

# Report

## Performance Report

### Edinburgh Integration Joint Board

20 August 2019



#### Executive Summary

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1. This report provides an overview of the activity and performance of the Edinburgh Health and Social Care Partnership (EHSCP) and certain set aside functions of the Edinburgh Integration Joint Board (EIJB). It provides an overview of performance covering key local indicators and national measures to the end of June 2019.

#### Recommendations

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2. The Edinburgh Integration Joint Board is asked to:
  - i. Note the performance of the EIJB from the period January 2018 until June 2019.

#### Background

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3. Data in this report are collated from a variety of sources. Appendix 1, the local performance information, comes from the Data, Performance and Business Planning team within Strategy and Communications in the City of Edinburgh Council and the Performance Manager for the EHSCP in NHS Lothian.
4. Appendix 2 comes from the Local Intelligence Support Team (LIST) supporting the Edinburgh Health and Social Care Partnership within NHS National Services Scotland Information Services Division (ISD).

#### Main report

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5. **Local indicators.** Performance on the local indicators across seven areas to the end of June is shown in the performance report at appendix 1. Key points from are noted in the following paragraphs.

6. **Assessment waiting list:** the number of people waiting for assessment at the end of the month remained stable in June compared with May. After five consecutive rises, the number waiting for assessment at the end of June was 1,450 compared with 1,457 people at the end of May. This is still 254 more than at the recent minimum seen in December 2018 of 1,196.
7. The number of **people delayed awaiting discharge from hospital** was 162 at the end of June 2019. This is the second lowest number waiting at census point since December 2017. It should be noted that in line the revised trajectory, from September 2018 onwards, the target and figure now include X codes and patients coded 100 – those with complex codes or awaiting reprovisioning. This reflects more accurately the impact of delayed discharge on hospital capacity.
8. The total number of **people awaiting a package of care in the community** was 326 at the end of June 2019, under half the number waiting a year previously when 819 were waiting. There has been a decrease at month end each month since November 2018.
9. In addition to people awaiting a package of care in the community there were 38 **people awaiting a package of care in hospital** at the end of June 2019. This is a low figure compared with the last 18 months, but higher than in recent months. There were 147 people waiting in hospital in June 2018, however, at the end of April 2019 there were only 25 people in hospital waiting for a package of care.
10. The definition for **open adult protection cases** has been revised to better reflect the total number of cases open under adult protection measures at any one time. This has increased the number of open cases and now includes cases where there has been an Adult Protection Case Conference in the last six months with an outcome for adult protection measures to continue. This reflects the time permissible between reviews.
11. **Sickness absence** for staff employed by the City of Edinburgh Council continues had been following a downward trend since July 2018 when the rate was 8.8% reaching a minimum of 7.0% in May 2019. This downward trend ceased in June 2019 with an increase to 7.5%. The absence rate for NHS Lothian staff is broadly stable and was 4.9% in June.

#### Ministerial Strategic Group indicators

12. Trends on acute hospital activity related to the Ministerial Strategic Group for Health and Community Care (MSG) indicators to the end of June 2019 are contained in appendix 2. A number of key points are noted below:
13. The number of **A&E attendances** for those aged 15+ in June (9,228) was just higher than the average for the last 12 months (9,218 per month). For those

aged 75+ (1,604) compared with the average of 1,621 per month over the preceding 12 months.

14. The percentage of patients meeting the **4 hour standard in A&E** was at 80% or more for both the 15+ age group (85.1%) and 75+ age group (80.0%) for the first time since November 2018. The 15+ age group, although not below 80% since September 2018, has only exceeded 85% four other times since then.
15. The number of **unscheduled admissions** rose sharply between February and May for the 15+ age group, however this increase stopped in June. The increase for people aged 75+ in the same period was not as great, however, the increase stopped for this age group too.
16. The number of **occupied bed days for patients whose discharge has been delayed (excluding complex reasons)** has been following a downward trend. The latest data available are for May. In May 2019 the number of bed days lost for delayed discharge (4,705) was a third lower than the number of days lost in May 2018 (7,019).

## Report author

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## Appendices

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<b>Appendix 1</b>	Edinburgh Health and Social Care Performance Report – June 2019
<b>Appendix 2</b>	Ministerial Strategic Group for Health and Community Care indicator update – June 2019

## PERFORMANCE REPORT

### 1 Referrals

**City Locality**

Number of Referrals	<a href="#">page 1-1</a>	<a href="#">page 1-2</a>
Number of Referrals	<a href="#">page 1-2</a>	
Table of referral data	<a href="#">page 1-3</a>	

### 2 Assessments

**City Locality**

Waiting for assessment	<a href="#">page 2-1</a>	<a href="#">page 2-5</a>
Waiting for assessment	<a href="#">page 2-2</a>	
Average assessment wait	<a href="#">page 2-2</a>	<a href="#">page 2-5</a>
Assessments outwith time	<a href="#">page 2-3</a>	<a href="#">page 2-6</a>
Assessments completed	<a href="#">page 2-3</a>	<a href="#">page 2-6</a>
Carer Assessmts completed	<a href="#">page 2-4</a>	<a href="#">page 2-7</a>
Assessment completion time	<a href="#">page 2-4</a>	<a href="#">page 2-7</a>
Table of assessment data	<a href="#">page 2-8</a>	

### 3 Unmet Need

**City Locality**

Delayed discharge	<a href="#">page 3-1</a>	<a href="#">page 3-3</a>
People waiting in community	<a href="#">page 3-2</a>	<a href="#">page 3-4</a>
Drug treatment wait	<a href="#">page 3-2</a>	
GP Restricted list summary	<a href="#">page 3-3</a>	<a href="#">page 3-4</a>
Table of unmet need data	<a href="#">page 3-5</a>	

### 4 Service Details

**City Locality**

Balance of Care	<a href="#">page 4-1</a>	
Proportion choosing DP/ISF	<a href="#">page 4-2</a>	
Table of service data	<a href="#">page 4-2</a>	

### 5 Reviews

**City Locality**

Reviews overdue	<a href="#">page 5-1</a>	<a href="#">page 5-4</a>
Reviews overdue	<a href="#">page 5-2</a>	
Reviews completed	<a href="#">page 5-2</a>	<a href="#">page 5-5</a>
% Reviews within 14 days	<a href="#">page 5-3</a>	<a href="#">page 5-5</a>
Longest wait for review	<a href="#">page 5-3</a>	<a href="#">page 5-6</a>
People reviewed in year	<a href="#">page 5-4</a>	<a href="#">page 5-6</a>
Table of review data	<a href="#">page 5-7</a>	

### 6 Adult Protection

**City Locality**

Adult Protection referrals	<a href="#">page 6-1</a>	<a href="#">page 6-2</a>
Adult Protection cases	<a href="#">page 6-2</a>	<a href="#">page 6-3</a>
Table of Adult Protection data	<a href="#">page 6-3</a>	

### 7 Staffing & sickness

**City Locality**

NHS agency staff (hours)	<a href="#">page 7-1</a>	
NHS bank staff (hours)	<a href="#">page 7-2</a>	
HSC % city wide sickness	<a href="#">page 7-2</a>	
NHS sickness in hours	<a href="#">page 7-3</a>	
NHS sickness %	<a href="#">page 7-3</a>	
Table of staff data	<a href="#">page 7-4</a>	

**JUN 19**

INDEX	City	By Locality
Referrals in the month	<a href="#">page 1-1</a>	<a href="#">page 1-2</a>
Referrals in the month	<a href="#">page 1-2</a>	
Table of referrals data	<a href="#">page 1-3</a>	

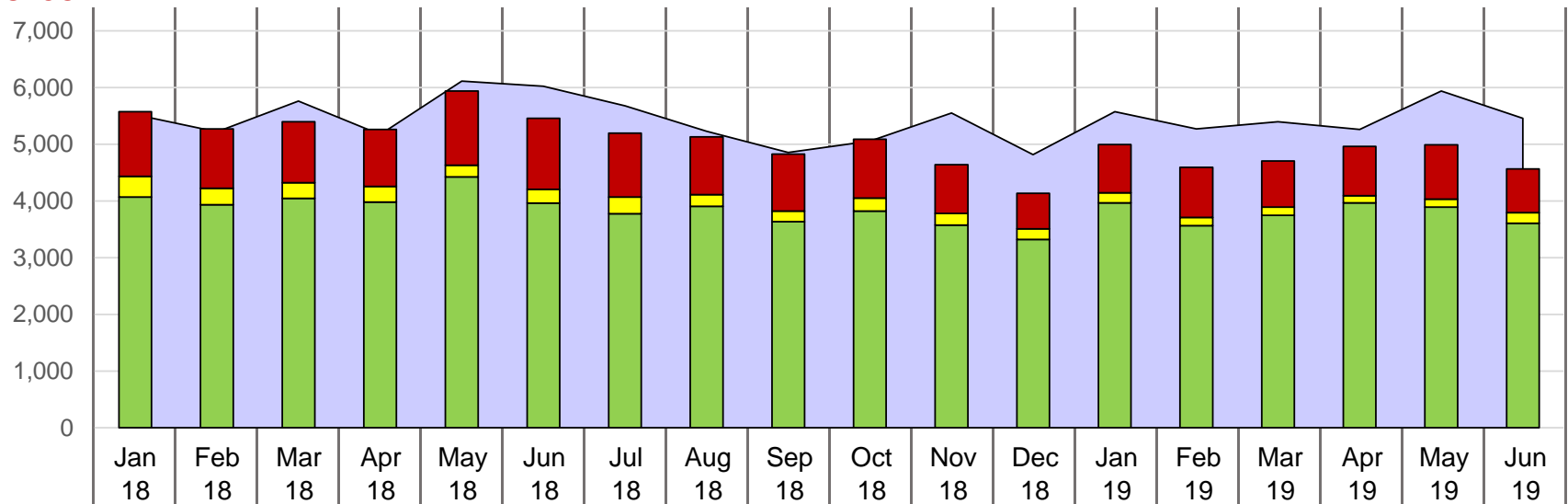
KEY	
text in black	bar chart
text in red	control chart
text in green	data table
Chart axis does not start at zero	

## CITY WIDE REFERRALS BY OUTCOME

A count of people on Swift referred to any social care team in the month. Each person is counted once per month, even if they have been referred more than once in that month.

## Type of referral

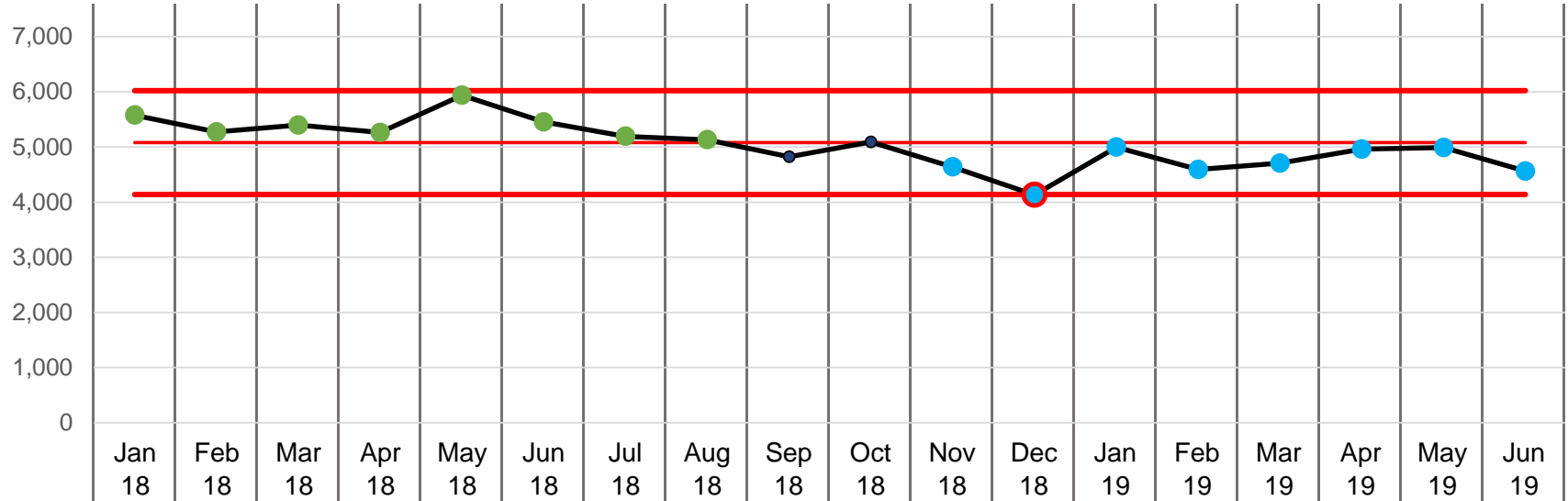
	New
	No Further Action
	On-going referrals
	Previous year's data



## CITY WIDE REFERRALS CONTROL CHART

People on Swift referred to any social care team in the month. Each person is counted once per month, even if they have been referred more than once in that month.

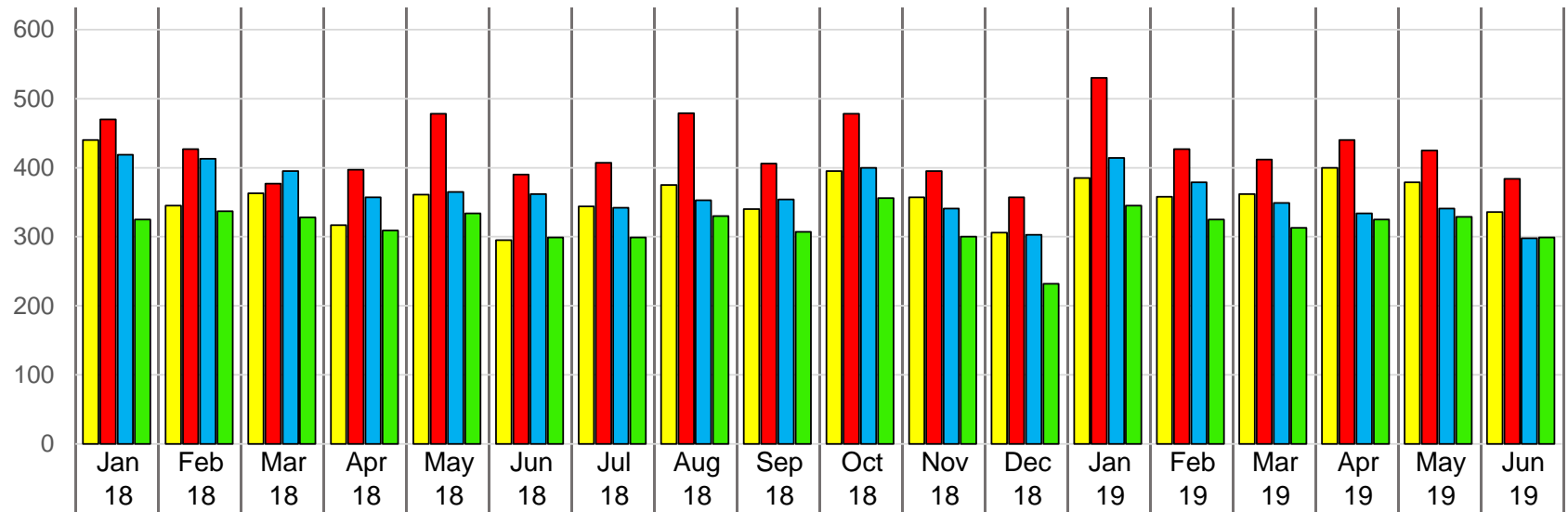
- 8 above average
- 8 above average
- 8 below average
- Beyond control limit



## REFERRALS BY LOCALITY

People on Swift referred to any social care locality team in the month. Any person referred to more than one locality in a month is counted once in each locality, but only once in the total. People with more than one referral to the same locality count as one.

- NE
- NW
- SE
- SW



## TABLE OF DATA

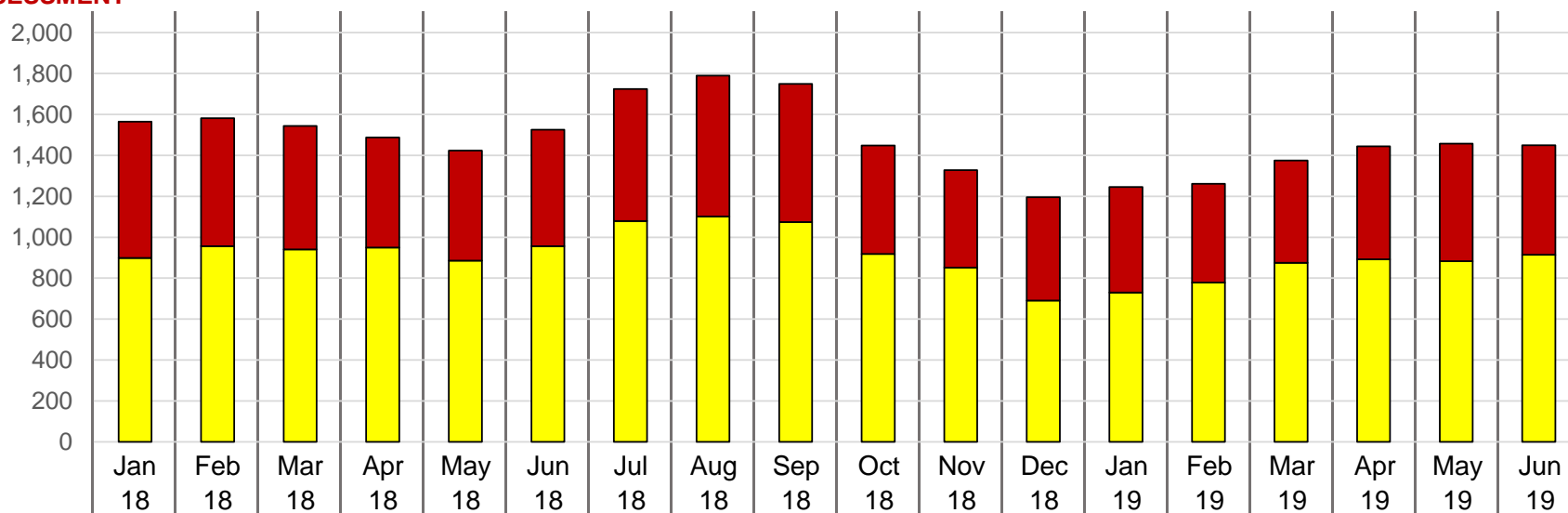
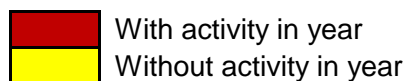
	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
New Referrals	1,143	1,048	1,078	1,008	1,309	1,252	1,123	1,021	1,003	1,040	859	622	851	884	813	868	955	768
No Further Action	361	290	272	274	204	241	295	206	186	231	204	189	181	142	145	128	143	188
Other Referrals	4,071	3,934	4,047	3,981	4,424	3,962	3,775	3,904	3,635	3,819	3,574	3,321	3,964	3,566	3,747	3,965	3,890	3,606
<b>Total referrals recorded</b>	<b>5,575</b>	<b>5,272</b>	<b>5,397</b>	<b>5,263</b>	<b>5,937</b>	<b>5,455</b>	<b>5,193</b>	<b>5,131</b>	<b>4,824</b>	<b>5,090</b>	<b>4,637</b>	<b>4,132</b>	<b>4,996</b>	<b>4,592</b>	<b>4,705</b>	<b>4,961</b>	<b>4,988</b>	<b>4,562</b>
Casenotes without Referrals	164	115	114	94	96	105	80	140	55	135	87	99	139	78	77	55	38	42
<b>Grand Total</b>	<b>5,739</b>	<b>5,387</b>	<b>5,511</b>	<b>5,357</b>	<b>6,033</b>	<b>5,560</b>	<b>5,273</b>	<b>5,271</b>	<b>4,879</b>	<b>5,225</b>	<b>4,724</b>	<b>4,231</b>	<b>5,135</b>	<b>4,670</b>	<b>4,782</b>	<b>5,016</b>	<b>5,026</b>	<b>4,604</b>
<b>Previous year's referrals</b>	<b>5,523</b>	<b>5,218</b>	<b>5,759</b>	<b>5,171</b>	<b>6,113</b>	<b>6,024</b>	<b>5,676</b>	<b>5,228</b>	<b>4,852</b>	<b>5,054</b>	<b>5,551</b>	<b>4,816</b>	<b>5,575</b>	<b>5,272</b>	<b>5,397</b>	<b>5,263</b>	<b>5,937</b>	<b>5,455</b>
<b>Locality Referrals</b>																		
NE	440	345	363	317	361	295	344	375	340	395	357	306	385	358	362	400	379	336
NW	470	427	377	397	478	390	407	479	406	478	395	357	530	427	412	440	425	384
SE	419	413	395	357	365	362	342	353	354	400	341	303	414	379	349	334	341	298
SW	325	337	328	309	334	299	299	330	307	356	300	232	345	325	313	325	329	299
Locality Total	1,654	1,520	1,509	1,412	1,557	1,359	1,403	1,555	1,421	1,640	1,400	1,204	1,684	1,505	1,440	1,503	1,477	1,325

