

# **DEVON INTEGRATED CARE SYSTEM PERFORMANCE**

**QUARTER TWO 2019/20**

## **1. INTRODUCTION**

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Public Sector organisations across the country are facing unprecedented challenges and pressures due to changes in demography, increasing complexity of need and the requirement to deliver better services with less public resource. Plymouth and Devon also face a particular financial challenge because of the local demography, the historic pattern of provision and pockets of deprivation and entrenched health inequalities.

The Integrated Care System (ICS) has been designed to deliver leadership of a shared vision for population well-being, single system plan and care model. It will look to ensure collaboration between statutory partners as well as to set a direction, framework and culture around the delivery of health and social care services. The performance outcomes framework has been designed to allow us to monitor how the ICS is delivering care to the people of Plymouth and the rest of the ICS geographical area. This reports also takes into account some performance specific to Plymouth that might not form part of the outcomes framework, these areas of performance will be reported within the 'Performance by Exception' section.

## **2. BENCHMARKING**

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Benchmarking information provided in this report is sourced from a variety of places with national performance based on the most recently published data, the time period for this data will vary depending on the source.

## **3. TREND GRAPHS**

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Each indicator is accompanied by a trend graph showing where possible the latest four values, values that represent the whole of the Integrated Care System area which includes Plymouth, Devon and Torbay. Caution is required when interpreting the graphs as there is no Y axis displayed and as such the significance or flow of the change is difficult to interpret.

## **4. PLYMOUTH PERFORMANCE BY EXCEPTION**

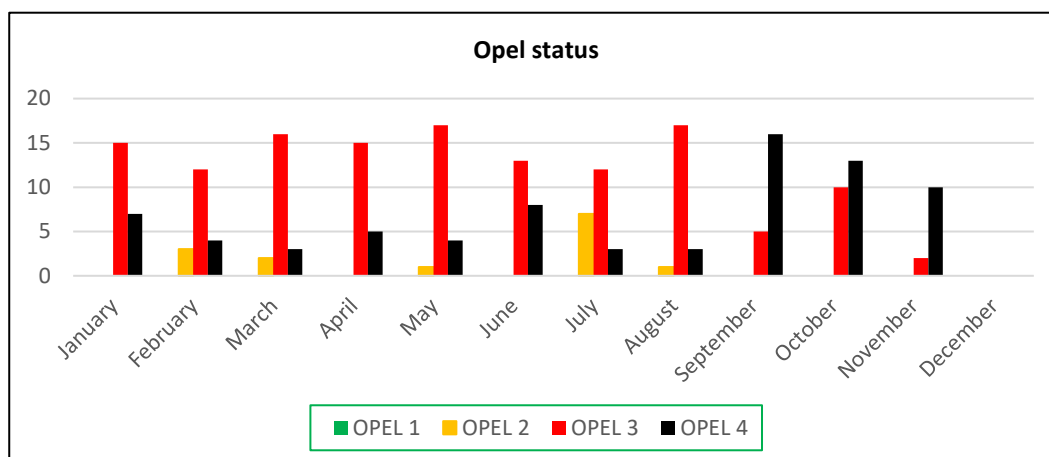
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Specific performance issues to draw attention to this quarter are:

## Accident and Emergency

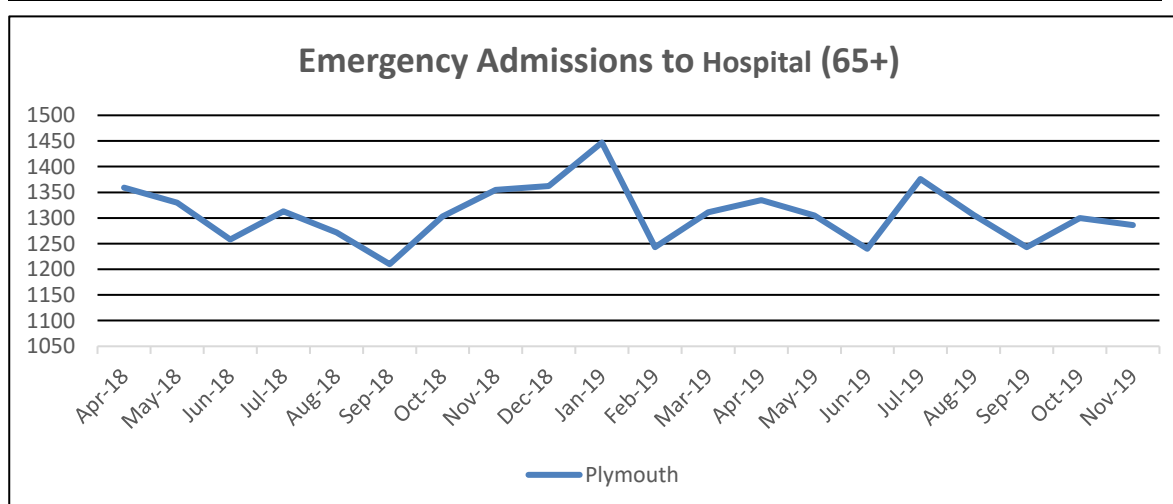
Currently there is no reporting against the 4 hour target for Accident & Emergency however Operational Pressures Escalation Level Status (OPEL) suggests that there are significant challenges as illustrated in the graph below. (Note November is part month only). This mirrors the national position, which demonstrates the significant pressures across all acute hospitals. The prevalence of OPEL 4 in the Western system is higher than the rest of the Devon CCG area.

Since the beginning of 2019/20 the Western system has been on OPEL 4 on 86 of 208 days (excluding weekends), this equates to 41.4% of days. This compares to 16.8% in the Southern System and <1% in the Northern and Eastern systems.



## Emergency Admissions Aged 65+

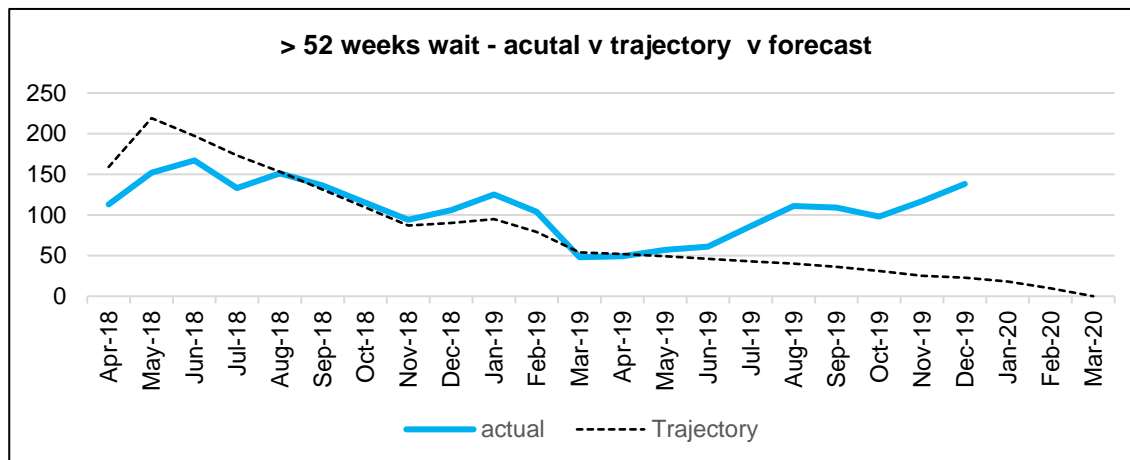
	Qtr.2 2018/19	Qtr.3 2018/19	Qtr.4 2018/19	Qtr.1 2019/20	Qtr.2 2019/20
Emergency Admissions Aged 65+	3795	4020	4001	3880	3925



Over the long term emergency admissions aged 65+ continue to be high but have remained relatively static over the year. Levels of admissions peak in the winter due to the level of respiratory admissions linked to the flu and the cold weather. This year we have seen higher numbers in the summer months than previous years, particular July and August which has correlated with the hot weather.

