

NHS Shetland

Meeting:	Shetland NHS Board
Meeting date:	25 April 2023
Title:	Performance Report Quarter 3: October 2022 – December 2022
Agenda reference:	Board Paper 2023/24/04
Responsible Executive/Non-Executive:	Michael Dickson, Chief Executive
Report Author:	Elizabeth Robinson, Public Health and Planning Principal (presented by Lucy Flaws, Planning, Performance and Projects Officer))

1. Purpose

This is presented to the Board/Committee for:

- Awareness

This report relates to:

- Annual Delivery Plan

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person-centred

2. Report summary

2.1. Situation

The Board is provided with a Quarterly Report on key performance indicators up to the end of December 2022, where data is available. This report has previously been considered by Finance and Performance Committee (23 February 2023)

2.2. Background

The Board adopted a Performance Management Framework in 2019, (Performance Management Framework 2019 - 2024 (scot.nhs.uk)) which described the following responsibilities; that the Board should:

- Drive a culture of performance
- Ensure performance against Strategic Objectives
- Review performance; challenge and problem solve actions being proposed to address problems
- Address cross-functional issues
- Adjust resource inputs to meet priority targets / measure

It is recognised that the Quarterly Performance report, in its current form, does not enable this level of scrutiny and assurance. Following discussion with the FPC we have moved to include more narrative against the data to provide better context and understanding.

We are continuing to develop the Quarterly Reporting to bring a rounded and balanced view of performance, and to take a more outcome-focussed approach, alongside the FPC's assurance, to the Board.

The Board is asked to note and comment on any issues they see as significant to sustaining and progressing NHS Shetland's performance.

2.3. Assessment

Quarter 3 has continued to see a considerable amount of strain on the Health and Social Care System, however mitigating actions and a decrease in the exceptional number of presentations to A+E has allowed teams to continue more improvement work. Ongoing pressure on services in NHS Grampian continues to affect our patients who are waiting for regionally supported treatments and assessment (on and off-island).

CH-DD-01/02 – the Health and Social Care system remains under significant pressure. While measures put in place to improve patient flow in Q2 continue, we are now experiencing massive pressure due to interim placement bed occupancy with a >60% increase from end Sept to end Dec.

PH-HI-05 – Improvement in quit success indicates an improvement in quality of service offered, particularly in the context of relatively low rates of smoking, i.e. those still smoking are likely to find it more difficult to quit, or be the “harder to reach” group.

HR-IT-01 – Understanding the non-patient pressures on the system – demands on information services have been significant throughout the COVID pandemic, and remain while pressure on national, regional and local services invites attention. These challenges redirect resource and expertise away from vital evidence-based improvement work.

NA-PL-04 – Service Improvement work in Oral Health and Dentistry to prioritise over-stretched workforce to provide best care for patients.

NA-DI-05 – An example of the success of using a different service model to add stability and quality improvement to a local service, a creative solution to remote and rural challenges from the Diagnostics team.

2.3.1. Quality / patient care

Patient care is being maintained by the use of locum and agency staff at present, in order to maintain safe staffing models in essential services. Long term sustainable staffing models remain a top priority in order to provide more effective and efficient use of resources. This should improve the ability to create our objective of patient centred care through ensuring sufficient organisational capacity and resilience.

2.3.2. Workforce

A comprehensive programme of staff health and wellbeing support is ongoing, but our teams are often small with wide remits, which creates fragility. During this period there has continued to be a level of disruption caused by COVID. Recruitment remains challenging.

2.3.3. Financial

As remobilisation funding from the Scottish Government draws to a close, there is urgent need to redesign services to enable the Board to live within its means.

2.3.4. Risk assessment/management

Risk is managed via the Executive Management Team as part of the Board's Risk Management Strategy

2.3.5. Equality and Diversity, including health inequalities

Tackling inequalities is a theme which underpins and runs through our remobilisation and annual operational planning; however we plan to undertake more formal processes of impact assessment in the future.

2.3.6. Other impacts

N/A

2.4. Recommendation

- **Awareness** – For Members' information only.

3. List of appendices

The following appendices are included with this report:


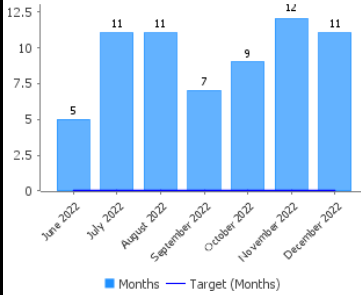
Appendix No 1 NHS Shetland Performance Report – Monthly Indicators


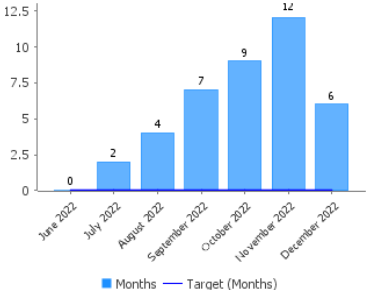

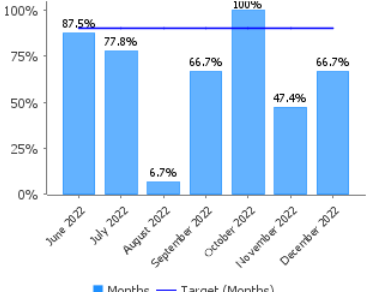
Appendix No 2 NHS Shetland Performance Report – Quarterly Indicators


