

## TRUST BOARD PERFORMANCE REPORT

Prepared and issued by Performance and Information Services

4<sup>th</sup> February 2021

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<p>way for non-999 patients to have an assessment and be “streamed” to an appropriate care pathway.</p> <p>“Phone First” is now receiving calls from across the Trust geography. An Oversight Group has been established for this new service which includes the Trust and GPs. The Trust is planning further pathways including a Mental Health pathway and the potential to link to the Trust’s Cardiology hub.</p> <p>The new modular build extension of Altnagelvin ED was handed over to clinical staff before Christmas and the scheme will fully complete by March 2021.</p>	<p>capacity is allocated by the Critical Care Network (CCaNNI) on behalf of all Trusts. The Trust participates in a daily call to discuss management of ICU beds for the region.</p> <p>During Surge 3, the Trust was projected to need capacity for a much higher number of highly dependent respiratory patients in its hospitals, and Trusts are working together to support hospitals whose respiratory capacity is under particular pressure .</p> <p><b>Rebuild Phase 3</b></p> <p>December 2020 is the final month of the “Phase 3” plan for elective re-build. Overall, and despite the challenges of the October – December period, services delivered close to or in excess of their plans, with only a small number of exceptions. This report provides highlights on the delivery for Phase 3 overall, and the attached graphs provide a monthly view of progress.</p>
<p><b>Elective Care (including Diagnostics)</b></p> <p>Overall, during Phase 3 the Trust exceeded the rebuild target for Day Case by 29%, and delivered 82% of the target for Inpatients. The Trust also exceeded the rebuild target for New and Review Outpatients by 17%, by switching more patients to a “virtual” outpatient assessment than planned.</p> <p>During January 2021 the Trust was in “Extreme” surge in its hospitals, and asked to support the highest possible capacity in its ICU beds from 18 January 2021. The Trust has had to scale back elective activity with the exception of Red Flag &amp; Urgents and Orthopaedic services. As the Trust moved to extreme surge a decision was made on 18 January 2021 to postpone all red flag surgery and treatments in order to redeploy the necessary staff to support the require escalation position.</p> <p>In total, from 3 January 2021 to 25 January 2021, 307 suspect cancer/Red Flag scheduled elective surgery or diagnostics have been postponed. 170 of these were endoscopies, and 137 were surgery. 80% (245) of the procedures postponed were due to Hospital COVID-19 pressures referred to above. 83 of these have either since been rescheduled or the procedure/treatment has been completed.</p>	<p><b>Diagnostics</b></p> <p>During Phase 3 the Trust significantly exceeded the Rebuild plan for all of the 6 areas within Diagnostics. Additional diagnostics activity is being undertaken across a range of imaging modalities through waiting list initiatives, independent sector and regional transfer of patients to support equalisation of waiting times across the region.</p> <p><b>Endoscopy</b></p> <p>During December 2020, and overall for Phase 3, the Trust achieved its rebuild target for Endoscopy. The Trust has made a further attempt to put in place a tender with the Independent Sector and this is expected to be positive in securing some capacity.</p> <p>CMT have reviewed this as an area of concern where the waiting list has grown considerably, despite efforts to increase capacity, and throughput for this service. Significant work will be needed to map out actions to recover the position and sustain capacity into the future.</p>

Whilst the Trust remains under extreme pressure, from 25 January 2021 rescheduling has commenced for a number of those patients who had their red flag surgeries/procedures postponed. The position will continue to be monitored closely based on the hospital pressures due to COVID-19, particularly in respect of the required ICU capacity.

**Cancer Care**

Across the Phase 3 period, the Trust exceeded the rebuild plan for the 31 day and 62 day pathway by 7% and 5% respectively.

During December 2020 there were 21 patients on the Breast pathway who waited longer than the 14 day target. 97% of patients were seen within 14 days of referral with the longest wait of 20 days. The Trust is continuing to deliver the rapid assessment breast clinics and will continue to make every effort to ensure patients are seen within 14 days, this includes delivering through WLI sessions.

**Community Hospitals and Community Services**

**Community Hospitals**

The Trust has opened an additional ward in Waterside Hospital (Waterside 5) and opened rehabilitation beds fully in Omagh hospital (now at 30 beds) to facilitate stepdown of suitable patients from acute hospitals.

**Acute Mental Health / Learning Disability Hospitals**

Mental health crisis and In-patient services have been under sustained pressure since the beginning of the pandemic. Service usage figures show, with the exception of April, July and August 2020, the total monthly attendances were higher than in 2019/20. There was a significant increase in June 2020 in the Crisis service attendances and there has been an overall 12% increase in total attendances from April – December 2020 compared to same period last year. Bed Occupancy levels are higher than the target bed occupancy of 85%, which allows for urgent access to bed capacity and normal levels of flow, which has been challenging during the pandemic.

**Adult Mental Health**

**Dementia Services**

During Phase 3, the Trust exceeded the Review outpatient Dementia Services target in the Phase 3 rebuild plan, and 31% of the New outpatient target. The numbers of patients waiting more than 9 weeks has remained relatively stable over recent months, and the ability to deliver additional New Outpatient clinics continue to be impacted by the accommodation issues during the pandemic.

**Allied Health Professional (AHP) Services**

During Phase 3, the Trust delivered 105% of the New outpatient target and 125% of the Review outpatient target. All specialities exceeded the target with the exception of Physiotherapy which continues to experience reduced capacity due to the need to deploy staff to support Hospital Services during the surge periods. The number of patients waiting >13 weeks continues to reduce steadily, and strategies for virtual working are very successful.

**Domiciliary Care**

During December 2020, the Trust achieved 91% of the Domiciliary Care Statutory hours target and 98% of the Independent hours target.

During October – December 2020 the Trust delivered 112% of the Review outpatient Mental Health rebuild target and 62% of the New outpatient target. Service delivery against the New outpatient target continues to be impacted by workforce vacancies and a higher acuity of patients presenting. The service continues to focus on recruitment to workforce gaps, but in overall terms, the numbers of patients breaching the 9 week target has fallen significantly.

### **Psychological Therapies**

The Trust exceeded the Psychological Therapies Phase 3 Rebuild target for both New and Review outpatients during December 2020.

### **Support to Care Homes**

As at 18 January 2021, 19 care homes were identified as 'in Outbreak' by the PHA as well as 2 residential homes and 4 Supported Living facilities.

There has been a steady increase in the number of homes in Outbreak since early December 2020, and the Trust Care Home Support Team has successfully supported homes over this period.

### **Day Centres**

During Phase 3 the Trust exceeded the day care/ day opportunities plan, and all Day Care provision for adult learning disability has remained open during the current COVID-19 surge.

There has been some reduction in attendance levels in January 2021, attributed to individual and carers choice to pause use of these services due to the generally high levels of COVID-19 transmission in the community. Some Providers of group living have similarly withdrawn residents from Day

This service has seen a net decrease of new referrals to closure of packages during 2020/21, and there has been a downturn in normal activity during the pandemic for hospital, GP and Social Work visits, which would be settings for routine referral sources for homecare.

Staff absence remains a challenge and continues to put pressure on the Trust and its Independent Sector homecare providers to sustain homecare services. Despite this, no major disruption to homecare services has been encountered to date. The Trust's Homecare Department has activated its COVID-19 Surge Plan in response to localised outbreaks and clusters, helping Independent Sector providers to stabilise services where that was required.

### **Childrens Services**

During Phase 3, the Trust delivered 105% of New and 98% of Review outpatient assessments, against the Rebuild plan for Child and Adolescent Mental Health Services (CAMHS). While there was a small increase in children breaching the 9 week waiting time in December 2020, overall the numbers of children breaching this access target has fallen from almost 600, to just over 100 children. Considerable work is underway to plan for rebuild and sustaining acceptable levels of access to this service.

The Trust also exceeded the Children's Autism rebuild target for New Diagnostic (131%) and New Intervention (108%) outpatients, and achieved 147% of the Community Paediatric Target for Review (ROP) and 81% of the Target for New (NOP) appointments.

Throughout the COVID-19 pandemic, Community Paediatric services have continued to provide virtual clinics with reduced face to face contacts and Child Development Clinics during the September to December 2020 period.

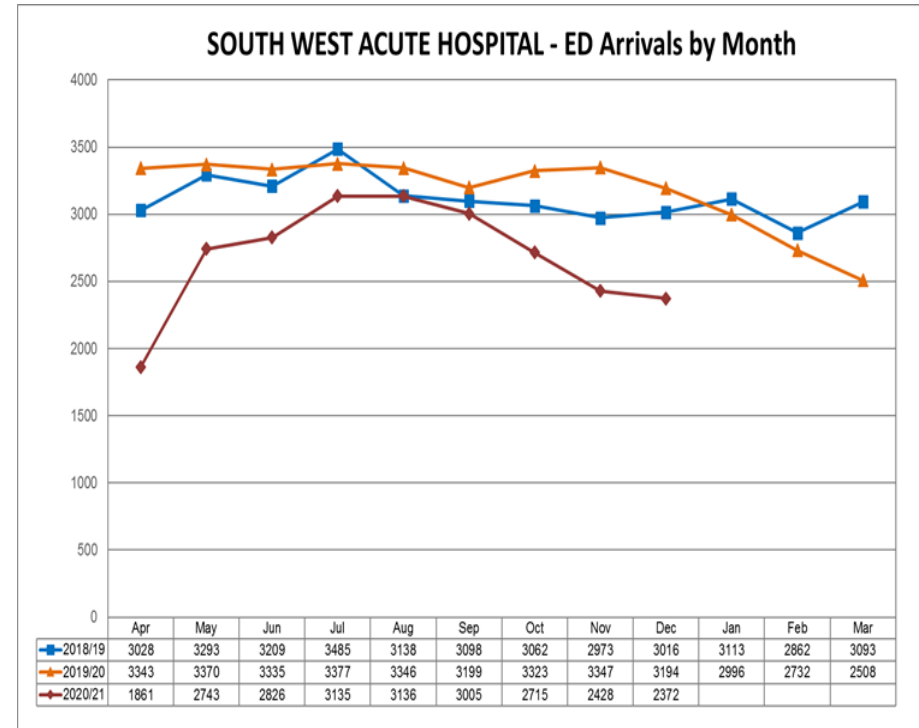
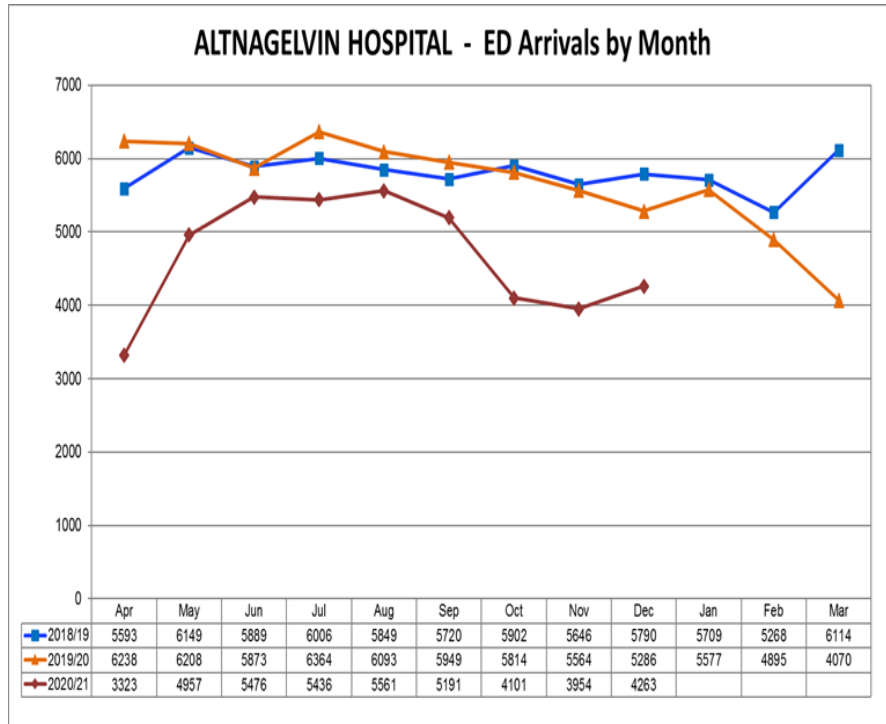
<p>Care attendance. Social Workers are linking in to these cases to determine any resultant newly emerging needs.</p>	<p>Child protection examinations continue as part of the Community Paediatric workload.</p> <p><b>Childrens Services Family and Child Care Services</b></p> <p>The Family and Child Services have experienced significant challenges throughout Phase 3, in particular:</p> <ul style="list-style-type: none"><li>• Pressures on availability of care placements and shortages for foster placements. The service is continuing to work to identify additional foster placements</li><li>• Residential Child Care availability is almost at capacity currently</li><li>• Continuing with face to face contact with vulnerable children during the pandemic, while ensuring Infection Prevention Control guidance is followed.</li></ul>
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# Unscheduled Care