INDEX	City	By Locality
Waiting for assessment	<a href="#">page 2-1</a>	<a href="#">page 2-5</a>
Waiting for assessment	<a href="#">page 2-2</a>	
Average assessment wait	<a href="#">page 2-2</a>	<a href="#">page 2-5</a>
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KEY	
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text in red	control chart
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### INDIVIDUALS WAITING FOR ASSESSMENT

A count of people on Swift waiting for an assessment. The indicator is split into those with social care assessment or review activity in the past 12 months and those without





## INDIVIDUALS WAITING FOR ASSESSMENT CONTROL CHART

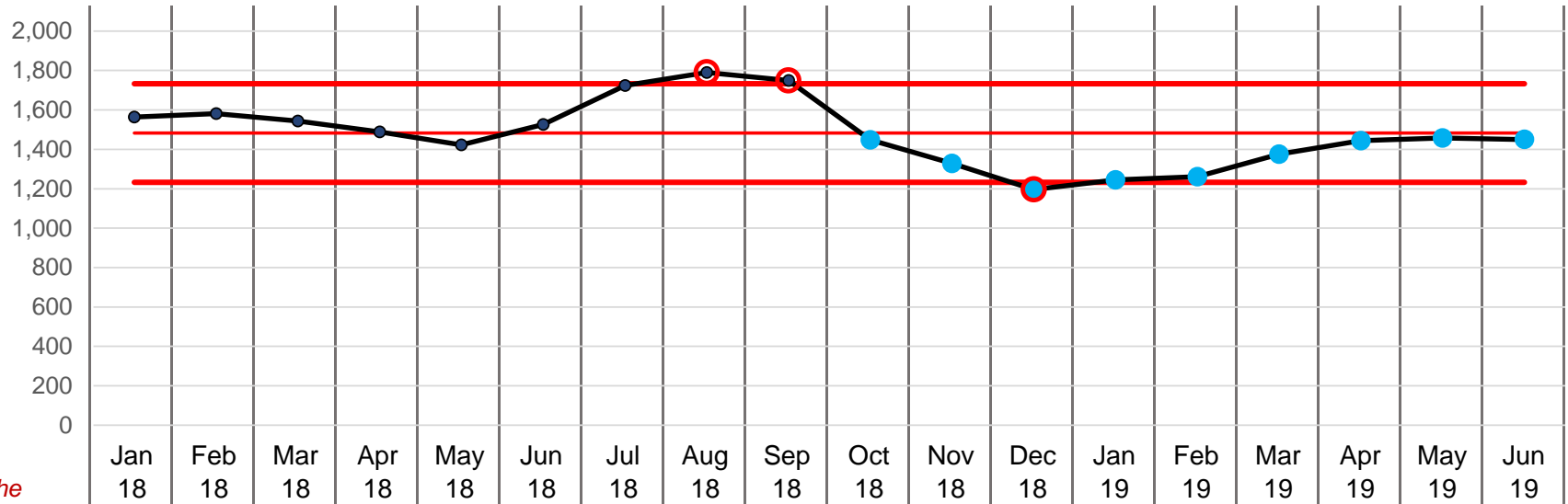
A count of people on Swift waiting for an assessment.

● 9 below average

○ Beyond control limit

Zoom in

Control chart limits are based on the 15 month period ending on Mar 19

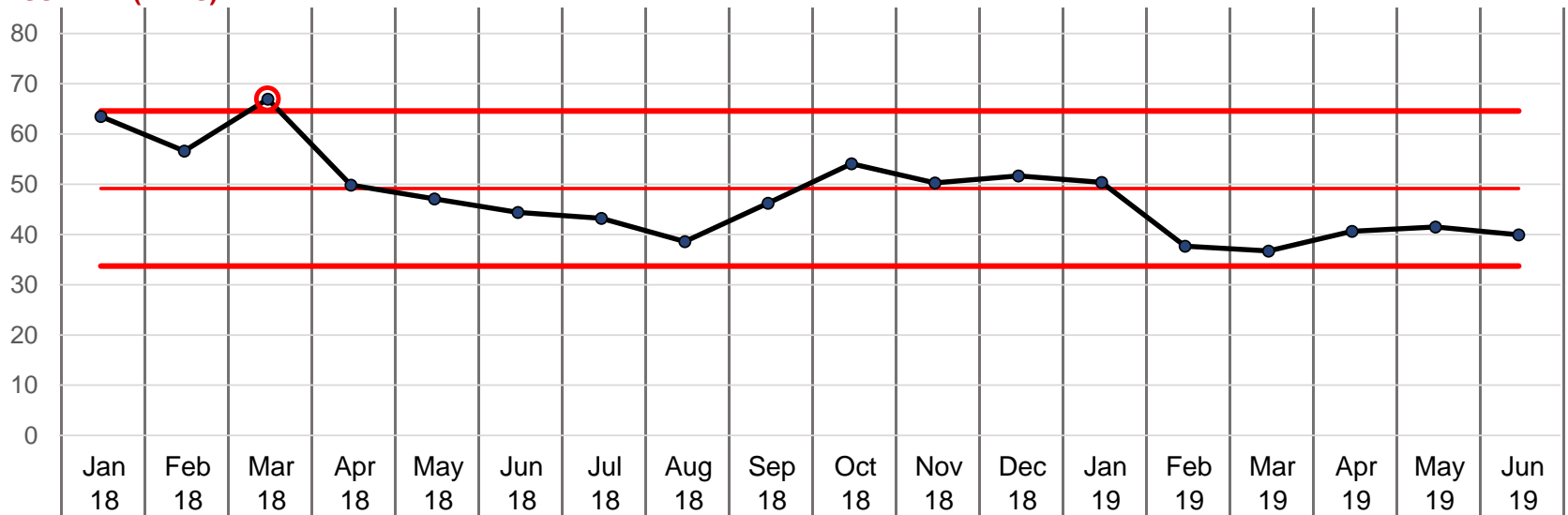


## AVERAGE WAITING TIME FOR ASSESSMENT (DAYS)

The average length of time a person is on the waiting list for assessment.

○ Beyond control limit

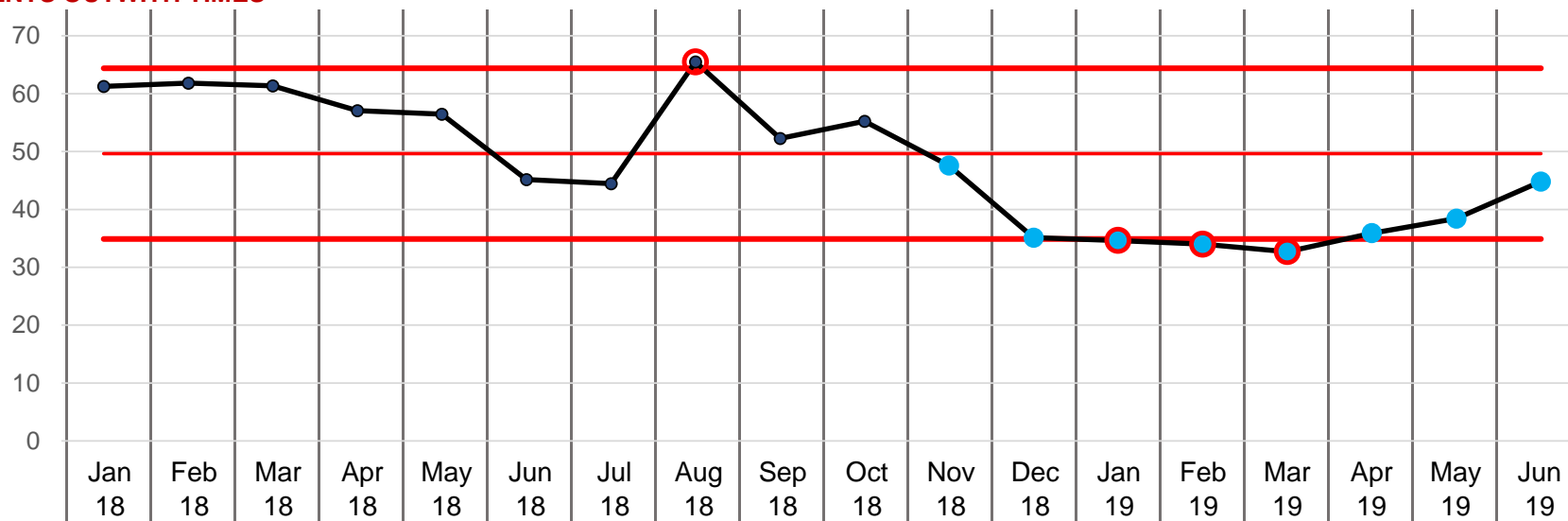
Control chart limits are based on the 15 month period ending on Mar 19



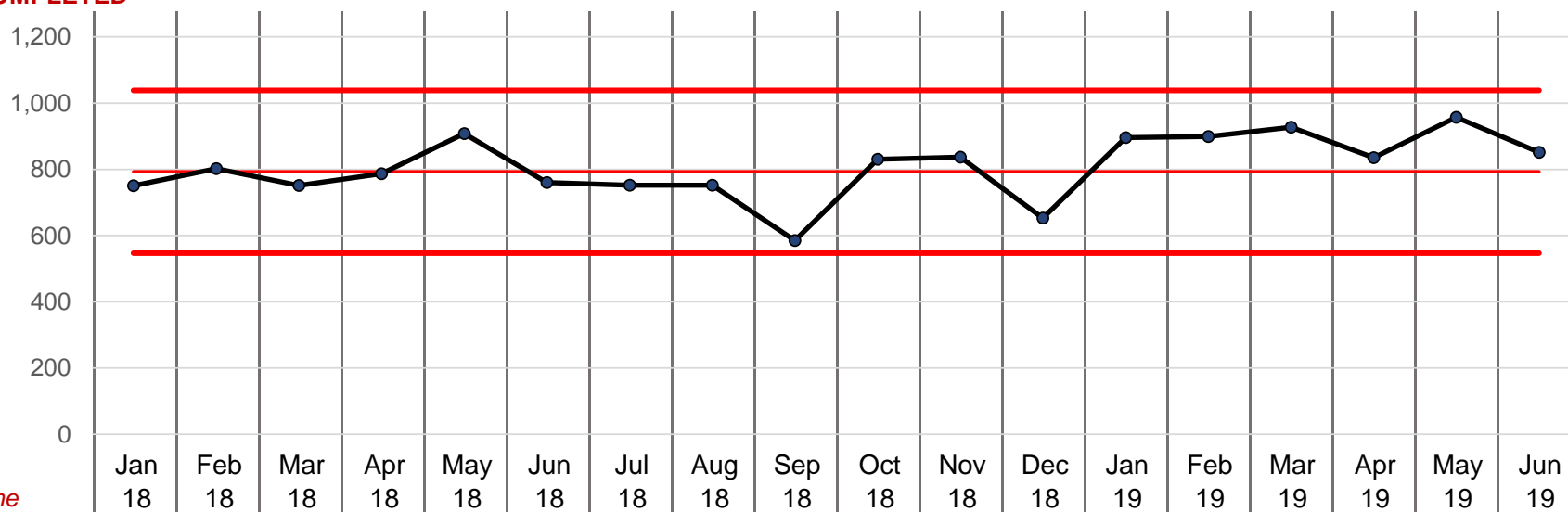
**THE PERCENTAGE OF ASSESSMENTS OUTWITH TIMES**

The percentage of cases awaiting assessment by sector practice teams on Swift on the last day of the month, which are outwith standard priority time-scales (14 days for Priority A, and 28 days for Priority B)

- 8 below average
- Beyond control limit

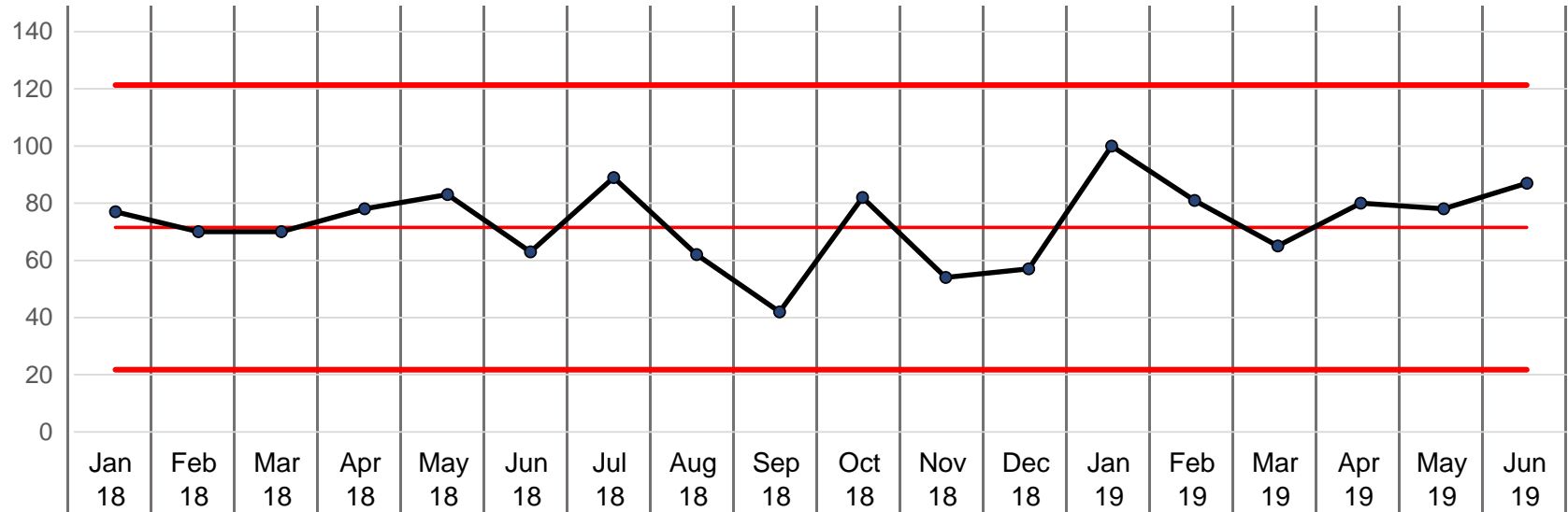
**NUMBER OF ASSESSMENTS COMPLETED**

The total number of assessments of all types carried out by all social care teams with an end date in the month.



**NUMBER OF CARERS ASSESSMENTS COMPLETED**

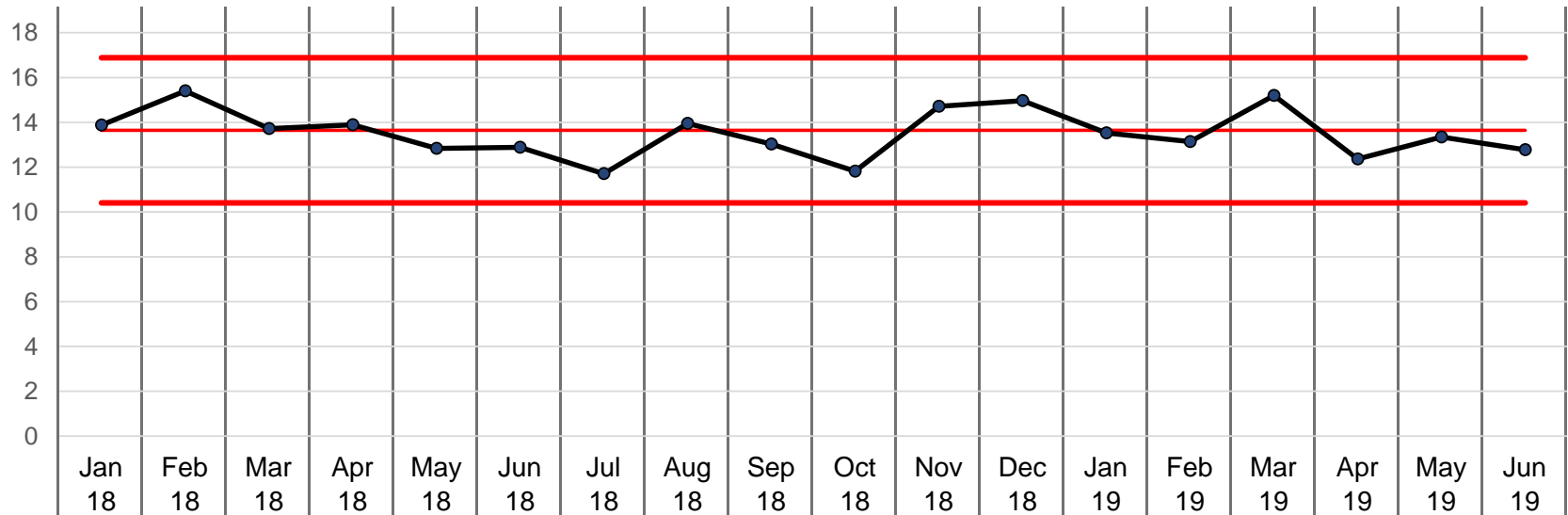
The number of people who have a completed carers assessment during the month



*Control chart limits are based on the 15 month period ending on Mar 19*

**AVERAGE ASSESSMENT COMPLETION TIME**

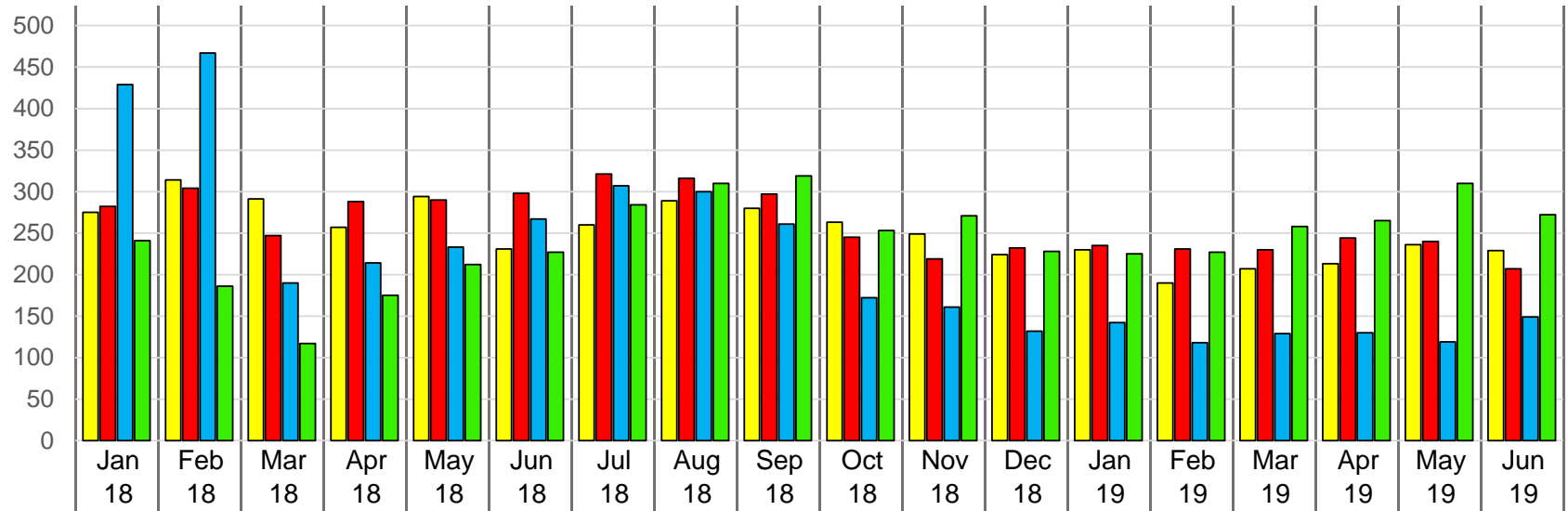
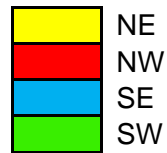
The average time from the assessment start date to the assessment end date (in days) for all assessments carried out by social care teams in the month.



