

**DEVON  
INTEGRATED CARE  
SYSTEM  
PERFORMANCE**

**QUARTER ONE 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.

## **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.

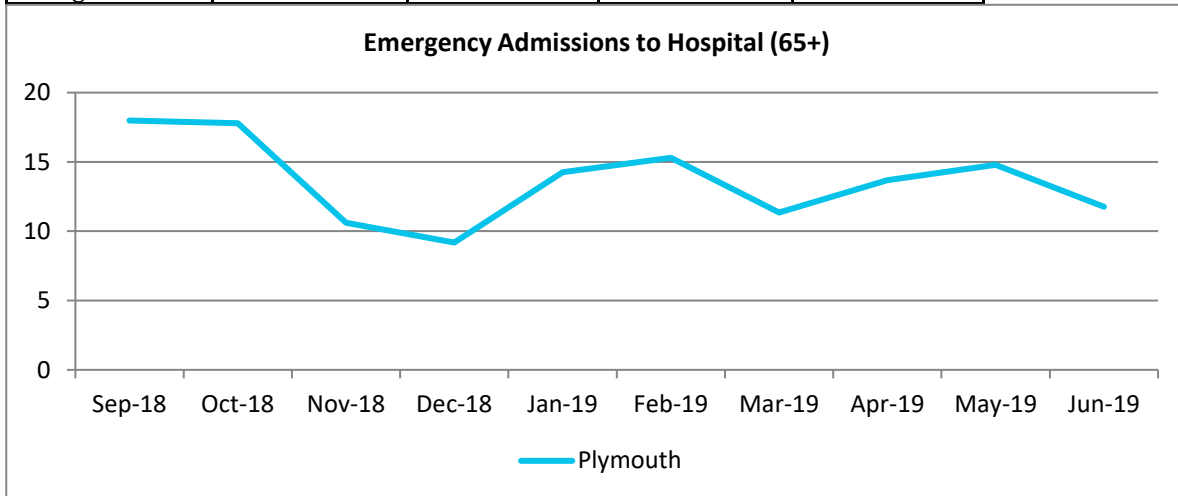
## **4. PLYMOUTH PERFORMANCE BY EXCEPTION**

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Specific performance issues to draw attention to this month are:

### Emergency Admissions Aged 65+

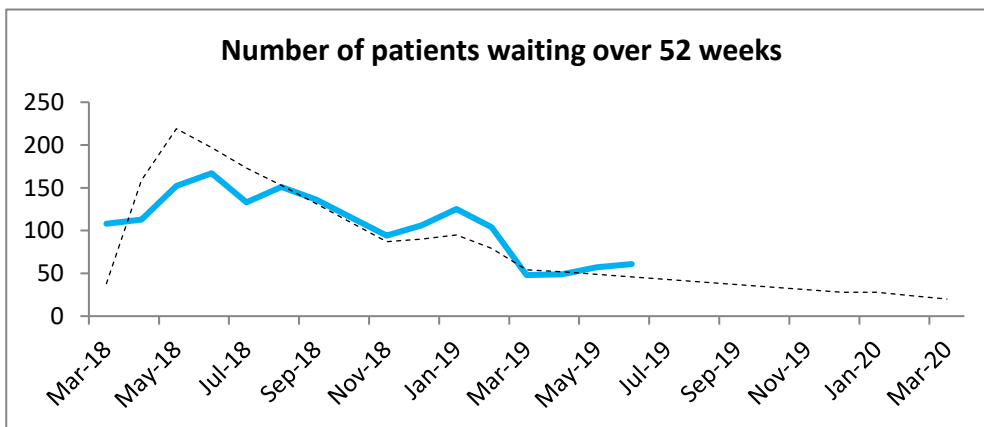
	Qtr. 1 2019/20	Qtr. 4 2018/19	Qtr. 3 2018/19	Qtr. 2 2018/19
Emergency Admissions Aged 65+	3880	4001	4020	3795



Over the long term emergency admissions aged 65+ continue to increase. Levels of admissions peak in the winter due to the level of respiratory admissions linked to the flu and the cold weather. Since June we have seen higher numbers in the summer months particular July and August which has been shown to correlate with the hot weather.