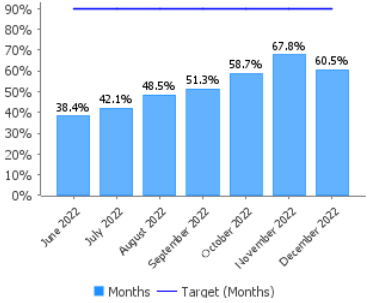

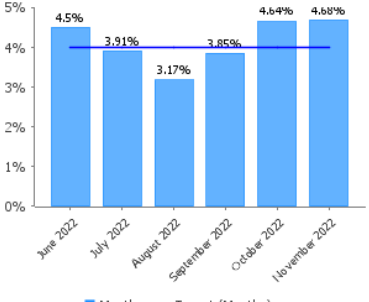

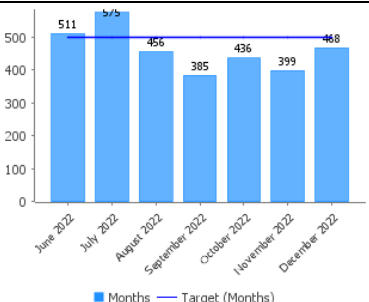
NHS Shetland Performance Report - Monthly Indicators

Generated on: 09 February 2023


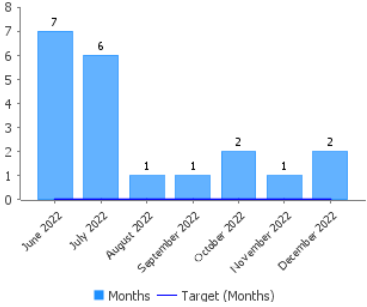

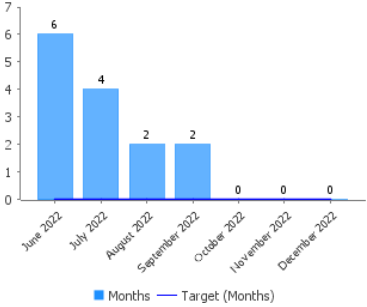

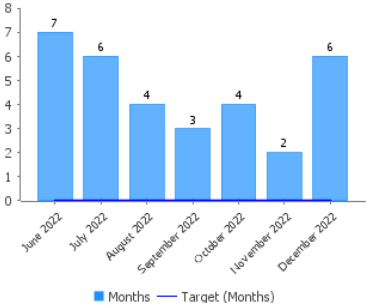



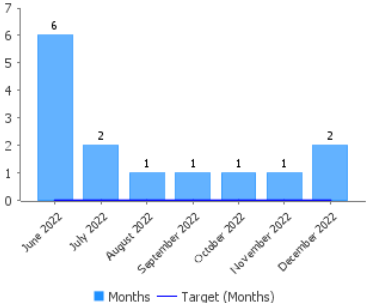

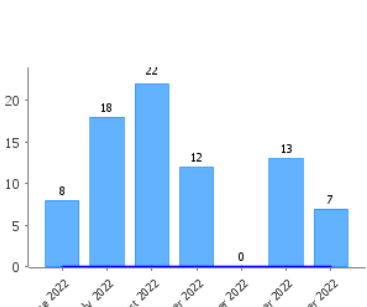
Indicator	Years		Quarters				Months			Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	October 2022	November 2022	December 2022	December 2022			
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status		
CH-DD-01 Delayed Discharges - total number of people waiting to be discharged from hospital into a more appropriate care setting, once treatment is complete, excluding complex needs codes.	0	3	3	5	7	11	9	12	11	0		 <p>09-Feb-2023 Mitigating actions put in place during the extreme pressure of Q2 continue to anticipate and improve flow of patients. However we are experiencing significantly increased interim bed occupancy across our residential care sites - from 22 at end Sept to 36 at end Dec - which is hugely limiting options for people awaiting discharge.</p> <p>Work is ongoing by the Clinical and Professional Oversight Group to understand what is impacting progression on from interim placement, and how best to respond as a system to protect patient outcomes and improve patient flow.</p> <p>Workforce pressure remains across statutory and third sector service providers - recruitment and retention improvement work is active and ongoing.</p>	

