

# Performance Measures

September 2021

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

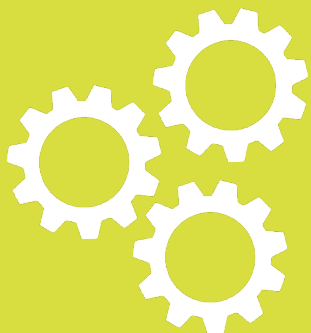
We measure how well we care by using the CQC friends and family test that rates our services.

We expect our friends and family test results to achieve a **90%** satisfaction rate. We received 77 compliments and 29 complaints. This month our satisfaction rate was:

89%



## 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.

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

95%



### Length of stay

We want to help ensure you don't spend any longer in hospital than necessary

The average length of stay in our community hospitals is 0 days

## 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:

**97%**



The percentage of our CAMHS (Child & Adolescent Mental Health Service) patients waiting less than 18 weeks for first appointment is:

**96%**



## 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.

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:

81%

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

92%



### 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.

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

84%

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

79%

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 0 serious incident reported.

0

## 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 13,925 people at home and just 370 in hospital

(last recorded April 2019)

97%



### 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:

76%