### Planned Care: 52 week waits

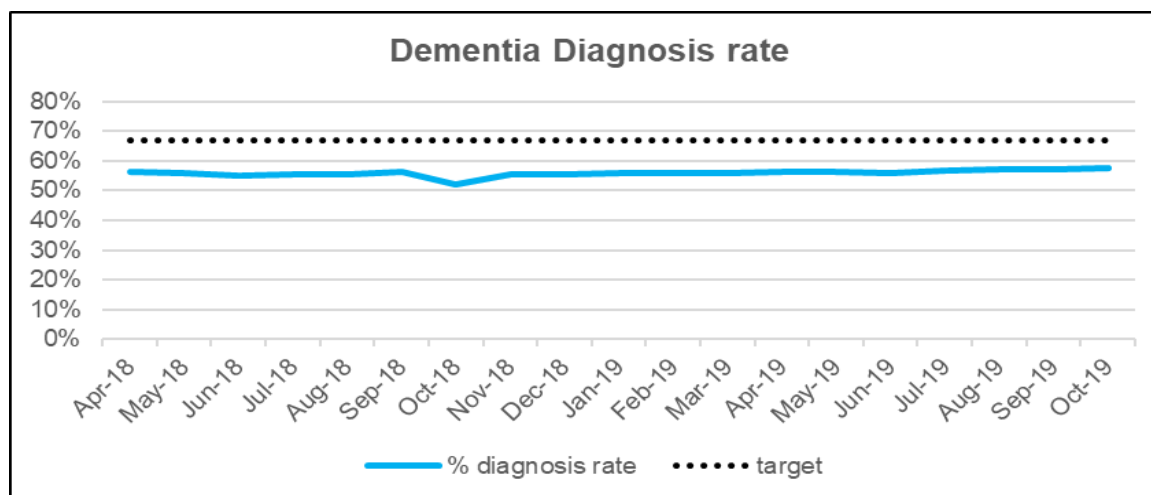
	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Over 52 week waits	86	111	109	98	117	138



The revised forecast trajectory indicates that there will be 66 patients waiting more than 52 weeks at the end of March 2020 compared with a trajectory target of 20. All 66 patients forecast to breach will be in neurosurgery this is due to the ongoing imbalance between demand and capacity which has resulted in long waiting times for routine spinal surgery.

### Mental Health: Dementia Diagnosis

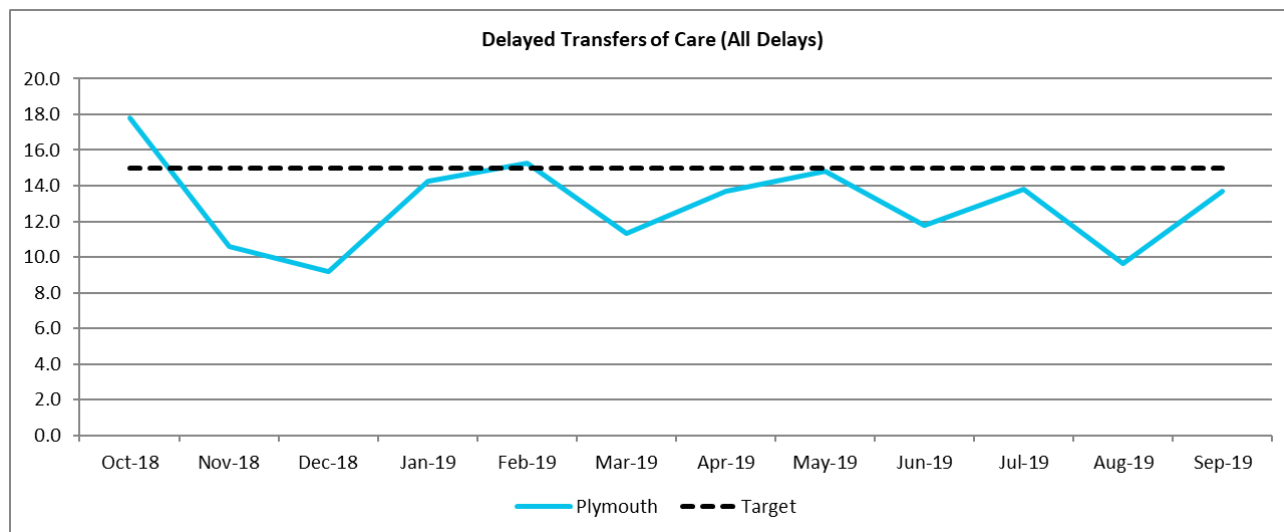
	Target	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Dementia Diagnosis rate	67%	56.0%	56.9%	57.0%	57.0%	57.4%