Indicator	Years		Quarters				Months			Target		Graphs	Note																								
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CH-DD-02 Delayed Discharges - number of people waiting more than 14 days to be discharged from hospital into a more appropriate care setting, once treatment is complete, excluding complex needs codes.	0	2	2	0	7	6	9	12	6	0		 <table border="1"> <caption>Delayed Discharges Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>0</td><td>0</td></tr> <tr><td>July 2022</td><td>2</td><td>0</td></tr> <tr><td>August 2022</td><td>4</td><td>0</td></tr> <tr><td>September 2022</td><td>7</td><td>0</td></tr> <tr><td>October 2022</td><td>9</td><td>0</td></tr> <tr><td>November 2022</td><td>12</td><td>0</td></tr> <tr><td>December 2022</td><td>6</td><td>0</td></tr> </tbody> </table>	Month	Months	Target (Months)	June 2022	0	0	July 2022	2	0	August 2022	4	0	September 2022	7	0	October 2022	9	0	November 2022	12	0	December 2022	6	0	
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CH-MH-01 18 weeks referral to treatment for Psychological Therapies (percentage of completed waits less than 18 weeks)	19%	50%	52.4%	80%	50%	66.7%	100%	47.4%	66.7%	90%		 <table border="1"> <caption>Psychological Therapies Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>87.5%</td><td>90%</td></tr> <tr><td>July 2022</td><td>77.8%</td><td>90%</td></tr> <tr><td>August 2022</td><td>6.7%</td><td>90%</td></tr> <tr><td>September 2022</td><td>66.7%</td><td>90%</td></tr> <tr><td>October 2022</td><td>100%</td><td>90%</td></tr> <tr><td>November 2022</td><td>47.4%</td><td>90%</td></tr> <tr><td>December 2022</td><td>66.7%</td><td>90%</td></tr> </tbody> </table>	Month	Months	Target (Months)	June 2022	87.5%	90%	July 2022	77.8%	90%	August 2022	6.7%	90%	September 2022	66.7%	90%	October 2022	100%	90%	November 2022	47.4%	90%	December 2022	66.7%	90%	
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<p>08-Feb-2023 A Psychological Therapies recovery plan has been submitted and approved by the NHS Health Board. It sets out different ways of working that will enable the long waits to be addressed. Additional resources have been sought via the remobilisation plan. There is a clinical psychologist and a CBT therapist providing input for the longest waits on the secondary care waiting list. The third Survive & Thrive course has been completed which contributes to reducing the waiting times for secondary care patients. Additionally, the clinical psychologist and CBT therapist have started offering telephone screening appointments for patients who have been on the waiting list for 10 weeks or over to see if they would benefit from any other forms of support while waiting for their formal assessment. The plan would be to move towards offering all patients referred to secondary care psychology a screening appointment within 6-8 weeks from the date the referral was received. In primary care, two new staff members joined the team on 1 December 2022 after a long wait due to recruitment issues. More specifically, a new team lead for primary care and a psychological therapist were appointed. The psychological therapist's post has recently been made substantive. The two new appointments will make a significant difference to the primary care waiting times and improvements will be reflected in future data returns.</p>																																					


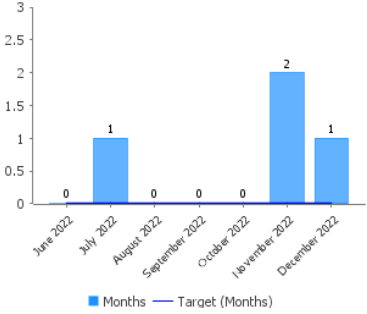

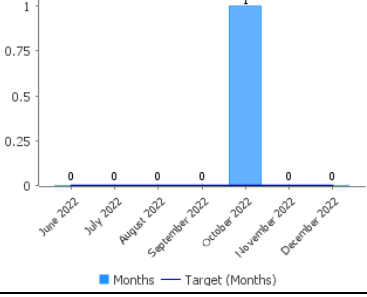

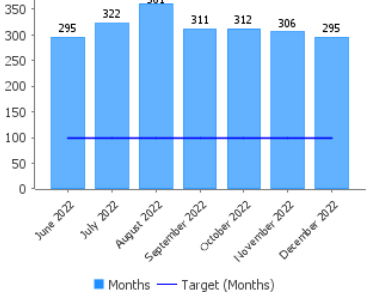
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CH-MH-02 18 weeks referral to treatment for Psychological Therapies (percentage of ongoing waits less than 18 weeks)	47.8%	40.4%	40.4%	38.4%	51.3%	60.5%	58.7%	67.8%	60.5%	90%		 <table border="1"> <caption>CH-MH-02 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>38.4%</td></tr> <tr><td>July 2022</td><td>42.1%</td></tr> <tr><td>August 2022</td><td>48.5%</td></tr> <tr><td>September 2022</td><td>51.3%</td></tr> <tr><td>October 2022</td><td>58.7%</td></tr> <tr><td>November 2022</td><td>67.8%</td></tr> <tr><td>December 2022</td><td>60.5%</td></tr> </tbody> </table>	Month	Value	June 2022	38.4%	July 2022	42.1%	August 2022	48.5%	September 2022	51.3%	October 2022	58.7%	November 2022	67.8%	December 2022	60.5%	
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HR-HI-01 NHS Boards to Achieve a Sickness Absence Rate of 4%	3.39%	4.26%	4.26%	4.5%	3.85%	4.68%	4.64%	4.68%				 <table border="1"> <caption>HR-HI-01 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>4.5%</td></tr> <tr><td>July 2022</td><td>3.91%</td></tr> <tr><td>August 2022</td><td>3.17%</td></tr> <tr><td>September 2022</td><td>3.85%</td></tr> <tr><td>October 2022</td><td>4.64%</td></tr> <tr><td>November 2022</td><td>4.68%</td></tr> </tbody> </table>	Month	Value	June 2022	4.5%	July 2022	3.91%	August 2022	3.17%	September 2022	3.85%	October 2022	4.64%	November 2022	4.68%			
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MD-EC-01 Emergency bed days rates for people aged 75+	3,578	4,165	1,242	1,249	1,416	1,303	436	399	468	500		 <table border="1"> <caption>MD-EC-01 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>511</td></tr> <tr><td>July 2022</td><td>575</td></tr> <tr><td>August 2022</td><td>456</td></tr> <tr><td>September 2022</td><td>385</td></tr> <tr><td>October 2022</td><td>436</td></tr> <tr><td>November 2022</td><td>399</td></tr> <tr><td>December 2022</td><td>468</td></tr> </tbody> </table>	Month	Value	June 2022	511	July 2022	575	August 2022	456	September 2022	385	October 2022	436	November 2022	399	December 2022	468	
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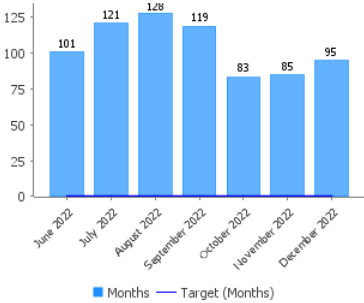

