

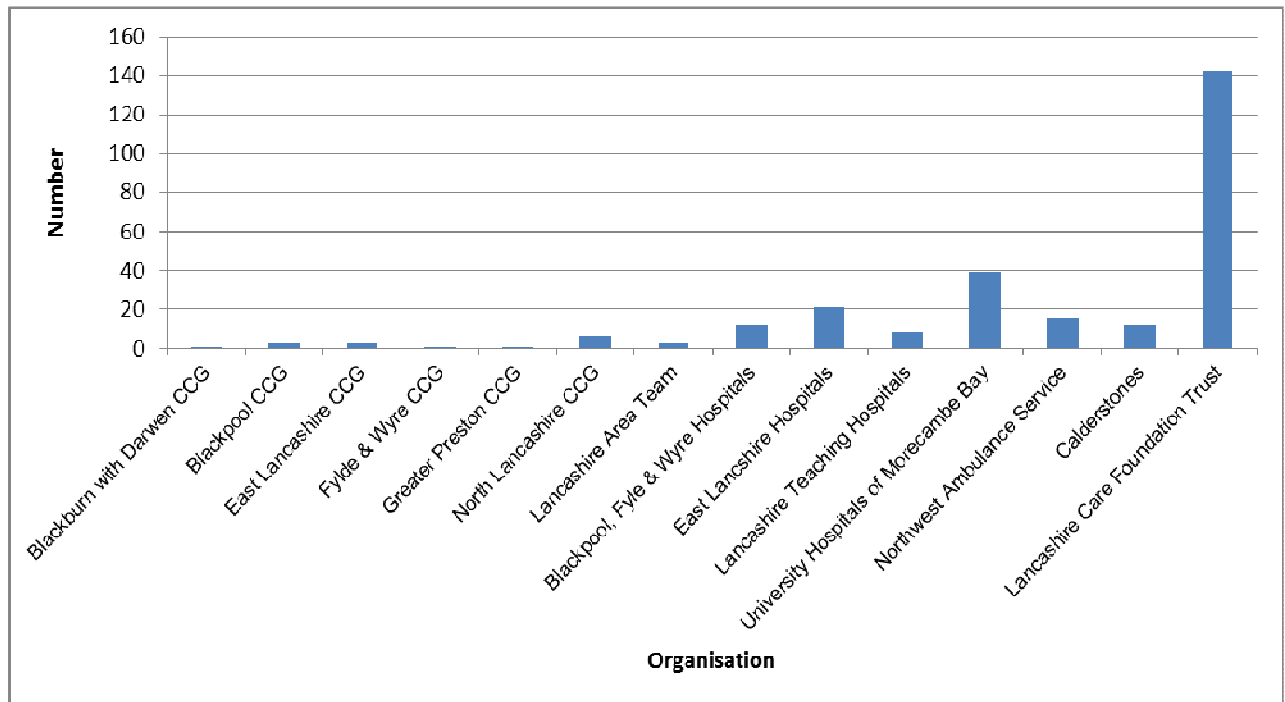
Summary of Key Quality Indicators

Appendix 5(a)