## ED Attendances

December 2020

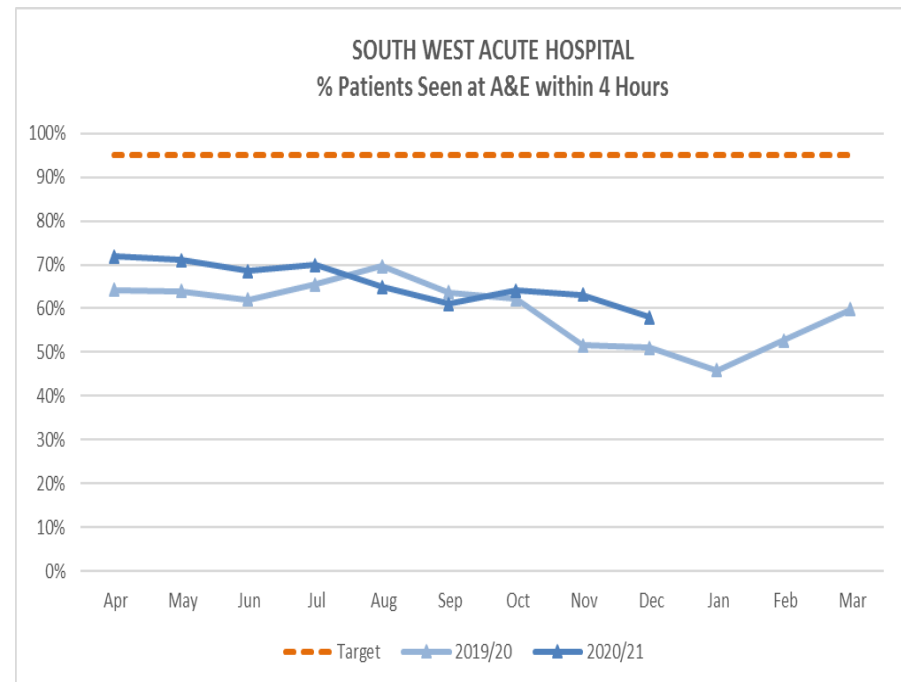
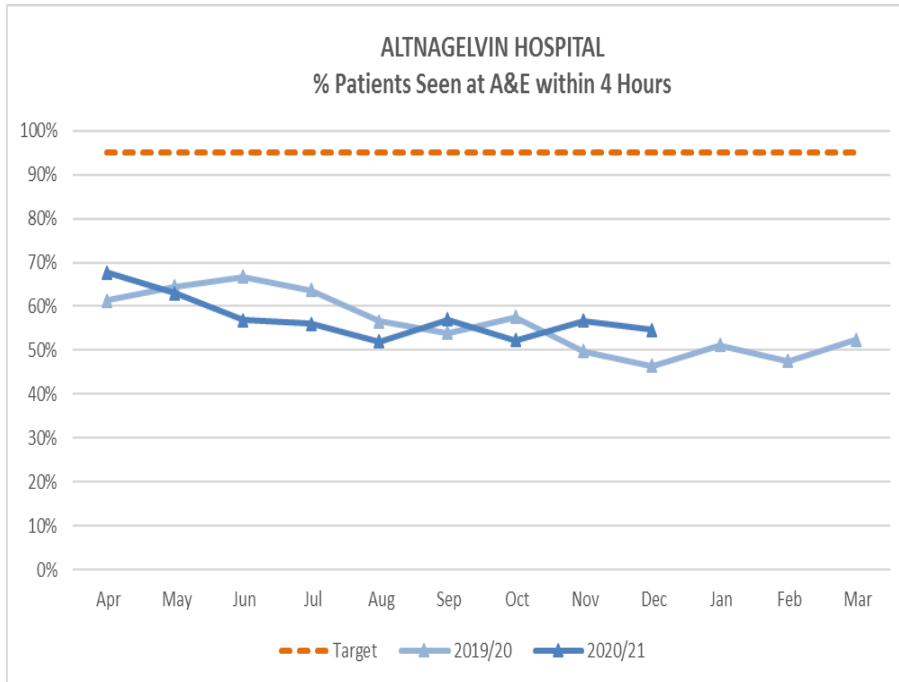


**Attendances this year Apr – Dec 2020: 42,262**  
**Previous year Apr – Dec 2019: 53,389**  
**% change: 21% reduction**

**Attendances this year Apr – Dec 2020: 24,221**  
**Previous year Apr – Dec 2019: 29,834**  
**% change: 19% reduction**

# Unscheduled Care

## % 4 hour performance



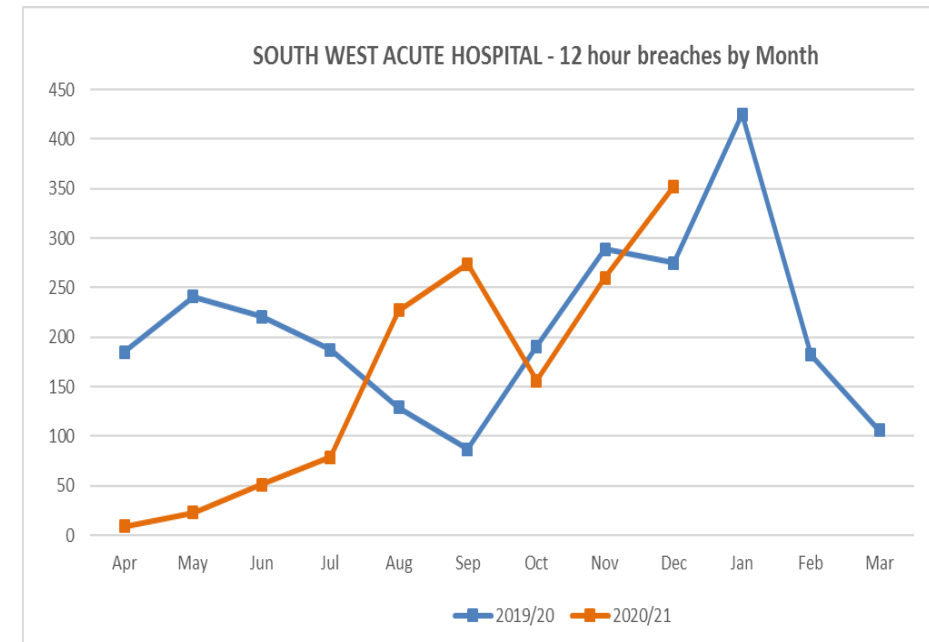
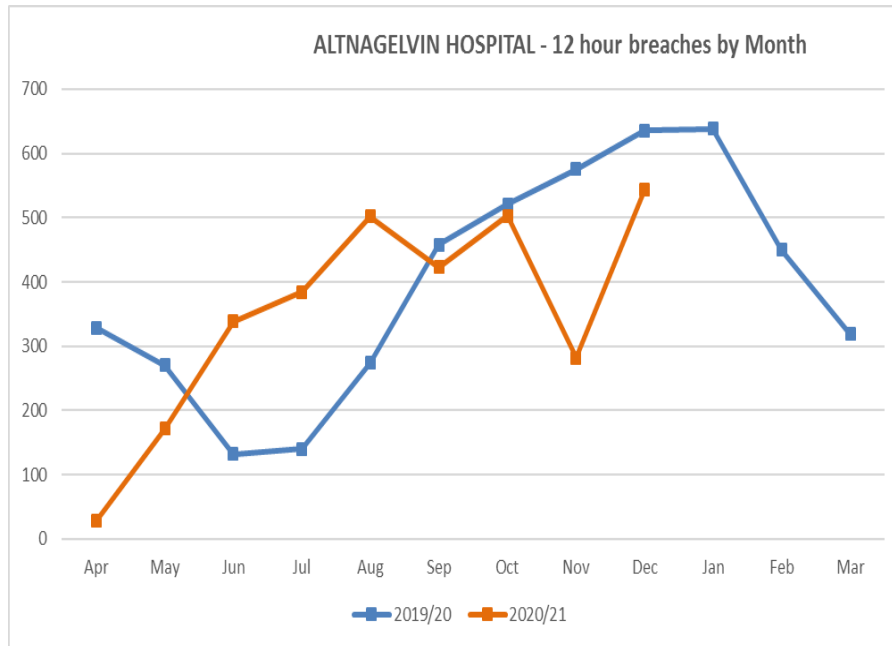
**Target: Waiting <4 hours: 95%**  
**December 2020: 55%**  
**Previous month November 2020: 57%**  
**% change on previous month: 2% reduction**  
**December 2019: 46%**

**Target: Waiting <4 hours: 95%**  
**December 2020: 58%**  
**Previous month November 2020: 63%**  
**% change on previous month: 5% reduction**  
**December 2019: 51%**

# Unscheduled Care

## 12 hour performance

December 2020



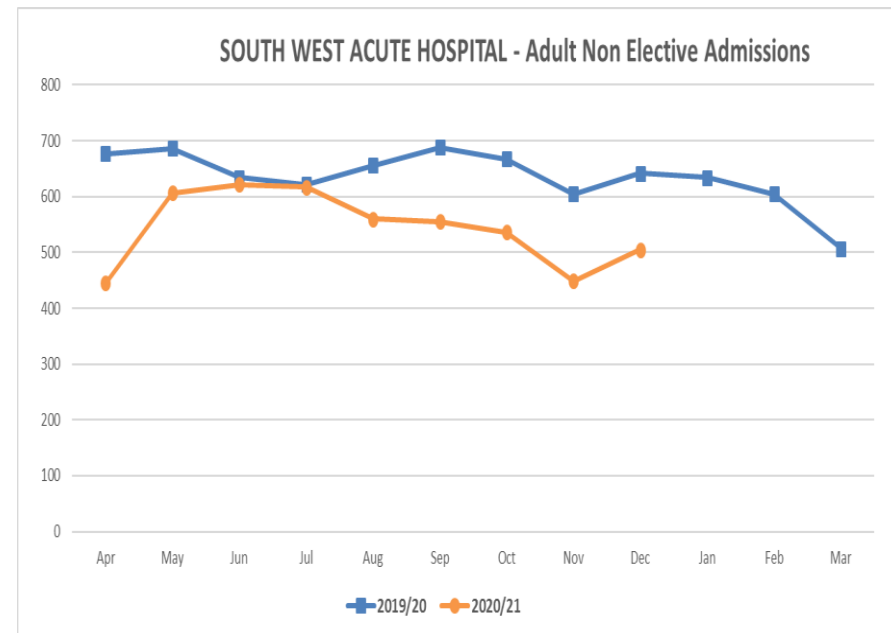
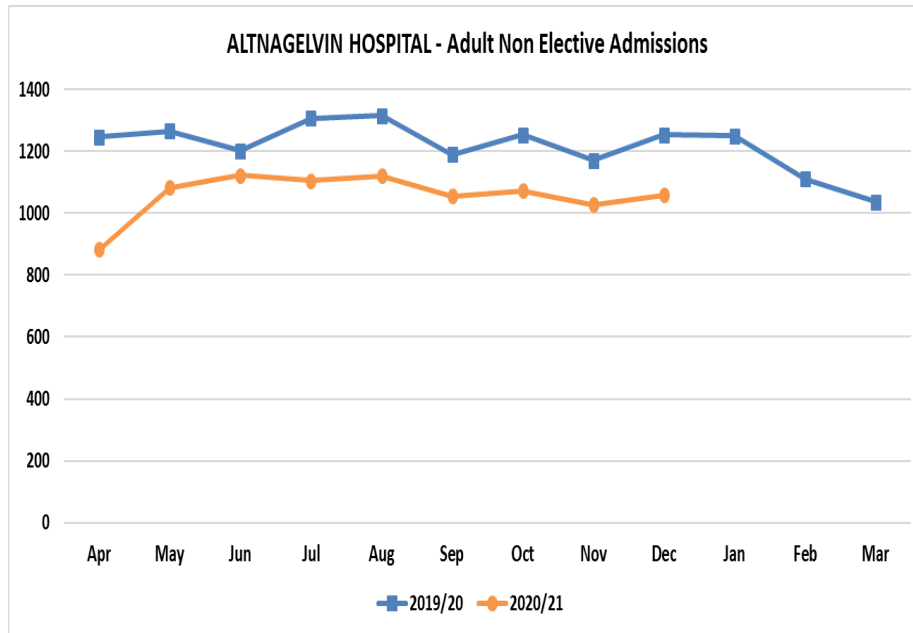
<b>Target waiting &gt;12 hours:</b>	<b>0</b>
<b>December 2020:</b>	<b>544</b>
<b>Previous month November 2020:</b>	<b>282</b>
<b>Change on previous month:</b>	<b>262 increase</b>
<b>December 2019:</b>	<b>636</b>

<b>Target waiting &gt;12 hours:</b>	<b>0</b>
<b>December 2020:</b>	<b>352</b>
<b>Previous month November 2020:</b>	<b>260</b>
<b>Change on previous month:</b>	<b>97 increase</b>
<b>December 2019:</b>	<b>275</b>

# Unscheduled Care

## Adult Non Elective Admissions

December 2020



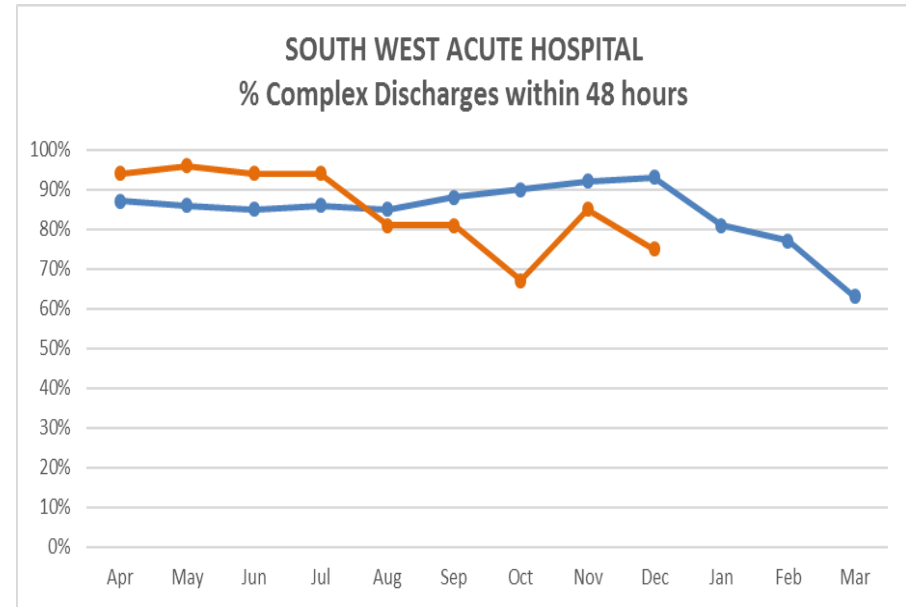
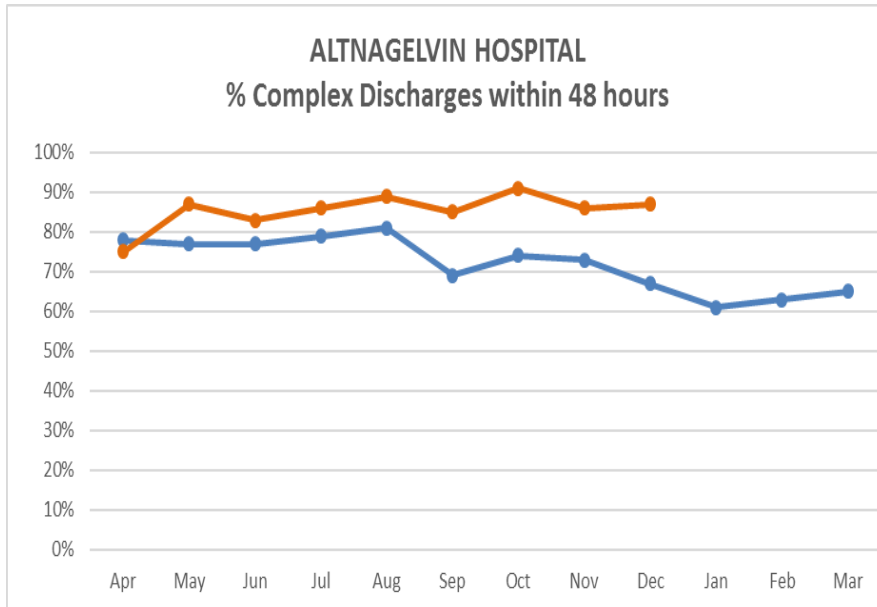
Admissions this year Apr – Dec 2020: 9,528  
 Previous year Apr – Dec 2019: 11,204  
 % change: 15% reduction