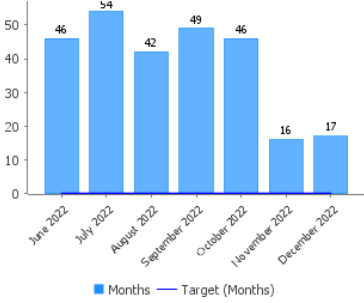
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MD-MH-01 People with a diagnosis of dementia on the dementia register	212	206	206	207	207	203	204	206	203	184	✔	<table border="1"> <caption>MD-MH-01 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>207</td><td>184</td></tr> <tr><td>July 2022</td><td>206</td><td>184</td></tr> <tr><td>August 2022</td><td>206</td><td>184</td></tr> <tr><td>September 2022</td><td>207</td><td>184</td></tr> <tr><td>October 2022</td><td>204</td><td>184</td></tr> <tr><td>November 2022</td><td>206</td><td>184</td></tr> <tr><td>December 2022</td><td>203</td><td>184</td></tr> </tbody> </table>	Month	Value	Target	June 2022	207	184	July 2022	206	184	August 2022	206	184	September 2022	207	184	October 2022	204	184	November 2022	206	184	December 2022	203	184	
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NA-CF-01 18 weeks referral to treatment for specialist Child and Adolescent Mental Health Services (percentage of completed waits less than 18 weeks)	60.29%	96.7%	100%	92.31%	100%	95.83%	100%	90.91%	100%	90%	✔	<table border="1"> <caption>NA-CF-01 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>91.67%</td><td>90%</td></tr> <tr><td>July 2022</td><td>100%</td><td>90%</td></tr> <tr><td>August 2022</td><td>100%</td><td>90%</td></tr> <tr><td>September 2022</td><td>100%</td><td>90%</td></tr> <tr><td>October 2022</td><td>100%</td><td>90%</td></tr> <tr><td>November 2022</td><td>90.91%</td><td>90%</td></tr> <tr><td>December 2022</td><td>100%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	June 2022	91.67%	90%	July 2022	100%	90%	August 2022	100%	90%	September 2022	100%	90%	October 2022	100%	90%	November 2022	90.91%	90%	December 2022	100%	90%	08-Feb-2023 The data reflects some stability after a period of longer waiting times during COVID. Scottish Government recovery money allowed CAMHS to increase workforce to keep waiting times within target. An increase in referral rates and complexity of cases is putting some pressure on waiting times - we see this being offset by the development of the neurodevelopmental pathway and an increase in tier 2 level support which should reduce CAMHS referrals and ensure people are seeing the most appropriate person for support.
Month	Value (%)	Target (%)																																			
June 2022	91.67%	90%																																			
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	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status		
NA-DI-01 Number of cases where the Upper GI endoscopy ongoing waiting time was greater than 6 weeks	3	2	2	7	1	2	2	1	2	0		 <p>09-Feb-2023 Capacity starting to return to normal for January following a period of reduced service with Christmas holidays and annual leave of surgeons</p>	
NA-DI-02 Number of cases where the Lower endoscopy (excluding colonoscopy) ongoing waiting time was greater than 6 weeks	2	7	7	6	2	0	0	0	0	0		 <p>'Theatre capacity for the surgeons has now returned to their normal weekly sessions (pre-pandemic), however there was a reduction in capacity during December 2022 due to the Christmas Public Holidays and surgeons' annual leave'.</p>	
NA-DI-03 Number of cases where the colonoscopy ongoing waiting time was greater than 6 weeks	5	9	9	7	3	6	4	2	6	0		 <p>09-Feb-2023 Capacity starting to return to normal for January following a period of reduced service with Christmas holidays and annual leave of surgeons</p>	

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	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status		
NA-DI-04 Number of cases where the cystoscopy ongoing waiting time was greater than 6 weeks	2	11	11	6	1	2	1	1	2	0		 <p>09-Feb-2023 Capacity starting to return to normal for January following a period of reduced service with Christmas holidays and annual leave of surgeons</p>	
NA-DI-05 Number of cases where the non-obstetric ultrasound scan ongoing waiting time was greater than 6 weeks	150	21	21	8	12	7	0	13	7	0		 <p>08-Feb-2023 6+ week waits are due to these being specialist ultrasound examinations. Pre-Covid these were scanned every four weeks by a visiting Consultant Radiologist.</p> <p>Since Covid, we have lost the majority of our visiting service, but have been training up a Consultant Sonographer to perform most of these. She is now performing almost all types of these scans, with others to follow. Next Consultant Radiologist visit is mid-March.</p>	

