System Resilience - Health and Social Care Dashboard

Adult Social Care

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data
ASC1	Average number of Delayed Transfers of Care which area attributable to social care per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↑	1.2 (in Q2)
		Great Western Hospitals NHS Foundation Trust				←→	0 (in Q2)
		Hampshire Hospitals NHS Foundation Trust				↑	2.5 (in Q2)
		Oxford University Hospitals NHS Trust				↑	0.2 (in Q2)
		Royal Berks NHS Foundation Trust				↓	1.5 (in Q2)
		Total West Berkshire			4	↑	6.1 (in Q2)
ASC2	Proportion of older people (65+) who were still at home 91 days after discharge from hospital to reablement/rehabilitation service	West Berkshire Council Adult Social Care	Quarterly		90%	↓	88% (in Q2)
ASC3	Number of assessments completed in last 12 months leading to a provision of a Long term service (excludes Carers)	West Berkshire Council Adult Social Care	Quarterly		Target data not yet available		Data not available (in Q2)
ASC4	Proportion of clients with Long Term Service receiving a review in the past 12 months	West Berkshire Council Adult Social Care	Quarterly		Target data not yet available	↑	0.63 (in Q2)

Children's Social Care

Ref.	Indicator	Basis	Frequency	Normal Range	2014/15 Target	Positive or negative trend (see key)	Latest data
CSC1	The number of looked after children per 10,000 population	West Berkshire Children's Services	Quarterly	Between 38 and 46 per 10,000		↑	48 (in Q2)
CSC2	The number of child protection plans per 10,000 population	West Berkshire Children's Services	Quarterly	Between 28 and 34 per 10,000		↑	33 (in Q2)
CSC3	The number of Section 47 enquiries per 10,000 population	West Berkshire Children's Services	Quarterly	Between 20 and 25 per 10,000.		↑	24 (in Q2)
CSC4	To maintain a high percentage of (single) assessments being completed within 45 working days	West Berkshire Children's Services	Quarterly		70%	↓	73% (in Q2)
CSC5	Looked after children cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↑	99% (in Q2)
CSC6	Child Protection cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↓	91% (in Q2)

Acute Sector

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data
AS1	**4-hour A&E target - total time spent in the A&E Department** (% is less than 4 hours) [standard is 95% of patients seen within 4 hours]	Royal Berks NHS Foundation Trust	Monthly		95%	↓	94.7% (in Q2)
		Hampshire Hospitals NHS Foundation Trust				↓	94.6% (in Q2)
		Great Western Hospitals NHS Foundation Trust				↑	96.6% (in Q2)
AS2	Average number of Delayed Transfers of Care (all delays) per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↓	2.5 (in August)
		Great Western Hospitals NHS Foundation Trust				↑	0 (in August)
		Hampshire Hospitals NHS Foundation Trust				↑	1.6 (in August)
		Oxford University Hospitals NHS Trust				↑	0.8 (in August)
		Royal Berks NHS Foundation Trust				↓	6.6 (in August)
		Total West Berkshire		14.7 (2012/2013 data)		↓	11.5 (in August)

Arrow key

↑	Latest data is positive compared to the last quarter
↓	Latest data is negative compared to the last quarter
←→	Latest data is the same as the last quarter

Acute Sector (continued)

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data
AS3	**Ambulance Clinical Quality - Category A 8 Minute Response Time - Red 2** [Category A Red 2 incidents: presenting conditions that maybe life threatening but less time critical than Red1 and receive an emergency responses irrespective of location in 75% of cases]	Berkshire West	Monthly		75%	↑	**78.6% (in August)**
AS4	A&E Attendances	Royal Berkshire Foundation Trust for Berkshire West			TBC	↑	**1167 (in August)**
		Hampshire Hospital Foundation Trust for Berkshire West			TBC	↑	**369 (in August)**
		Great Western Hospital for Berkshire West			TBC	↑	**183 (in August)**
AS5	Number of non elective admissions	Royal Berkshire Foundation Trust for Berkshire West	Monthly		No target information available	↑	**466 (in August)**
		Hampshire Hospital Foundation Trust for Berkshire West				↑	**133 (in August)**
		Great Western Hospital for Berkshire West				↑	**81 (in August)**
AS6	Total number of 111 calls	Berkshire wide	Monthly		No target information available	↓	**47670 (in Q2)**
AS7	Proportion of 111 calls converted to 999	Berkshire wide			No target information available	↑	**9.7% (in Q2)**
AS8	Friends and Family test - in - patient score	Royal Berks NHS Foundation Trust	Monthly		No target information	↑	**82 (in August)**
		Hampshire Hospitals NHS Foundation Trust			No target information available	↑	**75 (in August)**
		Great Western Hospitals NHS Foundation Trust			No target information available	↓	**71 (in August)**
AS9	Friends and Family test - A&E score	Royal Berks NHS Foundation Trust	Monthly		No target information available	↑	**68 (in August)**
		Hampshire Hospitals NHS Foundation Trust			No target information available	↓	**64 (in August)**
		Great Western Hospitals NHS Foundation Trust			No target information available	↑	**67 (in August)**

Arrow key

↑	Latest data is positive compared to the last quarter
↓	compared to the last quarter
←→	Latest data is the same as the last quarter

Primary Care

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	Quarter 1 Benchmark	Positive or negative trend (see key)	Latest data
PC1(a)	GP referrals to secondary Care	Newbury & District CCG	Quarterly		3,863	N/A	**3579 (in Q2)**
PC1(b)	GP referrals to secondary Care	North & West Reading CCG	Quarterly		4,536	N/A	**3858 (in Q2)**
PC2	Friends and Family Test	TBC	TBC		TBC	TBC	TBC
PC3	Access metric to be defined	TBC	TBC		TBC	TBC	TBC

Community Services

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data
CS1	Mental Health - Crisis response % of responses witih 4 hours	Berkshire West	quarterly from Q2		85% Q2, 90% Q3 and 95% Q4		Data will be available from Q2
CS2	Average number of Delayed Transfers of Care (all delays)	Berkshire Healthcare Trust as a provider	monthly		No target information available	↑	**15.5 (in Q2)**
CS3	Rapid access to Community Services: 2 hour crisis reponse by Community Nursing and Rapid Response	Berkshire West	quarterly from Q2		90%		Data will be available from Q2

Appendices

Appendix 1 - Indicator/Target Narrative