Admissions this year Apr – Dec 2020: 4,896  
 Previous year Apr – Dec 2019: 5,877  
 % change: 17% reduction

# Unscheduled Care

## Complex Discharges % within 48 Hours

December 2020



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<b>Target Discharges &lt;48 hours:</b>	<b>90%</b>
<b>December 2020:</b>	<b>87%</b>
<b>Previous month November 2020:</b>	<b>86%</b>
<b>Change:</b>	<b>1% increase</b>

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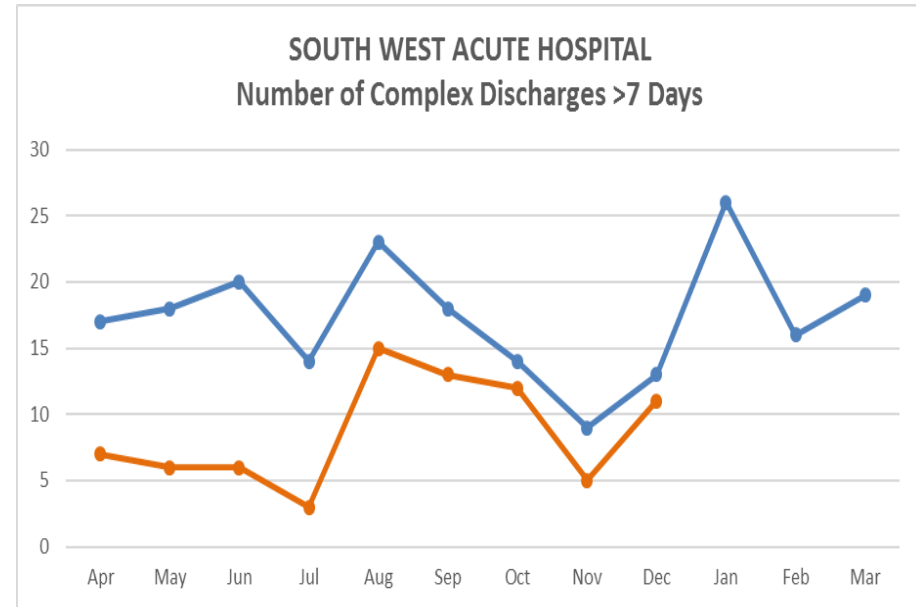
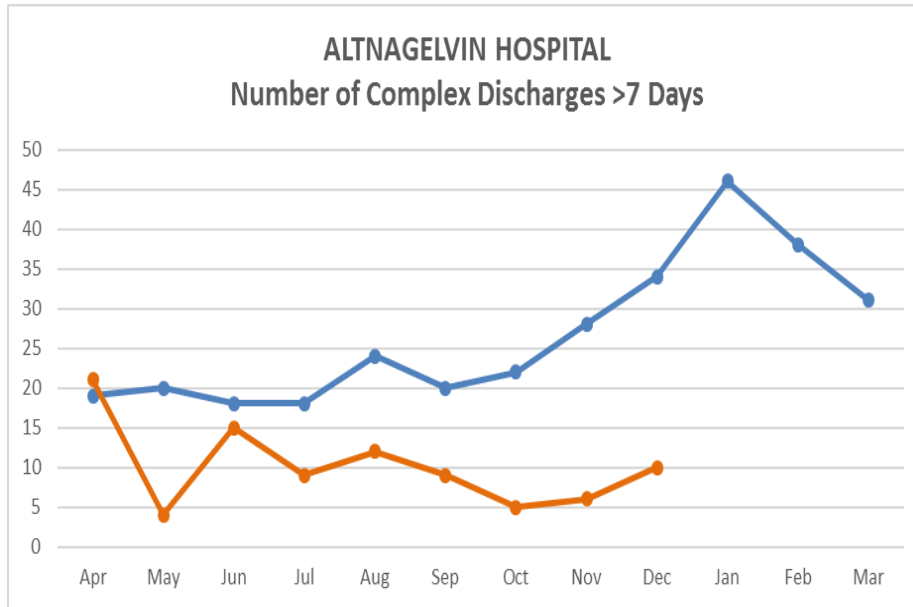
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<b>Target Discharges &lt;48 hours:</b>	<b>90%</b>
<b>December 2020:</b>	<b>75%</b>
<b>Previous month November 2020:</b>	<b>85%</b>
<b>Change:</b>	<b>10% decrease</b>

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# Unscheduled Care

## Complex Discharges > 7 Days

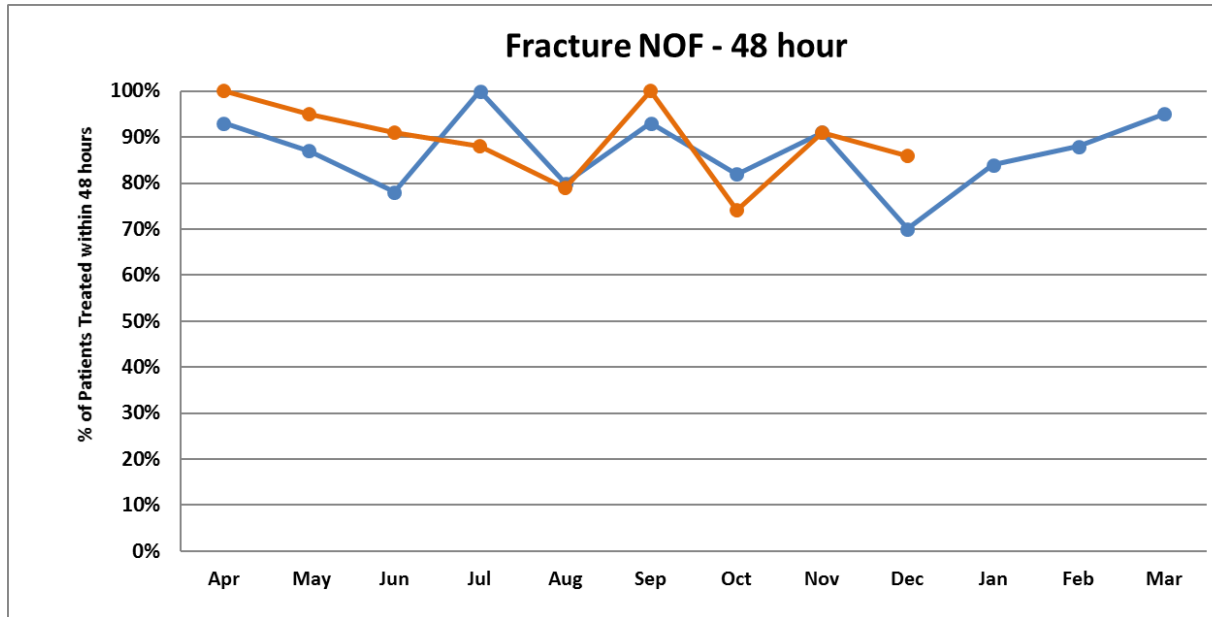


**Target Discharges >7 days:** 0  
**Discharges Apr - Dec 2020:** 91  
**Previous year Apr – Dec 2019:** 203  
**Change:** 112 reduction

**Target Discharges >7 days:** 0  
**Discharges Apr - Dec 2020:** 78  
**Previous year Apr – Dec 2019:** 146  
**Change:** 68 reduction

# Unscheduled Care Fracture

December 2020



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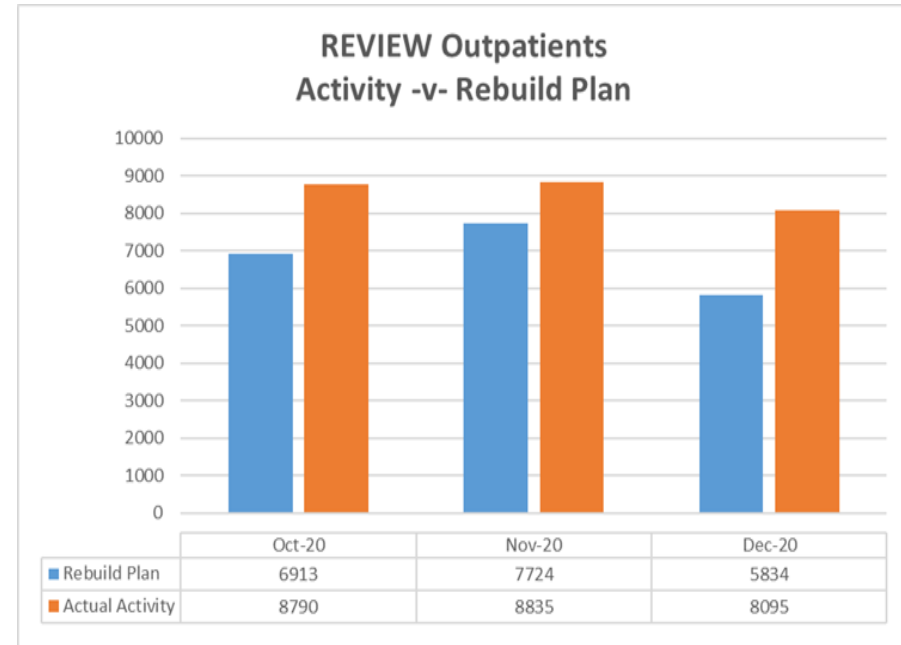
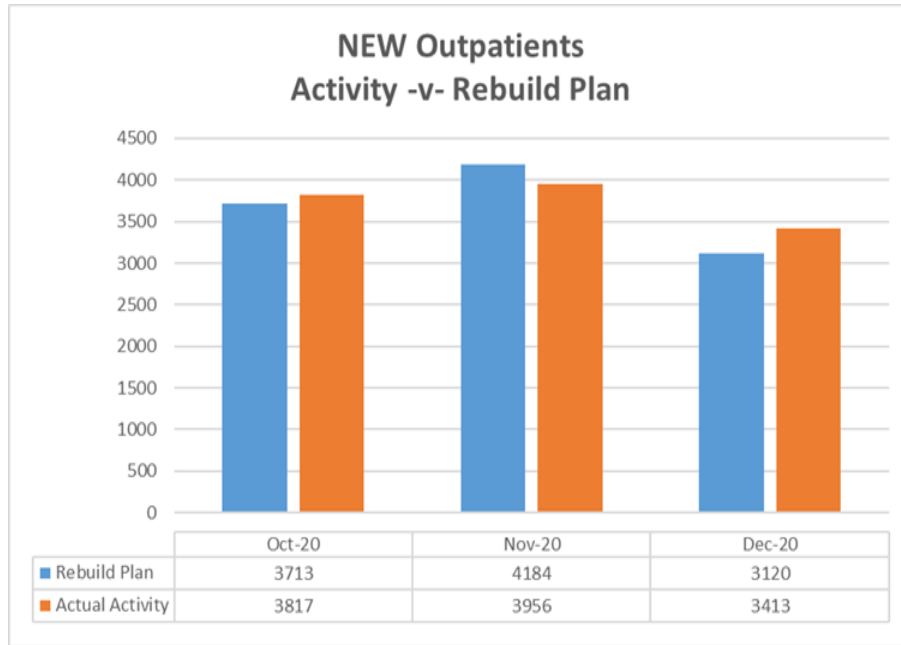
<b>Target % &lt;48 hours:</b>	<b>95%</b>
<b>December 2020:</b>	<b>86%</b>
<b>Previous month November 2020:</b>	<b>91%</b>
<b>Change:</b>	<b>5% decrease</b>
<b>December 2019:</b>	<b>70%</b>

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# Elective Care

## Outpatients

December 2020




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**Phase 3 Rebuild Oct – Dec 2020:** 11,017  
**Actual Activity Oct – Dec 2020:** 11,186  
**% Phase 3 plan delivered:** 102%