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NA-DI-06 Number of cases where the CT scan ongoing waiting time was greater than 6 weeks	0	1	1	0	0	0	0	2	0	0	0		
NA-DI-07 Number of cases where the Barium enema test ongoing waiting time was greater than 6 weeks	0	0	0	0	0	0	0	0	0	0	0		
NA-EC-02 Rate of attendance at A&E (per 100,000 pop.)	1,867	2,422	2,422	2,991	3,170	2,847	3,000	2,663	2,847	3,061	3,061		

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NA-IC-28 Number of Staphylococcus aureus bacteraemia infections (including MRSA)	4	5	0	2	1	3	0	2	1	0		 <table border="1"> <caption>NA-IC-28 Monthly Data</caption> <thead> <tr><th>Month</th><th>Value</th><th>Target</th></tr> </thead> <tbody> <tr><td>June 2022</td><td>0</td><td>0</td></tr> <tr><td>July 2022</td><td>1</td><td>0</td></tr> <tr><td>August 2022</td><td>0</td><td>0</td></tr> <tr><td>September 2022</td><td>0</td><td>0</td></tr> <tr><td>October 2022</td><td>0</td><td>0</td></tr> <tr><td>November 2022</td><td>2</td><td>0</td></tr> <tr><td>December 2022</td><td>1</td><td>0</td></tr> </tbody> </table>	Month	Value	Target	June 2022	0	0	July 2022	1	0	August 2022	0	0	September 2022	0	0	October 2022	0	0	November 2022	2	0	December 2022	1	0	
Month	Value	Target																																			
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November 2022	2	0																																			
December 2022	1	0																																			
NA-IC-29 Number of C Diff Infections	6	5	2	1	0	1	1	0	0	0		 <table border="1"> <caption>NA-IC-29 Monthly Data</caption> <thead> <tr><th>Month</th><th>Value</th><th>Target</th></tr> </thead> <tbody> <tr><td>June 2022</td><td>0</td><td>0</td></tr> <tr><td>July 2022</td><td>0</td><td>0</td></tr> <tr><td>August 2022</td><td>0</td><td>0</td></tr> <tr><td>September 2022</td><td>0</td><td>0</td></tr> <tr><td>October 2022</td><td>1</td><td>0</td></tr> <tr><td>November 2022</td><td>0</td><td>0</td></tr> <tr><td>December 2022</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Value	Target	June 2022	0	0	July 2022	0	0	August 2022	0	0	September 2022	0	0	October 2022	1	0	November 2022	0	0	December 2022	0	0	
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December 2022	0	0																																			
NA-PL-01 Number of patients waiting more than 12 weeks from referral to a first outpatient appointment (consultant led services)	5,437	3,113	700	801	994	913	312	306	295	100		 <table border="1"> <caption>NA-PL-01 Monthly Data</caption> <thead> <tr><th>Month</th><th>Value</th><th>Target</th></tr> </thead> <tbody> <tr><td>June 2022</td><td>295</td><td>100</td></tr> <tr><td>July 2022</td><td>322</td><td>100</td></tr> <tr><td>August 2022</td><td>361</td><td>100</td></tr> <tr><td>September 2022</td><td>311</td><td>100</td></tr> <tr><td>October 2022</td><td>312</td><td>100</td></tr> <tr><td>November 2022</td><td>306</td><td>100</td></tr> <tr><td>December 2022</td><td>295</td><td>100</td></tr> </tbody> </table>	Month	Value	Target	June 2022	295	100	July 2022	322	100	August 2022	361	100	September 2022	311	100	October 2022	312	100	November 2022	306	100	December 2022	295	100	09-Feb-2023 Long waits are reflective of extreme pressure on other boards who provide these services with/to NHS Shetland
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Indicator	Years		Quarters				Months			Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	October 2022	November 2022	December 2022	December 2022			
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status		
NA-PL-03 Treatment Time Guarantee - 12 weeks from being added to Inpatient waiting list to having procedure	1,702	1,592	399	302	368	263	83	85	95	0		 <p>09-Feb-2023 Long waits are reflective of extreme pressure on other boards who provide these services with/to NHS Shetland</p>	
NA-PL-04 Number of patients waiting more than 12 weeks from referral to a first outpatient appointment (Orthodontic Service)	314	230	86	123	145	79	46	16	17	0		 <p>08-Feb-2023 After a recent fundamental review of this service, the primary focus is to complete treatment for those patients currently wearing a brace. This way, all patients (current and future) will only wear a brace as long as necessary.</p> <p>All patients currently seen for initial consultation with our orthodontic consultant are then placed on a Treatment Waiting List (TWL). Patients are then seen in order of priority and not on a 'first-come-first-served' basis'. Therefore it is not possible to provide an estimate of how long patients may be waiting before being seen.</p> <p>This has been introduced so that patients currently in our system (i.e. those already wearing braces) can be seen more regularly than before the TWL was introduced. This thereby reduces associated</p>	