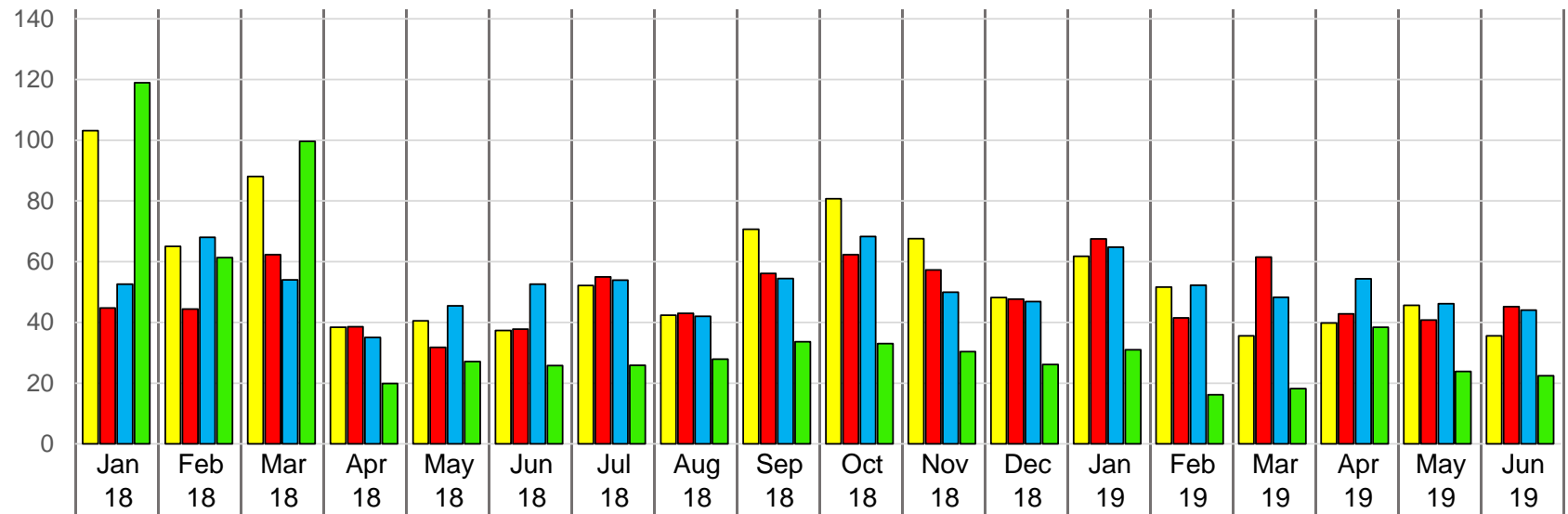
*Control chart limits are based on the 15 month period ending on Mar 19*

**ASSESSMENTS WAITING BY LOCALITY**

A count of people on Swift waiting for an Assessment by locality.

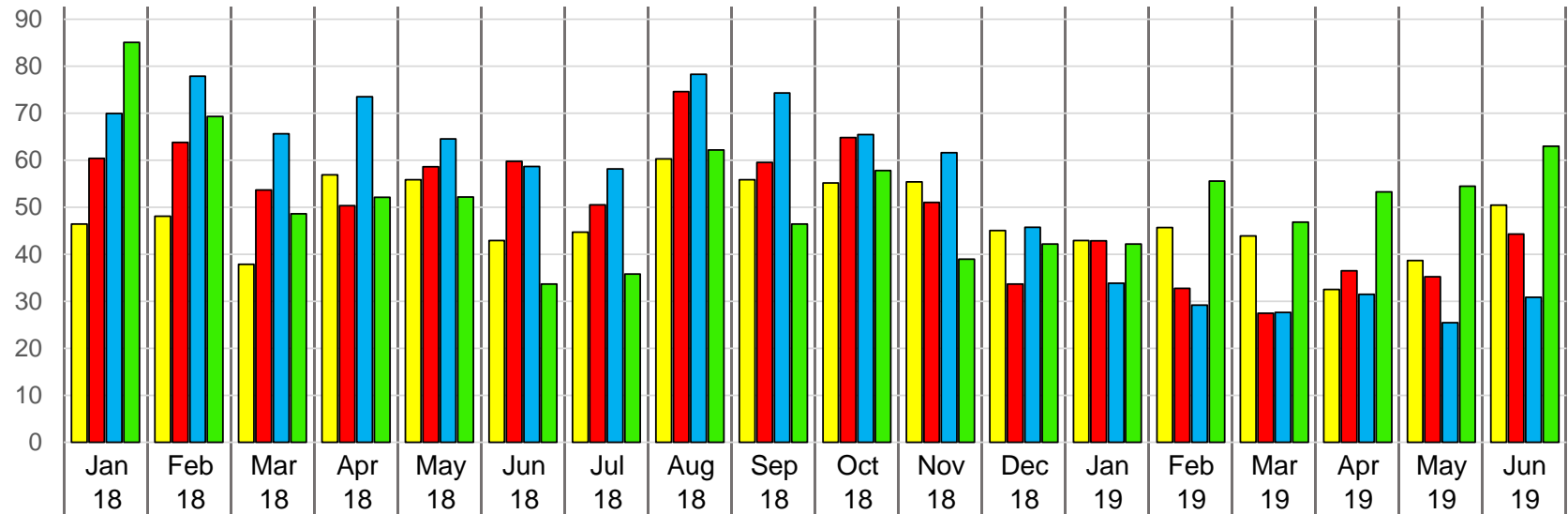
**AVERAGE WAITS BY LOCALITY**

The average length of time a person is on the waiting list for assessment.

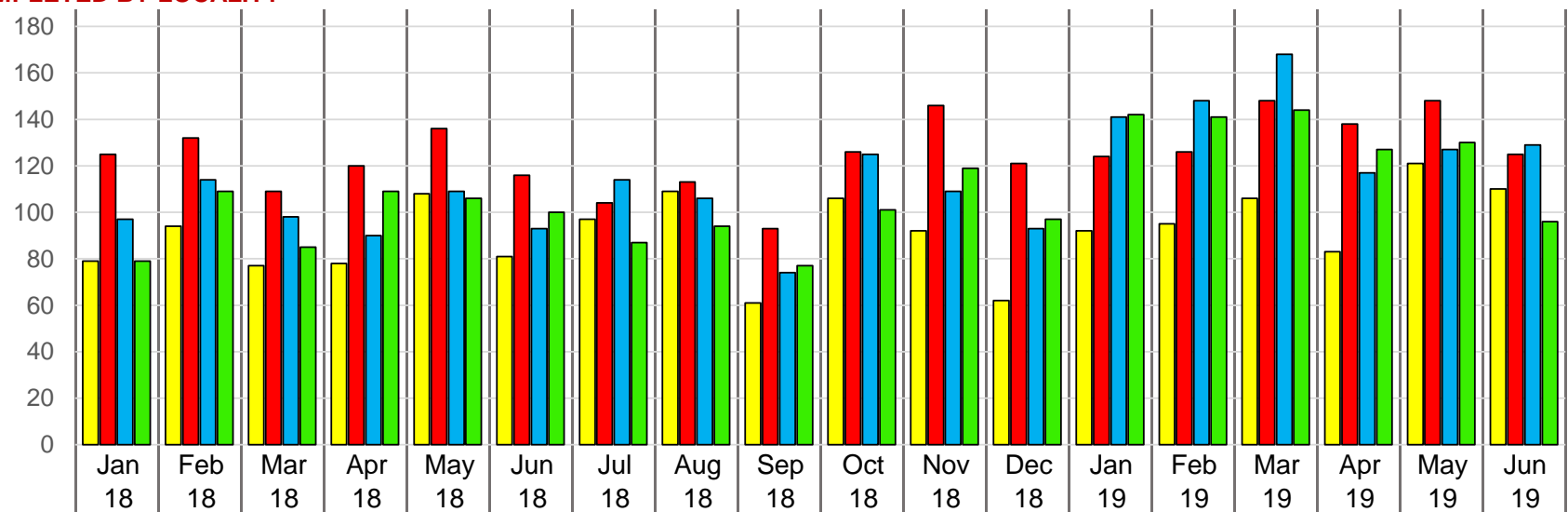


**THE PERCENTAGE OF ASSESSMENTS OUTWITH TIMES BY LOCALITY**

The percentage of cases awaiting assessment by sector practice teams on Swift on the last day of the month, which are outwith standard priority time-scales (14 days for Priority A, and 28 days for Priority B).

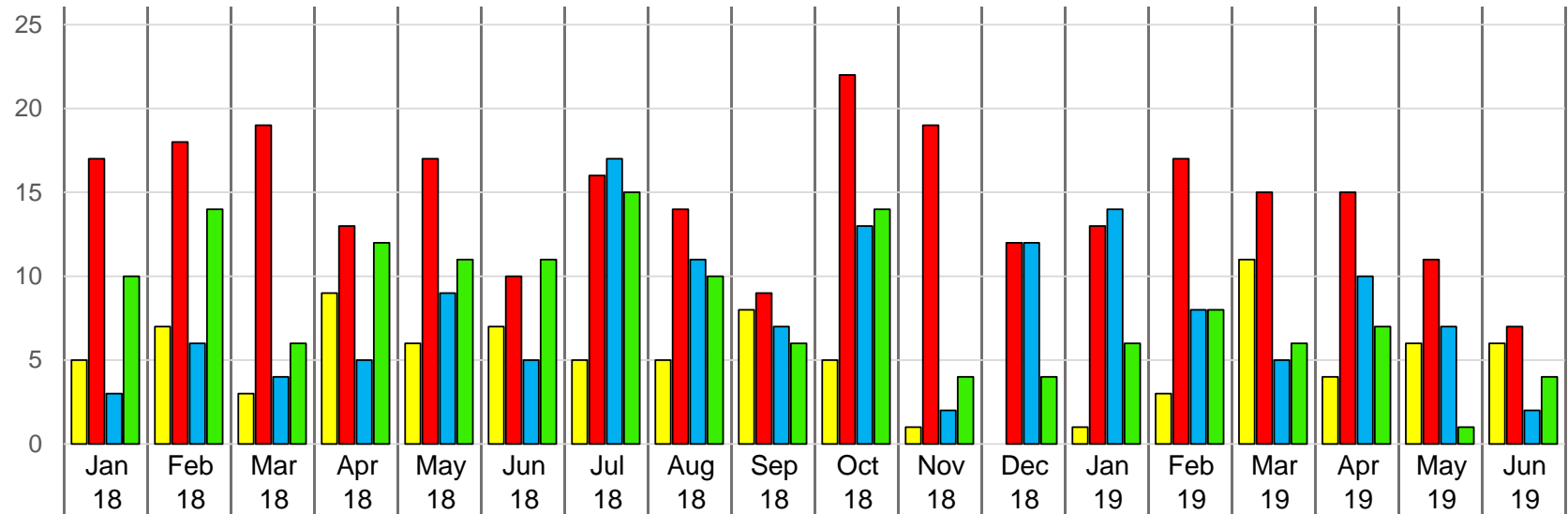
**NUMBER OF ASSESSMENTS COMPLETED BY LOCALITY**

The total number of assessments of all types carried out by all social care teams with an end date in the month.

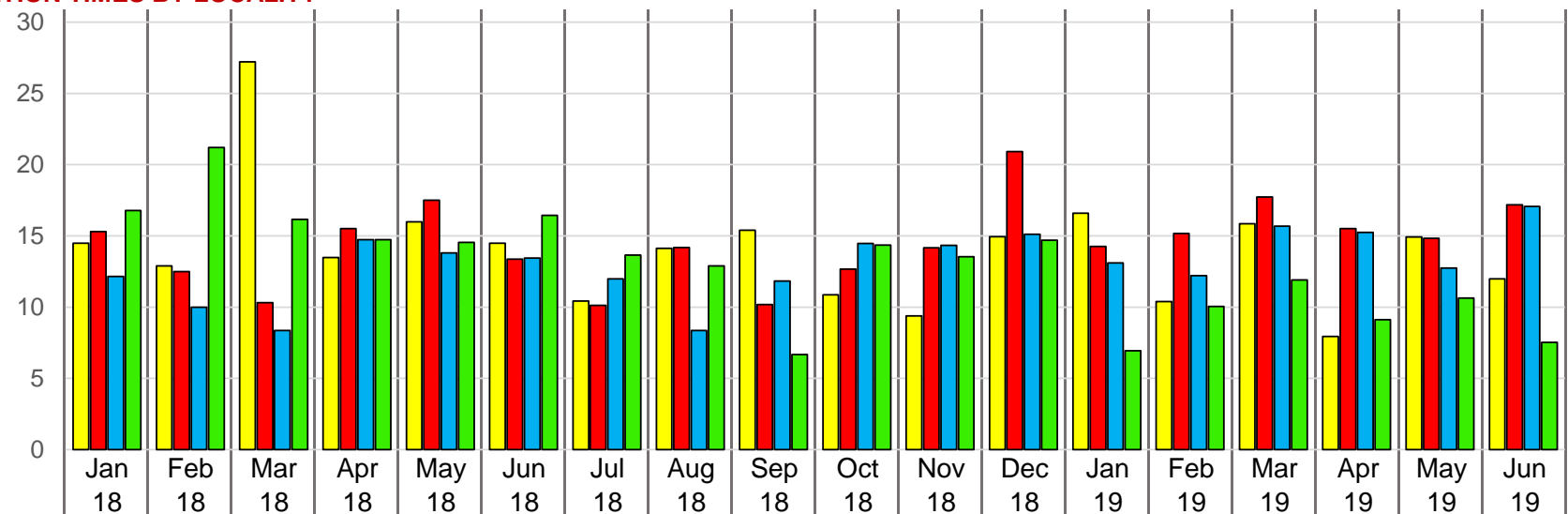


**NUMBER OF CARERS ASSESSMENTS COMPLETED BY LOCALITY**

The total number of assessments of all types carried out by all social care teams with an end date in the month.

**AVERAGE ASSESSMENT COMPLETION TIMES BY LOCALITY**

The average time from the assessment start date to the assessment end date (in days) for all assessments carried out by social care teams in the month.



## TABLE OF DATA

		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>Waiting</b>	With HSC activity in the year	666	626	603	538	538	570	645	688	675	530	476	505	515	483	500	552	574	536
	Without HSC activity in the year	898	956	941	950	885	956	1,079	1,102	1,074	918	852	691	730	778	875	892	883	914
	Total waiting for Assessment	1,564	1,582	1,544	1,488	1,423	1,526	1,724	1,790	1,749	1,448	1,328	1,196	1,245	1,261	1,375	1,444	1,457	1,450
	Average assessment waiting time	64	57	67	50	47	44	43	39	46	54	50	52	50	38	37	41	41	40
The % of assessments outwith times		61.2	61.8	61.4	57.1	56.5	45.1	44.5	65.5	52.3	55.2	47.6	35.1	34.6	34.0	32.7	35.9	38.4	44.8
Number of assessments completed		750	802	751	787	908	760	752	752	585	830	837	653	896	899	927	835	957	851
Carers assessments completed		77	70	70	78	83	63	89	62	42	82	54	57	100	81	65	80	78	87
Avge assessment completion time		13.9	15.4	13.7	13.9	12.8	12.9	11.7	14.0	13.0	11.8	14.7	15.0	13.5	13.1	15.2	12.4	13.3	12.8
<b>Assessments waiting by locality</b>	NE	275	314	291	257	294	231	260	289	280	263	249	224	230	190	207	213	236	229
	NW	282	304	247	288	290	298	321	316	297	245	219	232	235	231	230	244	240	207
	SE	429	467	190	214	233	267	307	300	261	172	161	132	142	118	129	130	119	149
	SW	241	186	117	175	212	227	284	310	319	253	271	228	225	227	258	265	310	272
	Locality Total	1,247	1,273	856	934	1,029	1,023	1,172	1,215	1,157	933	900	816	832	766	824	852	905	857
<b>Average waits by locality</b>	NE	103	65	88	38	41	37	52	42	71	81	68	48	62	52	36	40	46	36
	NW	45	44	62	39	32	38	55	43	56	62	57	48	68	41	61	43	41	45
	SE	53	68	54	35	45	53	54	42	54	68	50	47	65	52	48	54	46	44
	SW	119	61	100	20	27	26	26	28	34	33	30	26	31	16	18	38	24	22
	Locality Total	73	55	74	33	35	37	44	37	50	59	48	39	52	37	38	43	37	36
<b>% assessments outwith times</b>	NE	46	48	38	57	56	43	45	60	56	55	55	45	43	46	44	33	39	50
	NW	60	64	54	50	59	60	51	75	60	65	51	34	43	33	27	36	35	44
	SE	70	78	66	74	65	59	58	78	74	65	62	46	34	29	28	31	25	31
	SW	85	69	49	52	52	34	36	62	46	58	39	42	42	56	47	53	54	63
	Locality Total	65	66	50	58	58	50	48	69	58	60	50	41	41	42	38	40	41	50
<b>Number of assessments completed</b>	NE	79	94	77	78	108	81	97	109	61	106	92	62	92	95	106	83	121	110
	NW	125	132	109	120	136	116	104	113	93	126	146	121	124	126	148	138	148	125
	SE	97	114	98	90	109	93	114	106	74	125	109	93	141	148	168	117	127	129
	SW	79	109	85	109	106	100	87	94	77	101	119	97	142	141	144	127	130	96
	Locality Total	479	543	480	513	563	484	449	474	348	513	513	396	533	541	583	484	555	482

More-

## SECTION 2 - ASSESSMENTS

		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>Carers assessments completed</b>	NE	5	7	3	9	6	7	5	5	8	5	1	na	1	3	11	4	6	6
	NW	17	18	19	13	17	10	16	14	9	22	19	12	13	17	15	15	11	7
	SE	3	6	4	5	9	5	17	11	7	13	2	12	14	8	5	10	7	2
	SW	10	14	6	12	11	11	15	10	6	14	4	4	6	8	6	7	1	4
	Locality Total	35	45	32	39	43	33	53	40	30	54	26	28	34	36	37	36	25	19
<b>Average assessment completion time</b>	NE	14	13	27	13	16	14	10	14	15	11	9	15	17	10	16	8	15	12
	NW	15	13	10	16	18	13	10	14	10	13	14	21	14	15	18	16	15	17
	SE	12	10	8	15	14	13	12	8	12	14	14	15	13	12	16	15	13	17
	SW	17	21	16	15	15	16	14	13	7	14	14	15	7	10	12	9	11	8
	Locality Total	15	16	14	15	15	16	13	13	14	14	16	17	13	13	17	13	14	14