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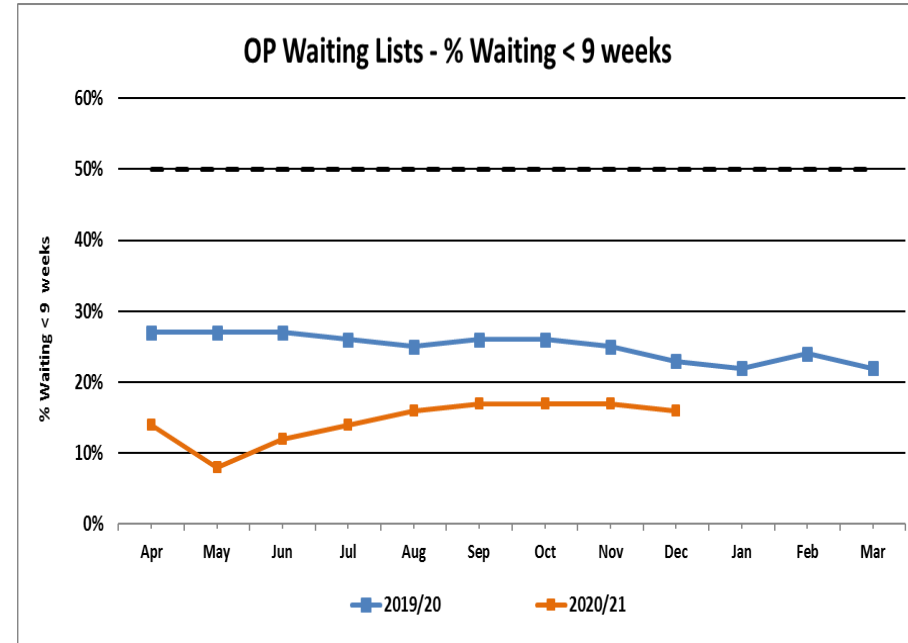
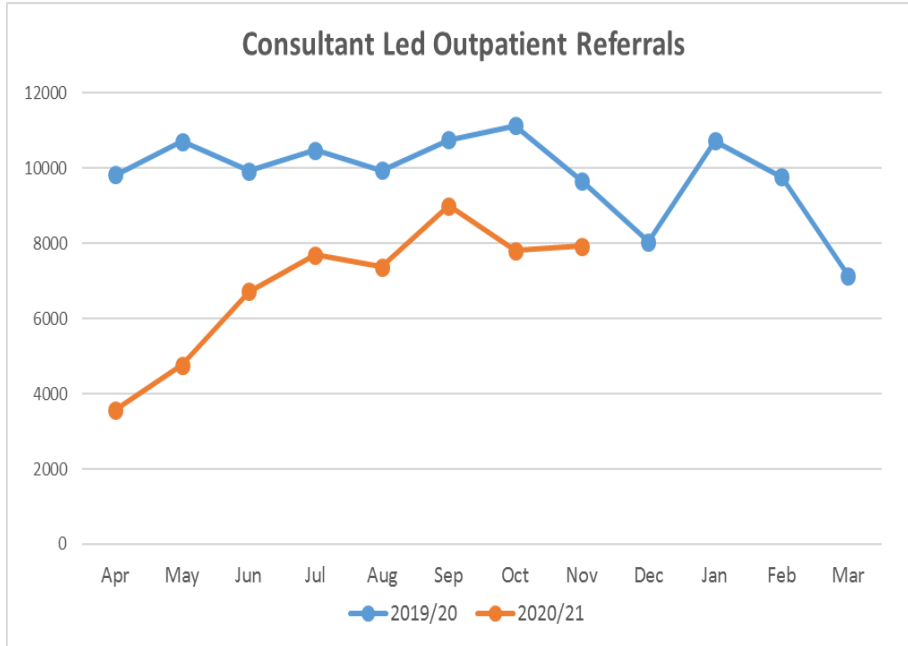
**Phase 3 Rebuild Oct – Dec 2020:** 20,471  
**Actual Activity Oct – Dec 2020:** 25,720  
**% Phase 3 plan delivered:** 126%

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# Elective Care

## Outpatients



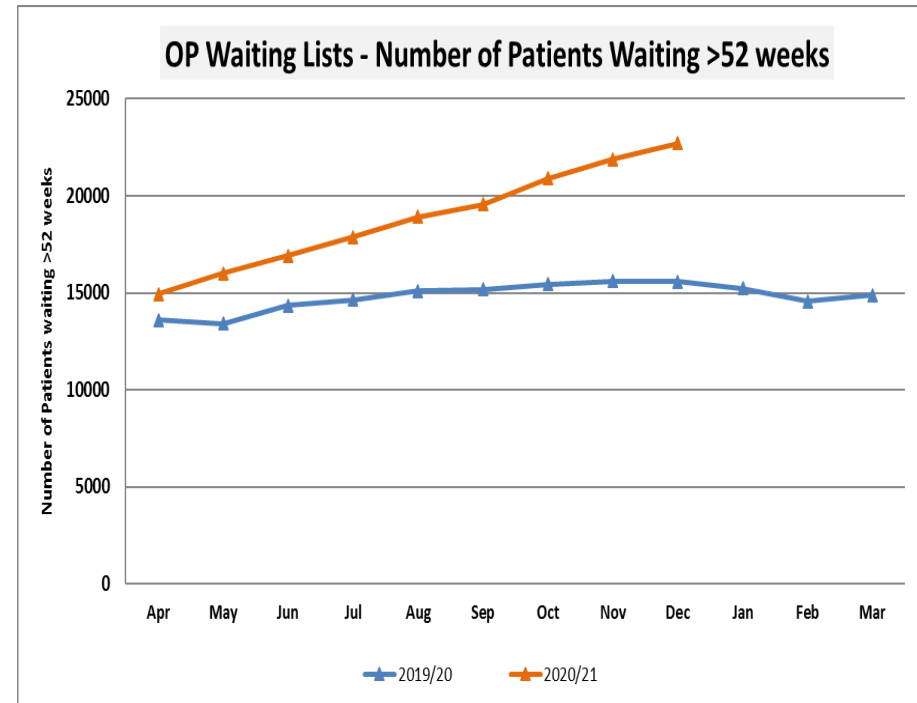
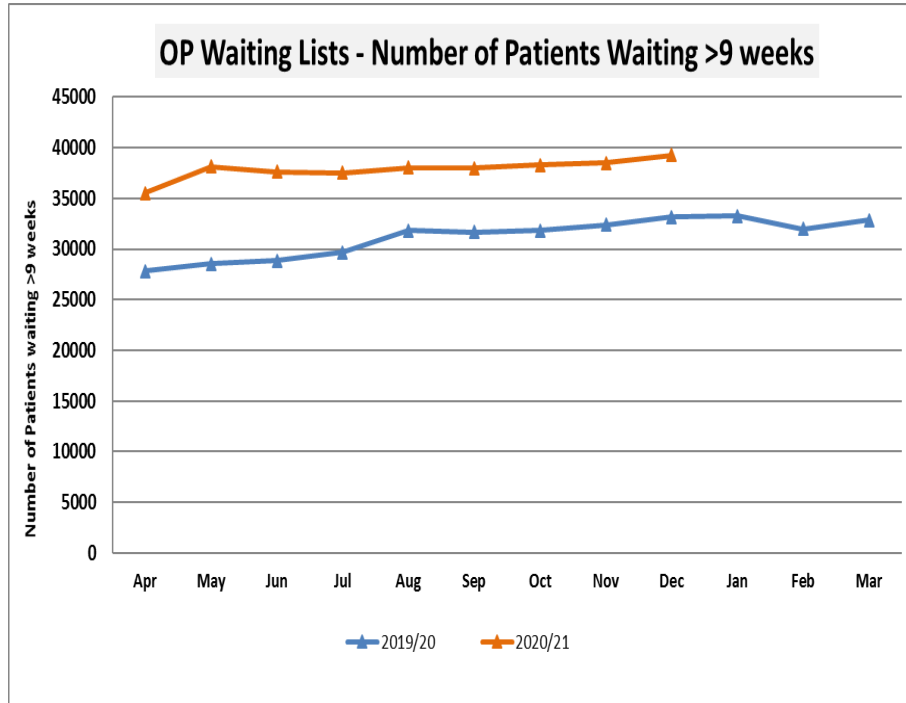
**Referrals to date Apr – Dec 2020:** **54,834**  
**Previous year Apr – Dec 2019:** **82,370**  
**% Change:** **33% reduction**

**Target % waiting <9 weeks:** **50%**  
**December 2020:** **16%**  
**Previous month November 2020:** **17%**  
**% Change:** **1% decrease**

# Elective Care

## Outpatients

December 2020



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**Waiting >9 wks December 2020:** 39,275  
**Previous month November 2020:** 38,517  
**Change:** 758 increase

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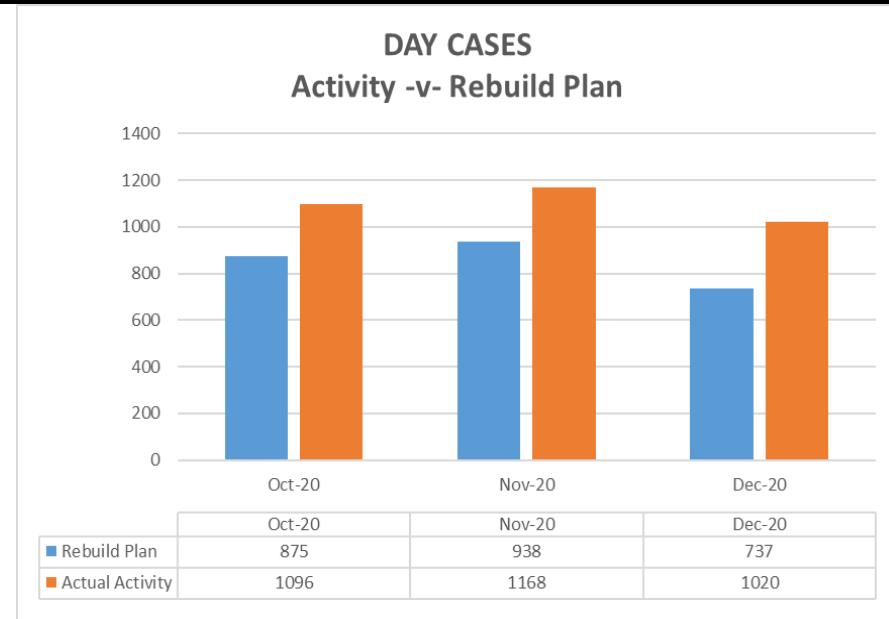
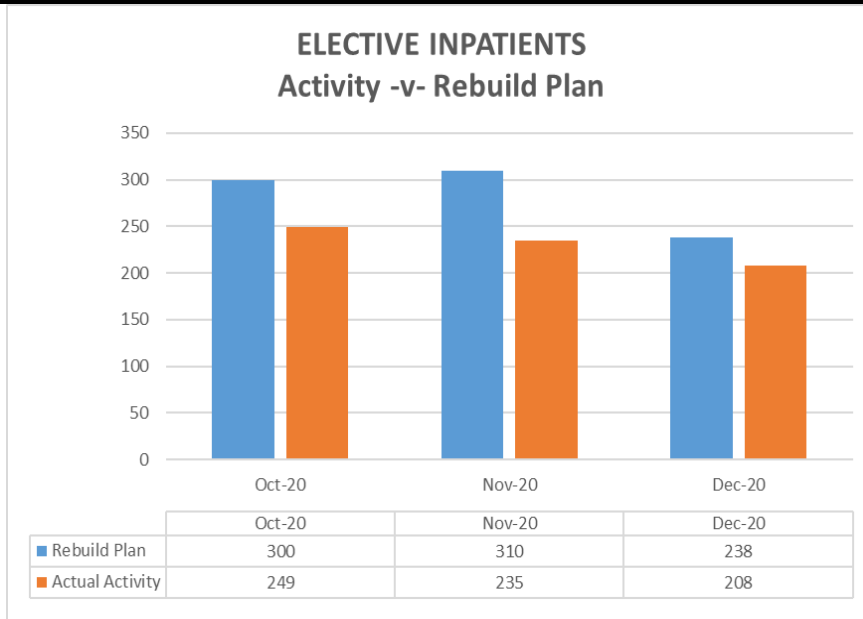
**Target Waiting >52 weeks:** 0  
**Waiting >52 wks December 2020:** 22,705  
**Previous month November 2020:** 21,889  
**Change:** 816 increase

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# Elective Care

## Inpatient and Day Cases

December 2020

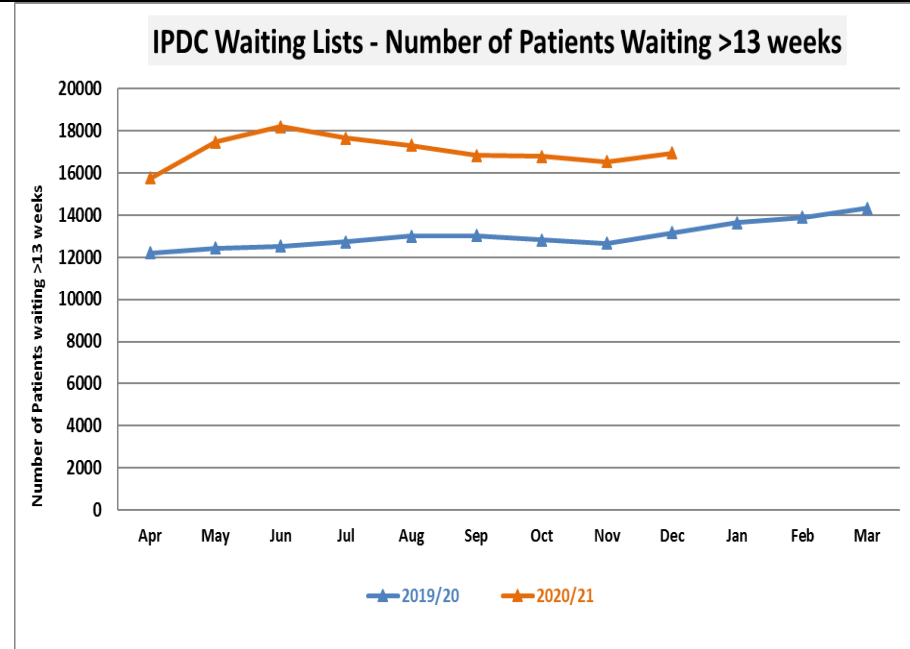
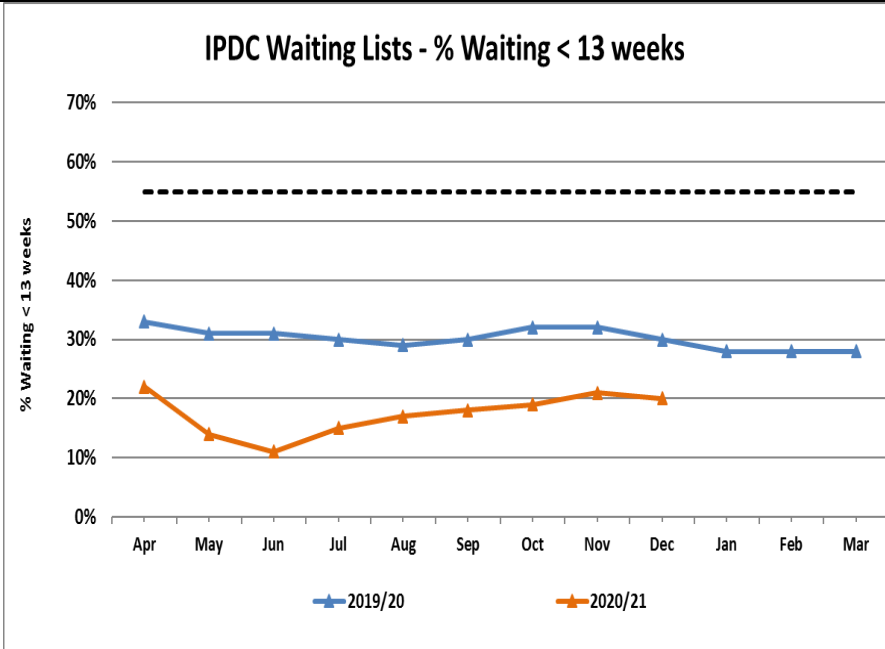


