

NHS BOLTON CLINICAL COMMISSIONING GROUP
Public Board Meeting

AGENDA ITEM NO:11.....

Date of Meeting:11th September 2020.....

TITLE OF REPORT:	CCG Corporate Performance Report	
AUTHOR:	Melissa Maguinness – Director of Transformation (Commissioning)/Deputy Chief Officer Mike Robinson – Associate Director Integrated Governance & Policy Amanda Weatherstone – Contract Performance & Assurance Manager Victoria Preston – Lead Information Analyst for Planned Care	
PRESENTED BY:	Dr Helen Wall, Clinical Director, Commissioning	
PURPOSE OF PAPER: (Linking to Strategic Objectives)	The report highlights performance against all the key delivery priorities for the CCG in 2020/21 against which NHS Bolton CCG is nationally measured.	
LINKS TO CORPORATE OBJECTIVES (tick relevant boxes):	Deliver the outcomes in the Bolton Joint Health and Care Plan	
	Ensure compliance with the NHS statutory duties and NHS Constitution.	X
	Deliver financial balance.	
	Regulatory Requirement.	
	Standing Item.	X
RECOMMENDATION TO THE BOARD: (Please be clear if decision required, or for noting)	Members are requested to note the content of the report and actions being taken, where required, to improve performance.	
COMMITTEES/GROUPS PREVIOUSLY CONSULTED:	Performance is reported to: CCG Executive Contract Performance Group Quality and Safety Committee	
REVIEW OF CONFLICTS OF INTEREST:	N/A	
VIEW OF THE PATIENTS, CARERS OR THE PUBLIC, AND THE EXTENT OF THEIR INVOLVEMENT:	Patients' views are not specifically sought as part of this monthly report, but it is recognised that many of these targets, such as waiting times, are a priority for patients.	
OUTCOME OF EQUALITY IMPACT ASSESSMENT (EIA) AND ANY ASSOCIATED RISKS:	N/A	



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Corporate Performance Report

Months 3 & 4 2020/21

Performance Summary

Key issues in July:

Elective Care

Performance against the 92% standard has further deteriorated in July to 42% and there has also been an increase in 52-week breaches in month (77). The 6-week diagnostic target remains a significant issue, with performance further deteriorating in July 2020 to 44.8% (from 55.3% for June 2020). This is due to limited capacity. The Greater Manchester (GM) Partnership is directly commissioning additional endoscopy activity as this is the modality with the largest number of long waiters.

Cancer Care

There has been a slight reduction in the percentage of patients being seen within 2 weeks to 95% of patients, however, this is still above the national standard and Bolton benchmarks well across GM. The breast symptomatic standard has also been met, with performance in June of 95.5%. The two 62 day targets remain the area of concern, with endoscopy and other diagnostic capacity being a contributing factor.

Urgent & Emergency Care

A&E performance remains below the 95% target and has fallen to 88.6% in July. This is still higher than July 2019 which was performance at 86.1%. The number of daily attendances continue to rise month on month and stand at 301 patients in July. NWAS performance has seen improvement in comparison to July 2019. There were 11 over 60 minute handovers in July following 4 in June which is again an improvement on the July 2019 figure of 27. Non elective LoS has increased slightly July to 4.5 from 4.3 in June but is still below the upper limit.

Mental Health

IAPT performance improved significantly from last month but remains under target due the reduction in normal rates of referrals during the pandemic. Recovery also dropped under target but RTT was maintained. EIP exceeded target in July, MHLS 1 hours targets were achieved. Acute out of area placements continue to rise with ongoing difficulties repatriating patients within the expected 72 hours. However extensive work has been undertaken to maximise patient flow, reduce DTOCs and offer robust alternatives to admission.