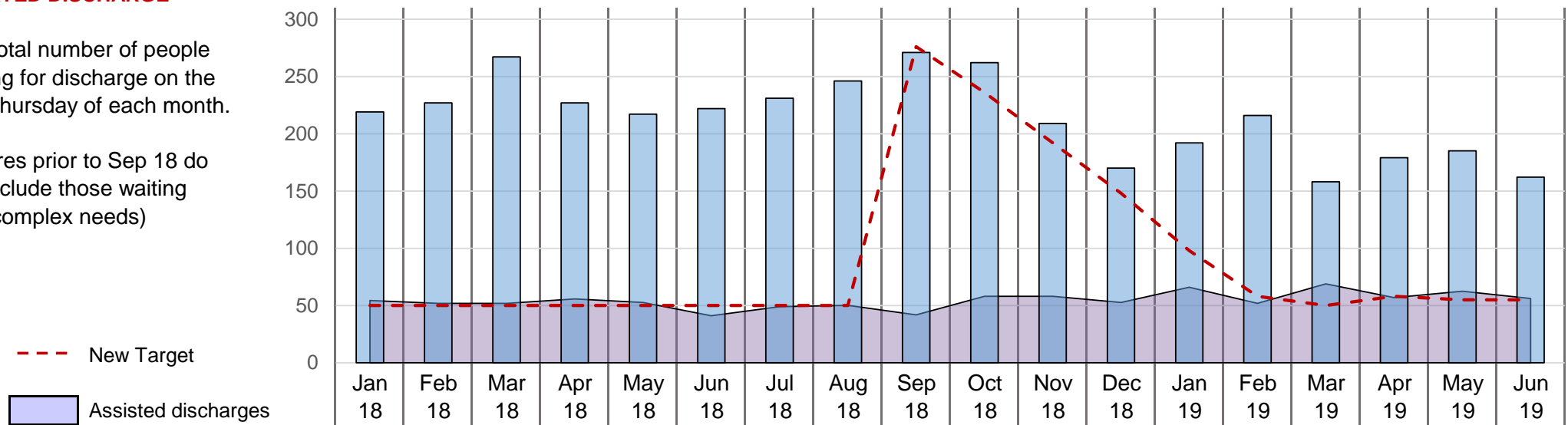
INDEX	City	By Locality
Delayed Discharge	<a href="#">page 3-1</a>	<a href="#">page 3-3</a>
People waiting in community	<a href="#">page 3-2</a>	<a href="#">page 3-4</a>
Drug treatment wait	<a href="#">page 3-2</a>	
GP Restricted list	<a href="#">page 3-3</a>	<a href="#">page 3-4</a>
Table of unmet need data	<a href="#">page 3-5</a>	

KEY	
text in black	bar chart
text in red	control chart
text in green	data table
Chart axis does not start at zero	

### DELAYED DISCHARGE

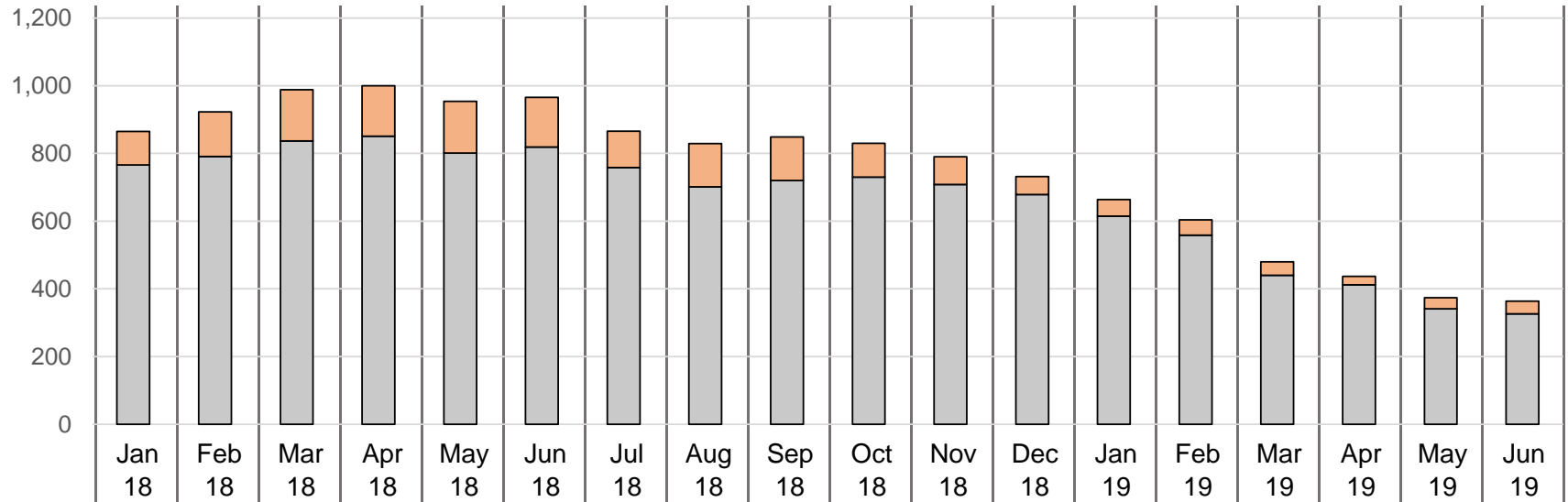
The total number of people waiting for discharge on the last Thursday of each month.

(Figures prior to Sep 18 do not include those waiting with complex needs)



**AWAITING A PACKAGE OF CARE**

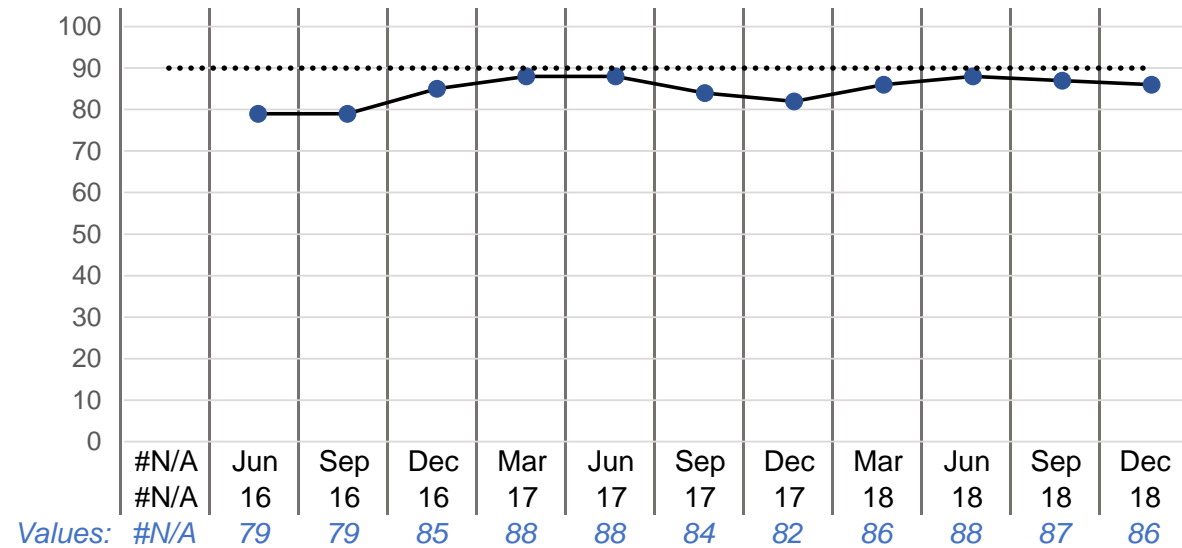
The total number of people waiting for a care package (excluding reablement) at the end of each month.

**DRUG TREATMENT WAIT**

The percentage of people receiving treatment for drug and alcohol abuse who are seen within three weeks.

Figures are collated quarterly

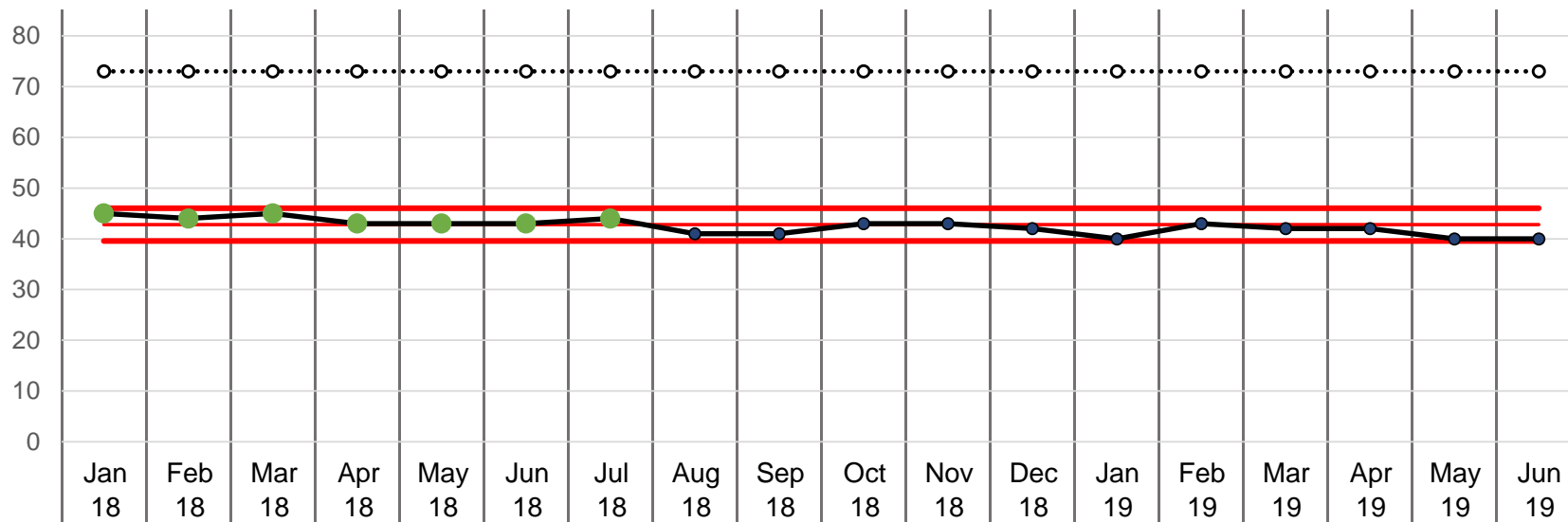
..... Target (90%)



**GP RESTRICTED LIST**

The number of GP practices in Edinburgh that are not accepting new registrations, or have restrictions on registrations.

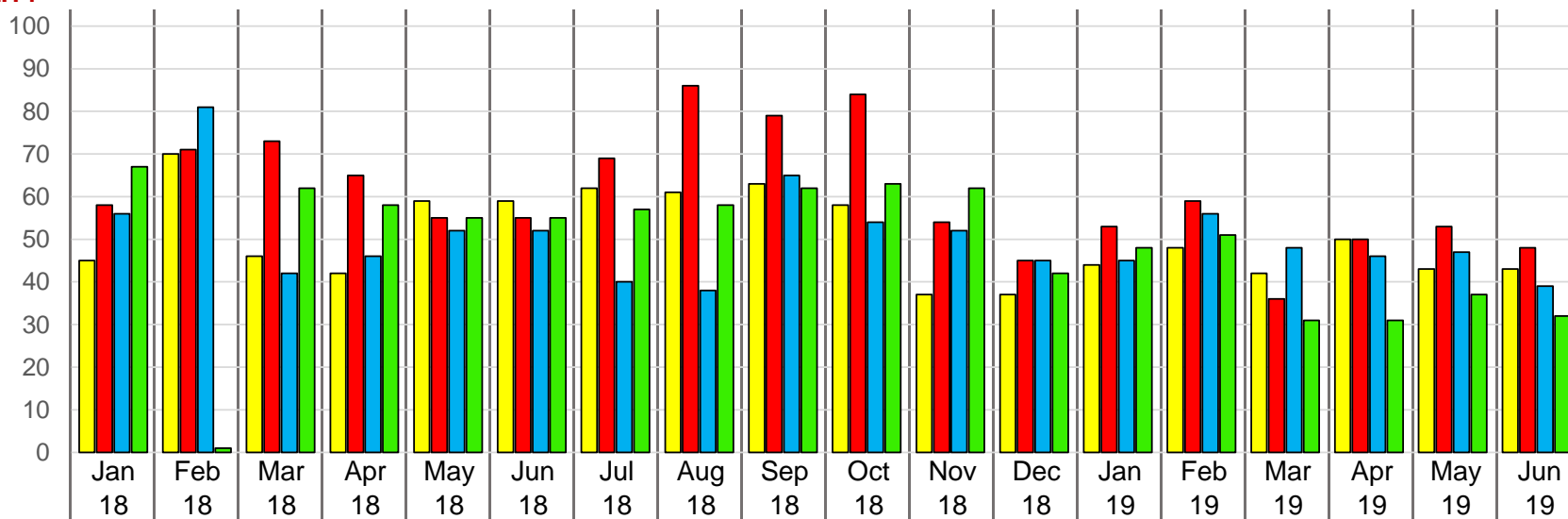
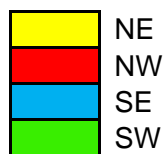
••○•• Number of GP practices  
● 7 above average



*Control chart limits are based on the 15 month period ending on Mar 19*

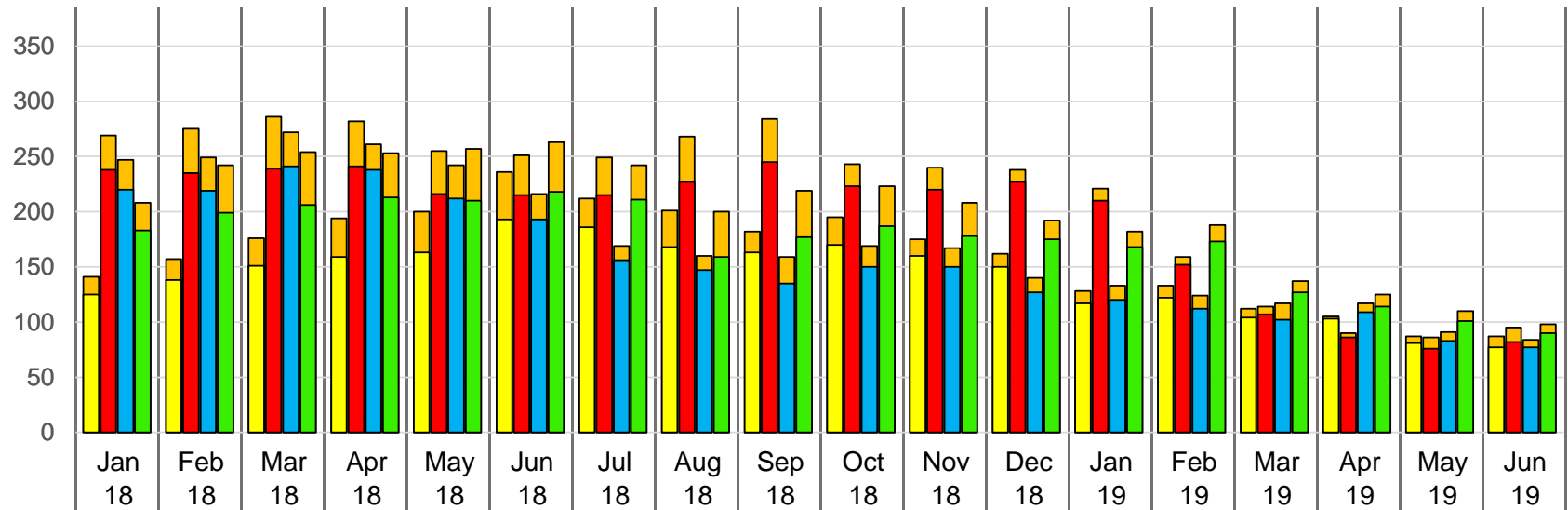
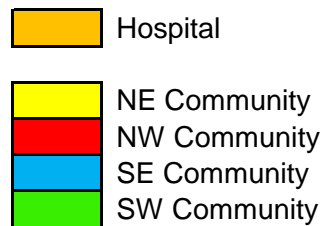
**DELAYED DISCHARGE BY LOCALITY**

The total number of people waiting for discharge on the last Thursday of each month.

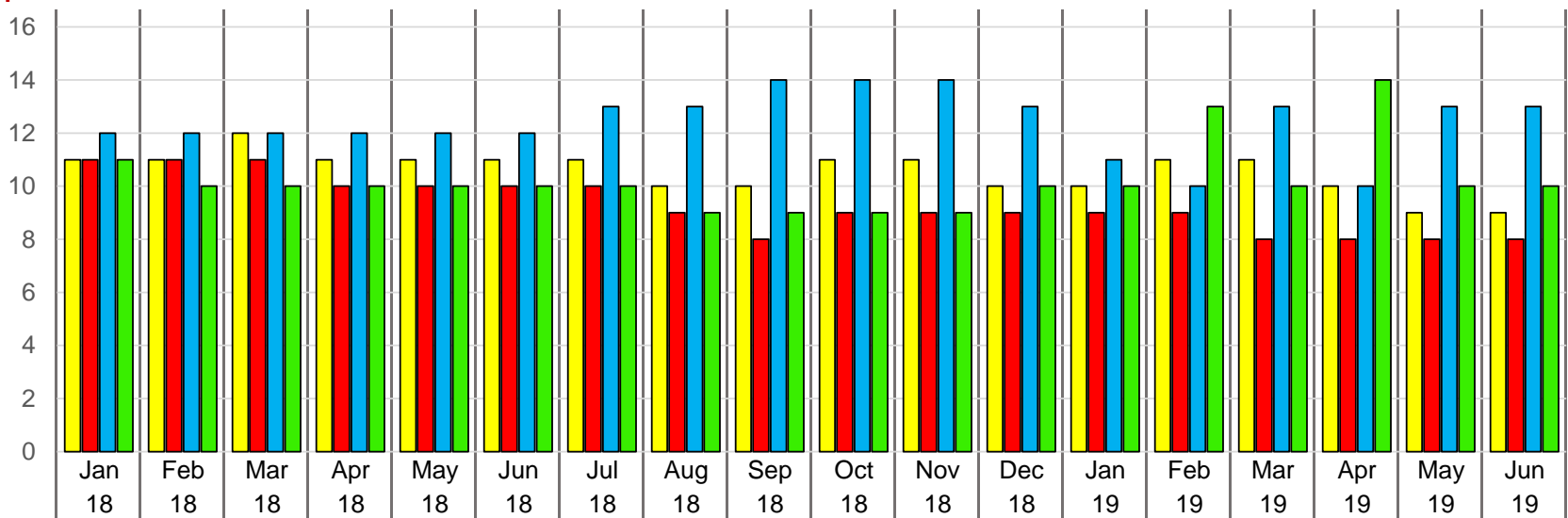


**AWAITING A PACKAGE OF CARE BY LOCALITY**

The total number of people waiting for a care package (excluding reablement) at the end of each month.

**GP RESTRICTED LIST BY LOCALITY**

The number of GP practices in Edinburgh that are not accepting new registrations, or have restrictions on registrations.



[illegible]

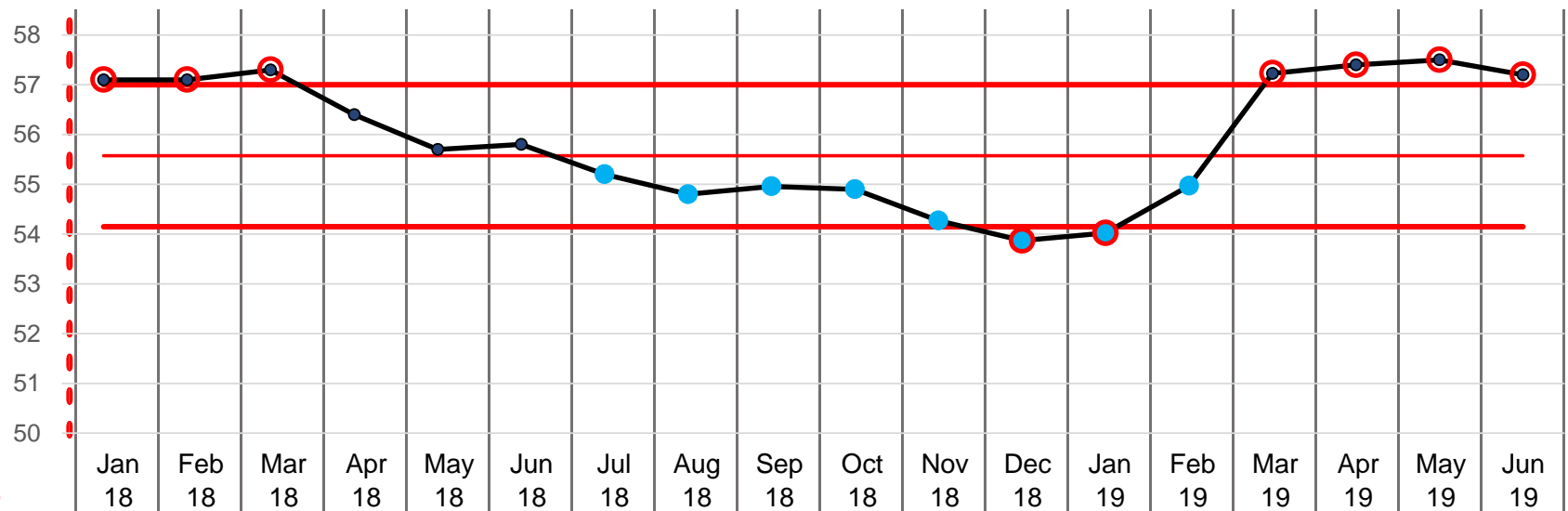
INDEX	City	By Locality
Balance of Care	<a href="#">page 4-1</a>	
Proportion choosing DP/ISF	<a href="#">page 4-2</a>	
Table of service data	<a href="#">page 4-2</a>	

KEY	
text in black	bar chart
text in red	control chart
text in green	data table
Chart axis does not start at zero	

## BALANCE OF CARE

The number of adults (aged 18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults receiving care.

