

MIJB PERFORMANCE HIGHLIGHT REPORT

1. Local Indicators - Red

L09 - Number of people over 65 years admitted as an emergency in the previous 12 months per 1000 population

L10- Number of Bed Days Occupied by Delayed Discharges per quarter (inc code 9) per 1000 18+ population

L12- A&E Attendance rates per 1000 population (All Ages)

These indicator trends have been increasing since December 2017 with the A&E attendance rates at their highest since March 2015. In addition to these indicators, L08 Emergency Admissions rate per 1000 population for over 65's is also increasing and if it continues at the same rate will be red in the next quarter.

These indicators reflect related processes. The analysis and explanation of the reasons for the results are complex, requiring input from a number of services to provide a common understanding of the issues for Moray.

These indicators are reviewed and monitored regularly. Action is taken through daily discharge meetings to promote patients returning to their home or the most appropriate place once they are medically fit. Monthly meetings are held with a focus on Unscheduled Care and the 6 Essential Actions comprising staff from HSCM and Dr Gray's who highlight and make recommendations to management teams for areas for action. It should be noted that the levels currently being experienced are similar to that of previous winter levels highlighting the pressure the whole system is under. Further detailed analysis will be undertaken to identify the particular issues for Moray and any specific actions will be highlighted in future reports.

L18- Number of Alcohol Brief Interventions being delivered (*includes ABIs in priority and wider settings where data can be aligned to HSCPs*)

NHS Grampian has a target of delivering 6,658 interventions per year. This figure is divided across the partnerships based on GP practice adult population size. Based on population size it is anticipated that 1,028 ABIs would be delivered in Moray each year (approx. 257 per quarter).

Whilst Moray has not achieved the indicative target allocated, in previous years Aberdeenshire and Moray did not achieve the targets allocated, but the target for Grampian as a whole was achieved.

Progress has been made and services report that work is undertaken in a wide variety of settings such as GP practices and local Pharmacies. One issue that has been highlighted is that the mechanism for recording this work is not always accessible. This will be investigated further.

An ABI strategy and action plan for the next 3 years is currently being developed which will further address this PI.

L19A-Number of complaints received and % responded to within 20 working days - NHS

The number of complaints received has reduced however the timescales for response are not being met. On further investigation it was concluded that at the time of the extract (9th August 2018), only one complaint remained outstanding which would have given percentage response within 20 working days of 87.5%. All other complaints that were outstanding at 20 days were resolved within 30 working days.