Children's & Maternity

Maternity booking performance for July has achieved the 90% target, with July (91.5%) seeing a very slight increase to 91.% from 89.9% in June. A lead BAME midwife's intervention has led to a significant amount of work taking place across targeted Bolton communities. Data inputting to MHSDS has changed to reflect the change to video calls. The CAMS access target was achieved with performance of 35.1% and overall a significant increase in access has been demonstrated across Q1 compared to 2019/20 Q4. June's figure for CGAS remains lower than the 50% target due mainly to COVID-19, however, performance has increased from 11% in May to 23% in June.



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Performance by Commissioning Area: **Elective Care**

Planned Care	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
Patients on an Incomplete pathway % (92% of patients should be less than 18 weeks from referral)	92% (GM 90%)	July	42.0%	55.6%	↓	●
Waiting list - number of patients waiting to be seen	<22,640	July	20,433	20,433	↓	●
Percentage of patients waiting less than 6 weeks from referral for a diagnostic test	1%	July	44.76%	52.37%	↑	●
Number of patients on the waiting list should not have been waiting more than 52 weeks	0	July	77	77	↓	●



Performance by Commissioning Area: **Elective Care**

Key in month highlights:

Performance against the 92% standard has deteriorated further in the month of July 2020 to 42.0%, from 48.3% in June 2020. The main providers contributing to this reduced performance are Bolton FT, Manchester University Foundation Trust and Salford Royal NHS Foundation Trust. The specialties that remain challenged are Trauma & Orthopaedics, General Surgery, Ophthalmology and ENT. Work is ongoing with providers to monitor improvement action plans and to ensure capacity is aligned appropriately to demand.

The CCG waiting list for all providers has increased from 19,839 in June 2020 to 20,433 in July 2020. The January 2020 waiting list figure of 25,411 is now the target for 2020/21, as set out in the national planning guidance, currently the CCG waiting list is well below this.

Performance of the 6 week standard for diagnostic waits remains a concern with performance further deteriorating in July 2020 to 44.8% from 55.3% for June 2020. This is due to reduced capacity available following the introduction of COVID-19 and non-COVID-19 pathways.

There were seventy seven 52-week breaches in July 2020, which is a further increase from June 2020, this is a significant concern both locally and nationally.

Commissioners are working with providers to ensure that restart plans for elective procedure are in line with national guidance. Commissioners are working closely with BFT and BMI to maximise capacity utilisation.



Performance by Commissioning Area: Cancer Care

Cancer Care	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
Percentage achieving maximum 2 week wait for first outpatient appointment, urgently referred with suspected cancer via GP	93%	Jun	95.6%	97.0%	↓	●
Percentage achieving maximum two week wait for first out patient appointment for patients referred urgently with breast symptoms (where cancer was not initially suspected)	93%	Jun	95.5%	96.1%	↓	●
Percentage achieving maximum wait from diagnosis to first definitive treatment to be within 31 for all cancers	96%	Jun	93.7%	96.6%	↓	●
Percentage achieving maximum 31 day wait for subsequent treatment where that treatment is surgery	94%	Jun	100.0%	97.5%	↑	●
Percentage achieving maximum 31 day wait for subsequent treatment where the treatment is an anti-cancer drug regimen	98%	Jun	100.0%	100.0%	↔	●
Percentage achieving maximum 31 day wait for subsequent treatment where the treatment is a course of radiotherapy	94%	Jun	97.7%	97.6%	↑	●
Percentage achieving maximum two month (62 day) wait from urgent GP referral to first definitive treatment for cancer	85%	Jun	78.0%	80.3%	↓	●
Percentage achieving maximum 62 day wait from referral from an NHS screening service to first definitive treatment for all cancers	90%	Jun	75.0%	73.2%	↓	●
Percentage achieving maximum 62 day wait for first definitive treatment following a consultants decision to upgrade the priority of the patients (all cancers)	No Target	Jun	0.0%	50.0%	↓	●



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Performance by Commissioning Area: Cancer Care

The data reported for the Cancer targets needs to be viewed in the context of significant reduction in 2 week wait Suspected Cancer referrals across all tumour sites and the significant challenges that came with the COVID-19 outbreak, including changes to pathways, diagnostic approaches, staff sickness and staff redeployment.