- 8 below average
- Beyond control limit



Control chart limits are based on the 15 month period ending on Mar 19

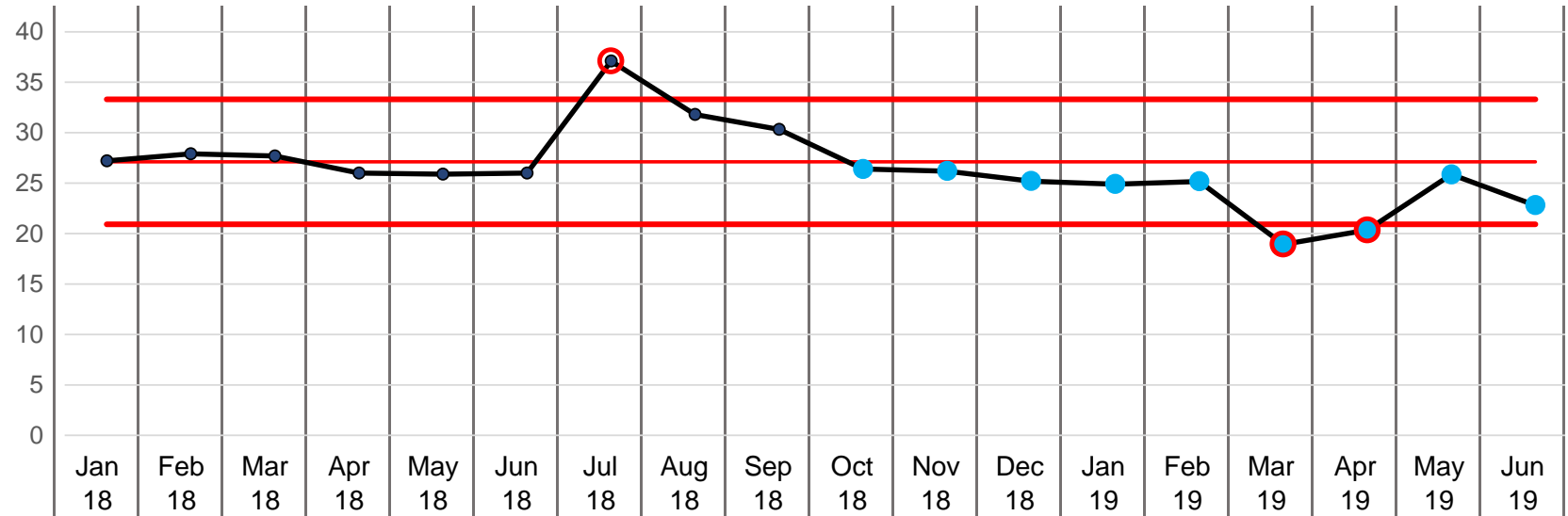
## PERCENTAGE OF PEOPLE CHOOSING DP OR ISF UNDER SDS LEGISLATION

The proportion of people choosing DP or ISF under SDS legislation.

● 9 below average

○ Beyond control limit

Control chart limits are based on the 15 month period ending on Mar 19



## TABLE OF DATA

		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>SERVICE</b>	Balance of Care	57.1	57.1	57.3	56.4	55.7	55.8	55.2	54.8	55.0	54.9	54.3	53.9	54.0	55.0	57.2	57.4	57.5	57.2
	Proportion choosing DP or ISF	27.2	27.9	27.7	26.0	25.9	26.0	37.1	31.8	30.3	26.4	26.2	25.2	24.9	25.2	18.9	20.4	25.9	22.8

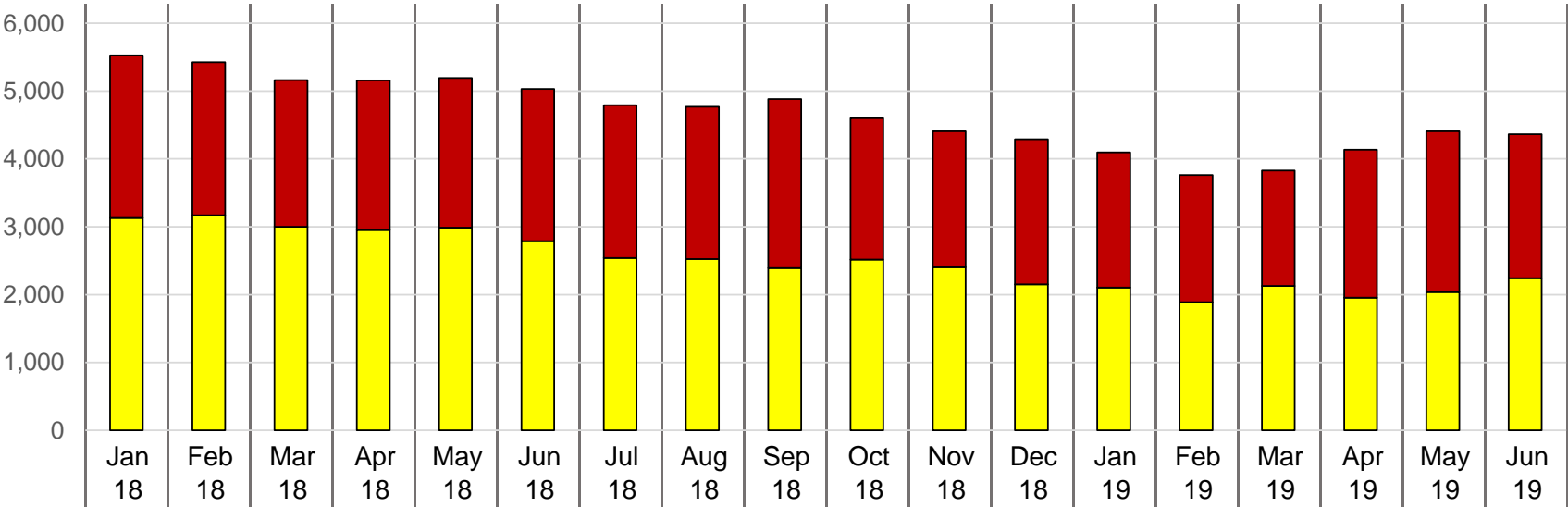
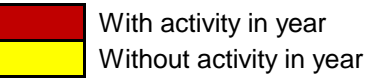
INDEX	City	By Locality
Reviews overdue	<a href="#">page 5-1</a>	<a href="#">page 5-4</a>
Reviews overdue (control cht)	<a href="#">page 5-2</a>	
Reviews completed	<a href="#">page 5-2</a>	<a href="#">page 5-5</a>
Reviews within 14 days	<a href="#">page 5-3</a>	<a href="#">page 5-5</a>
Longest wait for review	<a href="#">page 5-3</a>	<a href="#">page 5-6</a>
People reviewed in year	<a href="#">page 5-4</a>	<a href="#">page 5-6</a>
Table of review data	<a href="#">page 5-7</a>	

KEY	
text in black	bar chart
text in red	control chart
text in green	data table
Chart axis does not start at zero	

INDIVIDUALS WAITING FOR A REVIEW

A count of people on Swift waiting for a Review.

Figures are split into those with social care assessment or review activity in the past 12 months, and those without.

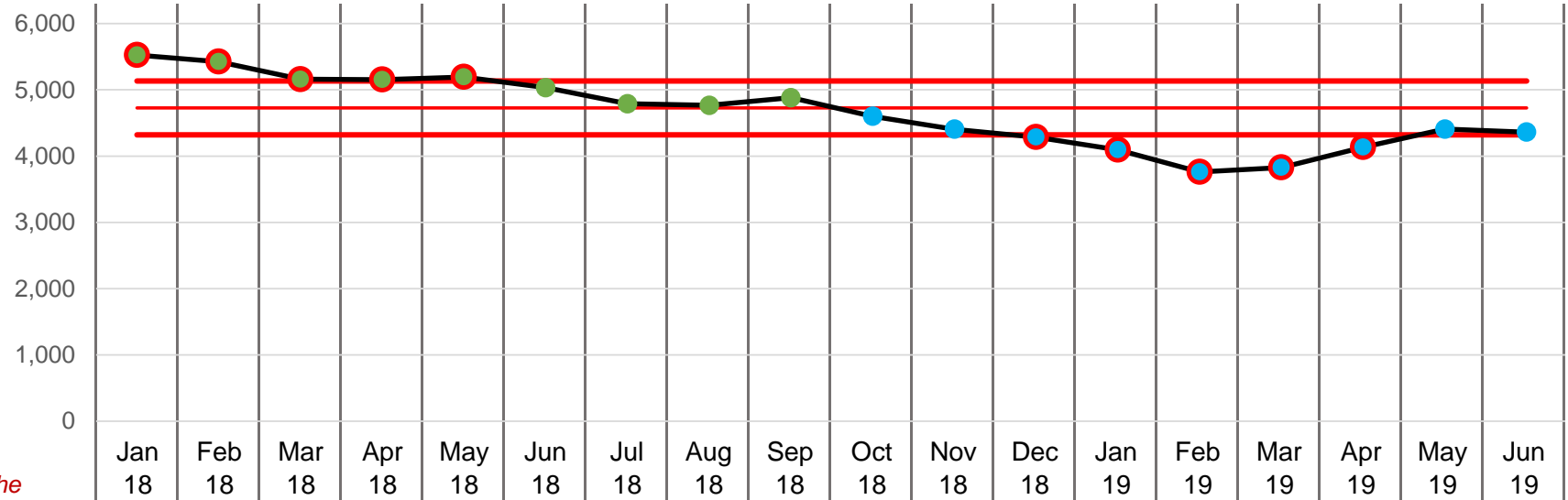




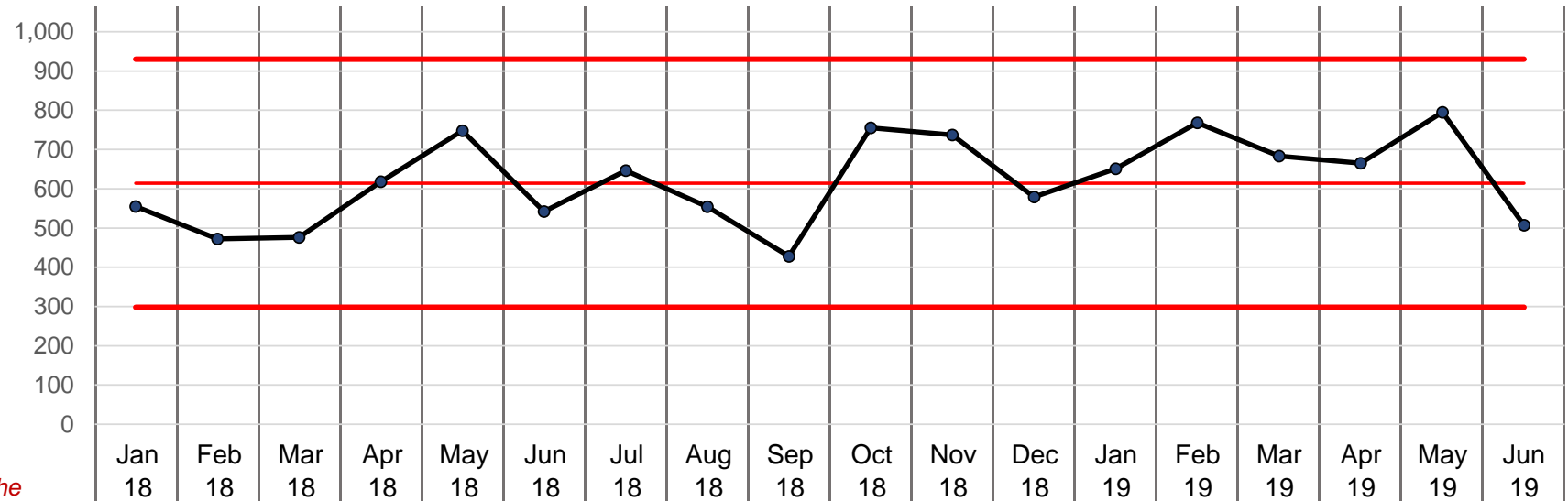
**INDIVIDUALS WAITING FOR A REVIEW**

A count of people on Swift waiting for a Review.

- 9 above average
- 9 below average
- Beyond control limit

**NUMBER OF REVIEWS COMPLETED**

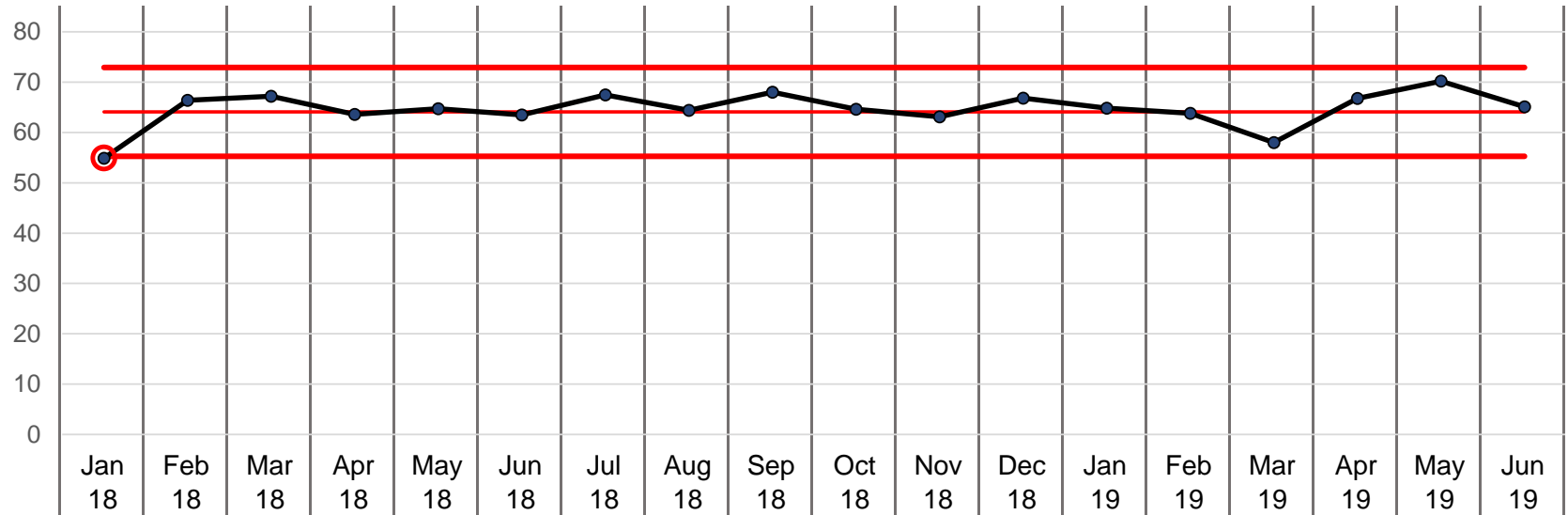
The number of reviews completed during the month that are recorded on Swift. This includes personal plan reviews.



**THE PERCENTAGE OF REVIEWS COMPLETED WITHIN 14 DAYS OF DUE DATE**

The percentage of reviews completed within the month which are completed no later than 14 days after the due date.

○ Beyond control limit

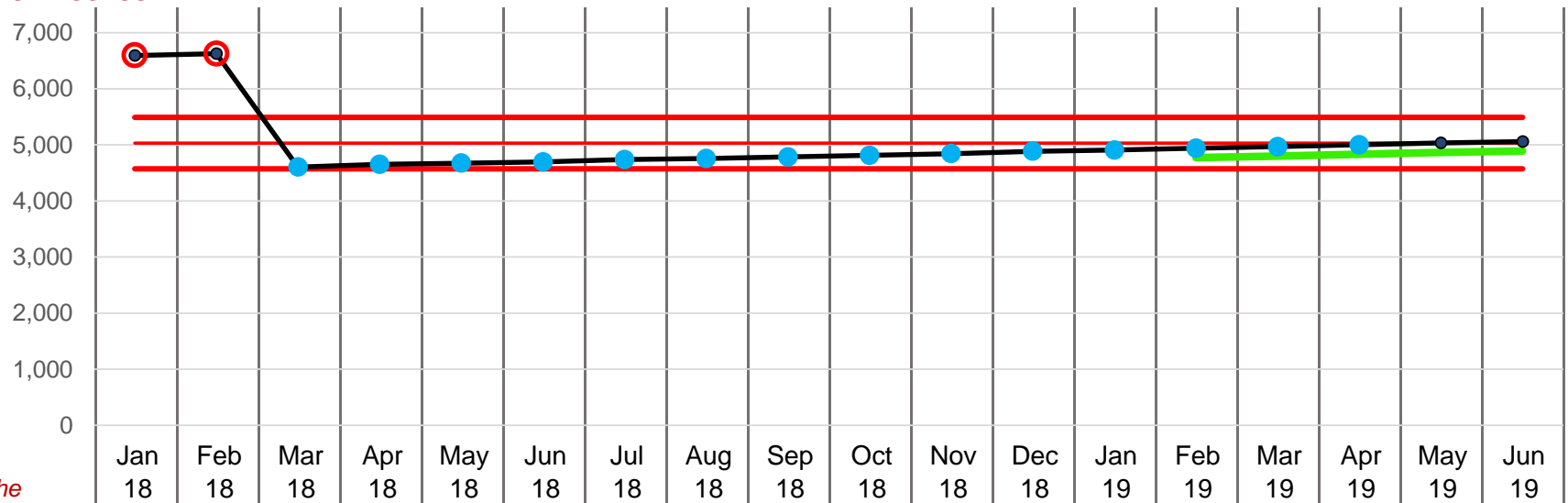


Control chart limits are based on the 15 month period ending on Mar 19

**LONGEST WAIT FOR A REVIEW OR ASSESSMENT**

The longest time since the last assessment or review for current clients.

● 14 below average  
— Continuous increase  
○ Beyond control limit

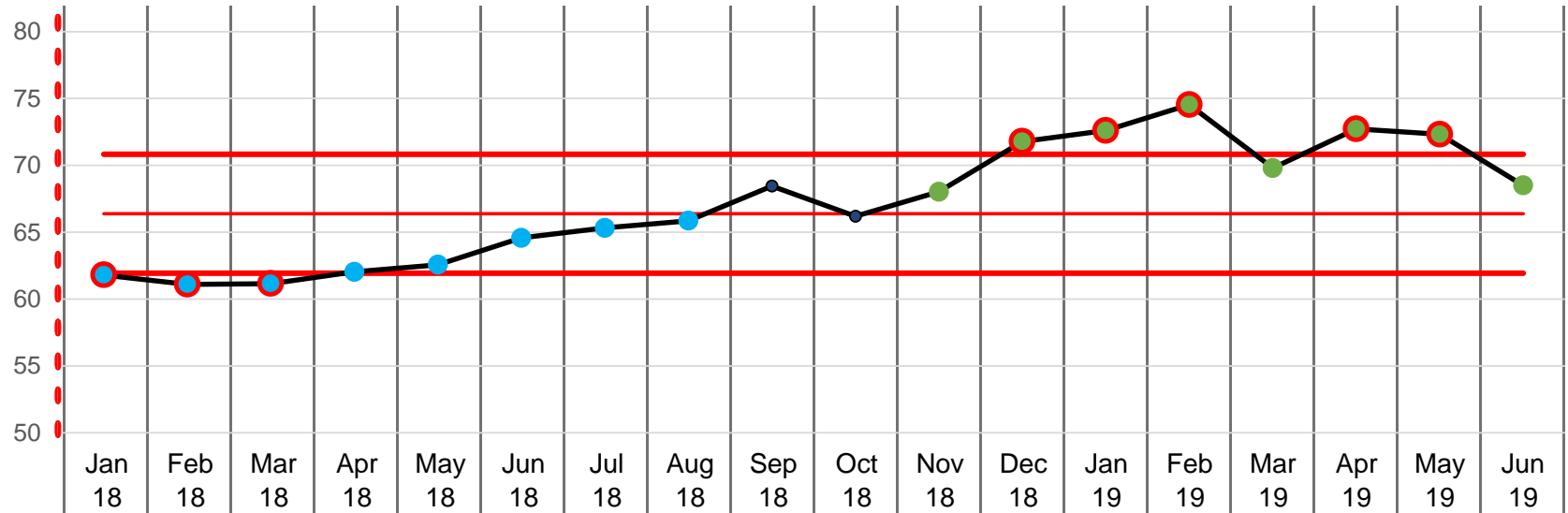


Control chart limits are based on the 15 month period ending on Mar 19

## SERVICE USERS WITH REVIEWS IN THE LAST YEAR

The percentage of service users with reviews in the last year.