Indicator	Years		Quarters				Months			Target		Graphs	Note																								
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	October 2022	November 2022	December 2022	December 2022																											
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status																										
													risks. Once there is capacity to begin treatment for patients on the TWL, appointments will be offered in order of clinical priority, as advised by the consultant orthodontist.																								
NA-PL-05 18 Weeks Referral to Treatment: Combined Performance	83.6%	82.6%	75.5%	89.0%	87.3%	89.4%	85.7%	91.3%	91.5%	90.0%	🟢	<table border="1"> <caption>NA-PL-05 18 Weeks Referral to Treatment: Combined Performance</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>87.8%</td><td>90.0%</td></tr> <tr><td>July 2022</td><td>84.0%</td><td>90.0%</td></tr> <tr><td>August 2022</td><td>88.8%</td><td>90.0%</td></tr> <tr><td>September 2022</td><td>81.8%</td><td>90.0%</td></tr> <tr><td>October 2022</td><td>85.7%</td><td>90.0%</td></tr> <tr><td>November 2022</td><td>91.4%</td><td>90.0%</td></tr> <tr><td>December 2022</td><td>91.5%</td><td>90.0%</td></tr> </tbody> </table>	Month	Value	Target	June 2022	87.8%	90.0%	July 2022	84.0%	90.0%	August 2022	88.8%	90.0%	September 2022	81.8%	90.0%	October 2022	85.7%	90.0%	November 2022	91.4%	90.0%	December 2022	91.5%	90.0%	
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PH-HI-05 Number of successful smoking quits at 12 weeks post quit for people residing in the 60 per cent most-deprived datazones in Shetland	24	24	24	2	4	8	8	8	8	29	🔴	<table border="1"> <caption>PH-HI-05 Number of successful smoking quits at 12 weeks post quit for people residing in the 60 per cent most-deprived datazones in Shetland</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>June 2022</td><td>2</td><td>10</td></tr> <tr><td>July 2022</td><td>4</td><td>13</td></tr> <tr><td>August 2022</td><td>4</td><td>16</td></tr> <tr><td>September 2022</td><td>4</td><td>19</td></tr> <tr><td>October 2022</td><td>8</td><td>22</td></tr> <tr><td>November 2022</td><td>8</td><td>25</td></tr> <tr><td>December 2022</td><td>8</td><td>29</td></tr> </tbody> </table>	Month	Value	Target	June 2022	2	10	July 2022	4	13	August 2022	4	16	September 2022	4	19	October 2022	8	22	November 2022	8	25	December 2022	8	29	09-Feb-2023 Note target and data is cumulative over the year. Despite an overall decrease in quit attempts, the smoking cessation service has seen an increase in "quit rate", i.e. the number of successes per quit attempt. This has increased in the past 2 reporting periods. 2017/18 34.8%, 2018/19 24.1%, 2019/20 - 35.5%, 2020/21 46.4%, 2021/22 44.7% Health Improvement are continuing their focus on improving the service through the use of
Month	Value	Target																																			
June 2022	2	10																																			
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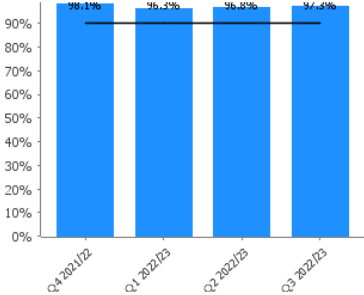

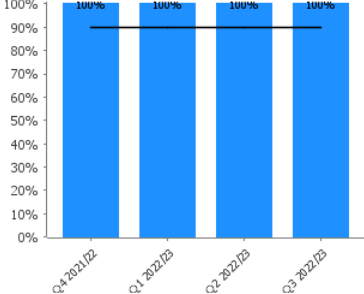

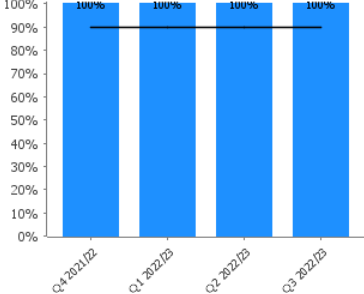
Indicator	Years		Quarters				Months			Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	October 2022	Novemb er 2022	Decemb er 2022	December 2022			
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Target	Status		
													data, and are currently piloting providing smoking cessation as a group service, with positive feedback from service users around peer support and motivation.


