABMU, awaiting disaggregation of SBU data)													
CAMHS	% of urgent assessments undertaken within 48 hours from receipt of referral (Crisis)	Local	Dec-20	100%		100%	✓				100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	% Patients with Neurodevelopmental Disorders (NDD) receiving a Diagnostic Assessment within 26 weeks	National	Dec-20	26%	80%	80%	✗	26.9% (Nov-20)	4th (Nov-20)		28%	35%	38%	35%	30%	28%	30%	24%	21%	22%	24%	26%		
	% Patients waiting less than 28 days for a first outpatient appointment for CAMHS	National	Dec-20	61%	80%	80%	✗	52.5% (Nov-20)	4th (Nov-20)		87%	93%	67%	44%	78%	100%	100%	100%	98%	90%	88%	61%		
	P-CAMHS - % of Routine Assessment by CAMHS undertaken within 28 days from receipt of referral	National	Dec-20	73%	80%	80%	✗	58.0% (Nov-20)	6th (Nov-20)		0%	0%	14%		88%	100%	100%	100%	62%	21%	41%	73%		
	P-CAMHS - % of therapeutic interventions started within 28 days following assessment by LPMHSS	National	Dec-20	100%		80%	✓	79.9% (Nov-20)	1st (Nov-20)		94%	100%	94%		100%	100%	100%	86%	100%	100%	100%	100%		
	S-CAMHS - % of Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral	Local	Dec-20	58%		80%	✗				87%	93%	75%	46%	72%	100%	100%	100%	98%	79%	62%	58%		
% residents in receipt of CAMHS to have a valid Care and Treatment Plan (CTP)	National	Dec-20	82%		90%	✗	86.8% (Nov-20)	5th (Nov-20)		100%	99%	99%	99%	97%	91%	98%	98%	81%	82%	81%	82%			
Mental Health	% of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (over 18 years of age)	National	Dec-20	99%	80%	80%	✓	81.4% (Nov-20)	2nd (Nov-20)		93%	97%	97%	99%	99%	100%	99%	99%	97%	99.5%	98.0%	99.0%		
	% of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS (over 18 years of age)	National	Dec-20	95%	80%	80%	✓	80.0% (Nov-20)	1st (Nov-20)		89%	94%	97%	97%	100%	96%	96%	88%	94%	93%	98%	95%		
	% patients waiting < 26 weeks to start a psychological therapy in Specialist Adult Mental Health	National	Dec-20	100%	95%	95%	✓	58.4% (Nov-20)	1st (Nov-20)		100%	100%	100%	93%	89%	84%	89%	91%	99%	99.7%	100.0%	100.0%		
	% residents in receipt of secondary MH services (all ages) who have a valid care and treatment plan (CTP)	National	Dec-20	89%	90%	90%	✗	87.6% (Nov-20)	5th (Nov-20)		93%	92%	91%	93%	92%	92%	94%	92%	90%	91%	91%	89%		
Self harm	Rate of hospital admissions with any mention of intentional self-harm of children and young people (aged 10-24 years)	National	2019/20	3.29	Annual ↓			3.97 (2019/20)	4th (2019/20)		2019/20= 3.29													
Dementia	% of people with dementia in Wales age 65 years or over who are diagnosed (registered on a GP QOF register)	National	2018/19	59.4%	Annual ↑			54.7% (2018/19)	2nd (2018/19)		2018/19= 59.4%													