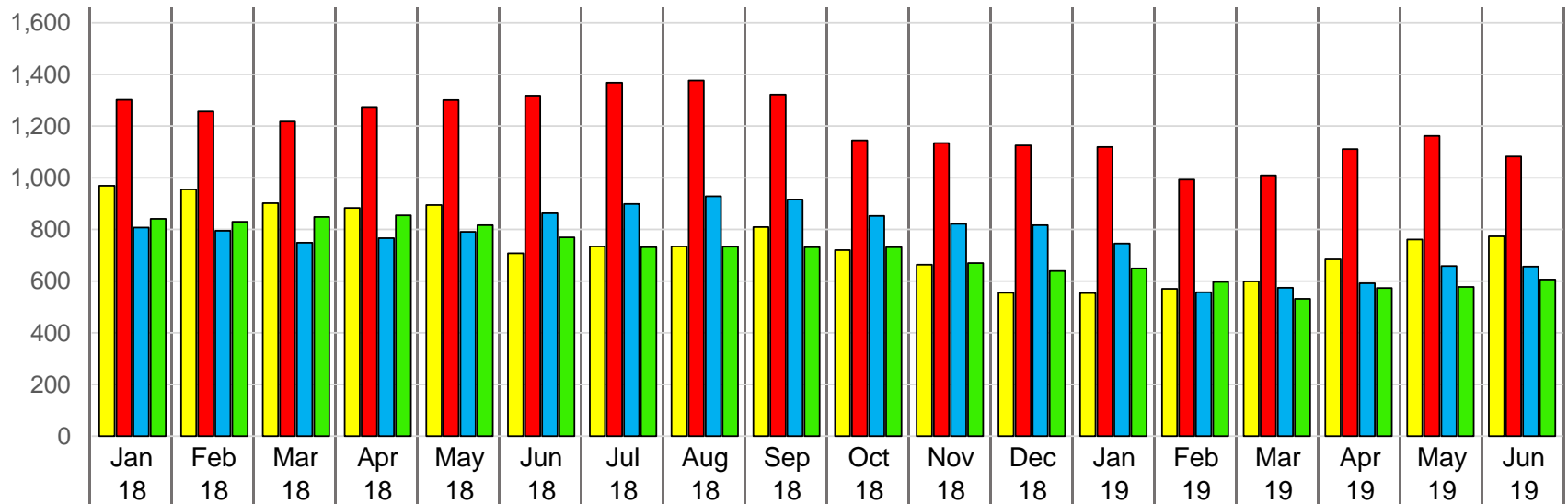
- 8 above average
- 8 below average
- Beyond control limit



## REVIEWS WAITING BY LOCALITY

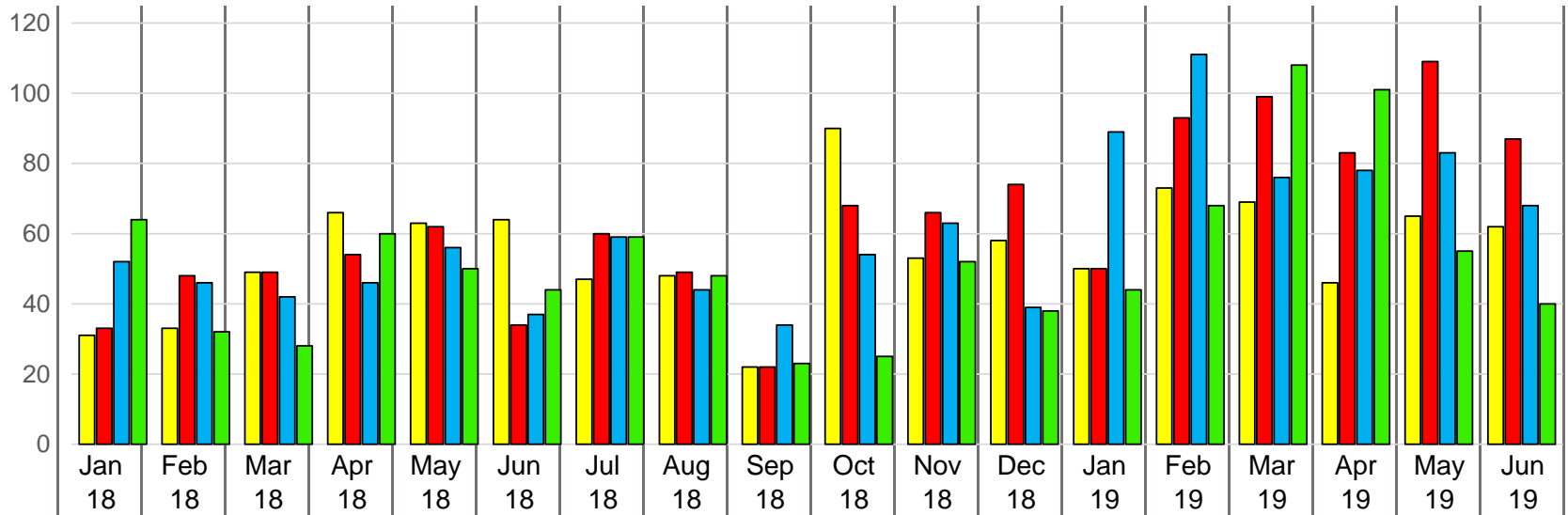
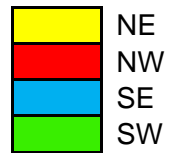
A count of people on Swift waiting for a review by locality.

- NE
- NW
- SE
- SW

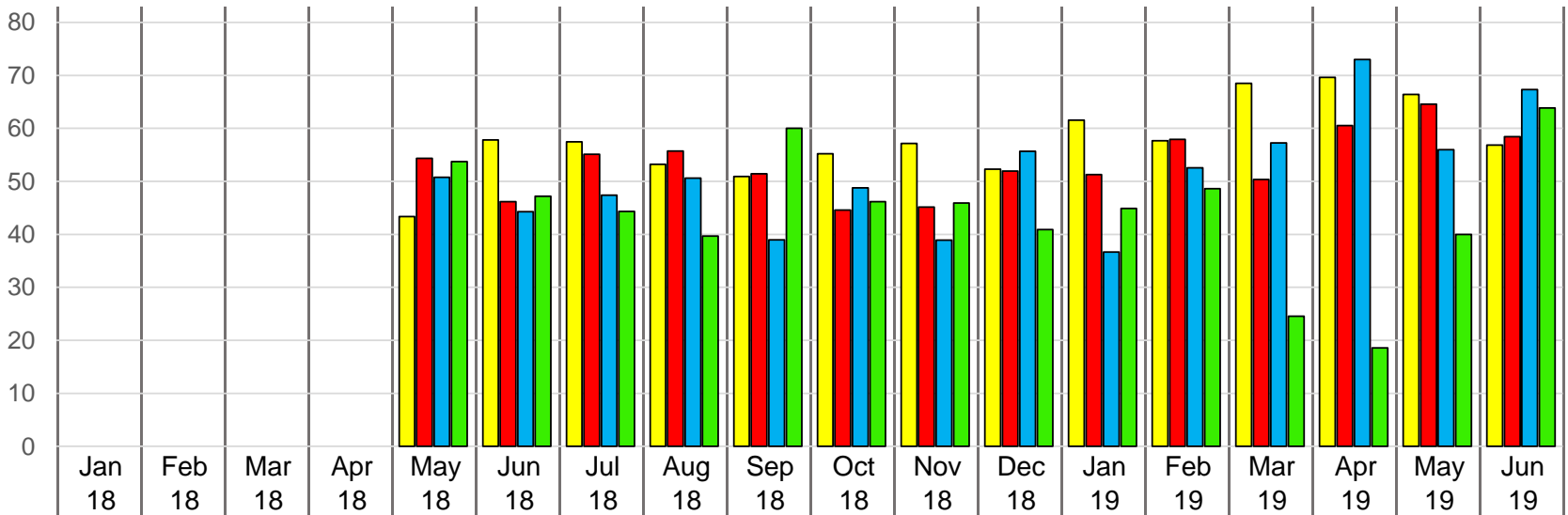
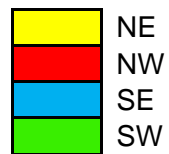


**NUMBER OF REVIEWS COMPLETED**

The number of reviews completed during the month that are recorded on Swift. This includes personal plan reviews.

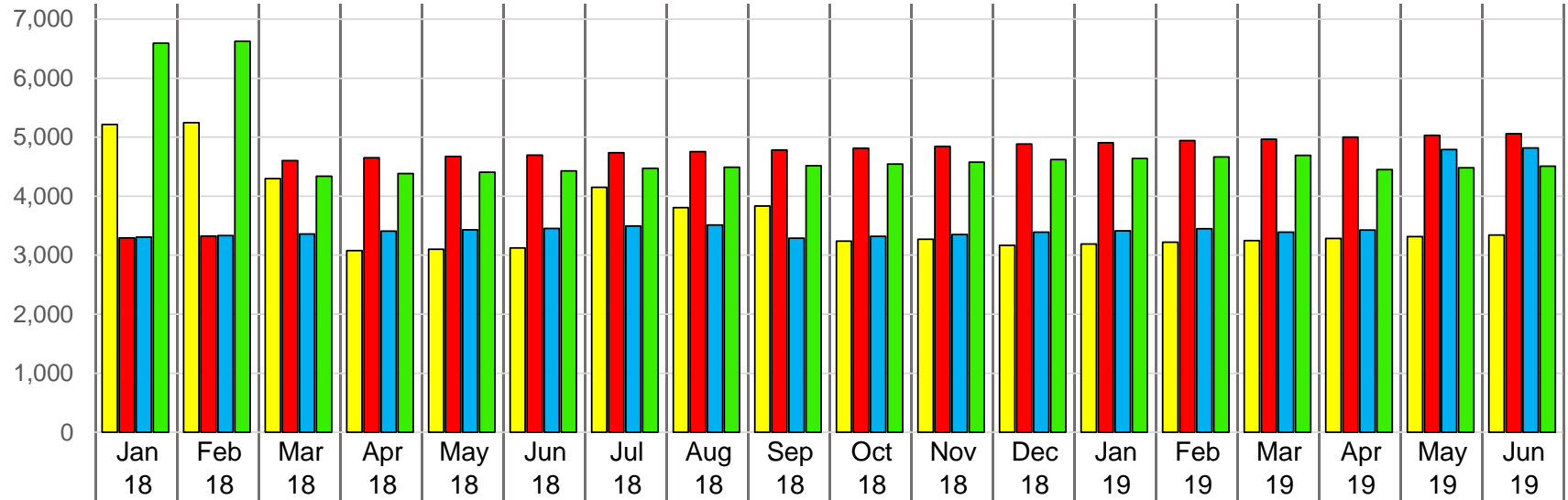
**THE PERCENTAGE OF REVIEWS COMPLETED WITHIN 14 DAYS OF DUE DATE BY LOCALITY**

The percentage of reviews completed within the month which are completed no later than 14 days after the due date.

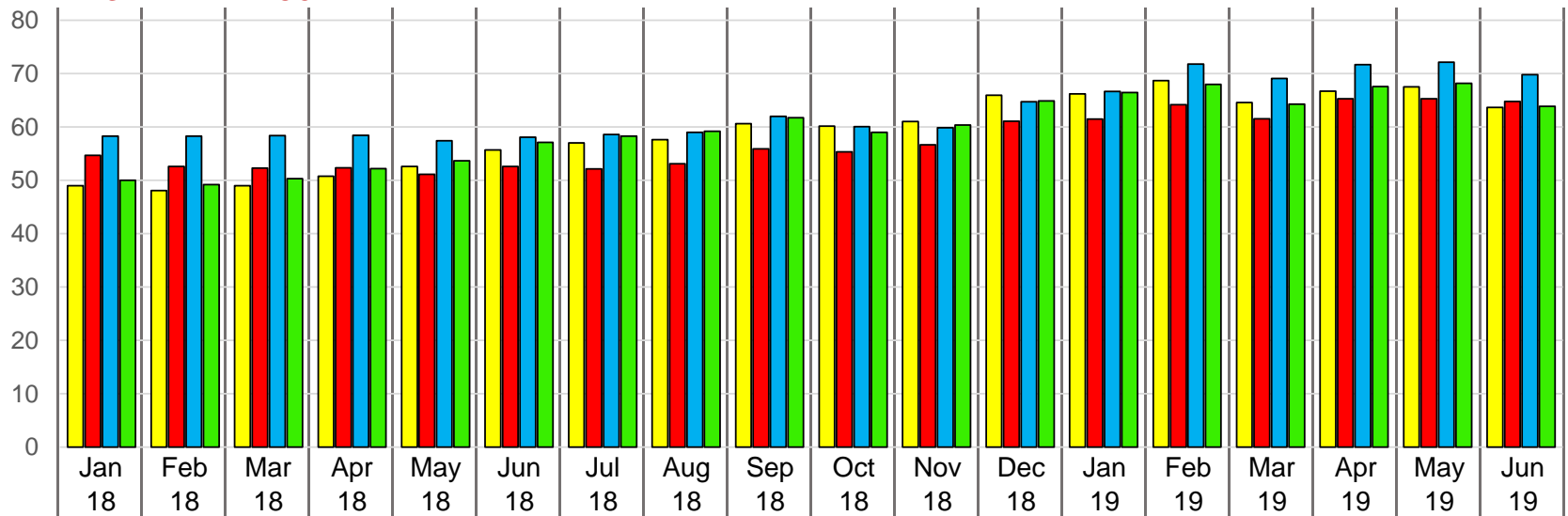
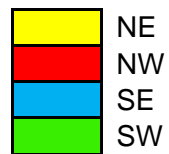


**LONGEST WAIT FOR A REVIEW OR ASSESSMENT BY LOCALITY**

The longest time since the last assessment or review for current clients.

**SERVICE USERS WITH REVIEWS IN THE LAST YEAR BY LOCALITY**

The percentage of service users with reviews in the last year.



## TABLE OF DATA

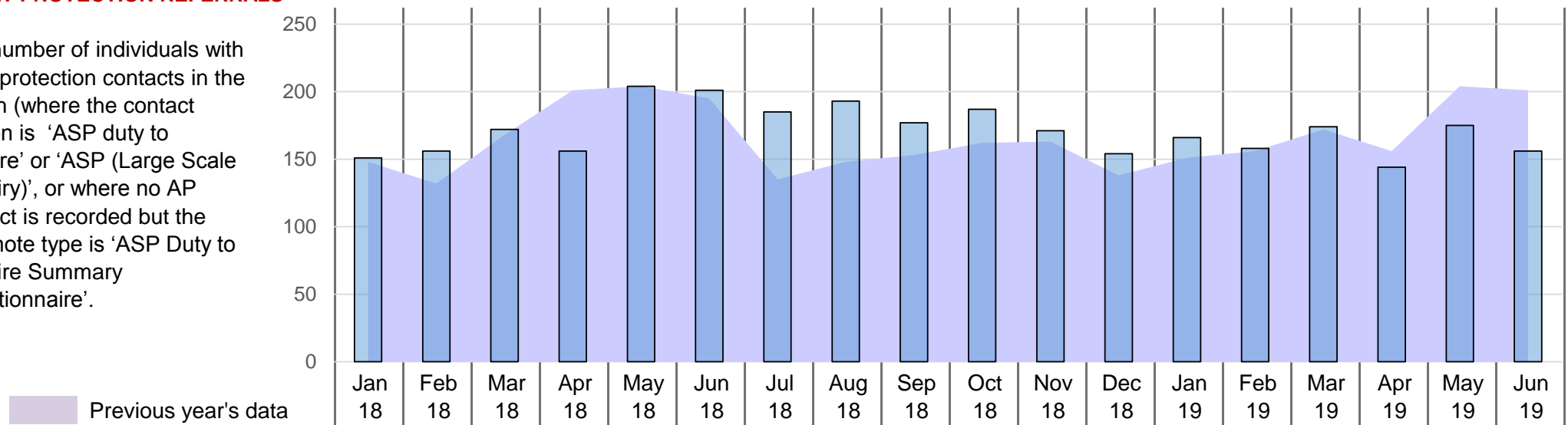
		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
With HSC activity in the year		2,396	2,256	2,160	2,201	2,204	2,246	2,248	2,243	2,489	2,082	2,002	2,135	1,992	1,874	1,701	2,180	2,369	2,119
Without HSC activity in the year		3,129	3,169	3,001	2,954	2,990	2,787	2,542	2,523	2,392	2,518	2,404	2,152	2,104	1,887	2,127	1,956	2,038	2,243
<b>Total waiting for Review</b>		<b>5,525</b>	<b>5,425</b>	<b>5,161</b>	<b>5,155</b>	<b>5,194</b>	<b>5,033</b>	<b>4,790</b>	<b>4,766</b>	<b>4,881</b>	<b>4,600</b>	<b>4,406</b>	<b>4,287</b>	<b>4,096</b>	<b>3,761</b>	<b>3,828</b>	<b>4,136</b>	<b>4,407</b>	<b>4,362</b>
Reviews completed		555	472	476	618	748	542	646	554	428	755	737	579	651	768	683	665	795	507
% Reviews within 14 days		54.9	66.4	67.2	63.6	64.7	63.5	67.5	64.4	68.0	64.6	63.1	66.8	64.8	63.8	58.0	66.8	70.2	65.1
Longest wait for a review or assmt		6,595	6,626	4,604	4,652	4,674	4,695	4,738	4,756	4,784	4,812	4,843	4,885	4,906	4,941	4,967	5,001	5,033	5,058
% Service users with revs in the year		61.8	61.1	61.1	62.0	62.6	64.6	65.3	65.9	68.4	66.2	68.0	71.8	72.6	74.5	69.8	72.7	72.3	68.5
<b>Reviews waiting</b>	NE	969	955	902	883	894	708	734	734	809	720	664	555	554	570	599	684	761	773
<b>by locality</b>	NW	1,302	1,257	1,218	1,274	1,301	1,318	1,368	1,377	1,322	1,145	1,134	1,125	1,119	993	1,009	1,111	1,162	1,082
	SE	807	795	749	766	791	863	899	928	916	852	822	816	746	557	574	592	659	657
	SW	841	830	848	854	817	769	731	733	731	731	670	639	649	597	531	573	578	606
	Old Teams	421	221	440	55	52	25	17	11	9	6	1	1	1	na	na	1	na	na
<b>Reviews completed</b>	NE	31	33	49	66	63	64	47	48	22	90	53	58	50	73	69	46	65	62
<b>by locality</b>	NW	33	48	49	54	62	34	60	49	22	68	66	74	50	93	99	83	109	87
	SE	52	46	42	46	56	37	59	44	34	54	63	39	89	111	76	78	83	68
	SW	64	32	28	60	50	44	59	48	23	25	52	38	44	68	108	101	55	40
	Old Teams	178	64	205	297	305	237	240	205	111	265	269	229	249	391	387	323	328	275

INDEX	City	By Locality
Adult protection referrals	<a href="#">page 6-1</a>	<a href="#">page 6-2</a>
Adult protection open cases	<a href="#">page 6-2</a>	<a href="#">page 6-3</a>
Table of adult protection data	<a href="#">page 6-3</a>	

KEY	
text in black	bar chart
text in red	control chart
text in green	data table
Chart axis does not start at zero	

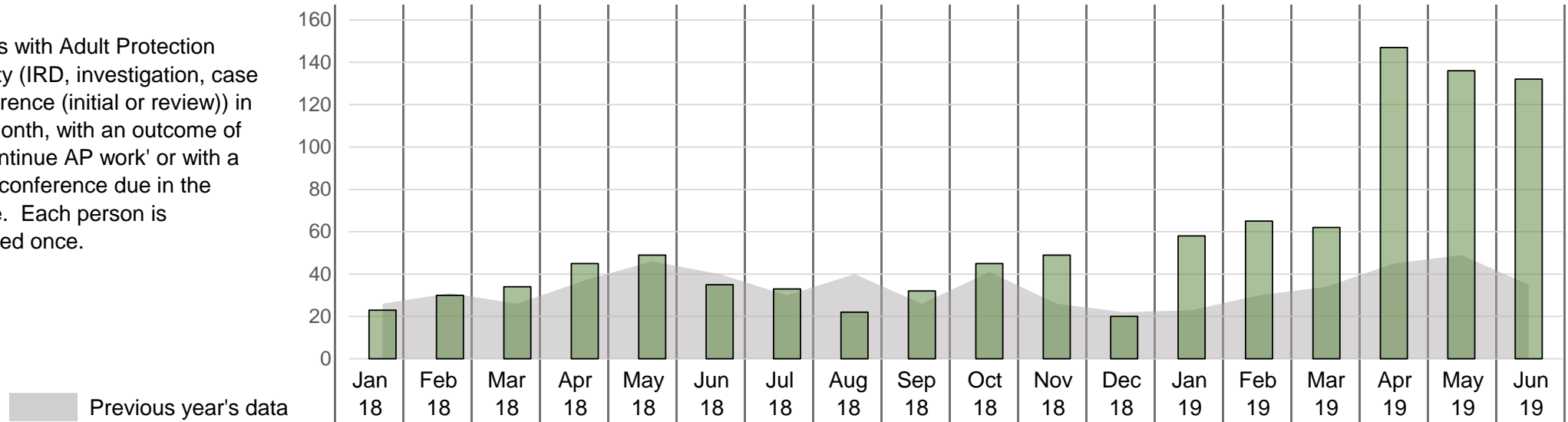
### ADULT PROTECTION REFERRALS

The number of individuals with adult protection contacts in the month (where the contact reason is 'ASP duty to enquire' or 'ASP (Large Scale Enquiry)', or where no AP contact is recorded but the casenote type is 'ASP Duty to Enquire Summary Questionnaire'.