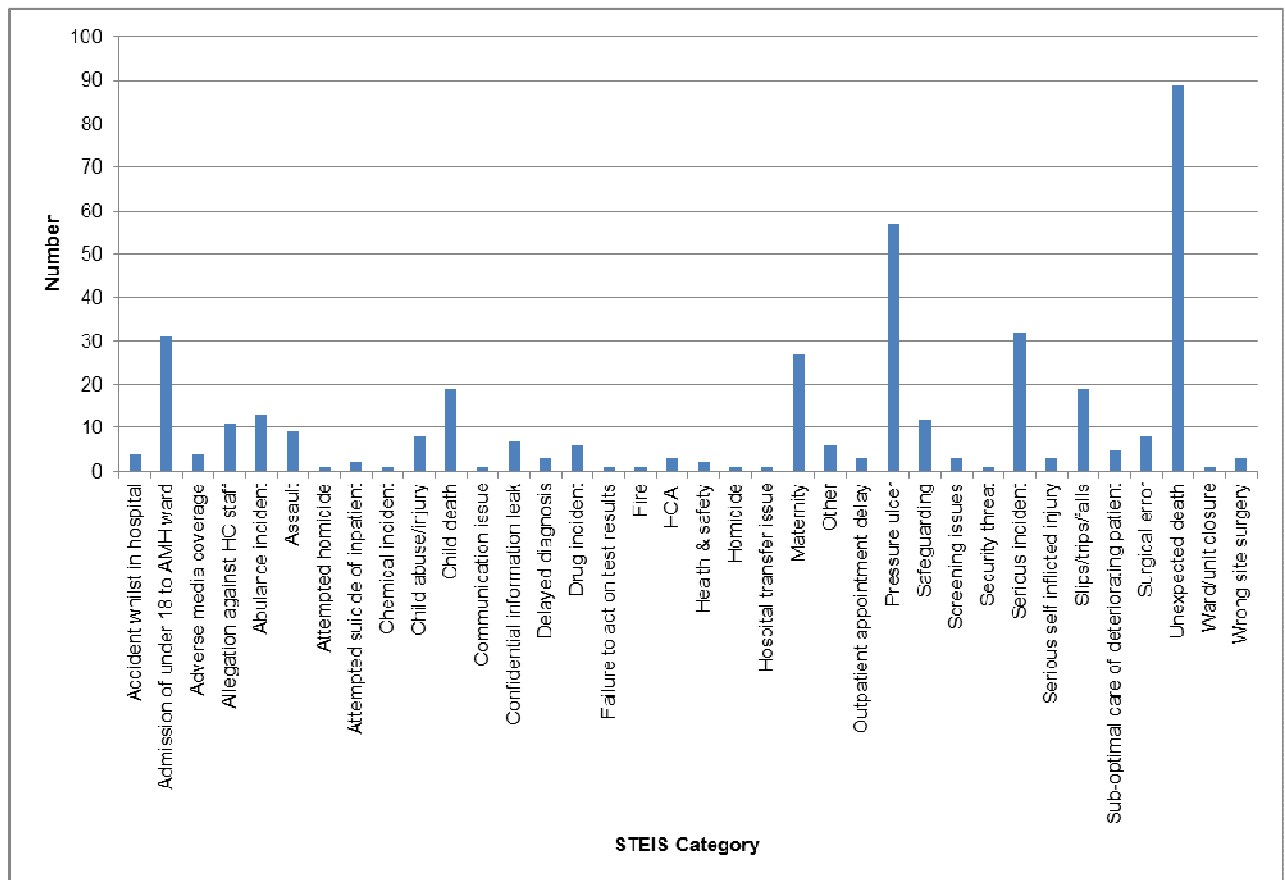
Indicator	Reporting Period	Blackpool Teaching Hospitals	East Lancashire Hospitals	Lancashire Teaching Hospitals	Southport & Ormskirk Hospitals	University Hospitals of Morecambe Bay	North West Ambulance Service	Calderstones	Lancashire Care Foundation Trust
Care Quality Commission (CQC) Enforcement Notice in Place	24/02/2014	No	Yes	No, but require improvement	No, but require improvement	No, but currently under review and outstanding concerns of sustainability of improvements made	No	No, but require improvement	No, but require improvement
Governance Risk Rating by Monitor	24/02/2014	Green	N/A	Currently under investigation	N/A	Red	N/A	Red	Green
Financial Risk Rating by Monitor	24/02/2014	3	N/A	3	N/A	1	N/A	3	3
Current Significant Breach of Authorisation by Monitor	24/02/2014	No	N/A	Currently under investigation	N/A	Yes	N/A	Yes	No
Summary Hospital-Level Mortality Indicator (SHMI)	November 2012 – October 2013	116.89	109.88	103.22	106.22	102.16	N/A	N/A	N/A
Hospital Standardised Mortality Ratios (HSMR)	November 2012 – October 2013	114.5	109.8	107.4	106.7	102.8	N/A	N/A	N/A
% Venous Thromboembolism (VTE) Risk Assessment	October 2013 – December 2013	99.83	97.82	96.59	96.76	99.42	N/A	N/A	N/A
Health Care Acquired Infections – Methicillin-Resistant Staphylococcus Aureus (MRSA) Bacteraemia cases	April 2013 – December 2013	0	3	3	0	1	N/A	N/A	N/A
Health Care Acquired Infections – Clostridium Difficile cases	April 2013 – December 2013	21	17	35	21	37	N/A	N/A	N/A
Mixed Sex Accommodation Breaches (Cumulative)	April 2013 – January 2014	5	0	0	0	0	N/A	0	1
% Harm Free Care measured by national safety thermometer	January 2014	92.86	94.4	94.62	95.42	93.23	N/A	94.64	95.29
Never Events	April 2013 – February 2014	0	1	4	2	5	0	0	0

1. Total Reported Serious Incidents 1st April 2013 – 31st January 2014

Source (tables 2-4): Strategic Executive Information System (StEIS)