The dementia diagnosis rate continues to be fairly static, remaining just below the 60% mark. Providers continue to work towards a target of 59 positive dementia diagnoses per month. In 2019/20 the service received an average of 71.35 referrals per month, for dementia diagnosis.

### Urgent Care/ Patient Flow: Delayed Transfers of Care (All Delays)

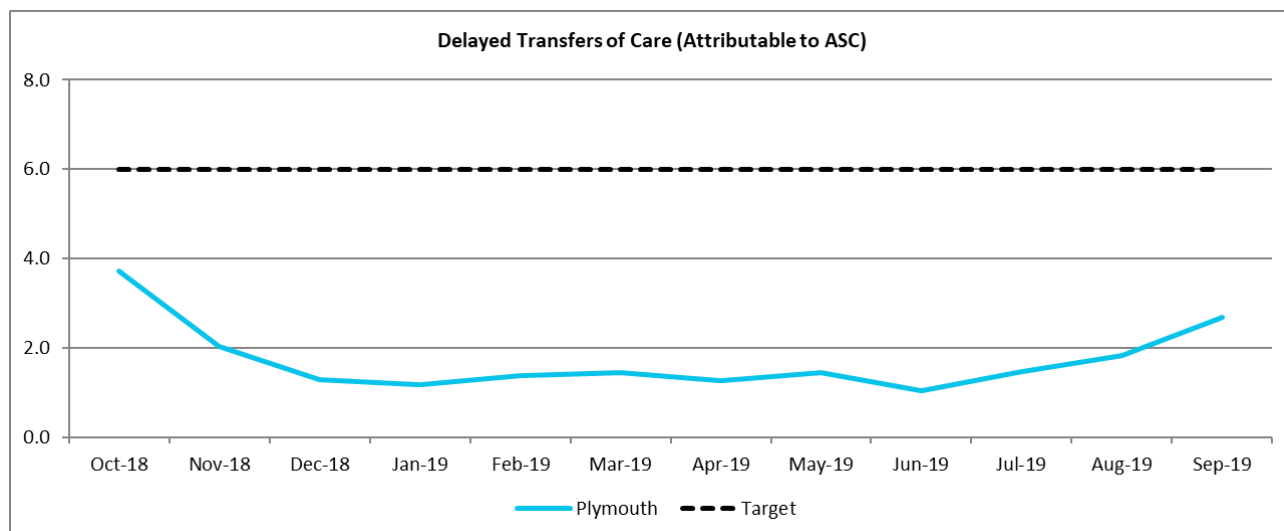
	Target	Qtr.2 2018/19	Qtr.3 2018/19	Qtr.4 2018/19	Qtr.1 2019/20	Qtr.2 2019/20
Delayed Transfers of Care	15	16.7	12.6	13.6	13.4	12.4



The rate of DTOC in Plymouth continues to exceed national expectations, and work continues to improve hospital flow and discharge and thus reduce delayed transfers of care and length of stay. In quarter two there was 2,409 delayed days across the system, this is lower than the 3,259 in quarter two 2018/19 and continues to be significantly lower than performance in 2017/18 and early part of 2018/19.