**Phase 3 Rebuild Plan Oct - Dec 2020: 848**  
**Actual Activity Oct - Dec 2020: 692**  
**% Phase 3 plan delivered to date: 82%**

**Phase 3 Rebuild Plan Oct – Dec 2020: 2,550**  
**Actual Activity Oct - Dec 2020: 3,284**  
**% Phase 3 plan delivered to date: 129%**

# Elective Care

## Inpatient and Day Cases

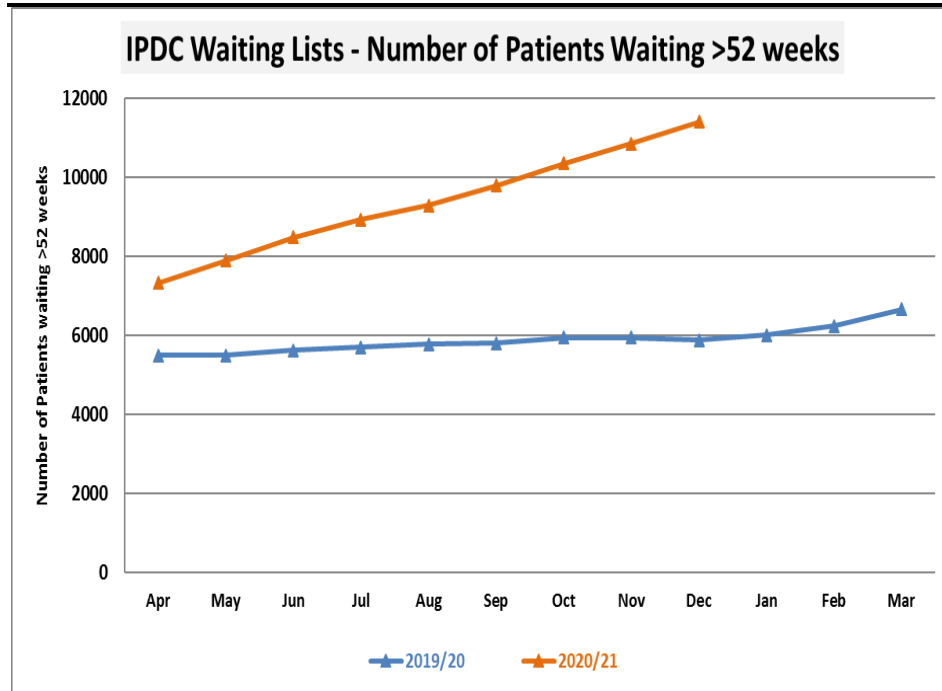


Target % waiting <13 weeks:	55%
% waiting <13 wks December 2020:	20%
Previous month November 2020:	21%
% Change:	1% decrease

Waiting >13 wks December 2020:	16,941
Previous month November 2020:	16,527
Change:	414 increase

# Elective Care

## Inpatient and Day Cases



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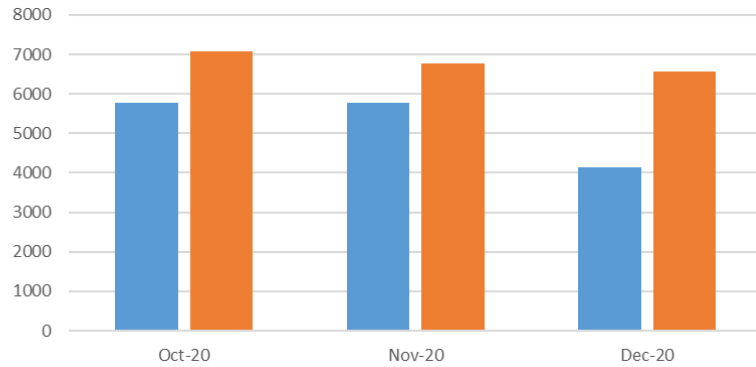
<b>Waiting &gt;52 wks December 2020:</b>	<b>11,416</b>
<b>Previous month November 2020:</b>	<b>10,856</b>
<b>Change:</b>	<b>560 increase</b>

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# Elective Care

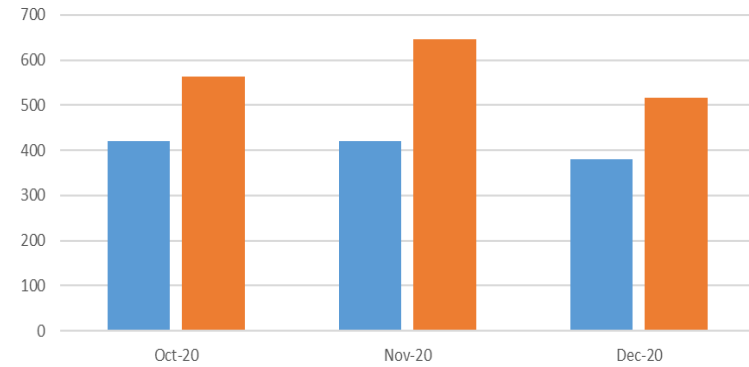
## Diagnostics

**DIAGNOSTICS - Imaging  
Activity -v- Rebuild Plan**



	Oct-20	Nov-20	Dec-20
Rebuild Plan	5775	5775	4150
Actual Activity	7068	6777	6569

**DIAGNOSTICS - ECHO's  
Activity -v- Rebuild Plan**



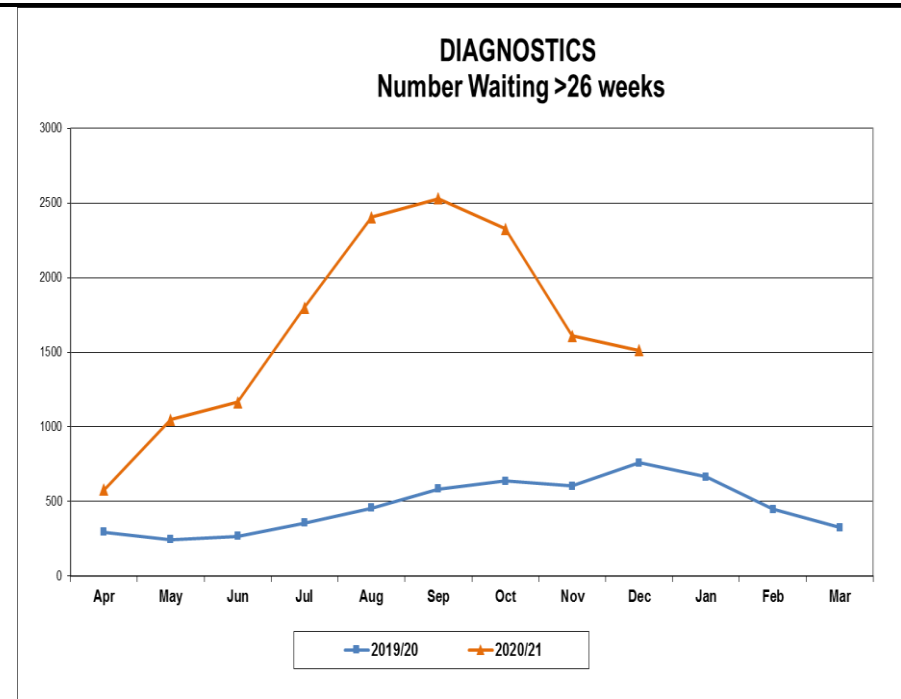
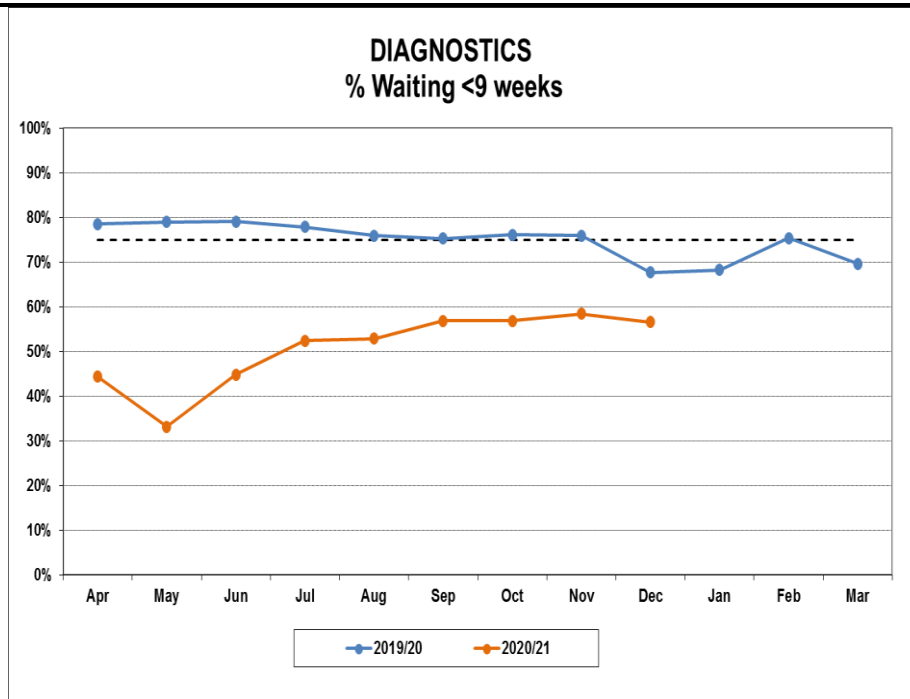
	Oct-20	Nov-20	Dec-20
Rebuild Plan	420	420	380
Actual Activity	564	645	517

**Phase 3 Rebuild Plan Oct – Dec 20: 15,700**  
**Actual Activity Oct – Dec 20: 20,414**  
**% delivery to date: 130%**

**Phase 3 Rebuild Plan Oct – Dec 20: 1,220**  
**Actual Activity Oct – Dec 20: 1,726**  
**% delivery to date: 141%**

# Elective Care

## Diagnostics



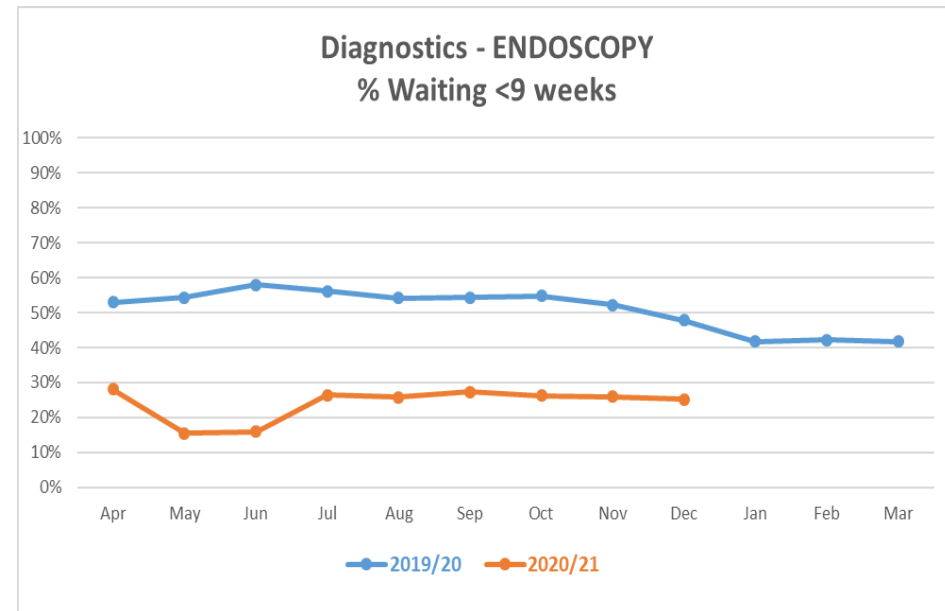
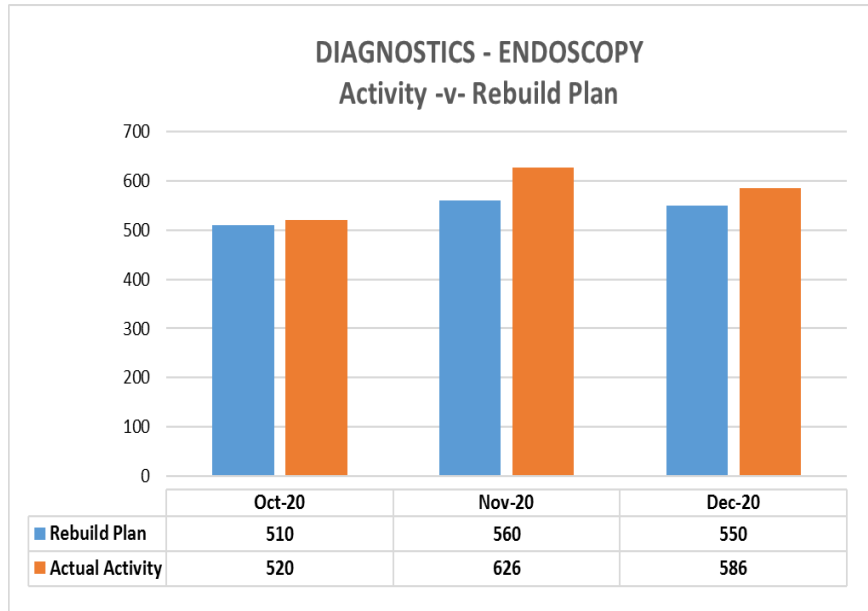
<b>Target % waiting &lt;9 weeks:</b>	<b>75%</b>
<b>% waiting &lt;9 wks December 2020:</b>	<b>57%</b>
<b>Previous month November 2020:</b>	<b>58%</b>
<b>% Change:</b>	<b>1% decrease</b>