### Planned Care: 52 week waits

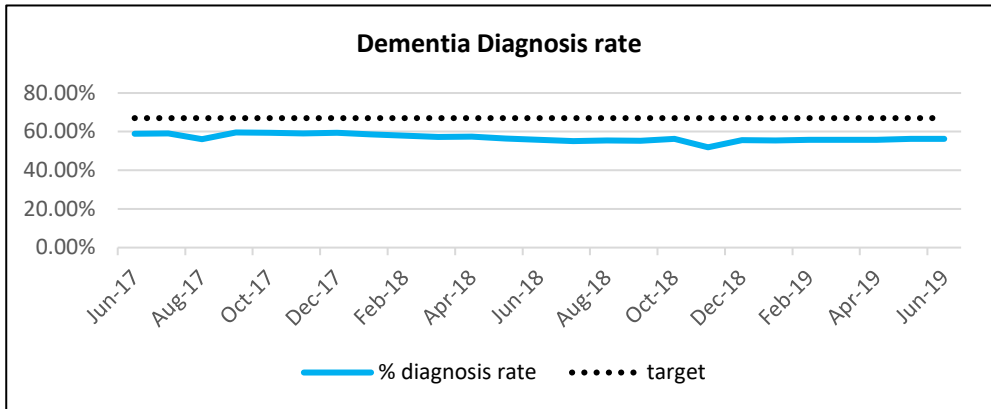
	June Trajectory	June 2019	May 2019
Over 52 week waits	46	61	57



An improvement trajectory has also been agreed to reduce the number over 52 week waiters to 20 by March 2020. At the end of June, the number of patients waiting over 52 weeks was 61 which is 8 more than the trajectory.

### Mental Health: Dementia Diagnosis

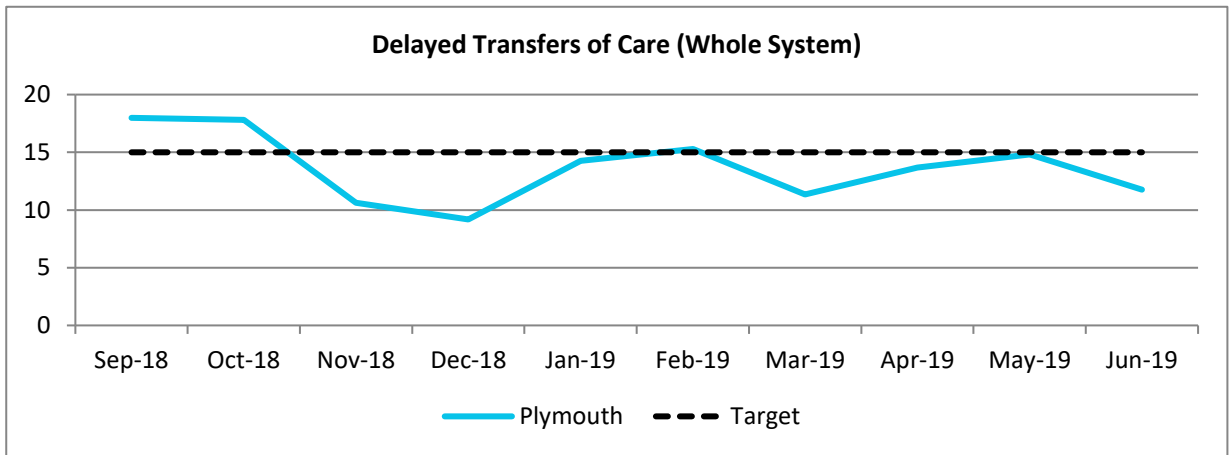
	Target	June 2019	May 2019
Dementia Diagnosis rate	67%	56.0%	56.2%



The dementia diagnosis rate has remained fairly static for the last 6 months. Providers are working to 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, and makes an average of 22 positive diagnoses. This gives a conversion rate of 30.89% per month.

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

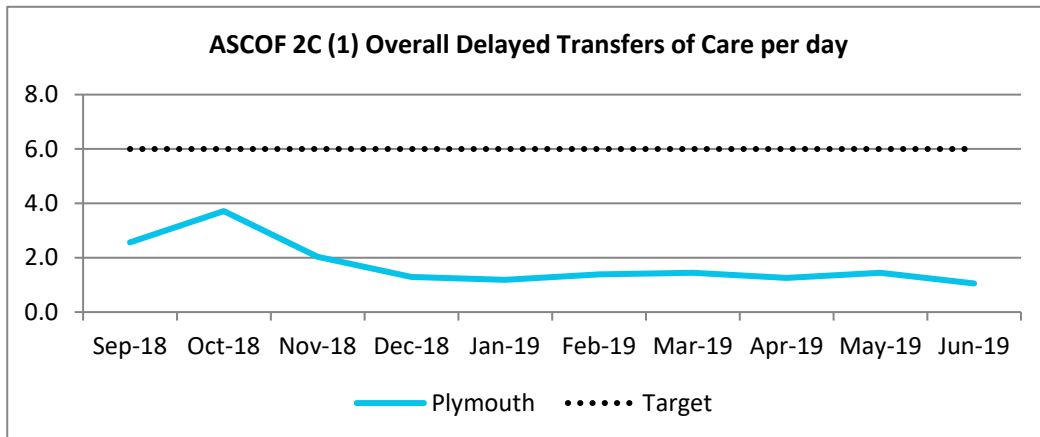
	Target	Qtr. 1 2019/20	Qtr. 4 2018/19	Qtr. 3 2018/19	Qtr. 2 2018/19
Delayed Transfers of Care	15	13.4	13.6	12.6	16.7



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 one there was 2589 delayed days across the system, this is a similar number to quarter four 2018/19 and is significantly lower than performance in 2017/18 and early part of 2018/19. Latest performance for August 2019 also shows an improvement in the performance against overall delays.