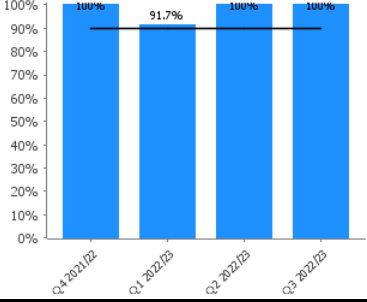

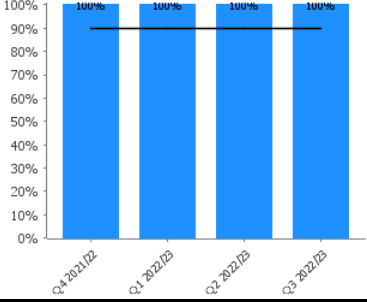
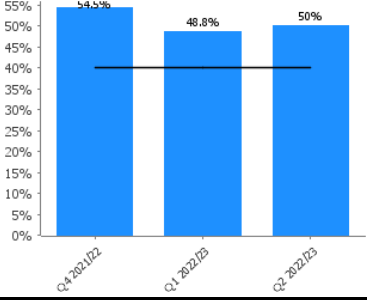
NHS Shetland Performance Report - Quarterly Indicators


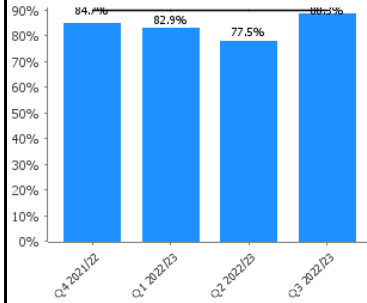
Generated on: 09 February 2023



Indicator	Years		Quarters				Target		Graphs	Note								
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23											
	Value	Value	Value	Value	Value	Value	Target	Status										
CE-CS-05 Departmental Business Continuity Plans (BCPs) to be completed for all departments	100%	100%	100%	100%	100%				<table border="1"> <caption>Data for CE-CS-05 Graph</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>100%</td> </tr> <tr> <td>Q1 2022/23</td> <td>100%</td> </tr> <tr> <td>Q2 2022/23</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2021/22	100%	Q1 2022/23	100%	Q2 2022/23	100%	
Quarter	Value																	
Q4 2021/22	100%																	
Q1 2022/23	100%																	
Q2 2022/23	100%																	
CE-CS-06 Departmental Business Continuity Plans (BCPs) to be updated annually	53%	47%	47%	32%	23.7%		100%	<table border="1"> <caption>Data for CE-CS-06 Graph</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>47%</td> </tr> <tr> <td>Q1 2022/23</td> <td>32%</td> </tr> <tr> <td>Q2 2022/23</td> <td>23.7%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2021/22	47%	Q1 2022/23	32%	Q2 2022/23	23.7%	<p>08-Feb-2023 BC policy approved, BIAs and BCPs in the process of being updated and moved to new template. Support and training being offered where required. Plans will be updated as standard having been enacted during recent incidents in Q3. Gap in data while the above happens and in light of gap in admin support (Public Health) to support recording.</p>	
Quarter	Value																	
Q4 2021/22	47%																	
Q1 2022/23	32%																	
Q2 2022/23	23.7%																	

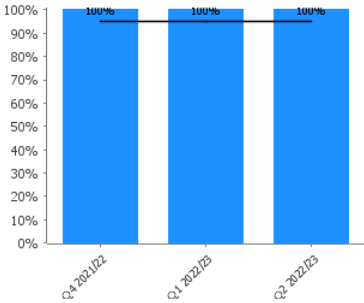
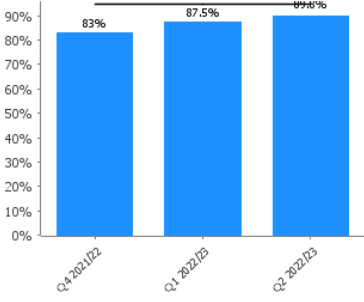
Indicator	Years		Quarters				Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23			
	Value	Value	Value	Value	Value	Value	Target	Status		
CE-IC-01 Cleaning Specification Audit Compliance	96.2%	98.1%	98.1%	96.3%	96.8%	97.3%	90%			
CH-AO-01 Maximum Waiting Time from Referral to First Consultation for Physiotherapy Services - %age of patients seen within 18 weeks	98.2%	100%	100%	100%	100%	100%	90%			
CH-DA-01 Clients will wait no longer than 3 weeks from referral received to appropriate drug treatment that supports their recovery.	100%	92%	100%	100%	100%	100%	90%			

Indicator	Years		Quarters				Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23			
	Value	Value	Value	Value	Value	Value	Target	Status		
CH-DA-02 Clients will wait no longer than 3 weeks from referral received to appropriate alcohol treatment that supports their recovery.	100%	92.2%	100%	91.7%	100%	100%	90%			
CH-DA-03 Clients will wait no longer than 3 weeks from referral received to appropriate co-dependency treatment that supports their recovery.		91.7%	100%	100%	100%	100%	90%			
CH-SC-01 Percentage of people that require intensive care (over 10 hours per week) that receive it in their own home.	55%	54.5%	54.5%	48.8%	50%					

Indicator	Years		Quarters				Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23			
	Value	Value	Value	Value	Value	Value	Target	Status		
HR-IT-01 The percentage of freedom of information requests due a response in the month which received a response within 20 working days	86%	86.8%	84.7%	82.9%	77.5%	88.3%	90%		 <p>07-Feb-2023 Steady progress towards reaching the target has been made following improvements to procedures. This was despite:</p> <ul style="list-style-type: none"> • 205 requests being received in Q3, the highest ever received by NHS Shetland. This was a 21% increase over Q2 (itself a 48% increase over Q1 - at 115 requests, Q1 was close to the mean for quarter totals since 2013) • 99 requests were received in November - the highest ever month total and 612 requests in 2022 was the highest ever calendar year total • 171 requests were responded to on time in Q3 – greater than the total requests received in Q2 (or indeed any quarter ever) – staff are clearly doing a fantastic job under unprecedented pressure <p>There continues to be a disproportionate FOI burden on HR and Information Services</p>	