By exception, the areas to note are detailed below:

- There was a slight reduction in June for the percentage achieving maximum 2 week wait for first outpatient appointment, urgently referred with suspected cancer via GP with 95.% of patients referred on a 2ww pathway accessing a first outpatient appointment, which still is higher than the target percentage.
- Performance against the breast symptomatic standard continued to achieve the target in June at 95.5%, which is in line with the agreed improvement trajectory. During the COVID-19 outbreak, all referrals received into the Breast unit have been reviewed by the clinicians and triaged appropriately, bringing patients into the service for triple assessment if required or holding virtual assessments if no face to face appointment is clinically required.
- There was a decrease in performance for the percentage achieving maximum wait from diagnosis to first definitive treatment of 31 days for all cancers to 93.7%, mainly due to theatre capacity.
- There was a decrease in performance in June for percentage achieving maximum two month (62 day) wait from urgent GP referral to first definitive treatment for cancer and Percentage achieving maximum 62 day wait from referral from an NHS screening service to first definitive treatment for all cancer. All patients were submitted to the Greater Manchester centralised waiting lists, as part of the COVID-19 response including new referrals and patients already within the system (both pre and post diagnosis). Patients were then managed as clinically appropriate, including through the GM surgical hubs. The waiting lists are also reviewed twice weekly within BFT by the Cancer Performance Manager and Clinical Leads. There are significant issues with diagnostics at present, mainly relating to Endoscopy which is being monitored at a GM level through the Clinical Reference Group and at a local level through the Cancer leads at Bolton Foundation Trust.



Performance by Commissioning Area: Urgent and Emergency Care

Urgent Care	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
Patients should be admitted, transferred or discharged within 4 hours of their arrival at an A&E department - Bolton FT	95%	July	88.60%	88.80%	↓	●
All handovers between ambulance and A&E must take place within 15 minutes (no of patients waiting >30 mins<59 mins) Bolton FT	No target	July	49	263	↓	●
All handovers between ambulance and A&E must take place within 15 minutes (no of patients waiting >60 mins) Bolton FT	less than 40 per month (Local target)	July	11	23	↓	●
Non Elective Length of Stay	<4.61	July	4.5	4.6	↓	●

Key in month highlights:

- A&E performance has remained below the target of 95% in July and has dropped slightly from the figure of 91.2% in June to 88.6%. However this is an improvement on July 2019 which had a performance figure of 86.1%.
- Following a June average daily attendance at A&E of 290, July saw an increase in the daily average attendance to 301 patients. This is a 17.53% reduction on the July 2019 average of 365.
- In June the number of NWS patients waiting >30 Mins <59 minutes for a A&E handover to take place was 34. Performance has reduced to 49 in July, but this position is still a significant improvement on the previous year which for the month of July resulted in a figure of 78. There were 11 over 60 minute handovers in July following 4 in June which is again an improvement on the July 2019 figure of 27.
- Non Elective LoS has increased slightly July to 4.5 from 4.3 in June. This figure is again within the target of <4.61 which has been achieved since May 2020.



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Performance by Commissioning Area: **Mental Health**

Mental Health Care	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
Improving Access to Psychological Therapies (IAPT) Access rate - (Prime Provider model)	Currently 22.5% increasing to 25% by March 2021 (National - local 22%)	July	17.7%	14.4%	↑	●
Improving Access to Psychological Therapies (IAPT) Recovery rate - (Prime Provider model)	50.0%	July	45.9%	48.2%	↑	●
Improving Access to Psychological Therapies (IAPT) - percentage treated within 6 weeks of referral	75.0%	July	92.3%	91.6%	↓	●
Improving Access to Psychological Therapies (IAPT) - percentage treated within 18 weeks of referral	95.0%	July	100.0%	99.9%	↔	●
% of early Intervention Psychosis (EIP) referrals to start treatment within 2 weeks	56.0%	July	72.7%	70.7%	↔	●
Mental Health Liaison Service -percentage of AE Emergency referrals assessed within 1hr	75.0%	July	83.5%	81.3%	↑	●
Number of new reportable Out of Area placements	0	July	4	17	↑	●
Number of new non-reportable Out of Area placements	NA	July	3	9	↑	●