### Urgent Care/ Patient Flow: Delayed Transfers of Care (Attributable to Adult Social Care)

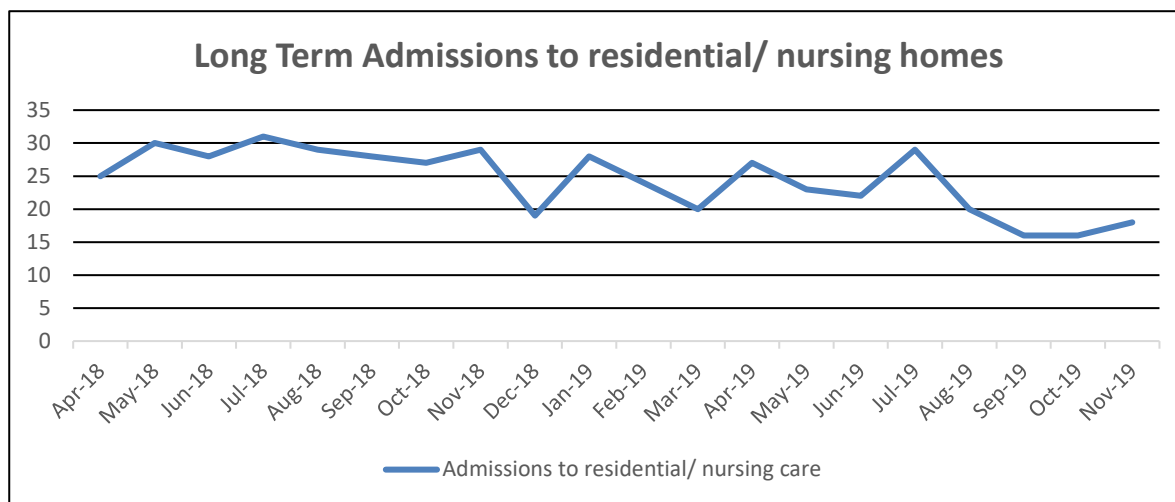
	Target	Qtr.2 2018/19	Qtr. 3 2018/19	Qtr. 4 2018/19	Qtr. 1 2019/20	Qtr. 2 2019/20
Delayed Transfers of Care	6	2.3	2.3	1.3	1.3	2.0



In quarter two there was 387 delayed days that are attributable to Adult Social Care, this is lower than the 484 recorded in quarter two of 2018/19 and is significantly lower than performance in 2017/18 and early part of 2018/19. The number is higher than last reported in quarter one (242), this can be attributed to an increase in delays in September and October. Performance against this indicator improved again in November.

**Community: Long Term support needs of people aged 65+ met by admissions to Residential or Nursing Care**

	Qtr.2 2018/19	Qtr. 3 2018/19	Qtr. 4 2018/19	Qtr. 1 2019/20	Qtr. 2 2019/20
Long Term Admissions to Residential/ Nursing Care	88	75	72	72	65



The number of long term admissions to residential and nursing care continues on a long term downward trend, the number of admissions in quarter two being seven fewer than quarter one 2019/20 and 23 fewer than quarter two in 2018/19. Increased availability of community based support and the Discharge to assess process have helped contribute to this improved performance.

**Safeguarding: % of completed safeguarding enquiries where risk has been identified and reduced or removed**

	Qtr.2 2018/19	Qtr. 3 2018/19	Qtr. 4 2018/19	Qtr. 1 2019/20	Qtr. 2 2019/20
% of completed safeguarding enquiries where risk has been identified and reduced or removed	93.3%	89.2%	93.5%	91.0%	91.0%

In quarter two there were 161 safeguarding enquiries completed, and in 118 of cases a specific risk had been identified. In 107 of these 118 cases the identified risk has been reported as having either been removed (32%), or the level of risk has been reduced (64%). The percentage of enquiries closed with a risk removed was an increase on performance in quarter one (32%, up from 28%).