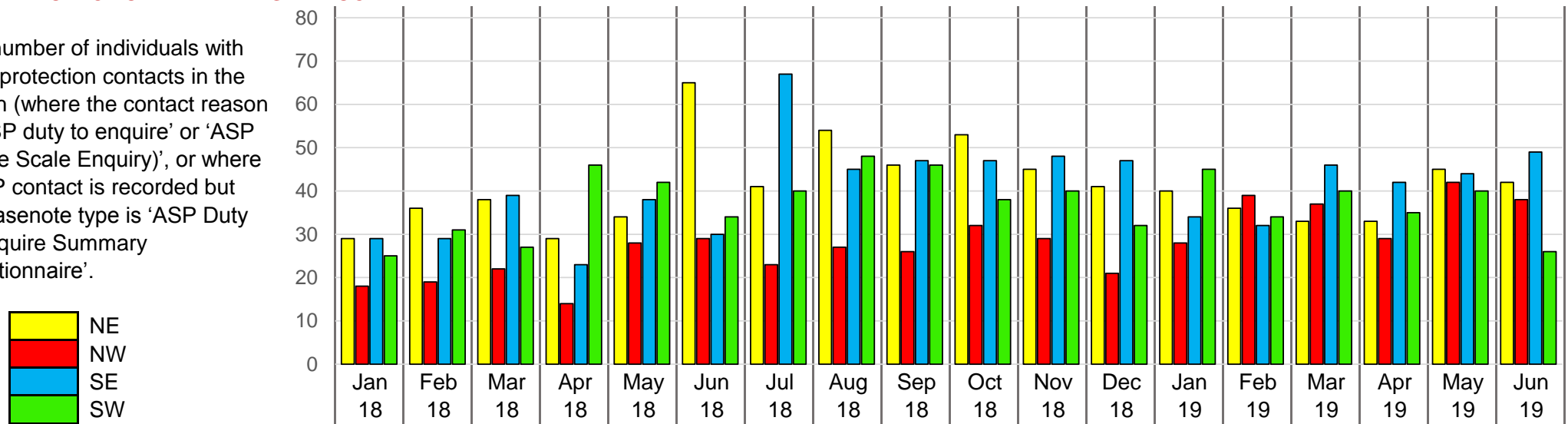


**ADULT PROTECTION OPEN CASES**

Cases with Adult Protection activity (IRD, investigation, case conference (initial or review)) in the month, with an outcome of 'to continue AP work' or with a case conference due in the future. Each person is counted once.

**ADULT PROTECTION REFERRALS BY LOCALITY**

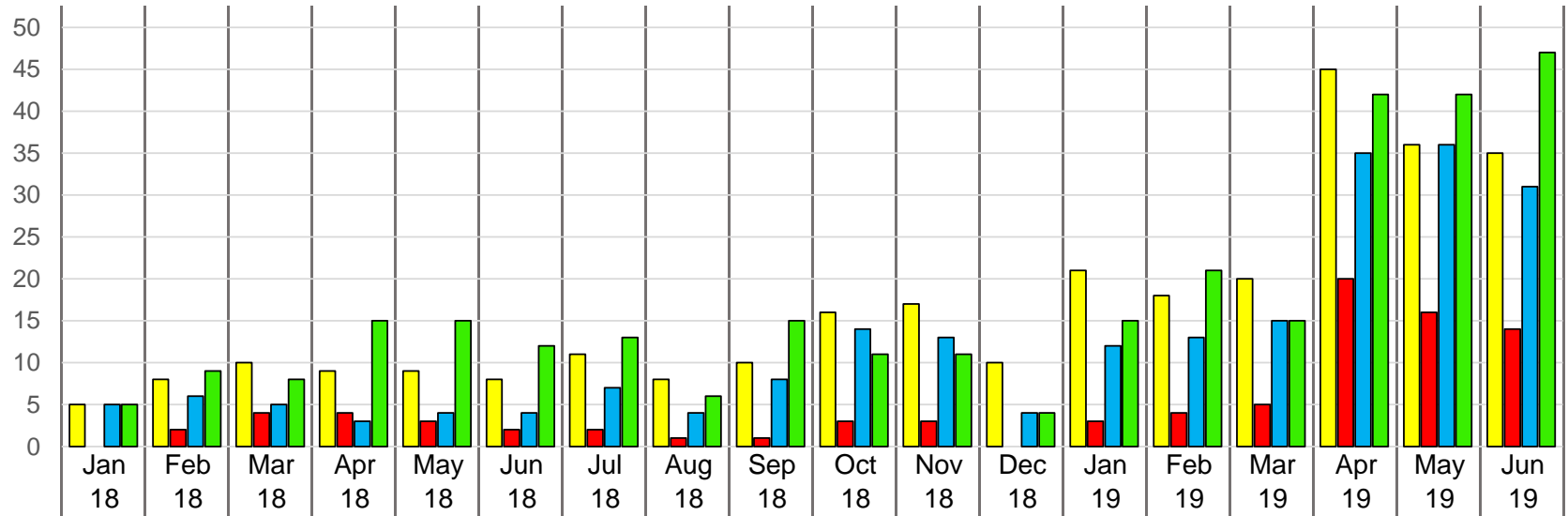
The number of individuals with adult protection contacts in the month (where the contact reason is 'ASP duty to enquire' or 'ASP (Large Scale Enquiry)', or where no AP contact is recorded but the casenote type is 'ASP Duty to Enquire Summary Questionnaire'.





## ADULT PROTECTION OPEN CASES BY LOCALITY








Cases with Adult Protection activity (IRD, investigation, case conference (initial or review)) in the month, a case conference in the last six months with an outcome of 'to continue AP work' or with a case conference due in the future. Each person is counted once. Before April 2019, case conferences before the month were not counted.



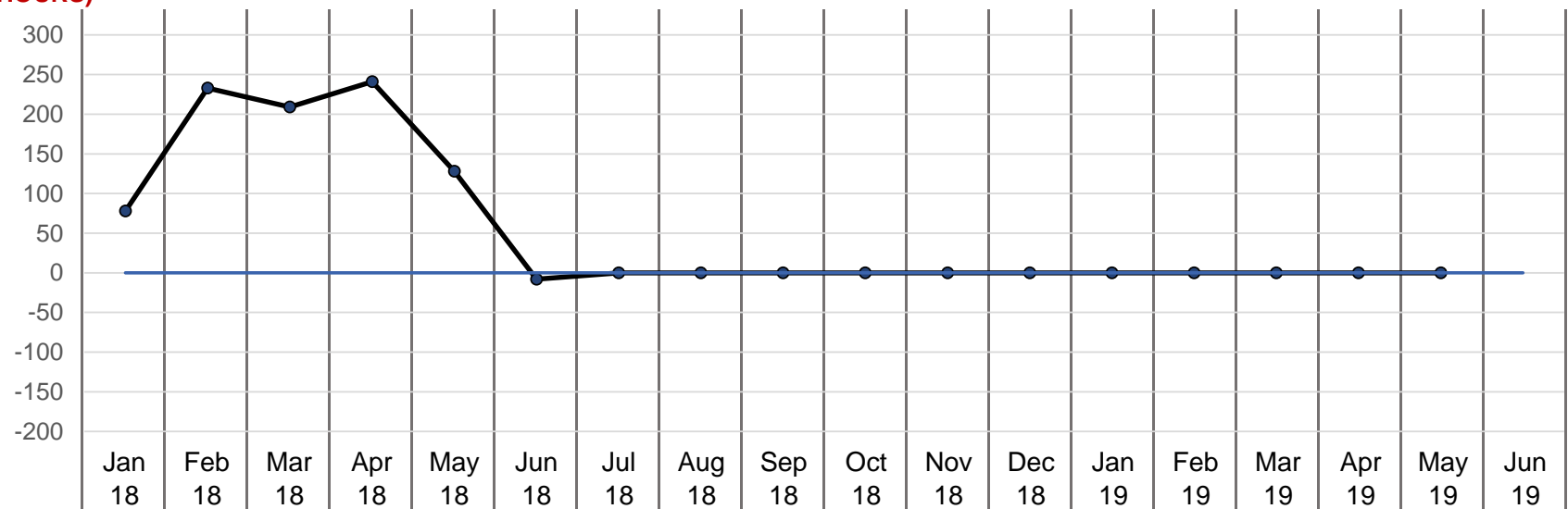
## TABLE OF DATA

		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
Adult protection referrals		151	156	172	156	204	201	185	193	177	187	171	154	166	158	174	144	175	156
Previous year's referrals		148	132	168	201	204	195	135	148	153	162	163	138	151	156	172	156	204	201
Open adult protection cases		23	30	34	45	49	35	33	22	32	45	49	20	58	65	62	147	136	132
Previous year's cases		26	31	26	37	46	40	30	40	26	41	26	22	23	30	34	45	49	35
Adult protection referrals by locality	NE	29	36	38	29	34	65	41	54	46	53	45	41	40	36	33	33	45	42
	NW	18	19	22	14	28	29	23	27	26	32	29	21	28	39	37	29	42	38
	SE	29	29	39	23	38	30	67	45	47	47	48	47	34	32	46	42	44	49
	SW	25	31	27	46	42	34	40	48	46	38	40	32	45	34	40	35	40	26
Adult protection open cases by locality	NE	5	8	10	9	9	8	11	8	10	16	17	10	21	18	20	45	36	35
	NW	0	2	4	4	3	2	2	1	1	3	3	0	3	4	5	20	16	14
	SE	5	6	5	3	4	4	7	4	8	14	13	4	12	13	15	35	36	31
	SW	5	9	8	15	15	12	13	6	15	11	11	4	15	21	15	42	42	47

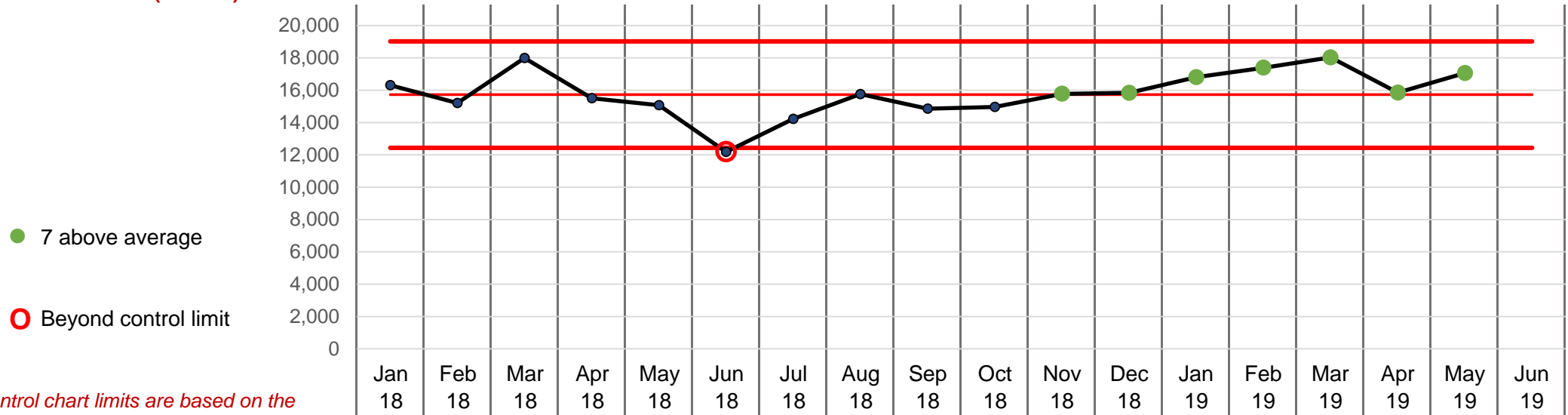
INDEX	City	By Locality
NHS agency staff (hours)	<a href="#">page 7-1</a>	
NHS bank staff (hours)	<a href="#">page 7-2</a>	
HSC city wide sickness	<a href="#">page 7-2</a>	
NHS sickness in hours	<a href="#">page 7-3</a>	
NHS sickness %	<a href="#">page 7-3</a>	
Table of staff data	<a href="#">page 7-4</a>	

KEY
Return to homepage 
Return to top (of page) 
Go to city-wide chart 
Go to control chart 
Go to locality-split chart 
Go to table of data 
Chart axis does not start at zero 

## NHS AGENCY NURSING STAFF (HOURS)

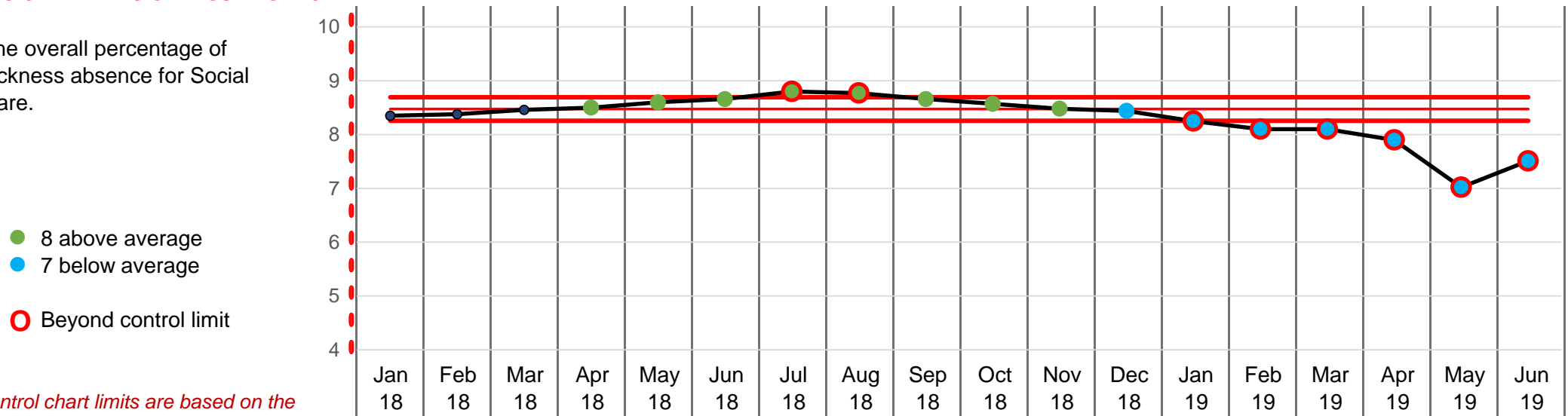


## NHS BANK STAFF (HOURS)

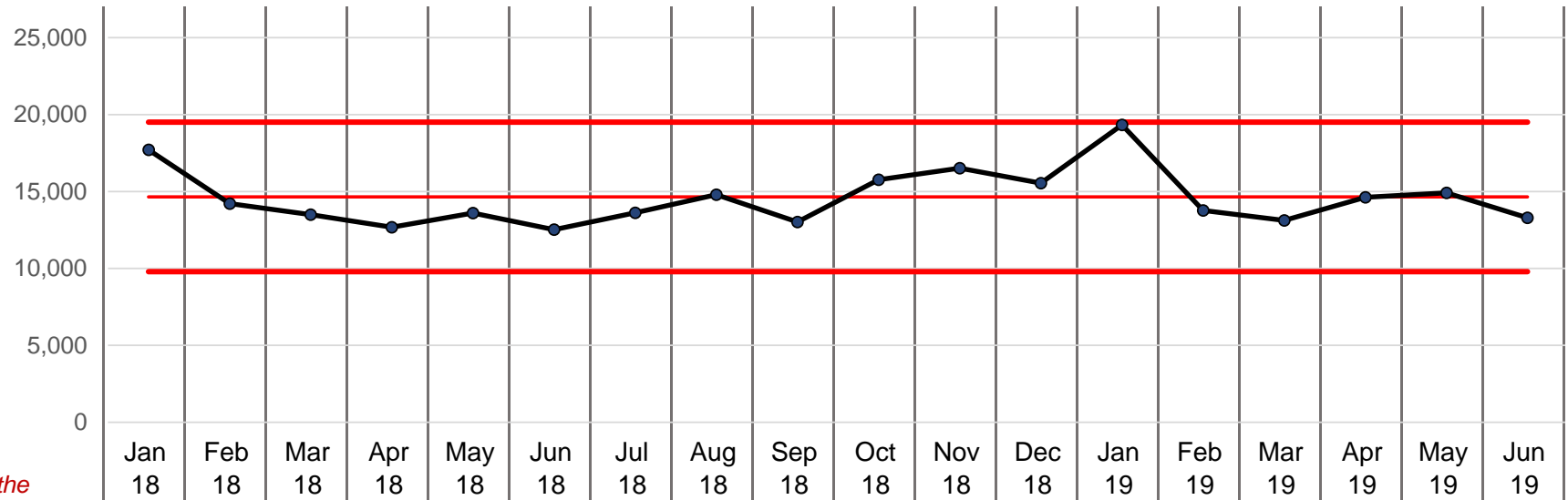


## HSC CITY WIDE SICKNESS ABSENCE

The overall percentage of sickness absence for Social Care.