Performance by Commissioning Area: **Mental Health**

Key in Month highlights:

- IAPT - Prevalence has increased against Junes performance at 16% to 17.7% in July, this still remains well under the planned trajectory based on 2019/20 activity whilst the NHS England targets remain paused. Referral numbers are improving and whilst not yet in the normal range, virtual and telephone appointments are being taken up more readily than at the start of the lock down period. Face to face therapy remains unavailable but the prime provider and partners are working together on the relevant safety measures for this to become possible. As a result the recovery rate has also been negatively impacted and remains under the national target of 50% with performance in July at 45.9%.
- The 6 week referral to treatment target was achieved in month at 92.3% against the 75% required, and 18 weeks hit 100%.
- EIP – Performance was green with 72.7% of referrals receiving NICE approved treatment within 2 weeks (against a target of 56%).
- Mental Health Liaison Service –there has been a significant increase from the previous month and the team continue to exceed the target of 75% of patients being assessed within 1 hour, with performance of 83.5% in July despite ongoing pressures in A&E. The Ambulatory Care Unit continues to support the transfer of mental health patients out of A&E and a longer term more sustainable accommodation solution has been suggested which the two Trusts are in further discussion about.
- In July there were 7 new OAPs in total, 4 of whom were reportable and 3 non reportable (in a GM contracted bed). There also remained 5 patients in from the previous month as there continue to be difficulties repatriating patients in a timely manner due to local capacity issues across the GMMH footprint. Work continues across health, social care and housing partners to expedite discharges, and GMMH/Commissioners are working with GMP to try and increase alternative crisis support options to reduce section 136 detentions. Significant numbers of patients previously unknown to services continue to present at A&E contributing to current pressures on mental health beds.



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Performance by Commissioning Area: **Mental Health**

Kooth:

Kooth has been commissioned in Bolton since February 2017 and provides a range of online mental health support to any young person in Bolton between 11 and 25 years old. Utilisation of Kooth during Covid-19 has been maintained and the service continues to have new and returning young people accessing the online platform.

Between 1st April 2020 and 31st June 2020 (Quarter 1), a total of 416 new young people registered on Kooth. This takes the total registrations up to 5,128 since the service went live in February 2017.

There has been a higher number of logins in Q1 2020/21 (4406) compared to Q1 2019/20 (3038), however, 1:1 text based counselling chats are down slightly from Q1 2020/21 (176) compared to Q1 2019/20 (211). Additional features such as article views (1,023 views by 168 young people), forums (2,888 views by 239 young people) and accessing the messaging function (2,505 messages by 325 young people) continue to be well utilised in Q1 2020/21.

Kooth provides a dedicated Integration and Participation (I&P) worker whose role is to promote Kooth and support Professionals and Children and Young People to access support around their mental health. The I&P offer has been adapted throughout covid due to a lack of face to face delivery. This has included staff training sessions to local Schools, Professional drop-in sessions via Zoom and MS Teams and the mobilisation of a promotional resources hub so Organisations in Bolton are able to download the relevant resources to promote the use of Kooth.

The service continues to be reactive to the needs of young people and had scheduled live forums taking place around the anxieties of School transition. The service recently refreshed its local directly and Bolton CCG provided an updated list of local services to enable Kooth counsellors to effectively signpost where appropriate.