<b>Target waiting &gt;26 weeks:</b>	<b>0</b>
<b>Waiting &gt;26 wks December 2020:</b>	<b>1,512</b>
<b>Previous month November 2020:</b>	<b>1,610</b>
<b>% Change:</b>	<b>98 decrease</b>

# Elective Care

## Diagnostics – ENDOSCOPY

December 2020




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Phase 3 Rebuild Plan Oct – Dec 20: **1,620**  
 Actual Activity Oct – Dec 20: **1,732**  
 % Phase 3 plan delivered to date: **107%**

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% waiting <9 wks December 2020: **25%**  
 Previous month November 2020: **26%**  
 % Change: **1% decrease**

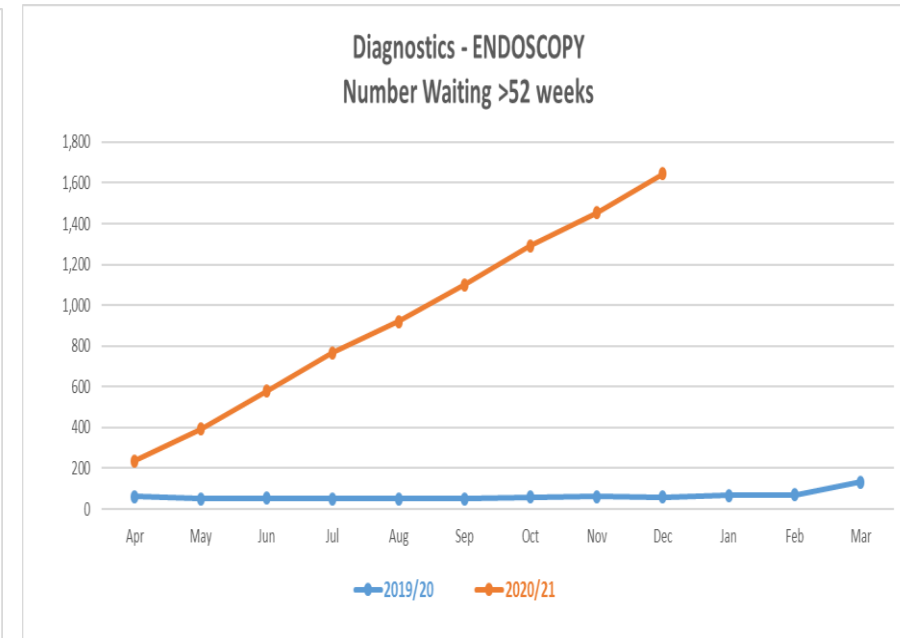
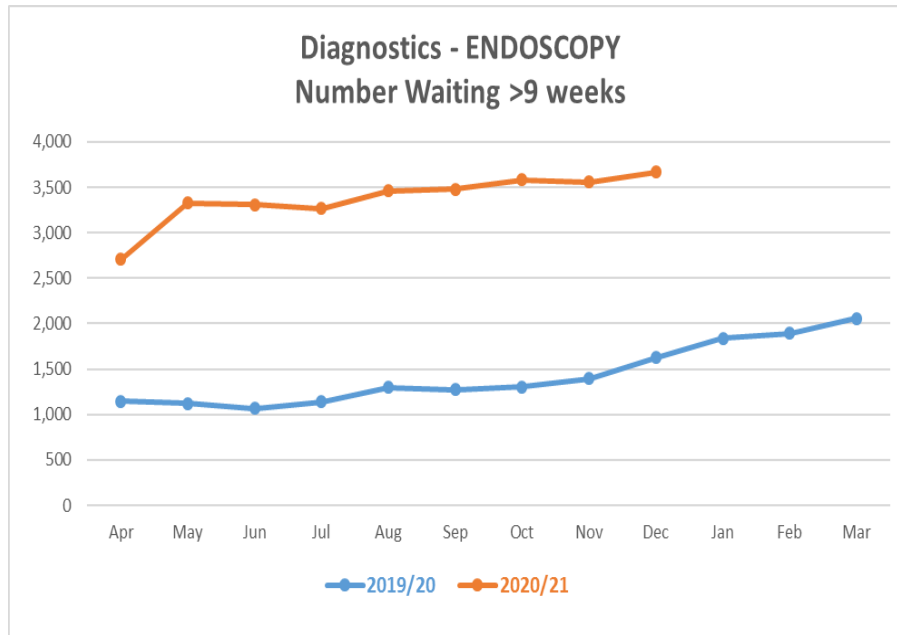
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# Elective Care

## Diagnostics – ENDOSCOPY

December 2020



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<b>Waiting &gt;9 wks December 2020:</b>	<b>3,669</b>
<b>Previous month November 2020:</b>	<b>3,558</b>
<b>Change:</b>	<b>111 increase</b>

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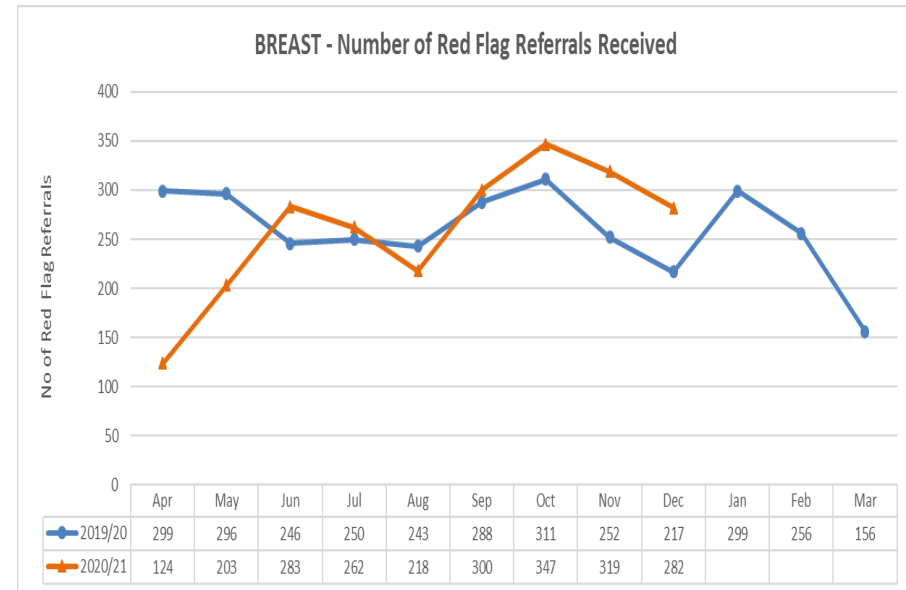
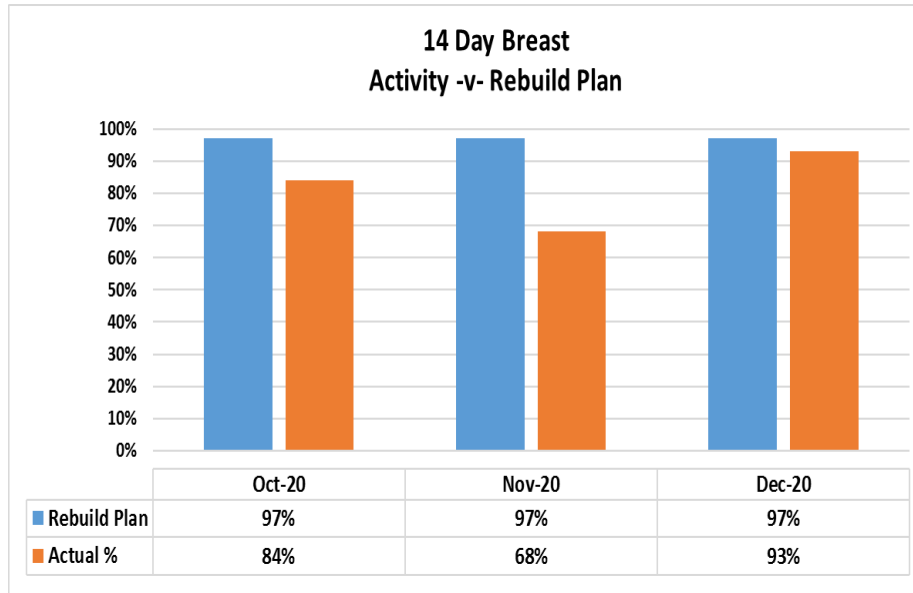
<b>Waiting &gt;52 wks December 2020:</b>	<b>1,645</b>
<b>Previous month November 2020:</b>	<b>1,455</b>
<b>Change:</b>	<b>190 increase</b>

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# Cancer Care

## 14 Day – Breast

December 2020



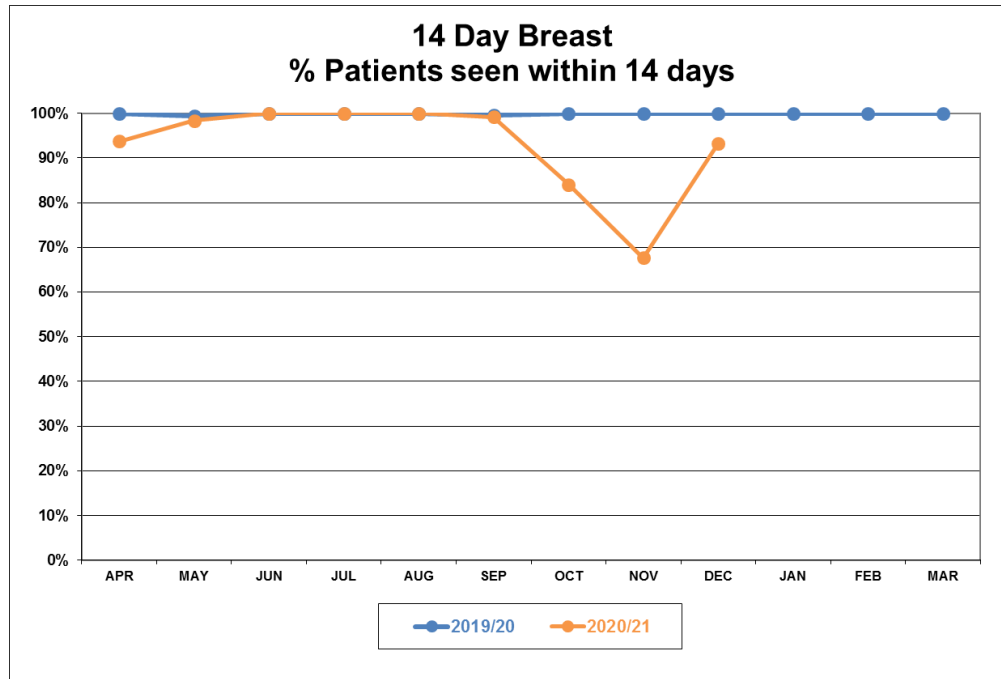
**Phase 3 Rebuild Oct – Dec 20: 97%**  
**Actual % performance Oct - Dec 20: 81%**  
**Change: 16% decrease**

**Red Flag Referrals Apr – Dec 2020: 2,338**  
**Previous year Apr – Dec 2019: 2,402**  
**Change: 64 reduction**

# Cancer Care

## 14 Day – Breast

December 2020



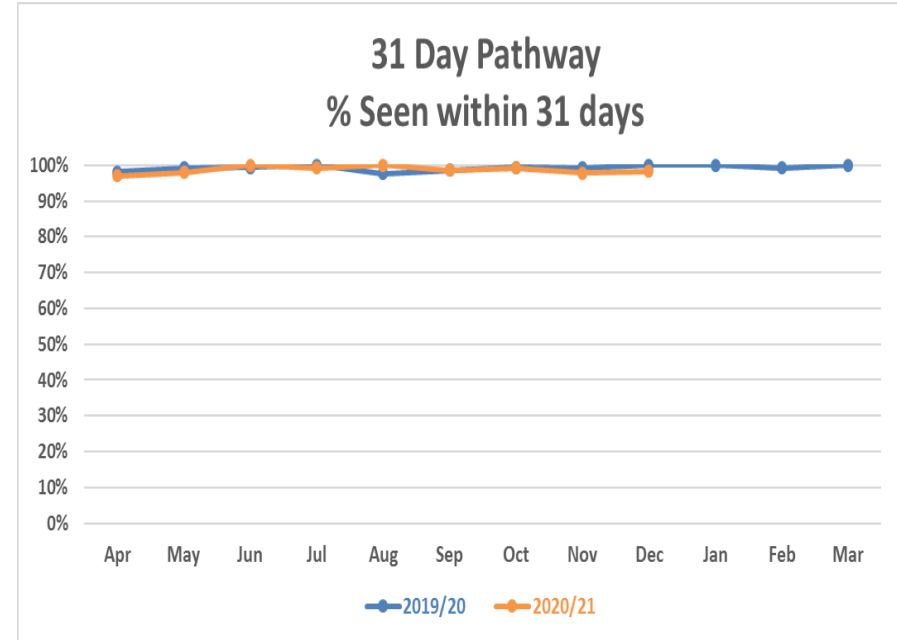
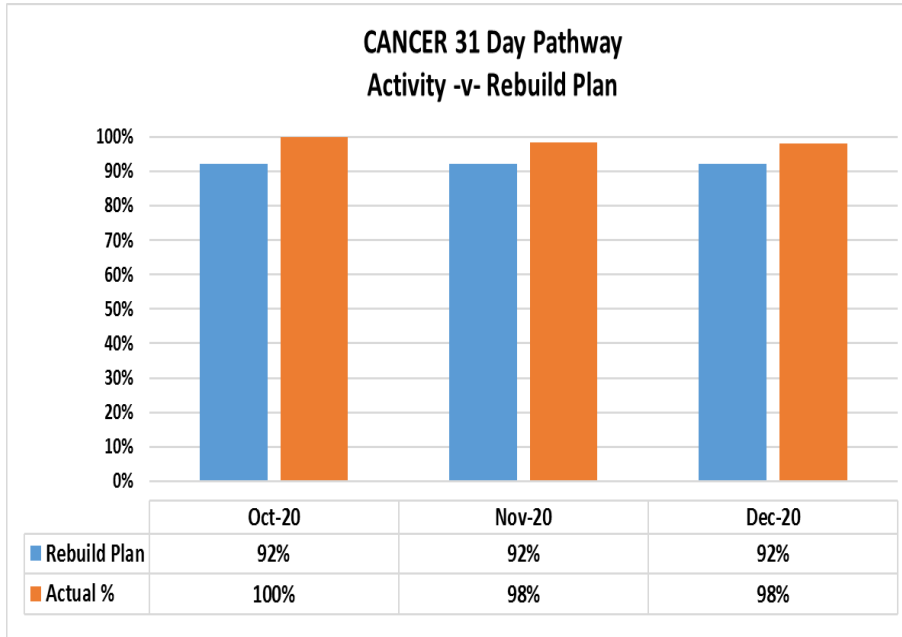
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<b>Target % within 14 days:</b>	<b>100%</b>
<b>% within 14 days December 2020:</b>	<b>93%</b>
<b>Previous month November 2020:</b>	<b>68%</b>
<b>% Change:</b>	<b>25% increase</b>