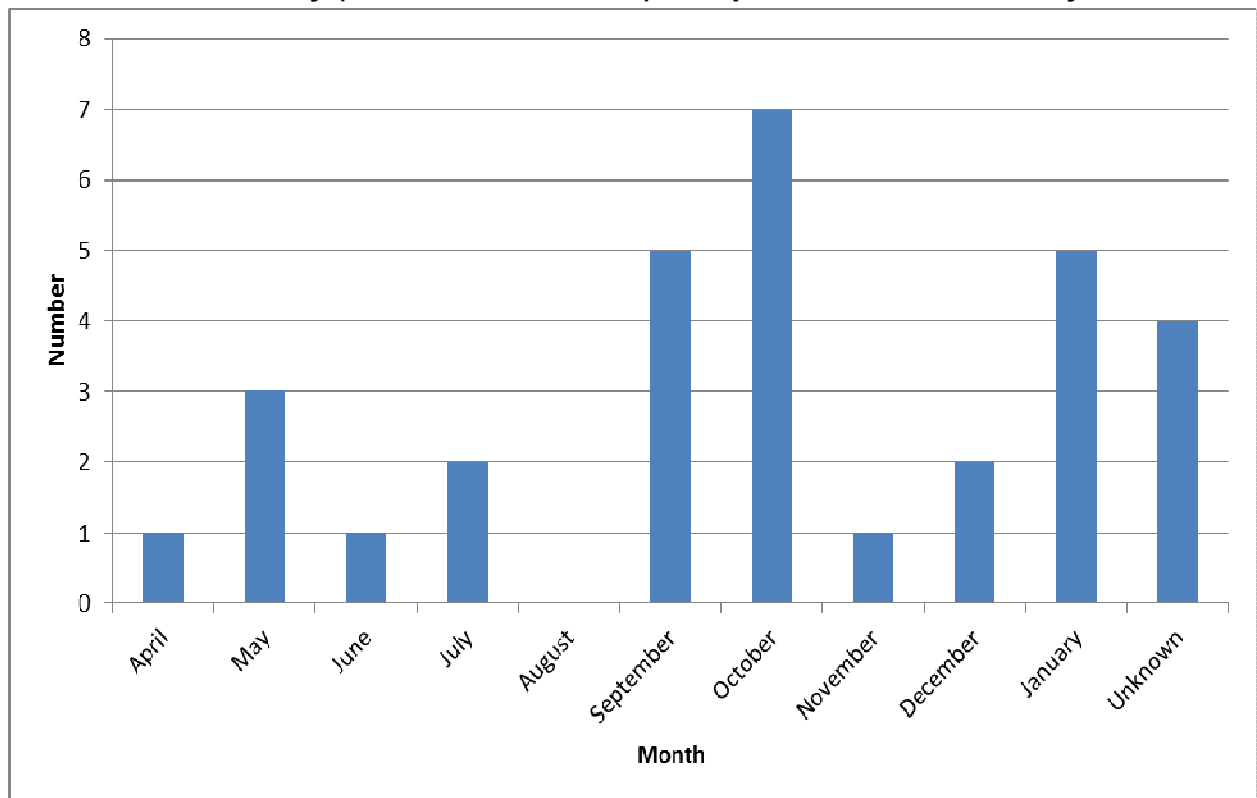
2. STEIS Reported Serious Incident Themes 1st April 2013 31st January 2014



4. Never Events (as described by national guidance) 1st April 2013 – 31st January 2014

Never Event Category	Provider				
	Greater Preston CCG	East Lancashire Hospitals	Lancashire Teaching Hospitals	Southport & Ormskirk Hospitals	University Hospitals of Morecambe Bay
Retained object post operation	0	1	1	2	2
Wrong implant/prosthesis	1	0	0	0	2
Wrong site surgery	0	0	3	0	1

5. Deaths in Custody (North West Prisons) 1st April 2013 – 31st January 2014



6. Friends and Family Test (FFT) December 2013

7.1 Location Data

Location	Total Responses	Total Eligible	Response Rate	Net Promoter Score
A&E (All Trusts)	1,236	14,723	8.4%	67
In-Patient (All Trusts)	3,082	8,384	36.8%	67

7.2 Trust Level Data

Acute Trust	In-Patient Response Rate	In-Patient Score	A&E Response Rate	A&E Score	Combined Response Rate
Blackpool Teaching Hospitals	44.0%	73	17.7%	72	26.6%
East Lancashire Hospitals	54.9%	76	3.1%	32	23.5%
Lancashire Teaching Hospitals	14.2%	74	6.0%	71	8.9%
University Hospitals of Morecambe Bay	27.4%	79	3.1%	51	12.1%
Southport & Ormskirk Hospitals	21.4%	37	15.1%	52	17.5%

NB applicable to acute hospital trusts only.

Southport & Ormskirk Hospitals have the lowest percentage of respondents (50.2%) who were extremely likely to recommend the service to friends and family. This may account for the Trust's low net promoter score which is the lowest score in the country for in-patients. The low score requires further analysis to understand if this is consistent across all wards within the trust.