Performance by Commissioning Area: Children's and Maternity

Children's & Maternity Care	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
% Completed maternity bookings by 12+6 weeks (Bolton CCG at Bolton FT)	90%	July	91.50%	92.40%	↑	●
CAMHS % of young people accessing treatment	35%	Jun	35.10%	41.30%	↓	●
CAMHS % of young people 10 point improvement on Children's Global Assessment Scale (CGAS)	50%	Jun	23.00%	16.70%	↑	●



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Performance by Commissioning Area: Children's and Maternity

Key in month highlights:

12+6

- Maternity booking performance for July (91.5%) has seen a very slight increase from June (89.9%) and is achieving the 90% target. YTD performance continues to remain above the target at 92.4%.
- Bolton's outpatient Matron continues to hold fortnightly meetings with team leaders and ward managers to address the 12+6 performance and the appointment of a lead BAME midwife has led to a significant amount of work taking place across Bolton communities. This has also been supported by Bolton MVP and a newly appointed MVP Service User Chair.
- Despite COVID-19 having an impact on booking appointment DNAs due to shielding and anxieties, the service has been working hard to ensure performance and care has not been effected.

CYP Mental Health Access

- Bolton's Access to treatment is defined by 2 or more contacts and has shown a decrease in June (35.1%) when compared to May (46.4%). Despite this decrease, overall a significant increase in access has been demonstrated across Q1 compared to 2019/20 Q4 and YTD the CYP Access rate also remains above the national target
- Bolton continue to closely track the CYP Access Target against a 2020/21 monthly forecast which accounts for CYP MH Prevalence to ensure that the 35% target is achieved in March 2021. Bolton's local target has contributions from wider provision such as the Rapid Response Team, GM Mentally Healthy Schools Programme and Kooth.
- Data inputting to MHSDS has changed to reflect the shift from face to face treatment to the delivery of treatment interventions via video calls. Work is ongoing across GM to understand the implications of COVID-19 on national targets.
- Issues are still ongoing to enable Thrive Alliance Partners to stream their activity directly to the Mental Health Services Data Set (MHSDS), which will further increase Bolton's CYP Access Performance. As the Thrive Alliance is now delivered through Bolton Together, plans are in place to develop a overarching reporting processes to enable a monthly submissions for all partners.

CGAS

- June's figure for CGAS (23.0%) remains significantly lower than the 50% target, however, performance from May (11%) to June has seen a positive increase.
- COVID-19 has had and is continuing to have an impact on this measurement as it requires two assessments to be completed within a short time period to enable the 10 point improvement to be noted. A reduction in face to face appointments and an increase to DNAs for telephone appointments is impacting on these assessments taking place. It is also acknowledged that even if the two assessments took place within the required timeframe, performance against this target is only captured if there is a 10 point difference .
- CGAS is not a regularly monitored KPI across other localities within GM so we are unable to provide any narrative as to whether the impact
- Bolton CAMHS continue to deliver against the Recovery Action Plan as agreed with Commissioners and work is ongoing to develop innovative ways to grow the workforce utilising a range of training opportunities such as CYP IAPT. Thrive Navigators are being implemented who will provide support to young people on the waiting list for clinical interventions.



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Quality and Safety Targets and Standards

There were 3 BFT Serious Incidents reported in July – 1 still birth, 1 prescribing error and 1 incident involving a patient under the FT’s care. The CCG has been briefed on these and the details will be presented to the CCG’s SI Review Group in due course.

BFT continues to support the IPC Collaborative and although there are no designated CDiff targets in 20/21, the FT are working towards last years. The FT has also been noted to have ‘effective IPC measures in place’ by the CQC’s Emergency Support Framework, which stress tests acute trust’s IPC assurance and resilience.

Quality and Safety	Target	Current Month	Current Month	YTD	Change since last month	Performance on Trajectory
Zero tolerance mixed sex accommodation (MSA) breaches (Bolton FT)	0	July	4	7	↓	●
CDIFF-Post 48 hrs (Hospital)	32	July	2	12	↑	●
MRSA-Post 48 hrs (Hospital)	0	July	0	2	↔	●
Serious Incidents	0	July	3	5	↓	●
Never Events	0	July	0	0	↔	●
Medication Incidents at Bolton FT	<100	July	138	434	↓	●