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# Cancer Care

## 31 Day Pathway

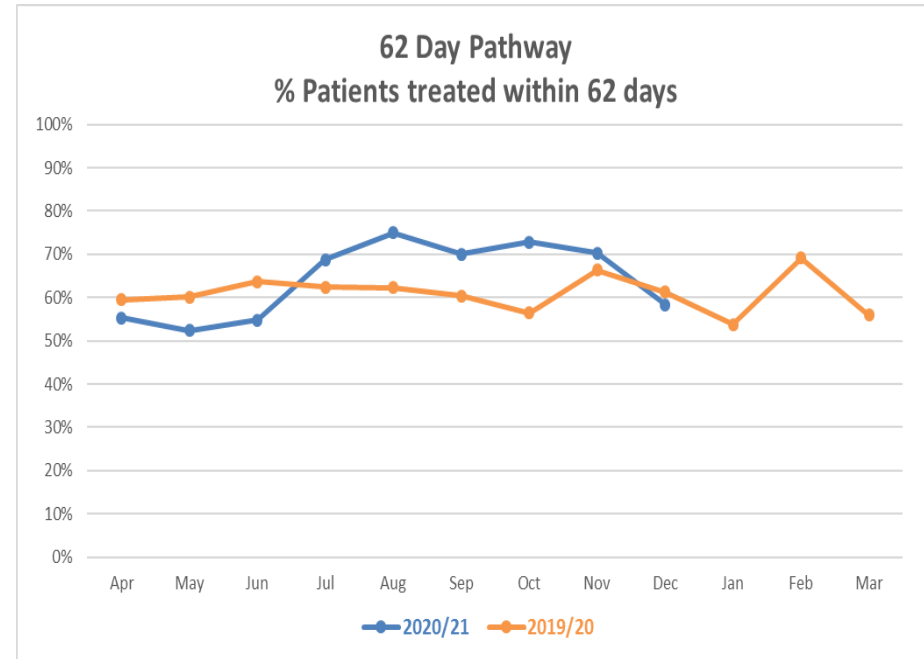
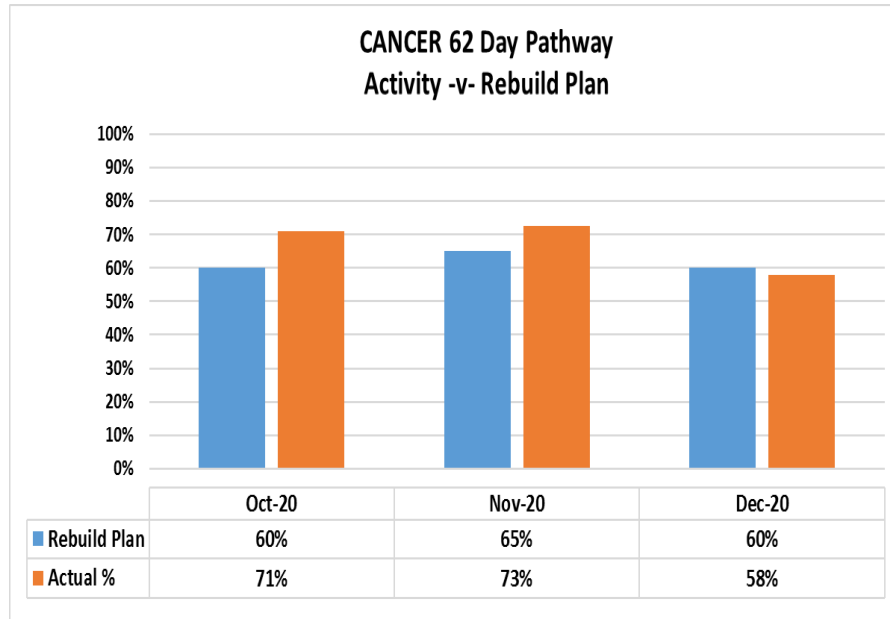


Phase 3 Rebuild Plan Oct – Dec 20: **92%**  
 Actual % performance Oct – Dec 20: **99%**  
 Change: **7% increase**

Target % within 31 days: **98%**  
 % within 31 days December 2020: **98%**  
 Previous month November 2020: **98%**  
 % Change: **no change**

# Cancer Care

## 62 Day Pathway

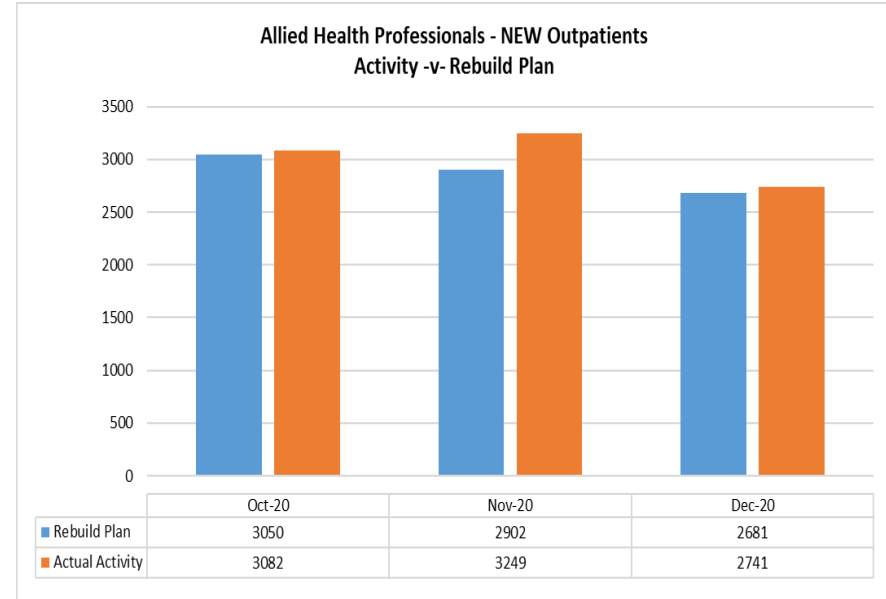
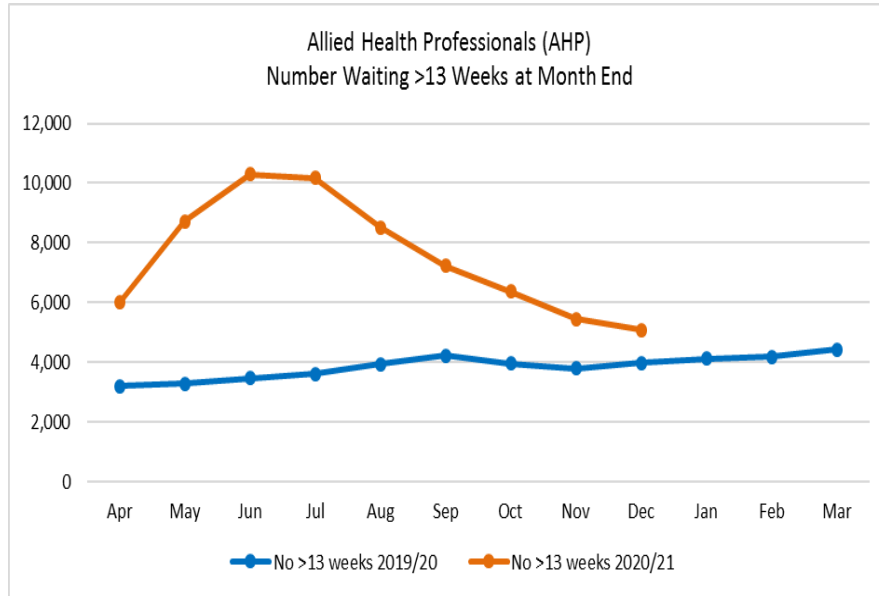


Phase 3 Rebuild Plan Oct – Dec 20: **62%**  
 Actual Activity Oct – Dec 20: **67%**  
 Change: **5% increase**

Target % within 62 days: **95%**  
 % within 62 days December 2020: **58%**  
 Previous month November 2020: **70%**  
 % Change: **12% decrease**

# Allied Health Professionals Outpatients

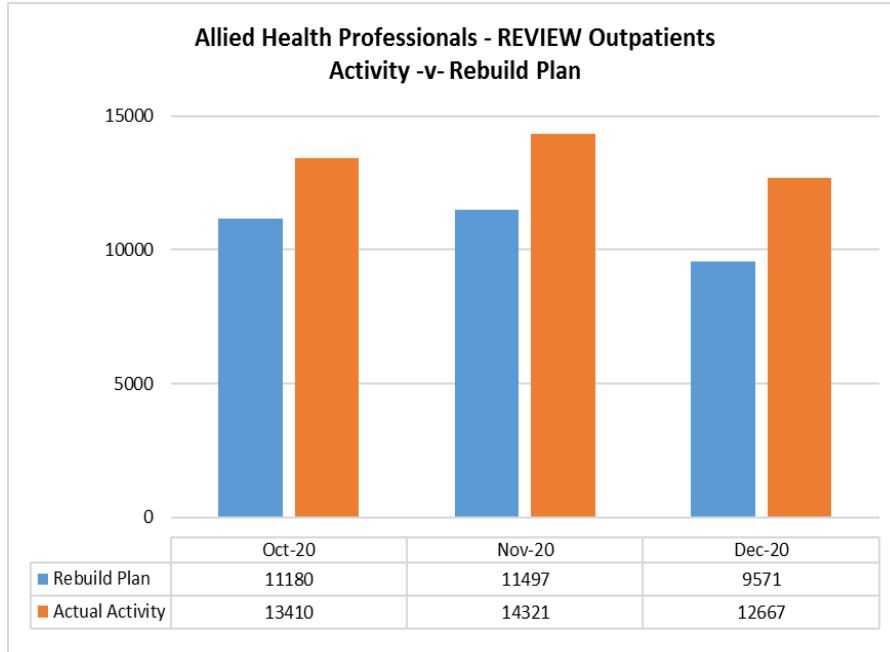
December 2020



**Target:** Waiting >: 13 weeks  
**December 20:** 5,089  
**Previous month November 20:** 5,448  
**% change on previous month:** 7% reduction  
**December 2019:** 3,982

**Phase 3 Rebuild Plan Oct - Dec 2020:** 8,633  
**Actual Activity Oct - Dec 2020:** 9,072  
**% Phase 3 plan delivered:** 105%