## 5. OUTCOMES FRAMEWORK SCORECARD

Devon ICS Strategic Outcomes Framework										
						STP in Context		Local Authorities		
Outcomes	Measures	Source	Latest period	England	Actual	Trend	STP Chart	Devon	Plymouth	Torbay
More people will be living independently in resilient communities	ASCOF 1E: Proportion of adults with learning disabilities in paid employment	Social Care	2019-20 Q2	5.9%	7.1%	▲		7.2%	5.6%	8.5%
	ASCOF 1F: Proportion of adults with mental health needs in paid employment	Social Care	2018-19	8.0%	6.3%	▲		7.0%	8.0%	4.0%
	ASCOF 4A: Proportion of people who use services who feel safe	Social Care	2018-19	70.0%	68.3%	▲		70.6%	66.4%	68.0%
	ASCOF 4B: Proportion of people who use services who say that those services have made them feel safe and secure	Social Care	2018-19	86.9%	85.2%	▼		82.8%	89.8%	83.1%
	Children in poverty	Public Health	2016	17.0%	14.2%	▼		12.5%	20.0%	21.2%
	Fuel poverty	Public Health	2017	10.9%	12.4%	▼		11.6%	13.0%	12.6%
	Self-reported wellbeing (low happiness score)	Public Health	2017-18	8.2%	8.0%	▼		6.9%	7.9%	8.7%
	ASCOF 1li - The proportion of people who use services who reported they had as much social contact as they would like	Social Care	2018-19	45.9%	47.1%	▲		44.7%	44.8%	51.8%
	ASCOF 1lii - Proportion of carers who reported that they had as much social contact as they would like	Social Care	2018-19	32.5%	27.4%	▼		23.2%	26.6%	32.4%
More people will be choosing to live healthy lifestyles and less people will be becoming unwell	Adult smoking prevalence	Public Health	2018-19	14.4%	14.4%	▼		13.4%	17.0%	16.0%
	Alcohol-related admissions	Public Health	2017-18	2224	2039	▼		1711	2159	2248
	Physically active adults	Public Health	2017-18	66.3%	70.7%	▲		72.8%	68.7%	70.7%
	Excess weight in adults	Public Health	2017-18	62.0%	64.7%	▲		67.2%	67.2%	59.8%
	Fruit and vegetable consumption	Public Health	2017-18	54.8%	60.1%	▼		62.3%	57.2%	60.7%
	Life expectancy at birth (males)	Public Health	2015-17	79.6	79.4	▼		80.4	79.0	78.7
	Life expectancy at birth (females)	Public Health	2015-17	83.1	83.1	▼		84.2	82.2	82.8
	Life expectancy gap (males)	Public Health	2015-17	9.4	7.8	▲		5.6	8.5	9.4
	Life expectancy gap (females)	Public Health	2015-17	7.4	5.0	▲		4.5	6.3	4.3
	IAF 102a: 10-11 classified overweight /obese	NHS	15/16 -17/18	34.2%	29.5%	▼				
	Dementia diagnosis rate	NHS	2019/20 Q2	68.5%	59.9%	▼				
People who do have health conditions will have the knowledge, skills and confidence to better manage them	OIS 2.2 Proportion of people who are feeling supported to manage their condition	Public Health	2017-18	60%	62.8%	▼				
	Hospital admissions for self-harm (aged 10 - 24)	Public Health	2017-18	421	749.7	▲		593.7	706.1	949.2
	IAF 126b: Dementia post diagnostic support	NHS	2017-18	77.5%	77.1%	▲				
	Percentage of people that received an NHS Health Check of those offered	NHS	18-19 Q4	49.1%	51.4%	▲		45.6%	53.9%	54.8%
	IAF 127b: Emergency admissions for urgent care sensitive conditions	NHS	19-20 Q2	2484.0	2099.8	▼				

