

## MIJB Q2 PERFORMANCE HIGHLIGHT REPORT

### 1. Local Indicators - Red

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

**L11 Number of delayed discharges inc code 9 (Census snapshot, monthly average for quarter)**

Delayed Discharge continues to be a focus and the Weekly Huddle has been expanded to include representatives from all areas of Dr Gray's and Community hospitals as well as District Nurses and Allied Health Professionals which is improving flow and giving everyone a greater understanding of individual patient needs. This meeting now also has more direct links with the weekly Resource Allocation Meeting.

Daily Dynamic Discharge huddles are also taking place at Community hospitals that looks at reasons for delay and provide real-time patient feedback.

**L14 Percentage of new dementia diagnoses who receive 1 year post-diagnostic support**

An additional date field has recently been added to the collection template, previously this date was assumed to be within a timescale however after receiving the updated file some patients did not receive Post Diagnostic Support within the required timescales during this period.

Now that the indicator has been refined, better monitoring of this measure can be made and improvements made where it has not been met.

**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 is being investigated further through the Grampian wide ABI strategy covering the next 3 years. The strategy will be signed off Grampian wide strategy group on the 13<sup>th</sup> of December 2018 and will then be coming to the MADP in January.

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

There were 11 complaints received during Q2 with 6 responded to within 20 days. Of the 5 remaining, 4 were responded to within 30 days with one at 43 days, however this complaint and one of the others within 30 days was not upheld.