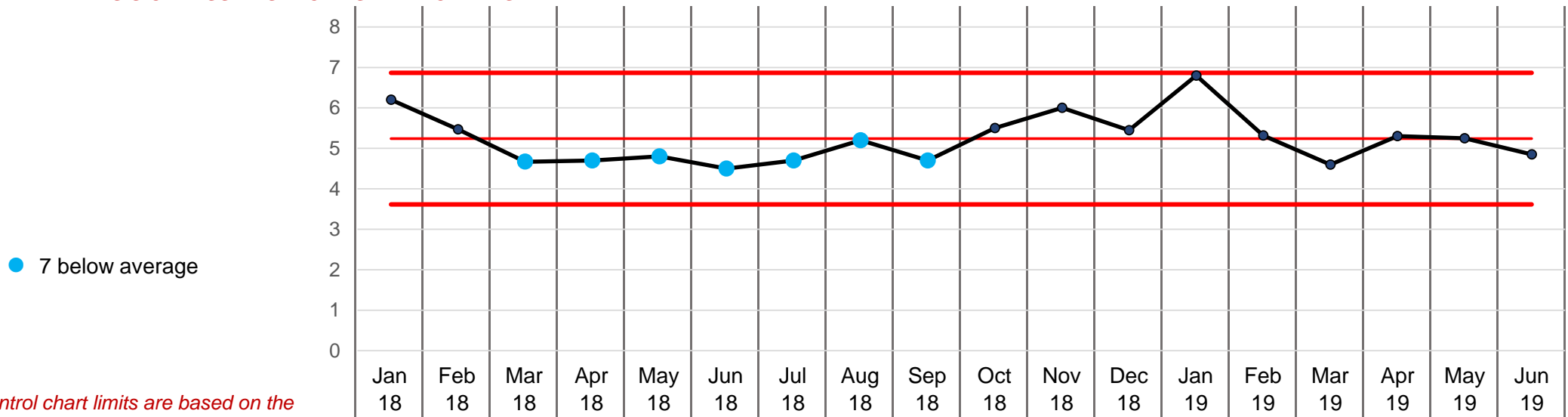


## CITY WIDE NHS SICKNESS ABSENCE IN HOURS



Control chart limits are based on the 15 month period ending on Mar 19

## CITY WIDE NHS SICKNESS ABSENCE AS A PERCENTAGE



● 7 below average

Control chart limits are based on the 15 month period ending on Mar 19

## TABLE OF DATA

	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
NHS agency staff (hours)	78	233	209	241	128	-8	0	0	0	0	0	0	0	0	0	0	0	na
NHS bank staff (hours)	16,313	15,211	17,995	15,506	15,077	12,184	14,218	15,752	14,857	14,957	15,776	15,836	16,802	17,387	18,029	15,848	17,056	na
City Wide HSC Sickness Absence	8.4	8.4	8.5	8.5	8.6	8.7	8.8	8.8	8.7	8.6	8.5	8.4	8.3	8.1	8.1	7.9	7.0	7.5
NHS Sickness Absence Hours	17,715	14,208	13,491	12,678	13,608	12,520	13,624	14,802	13,028	15,773	16,521	15,537	19,330	13,777	13,130	14,620	14,914	13,289
NHS Sickness Absence percentage	6.2	5.5	4.7	4.7	4.8	4.5	4.7	5.2	4.7	5.5	6.0	5.5	6.8	5.3	4.6	5.3	5.3	4.9

### Hospital Activity Indicators for Edinburgh residents receiving treatment at NHS Lothian hospital sites between May 2018 and June 2019.

Indicator	Age	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	MSG Targets for 18+
A&E attendances <sup>1</sup>	15+	9,421	8,823	9,297	9,497	9,068	9,324	8,920	8,954	9,425	8,727	9,088	9,485	9,607	9,228	1.5% increase against 2017/18
	75+	1,674	1,518	1,638	1,649	1,546	1,648	1,542	1,717	1,767	1,549	1,512	1,607	1,667	1,604	
A&E 4 hour compliance	15+	81.4%	81.0%	81.3%	80.9%	79.0%	87.7%	88.3%	83.4%	84.0%	81.9%	85.4%	84.5%	84.8%	85.1%	N/A
	75+	69.3%	71.3%	70.6%	70.5%	65.7%	79.5%	82.7%	71.3%	73.0%	68.6%	77.8%	76.0%	76.1%	80.0%	
A&E conversion rate <sup>2</sup>	15+	26.2%	26.3%	25.4%	26.4%	25.9%	27.4%	27.9%	29.2%	28.1%	27.1%	26.8%	26.6%	27.6%	29.6%	N/A
	75+	55.1%	54.5%	53.6%	56.7%	57.3%	58.4%	59.5%	59.9%	59.0%	58.6%	57.5%	55.6%	58.7%	60.5%	
Unscheduled admissions <sup>3</sup>	15+	3,095	3,010	3,008	3,155	2,971	3,223	3,175	3,331	3,302	2,941	3,165	3,265	3,454	3,415	1% reduction against 2017/18
	75+	1,048	965	1,009	1,066	988	1,094	1,064	1,189	1,164	1,031	1,034	1,048	1,148	1,125	
OBDs for unscheduled admissions in acute <sup>4</sup>	15+	26,511	21,392	22,771	24,187	22,912	25,981	24,680	25,013	25,680	24,762	22,578	23,667	25,421	22,546	3% reduction against 2017/18
	75+	15,637	11,651	13,520	13,490	12,619	16,033	13,936	13,014	14,760	14,136	12,792	12,741	13,979	12,124	
	All Ages	27,217	21,544	23,023	24,468	23,079	26,124	24,801	25,224	25,894	24,961	23,223	23,902	25,709	22,707	7% reduction against 2017/18
OBDs for unscheduled admissions for mental health <sup>5</sup>	18-64	6,127	6,062	6,507	6,656	6,381	6,582	6,199	6,368	6,514	5,723	5,771	4,931	N/A	N/A	
	65+	4,537	4,308	4,629	4,538	4,295	4,295	4,053	4,109	3,862	3,430	3,894	3,700	N/A	N/A	
OBDs for unscheduled admissions into geriatric long stay <sup>6</sup>	All Ages	1,720	1,704	1,714	1,921	1,894	1,917	1,845	1,870	1,794	1,681	1,909	1,891	1,968	1,863	7% reduction against 2017/18
Delayed discharges OBDs excluding Code 9 <sup>7</sup>	18 +	7,019	6,564	7,023	6,990	7,188	7,157	5,677	4,660	4,882	4,384	4,680	3,865	4,705	N/A	

#### NOTES

1. Data for A&E, unscheduled admissions and acute bed days are taken from the hospital flow dashboard currently in development (with data coming directly from TRAK), which is set up as a rolling one year trend. Based on activity of Edinburgh residents within NHS Lothian.
2. A&E conversion has been calculated as the number of people admitted to hospital following an A&E attendance / number of A&E attendances \* 100.
3. The number of emergency (unplanned) admissions by Edinburgh residents into NHS Lothian hospitals
4. The number of Occupied Bed Days by Edinburgh residents in NHS Lothian hospitals after discharge. The days have been allocated to each month where the patient was in the hospital until they were discharged. Data includes all medical and surgical specialties and excludes Geriatric Long Stay and Mental Health.
5. Data has been extracted from the monthly MSG spreadsheet (based on ISD SMR04 dataset), as there are issues with reconciling the TRAK figures to SMR. Data is only available to April 2019.
6. OBDs within Geriatric Long Stay have been extracted from the NHS Lothian Specialty Activity Dashboard.
7. Data has been sourced from the Delayed Discharges monthly OBD publication. Excludes codes 9 and 100.

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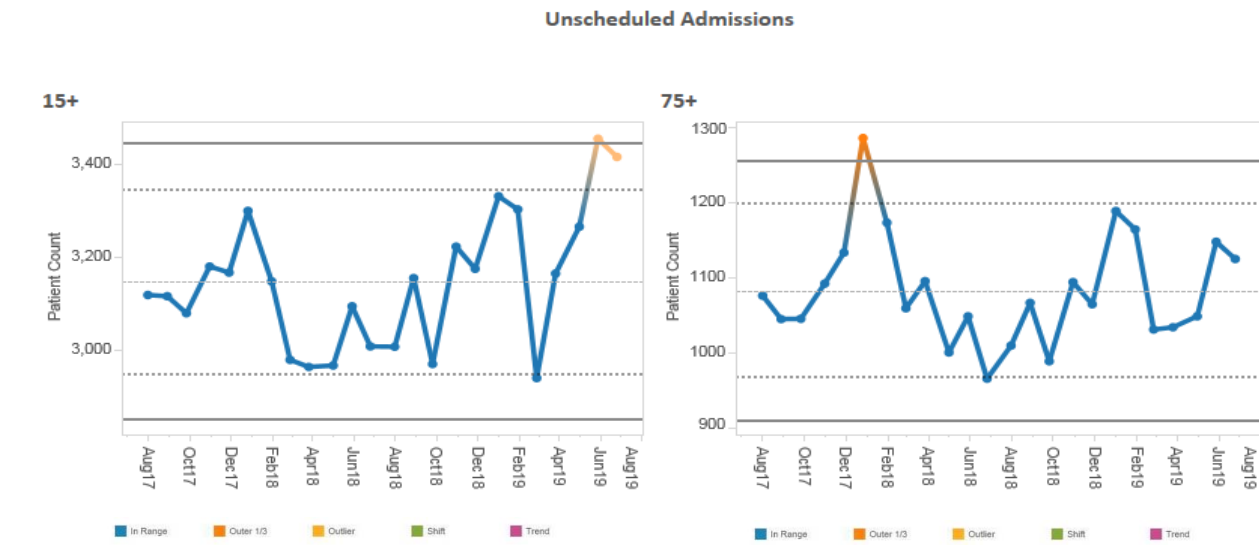
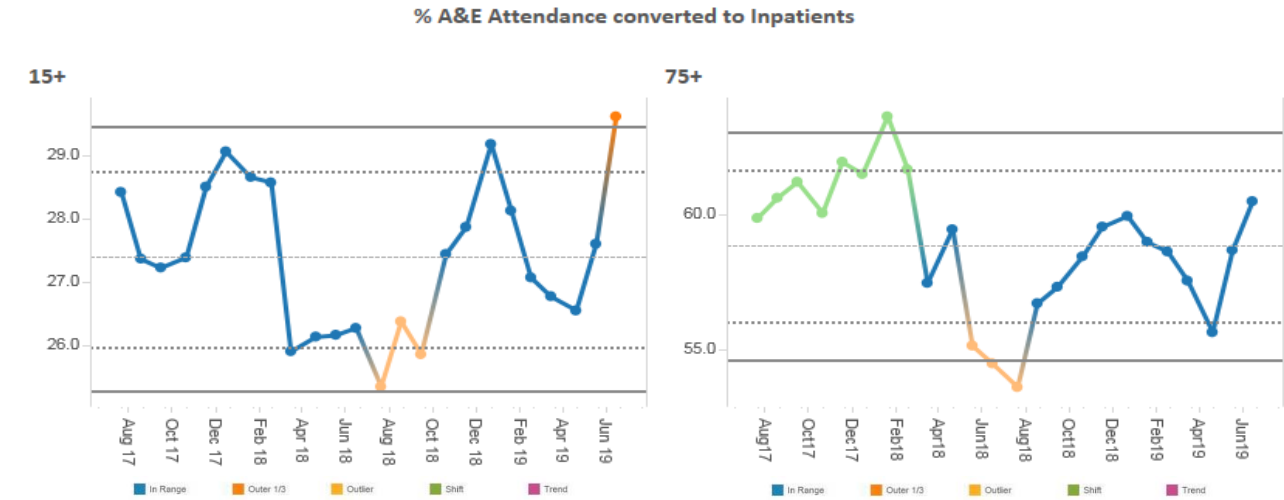
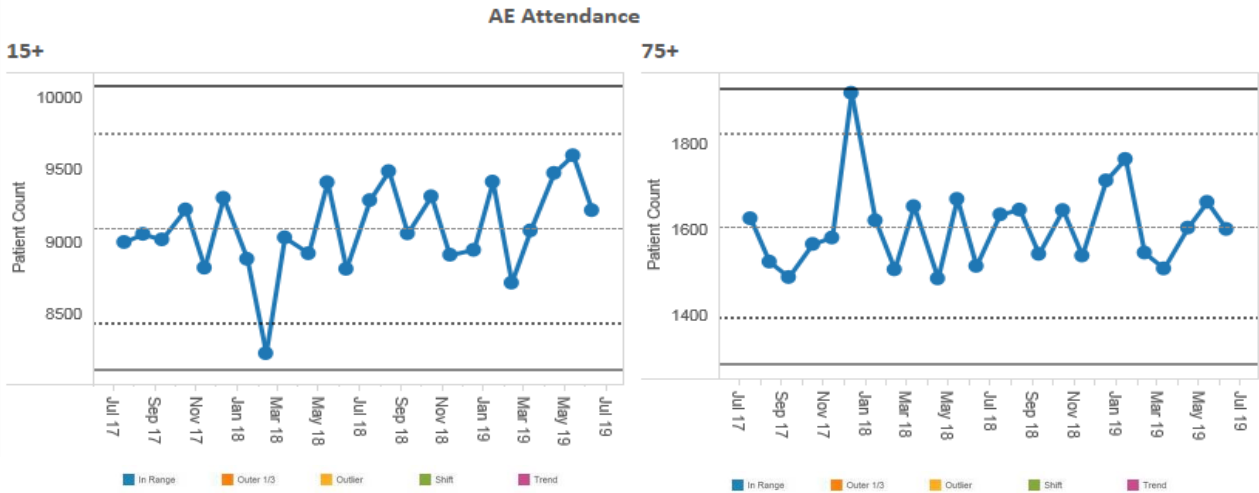
#### Data Sources:

H&SCP Scorecard Tableau Dashboard based on TRAK Oracle data

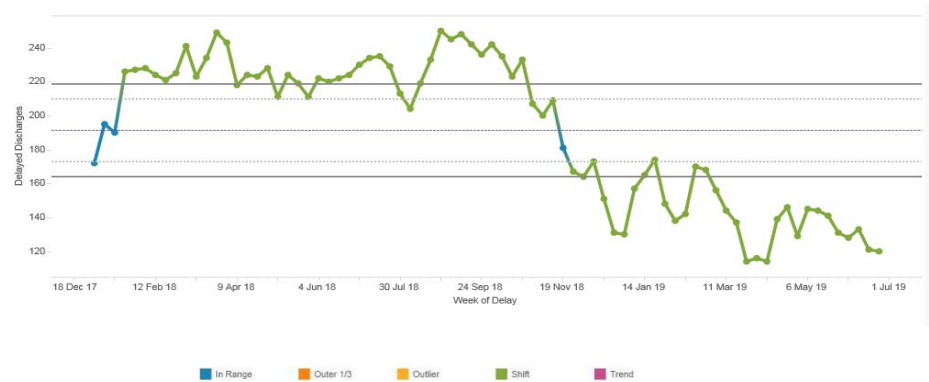
NHS Lothian Specialty Activity Dashboard based on TRAK Oracle data

SMR04 Mental Health Dataset, ISD Scotland

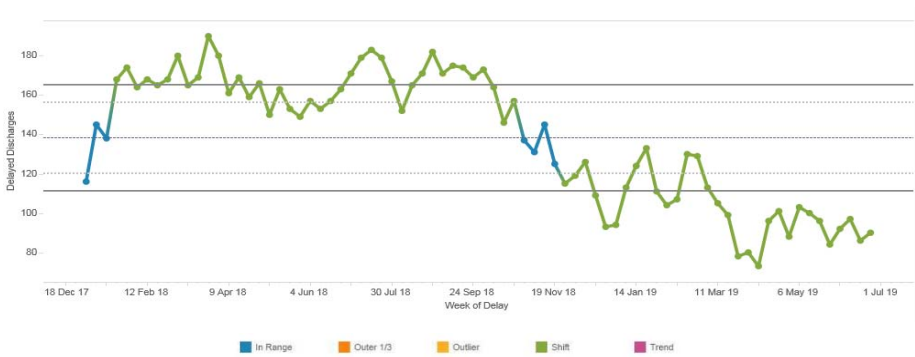
Delayed Discharges OBDs publication, ISD Scotland



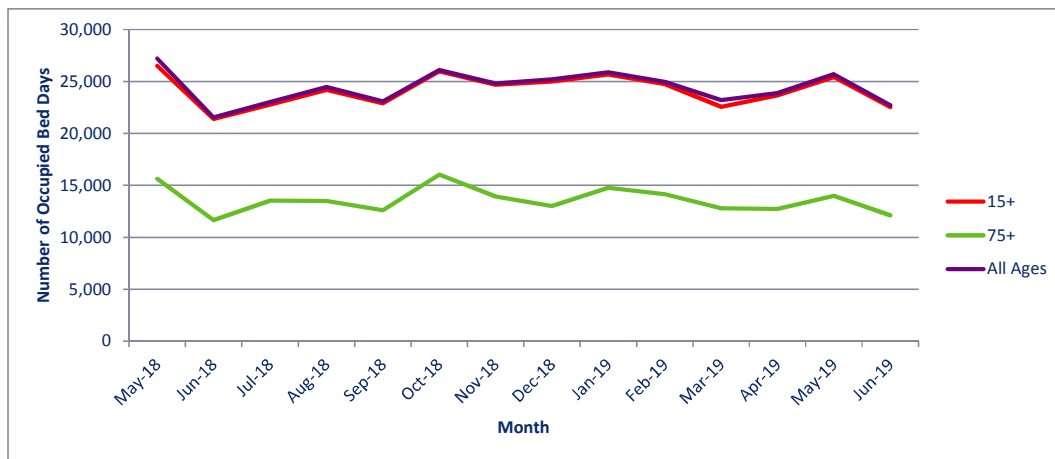
Number of Delayed Discharges All Ages



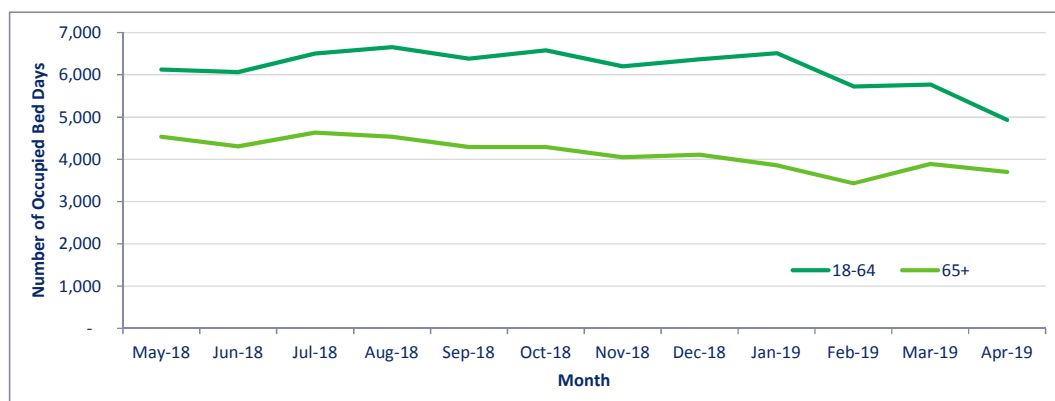
Number of Delayed Discharges 75+



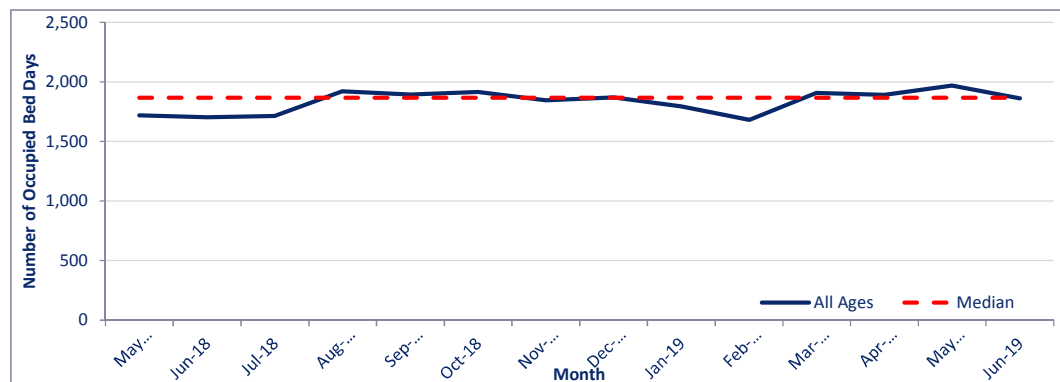
**Data Source:**  
H&SCP Hospital Flow Tableau Dashboard based on TRAK Oracle data.  
H&SCP Scorecard Tableau Dashboard based on TRAK Oracle data



## 2. Number of Occupied Beds Days within Mental Health for patients aged 18 - 64 and 65 +



## 3. Number of Unplanned Occupied Beds Days within Geriatric Long Stay



## 4. Number of Occupied Beds Days by Delayed Discharge patients (excludes codes 9 and 100)

