

# Performance Measures

October 2019

Our monthly performance measures confirm we are caring, safe, effective, responsive and well led services. We endeavour to meet target in all performance areas.

*Targets met are highlighted in green.*

## Caring



### Listening to you

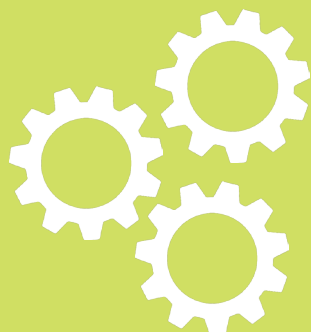
We measure how well we care by using the CQC friends and family test that rates our services.

We expect our friends and family test results to achieve a **90%** satisfaction rate. We received 58 compliments and 23 complaints. This month our satisfaction rate was:

**96.7%**



## Effective



### Getting it right

If you have mental health problems, you're entitled to an assessment of your needs with a mental healthcare professional, and to have a care plan that's regularly reviewed. This is the Care Programme Approach.

You'll get a care plan which might cover your medicines, help with money problems and housing, support at home and help to get out and about, and a care co-ordinator will be assigned in certain circumstances.

Our target is that **95%** of our patients have received a Care Programme Approach review over the past 12 months.

**97.1%**



## Responsive



### Helping you when you need it

We want to ensure that you do not have to wait excessively for treatment when your GP refers you to us or when you are leaving hospital and need our support.

There is a national target that **92%** of patients referred for consultant outpatient appointments are seen within 18 weeks.

The percentage of our patients in that category that are seen within 18 weeks is:

**100%**



### Improving access to psychological therapy (IAPT)

We provide a broad range of therapies which can be used to treat emotional and behavioural problems such as anxiety, depression or problems with relationships. It is suitable for people of all ages, genders, ethnicities, learning abilities and sexual orientation.

**95%** of people referred to IAPT services should start treatment within 18 weeks of referral.

Our target is to provide timely access to treatment for at least **15%** of people who could benefit. Our latest figures showed we treated:

**100%**



**18%**



At least **50%** of people who complete treatment within IAPT should recover. Our latest figures showed that 51.3% of those we supported recovered.

**42.1%**

## Safety



### Giving you confidence in our services

It is important that we monitor and measure that we are running safe services. Measures we use are to ensure we have safe staffing levels, that our staff are well trained and that where incidents occur we are reporting these and learn from them.

### Protecting the most vulnerable

We expect our staff to be up to date with safeguarding training. This is about the safety and well-being of all people that we care for and providing additional measures for those least able to protect themselves from harm or abuse.

We expect **90%** of our staff to ensure their mandatory training is in date. This month the percentage of our workforce meeting this standard is:

**87.1%**

We expect to have sufficient staff on duty to deliver safe services. Our current employment rate is:

**93.2%**

Our target attendance rate is **96.5%**. This month we achieved:

**94.8%**

The percentage of our staff up to date with adult safeguarding training Level 1 is:

**92.5%**

The percentage of our staff up to date with child safeguarding training Level 1 is:

**94%**

We ask all staff to report patient safety incidents to enable us to learn from them, whether "near misses" or serious incidents requiring investigation. This month we had 1 serious incident reported.

**1**

## Well Led



### **Sharing a clear vision**

Our strategy is to treat people at home or as close to home as possible.

This month we treated 15,367 people at home and just 358 in hospital

### **Valuing every colleague**

We want to ensure our workforce are well managed, supported and receive personal development.

We expect 90% of our workforce to have a personal development plan (PDP).

The percentage of our workforce that have a PDP is:

**83.3%**