Devon ICS Strategic Outcomes Framework										
					STP in Context			Local Authorities		
Outcomes	Measures	Source	Latest period	England	Actual	Trend	STP Chart	Devon	Plymouth	Torbay
The healthcare system will be equipped to intervene early, and rapidly, to avert deterioration and escalation of health problems	Cancer diagnosed at stage 1 or 2	Public Health	2017	52.2%	56.3%	▲		56.1%	54.2%	49.9%
	Mortality rate from preventable causes	Public Health	2016-18	180.8	195.8	▲		159.9	212.7	214.8
	Suicide rate	Public Health	2016-18	9.6	13.4	▲		11.2	9.6	19.5
	OIS 1.10: One-year survival from all cancers	NHS	2016	72.3%	74.0%	▲				
	OIS 1.4: Myocardial infarction, stroke and stage 5 chronic kidney disease in people with diabetes	NHS	2017/18	100	93.3	▼				
More care will be available in the community and less people will need to visit, or be admitted to, hospital	ASCOF 2Ai: long-term support needs of people 18-64 met by admission to residential or nursing care homes per 100,000 population (LOW IS GOOD)	Social Care	2019-20 Q2	13.9	12.7	▼		12.1	10.3	24.2
	ASCOF 2Aii: long-term support needs of people 65+ met by admission to residential or nursing care homes per 100,000 population (LOW IS GOOD)	Social Care	2019-20 Q2	580	414.8	▼		571.9	579.5	551.4
	Deaths in usual place of residence	Public Health	2017	46.6%	53.4%	▲		53.2%	54.5%	53.4%
	IAF 127f: Hospital bed use following emergency admission	NHS	2019-20 Q2	979.9	838.7	▲				
People will have far greater control over health services and will be equal partners in decisions about their care	ASCOF 1A: Social-care related quality of life	Social Care	2018-19	19.1	19.2	◀▶		19.1	19.1	19.4
	ASCOF 3A: Overall satisfaction of people who use services with their care and support	Social Care	2018-19	64.3%	70.3%	▲		70.7%	70.6%	69.7%
	ASCOF 3B: Overall satisfaction of carers with social services	Social Care	2018-19	38.6%	39.1%	▼		38.1%	37.9%	41.2%
	ASCOF 1C(2A): proportion of people who use services receiving direct payments	Social Care	2018-19	28.3%	28.7%	▼		30.7%	19.7%	26.6%
	IAF 128b: Patient experience of GP services	NHS	2019-20 Q2	82.9%	87.6%	▼				
	OIS 2.1: Health-related quality of life for people with long-term conditions	NHS	2016/17	73.7%	72.7%	▼				
	OIS 2.15: Health-related quality of life for carers, aged 18 and above	NHS	2016/17	79.7%	79.7%	▼				
	OIS 2.16: Health-related quality of life for people with a long-term mental health condition	NHS	2016/17	51.9%	52.4%	▼				
	OIS 2.2: Proportion of people who are feeling supported to manage their condition	NHS	2017/18	59.6	65.4	▼				
People who need treatment will be treated effectively and quickly in the most appropriate care setting	To be confirmed	To be confirmed								
People will go into hospital when necessary and will be discharged efficiently and safely with the right support in their community	ASCOF 2Bi: the proportion of people 65+ discharged from hospital who remain at home 91 days afterwards	Social Care	2019-20 Q2	82.4%	79.1%	▼		83.0%	80.4%	76.7%
	ASCOF 2Bii: the proportion of people 65+ discharged from hospital who are offered reablement services.	Social Care	2018-19	2.8%	4.2%	▲		1.8%	4.7%	6.2%
	ASCOF 2Ci: delayed transfers of care from hospital in year per 100,000 population	Social Care	2019-20 Q2	10.3	11.4	▼		12.6	12.4	9.2
	ASCOF 2Cii: delayed transfers of care from hospital in year attributable to social care per 100,000 population	Social Care	2019-20 Q2	3.1	3.1	▼		3.1	2.0	4.1