Indicator	Years		Quarters				Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23			
	Value	Value	Value	Value	Value	Value	Target	Status		
NA-CF-02 Eligible patients will commence IVF treatment within 12 months	100%	100%	100%	100%	100%					07-Feb-2023 07/02/2023: Data to end Sept 2022 is latest release. Next quarter published 28/02/23
NA-CF-05 At least 80% of pregnant women in each SIMD quintile will have booked for antenatal care by the 12th week of gestation so as to ensure improvements in breast feeding rates and other important health behaviours.	87.8%	90.9%	90.9%	91.3%	100%	95.1%	80%			07-Feb-2023 Provisional data from NSS Discovery - SIMD detail will be available in next PHS publication, April 2023
NA-EC-01 A&E 4 Hour waits (NIP103b)	98.1%	97.5%	97.4%	93.8%	93.1%	90.5%	98%			

Indicator	Years		Quarters				Target		Graphs	Note										
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23													
	Value	Value	Value	Value	Value	Value	Target	Status												
NA-IC-26 Staphylococcus aureus bacteraemia infections (including MRSA) (rate per 1,000 acute occupied bed days)	0.51	0.44	0.44	0.42	0		0.24		<table border="1"> <caption>Data for NA-IC-26 Graph</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>0.44</td> </tr> <tr> <td>Q1 2022/23</td> <td>0.42</td> </tr> <tr> <td>Q2 2022/23</td> <td>0</td> </tr> <tr> <td>Target</td> <td>0.24</td> </tr> </tbody> </table>	Quarter	Value	Q4 2021/22	0.44	Q1 2022/23	0.42	Q2 2022/23	0	Target	0.24	06-Feb-2023 Data until end Sept 2022 released 17/01/2023, Oct-Dec not yet available (Lucy Flaws)
Quarter	Value																			
Q4 2021/22	0.44																			
Q1 2022/23	0.42																			
Q2 2022/23	0																			
Target	0.24																			
NA-IC-27 Clostridium difficile infections in patients aged 15 and over per 1,000 total occupied bed days	0.38	0.55	0.55	0.42	0				<table border="1"> <caption>Data for NA-IC-27 Graph</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>0.55</td> </tr> <tr> <td>Q1 2022/23</td> <td>0.42</td> </tr> <tr> <td>Q2 2022/23</td> <td>0</td> </tr> <tr> <td>Target</td> <td>0.32</td> </tr> </tbody> </table>	Quarter	Value	Q4 2021/22	0.55	Q1 2022/23	0.42	Q2 2022/23	0	Target	0.32	06-Feb-2023 Data until end Sept 2022 released 17/01/2023, Oct-Dec not yet available (Lucy Flaws)
Quarter	Value																			
Q4 2021/22	0.55																			
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Q2 2022/23	0																			
Target	0.32																			
NA-PL-06 Urgent Referral With Suspicion of Cancer to Treatment Under 62 days	94.6%	85.1%	82.4%	64.7%	83.3%				<table border="1"> <caption>Data for NA-PL-06 Graph</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>82.4%</td> </tr> <tr> <td>Q1 2022/23</td> <td>64.7%</td> </tr> <tr> <td>Q2 2022/23</td> <td>83.3%</td> </tr> <tr> <td>Target</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2021/22	82.4%	Q1 2022/23	64.7%	Q2 2022/23	83.3%	Target	80%	07-Feb-2023 July-Sept 2022 data published December 2022, next update scheduled for 4th April 2023
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Target	80%																			

Indicator	Years		Quarters				Target		Graphs	Note
	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23			
	Value	Value	Value	Value	Value	Value	Target	Status		
NA-PL-07 Decision to treat to first treatment for all patients diagnosed with cancer - 31 days	98%	100%	100%	100%	100%				 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. Three blue bars represent the performance for Q4 2021/22, Q1 2022/23, and Q2 2022/23. Each bar is labeled with '100%' at the top. A horizontal line is drawn at the 100% mark.</p>	07-Feb-2023 July-Sept 2022 data published December 2022, next update scheduled for 4th April 2023
PH-HI-01 Immunisation Uptake - MMR1 at 2 yrs	94.3%	83%	83%	87.5%	89.8%				 <p>A bar chart with a vertical axis from 0% to 90% in 10% increments. Three blue bars represent the performance for Q4 2021/22, Q1 2022/23, and Q2 2022/23. The bars are labeled with '83%', '87.5%', and '89.8%' respectively. A horizontal line is drawn at the 89.8% mark.</p>	<p>07-Feb-2023 Data to end September released Dec 2022, Q3 not yet available.</p> <p>Update from Public Health and Health Visiting:</p> <p>Uptake remains below Scottish average. Recent audit work around childhood immunisations to improve recording across systems where immunisations have taken place has resulted in increased numbers due to data completeness. Because of small numbers amendments following audit can have a big impact.</p> <p>Child Health team continue to discuss and encourage immunisation, and there has been more activity on social media around this recently.</p>