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

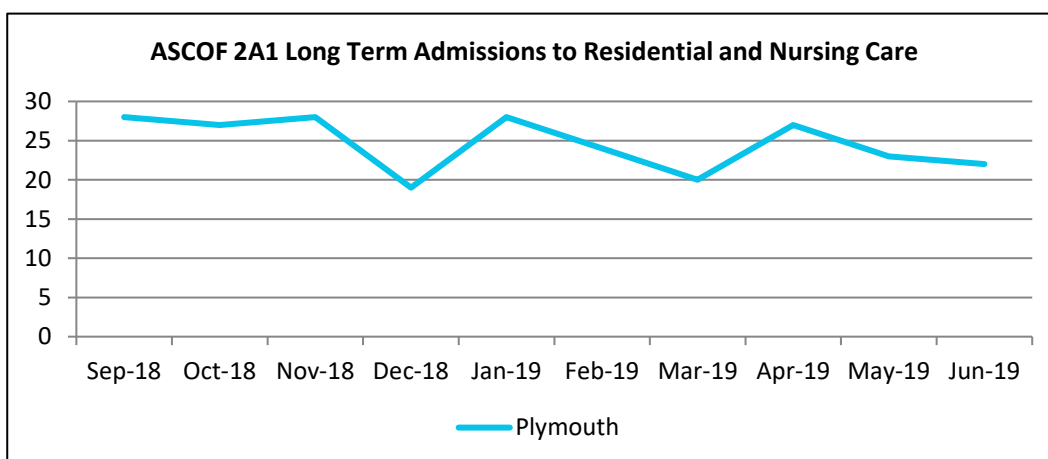
	Target	Qtr. 1 2019/20	Qtr. 4 2018/19	Qtr. 3 2018/19	Qtr. 2 2018/19
Delayed Transfers of Care	6	1.3	1.3	2.3	2.3



In quarter one there was 242 delayed days that are attributable to Adult Social Care, this is 13 fewer than quarter four 2018/19 and is significantly lower than performance in 2017/18 and early part of 2018/19. The number of delays has reduced in both the Community and Acute health settings. The management of patients with complex needs is working well at the hospital and the process to discharge people from hospital has remained stable despite pressure at the front door of the hospital.

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

Target	Qtr. 1 2019/20	Qtr. 4 2018/19	Qtr. 3 2018/19	Qtr. 2 2018/19
Monitor	1.3	1.3	2.3	2.3



The number of long term admissions to residential and nursing care is falling. In quarter one of 2019/20 there was 72 admissions, compared to 83 in quarter one of the previous year. Reductions have continued in quarter two and we are track to have many fewer admissions in 2019/20. Increased availability of community based support and the Discharge to assess process have helped contribute to this improved performance.

## 5. OUTCOMES FRAMEWORK SCORECARD

Devon ICS Strategic Outcomes Framework														
				STP in Context				Local Authorities			STP Localities			
Outcomes	Measures	Source	Latest period	England	Actual	Trend	STP Chart	Devon	Plymouth	Torbay	East (RDEFT)	North (NDHT)	West (PHNT)	South (TSDHT)
More people will be living independently in resilient communities	ASCOF 1E: Proportion of adults with learning disabilities in paid employment	Social Care	Quarter one 2018/19	6.0%	8.6%	▲		8.6%	5.5%	3.8%				
	ASCOF 1F: Proportion of adults with mental health needs in paid employment	Social Care	2017-18	7.0%				8.0%	7.0%	1.0%				
	ASCOF 4A: Proportion of people who use services who feel safe	Social Care	2018-19	69.9%				68.8%	66.4%	70.6%				
	ASCOF 4B: Proportion of people who use services who say that those services have made them feel safe and secure	Social Care	2018-19	86.3%				80.8%	89.8%	83.9%				
	Children in poverty	Public Health	2016	17.0%	14.6%	▼		12.5%	20.0%	21.2%	12.1%	13.7%	14.2%	17.0%
	Fuel poverty	Public Health	2016	11.4%	10.9%	▼		10.9%	11.8%	10.8%	10.6%	10.9%	11.2%	10.7%
	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	46.0%				42.8%	44.8%	43.1%				
	ASCOF 1lii - Proportion of carers who reported that they had as much social contact as they would like	Social Care	2018-19	35.5%				27.9%	26.6%	34.4%				
More people will be choosing to live healthy lifestyles and less people will be becoming unwell	Adult smoking prevalence	Public Health	2017-18	14.4%	14.4%	▼		13.4%	17.0%	16.0%	13.3%	10.7%	16.0%	17.0%
	Alcohol-related admissions	Public Health	2017-18	2224	1981	▼		1711	2159	2248	1620	1904	1816	2044
	Physically active adults	Public Health	2017-18	66.3%	70.7%	▲		72.8%	68.7%	70.7%	76%	69%	70%	70%
	Excess weight in adults	Public Health	2017-18	62.0%	64.7%	▲		67.2%	67.2%	59.8%	57%	66%	62%	64%
	Life expectancy at birth (males)	Public Health	2015-17	79.6	80.0	▲		80.4	79.0	78.7	80.2	79.5	80.4	79.7
	Life expectancy at birth (females)	Public Health	2015-17	83.1	83.8	▼		84.2	82.2	82.8	84.3	82.9	83.6	83.8
	Life expectancy gap (males)	Public Health	2015-17	9.4				5.6	8.5	9.4				
	Life expectancy gap (females)	Public Health	2015-17	7.4				4.5	6.3	4.3				
	Dementia diagnosis rate	NHS	Jun-19	68.5%	60.0%	▼			56.0%		60.0%			
People who do have health conditions will have the knowledge, skills and confidence to better manage them	Hospital admissions for self-harm (aged 10 - 24)	Public Health	2017-18	421	653.3	▲		593.7	706.1	949.2	480.4	818.2	662.4	845.6
	Percentage of people that received an NHS Health Check of those offered	NHS	Quarter Four 2018/19	49.1%	51.4%	▲		45.6%	53.9%	54.8%				

Devon ICS Strategic Outcomes Framework

						STP in Context		Local Authorities			STP Localities			
Outcomes	Measures	Source	Latest period	England	Actual	Trend	STP Chart	Devon	Plymouth	Torbay	East (RDEFT)	North (NDHT)	West (PHNT)	South (TSDHT)
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%	58.1%	53.2%	56.1%	52.1%
	Mortality rate from preventable causes	Public Health	2015-17	181.5	167.2	▲		161.0	207.3	197.7	164.2	180.25	165.7	178.1
	Suicide rate	Public Health	2015-17	9.6	10.8	▼		10.5	9.2	15.7	10.3	12.8	9.5	13.15
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	2018-19	14.0	13.9	◀▶		17.7	11.5	22.8				
	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	2018-19	586	500.5	▼		494.3	647.4	446.9				
	Deaths in usual place of residence	Public Health	2017	46.6%	53.4%	▲		53.2%	54.5%	53.4%	53.0%	51.8%	55.2%	52.9%
	IAF 127f: Hospital bed use following emergency admission	NHS	Quarter Two 2018/19	498.9	397.0	▲					427.5			366.7
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				19	19.1	19.4				
	ASCOF 3A: Overall satisfaction of people who use services with their care and support	Social Care	2018-19	65.0%				67.9%	70.6%	69.2%				
	ASCOF 3B: Overall satisfaction of carers with social services	Social Care	2018-19	39.0%				37.6%	37.9%	37.9%				
	ASCOF 1C(2A): proportion of people who use services receiving direct payments	Social Care	Jun-19	28.5%	27%	▼		33.3%	20.0%	26.7%				
	IAF 128b: Patient experience of GP services	NHS	2018	83.8%	88.6%	▼					89.0%			87.4%
	OIS 2.1: Health-related quality of life for people with long-term conditions	NHS	2016/17	73.7%	72.7%	▼					73.8%			72.0%
	OIS 2.15: Health-related quality of life for carers, aged 18 and above	NHS	2016/17	79.7%	79.7%	▼					80.8%			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%	▼					52.0%			49.5%
OIS 2.2: Proportion of people who are feeling supported to manage their condition	NHS	2017/18	59.6	65.4	▼					63.20			62.40	
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	2018-19	82.9%	82.7%	▼		82.6%	78.9%	70.7%				
	ASCOF 2Bii: the proportion of people 65+ discharged from hospital who are offered reablement services.	Social Care	2018-19	2.9%	3.4%	▲		1.8%	3.9%	6.5%				
	ASCOF 2Ci: delayed transfers of care from hospital in year per 100,000 population	Social Care	Quarter one 2018/19	12.3	17.5	▲		16.8	13.4	7.9				
	ASCOF 2Cii: delayed transfers of care from hospital in year attributable to social care per 100,000 population	Social Care	Quarter one 2018/19	4.3	5.2	▲		4.3	1.3	1.9				