# Allied Health Professionals Outpatients




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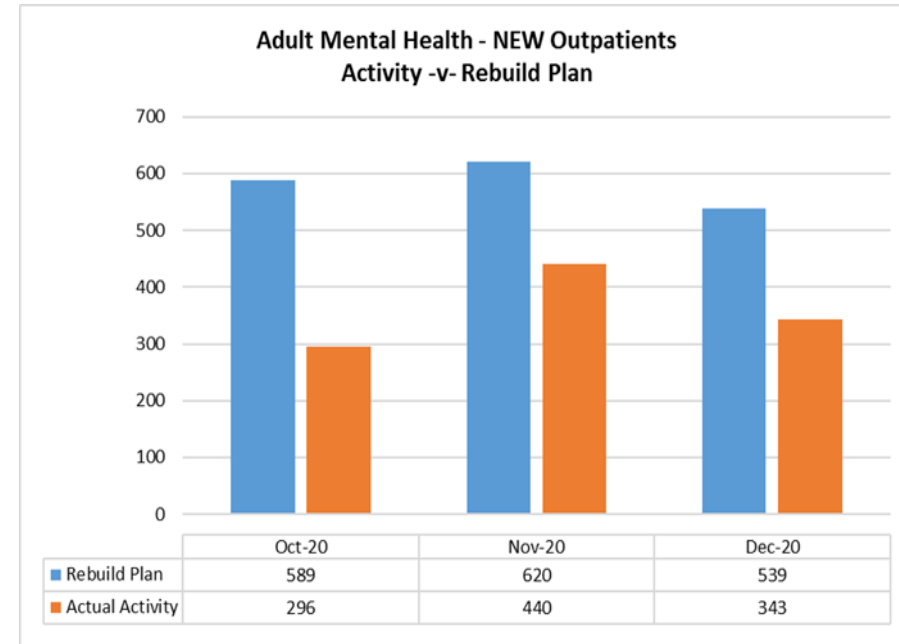
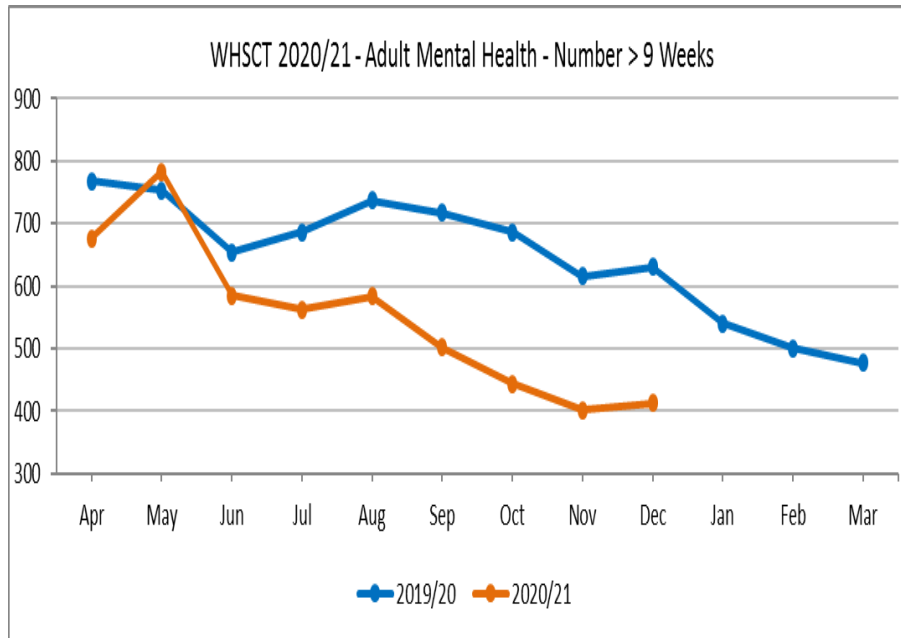
**Phase 3 Rebuild Plan Oct - Dec 2020:**           **32,248**  
**Actual Activity Oct - Dec 2020:**               **40,398**  
**% Phase 3 plan delivered:**                       **125%**

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# Mental Health Services

## Adult Mental Health Service

### Outpatients



**Target:** Waiting >: 9 weeks  
**December 2020:** 413  
**Previous month November 2020:** 402  
**% change on previous month:** 3% increase  
**December 2019:** 631

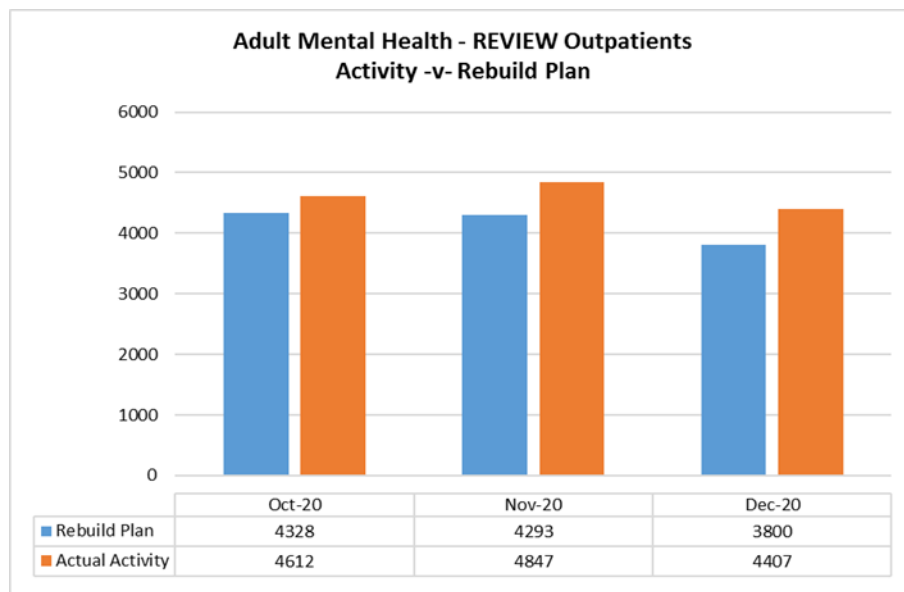
**Phase 3 Rebuild Plan Oct – Dec 2020:** 1,748  
**Actual Activity Oct - Dec 2020:** 1,079  
**% Phase 3 plan delivered:** 62%



# Mental Health Services

## Adult Mental Health Service

### Outpatients




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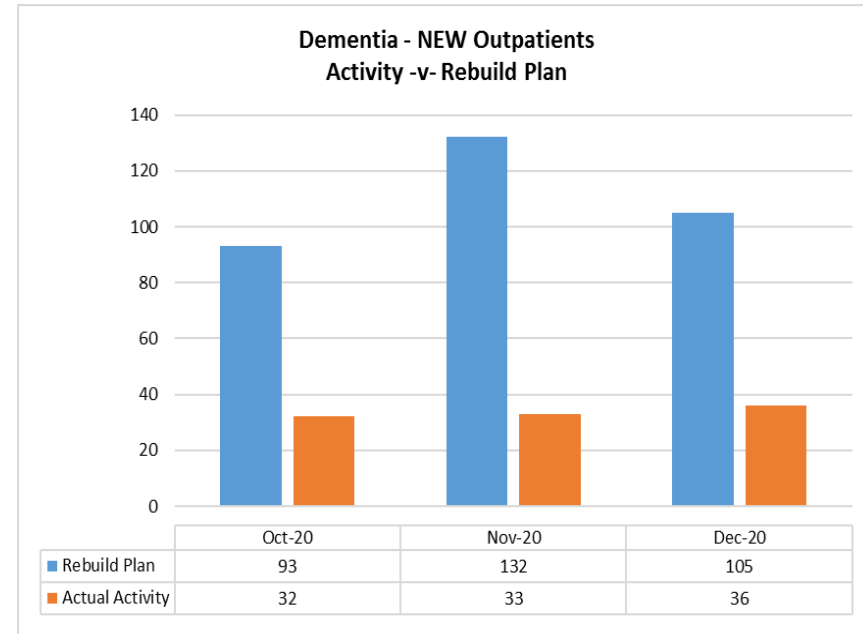
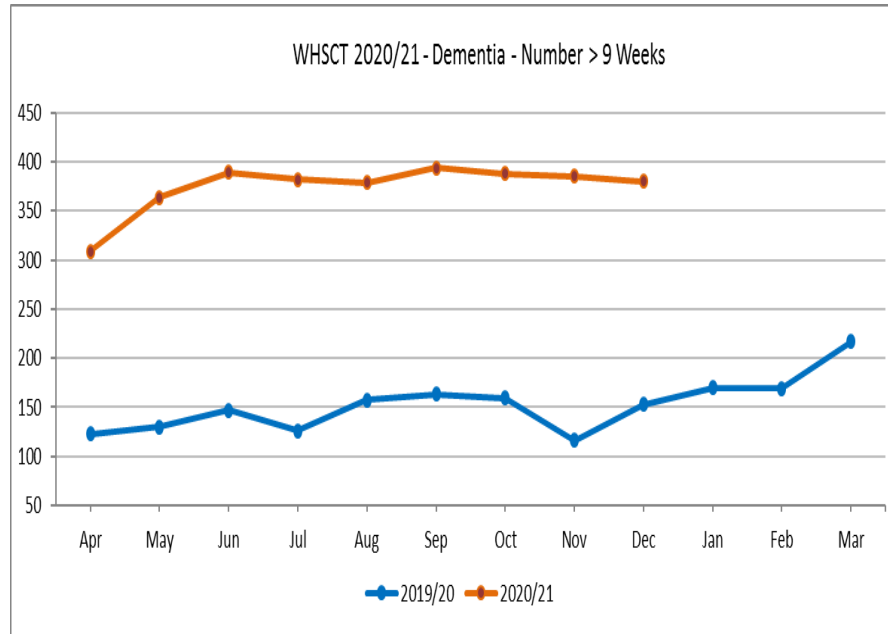
Phase 3 Rebuild Plan Oct - Dec 2020: 12,421  
 Actual Activity Oct - Dec 2020: 13,866  
 % Phase 3 plan delivered: 112%

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# Mental Health Services

## Dementia Service

### Outpatients



**Target:** Waiting >: 9 weeks  
**December 2020:** 380  
**Previous month November 2020:** 385  
**% change on previous month:** 1% reduction  
**December 2019:** 153

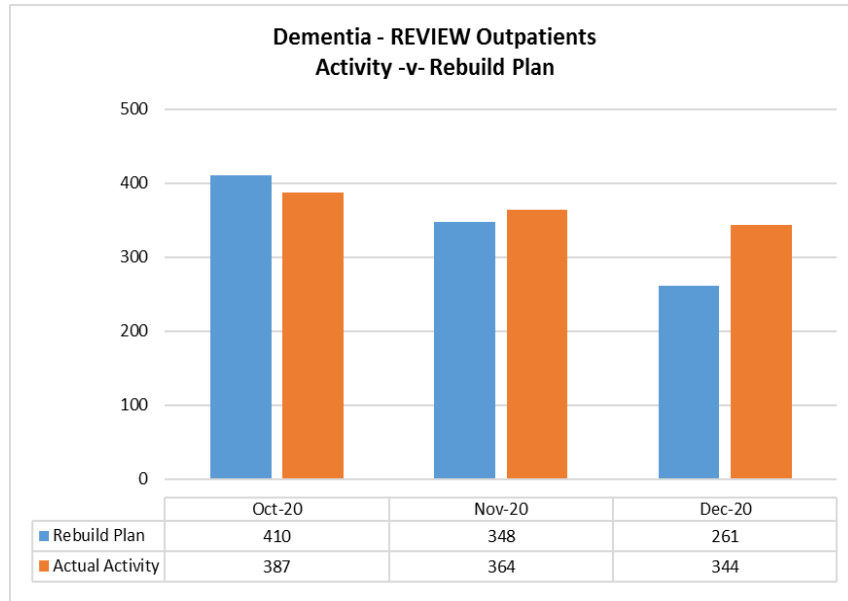
**Phase 3 Rebuild Plan Oct - Dec 2020:** 330  
**Actual Activity Oct - Dec 2020:** 101  
**% Phase 3 plan delivered:** 31%

# Mental Health Services

## Dementia Service

### Outpatients

December 2020




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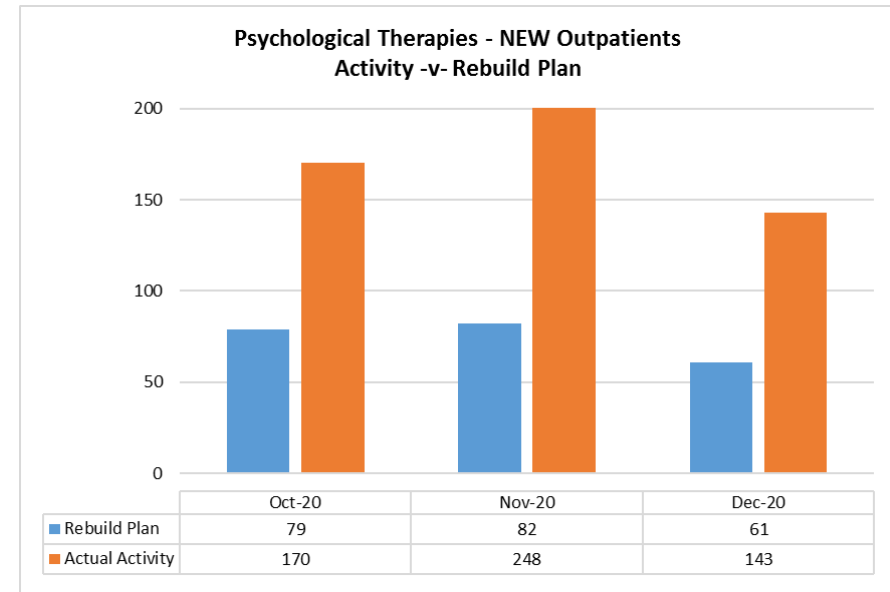
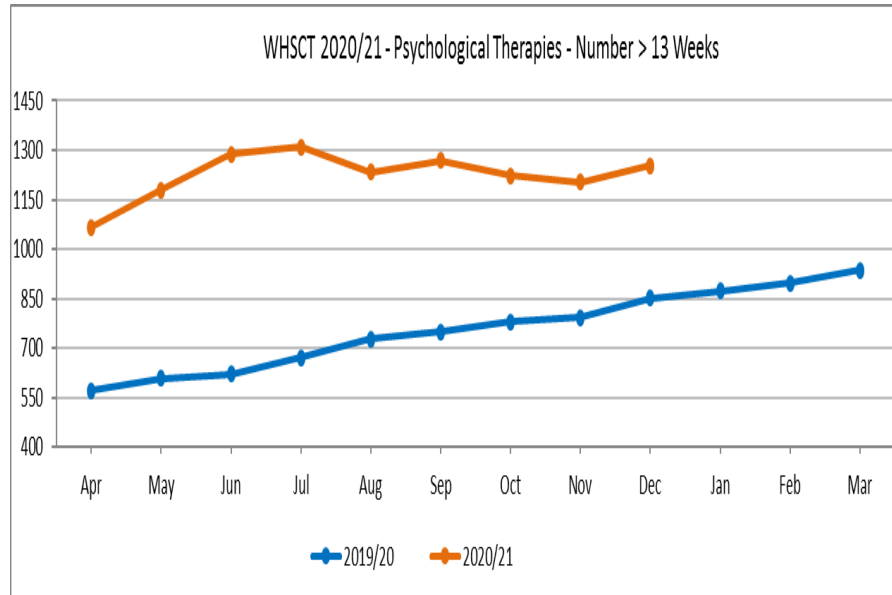
**Phase 3 Rebuild Plan Oct - Dec 2020: 1,019**  
**Actual Activity Oct - Dec 2020: 1,095**  
**% Phase 3 plan delivered: 107%**

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# Mental Health Services

## Psychological Therapies

### Outpatients



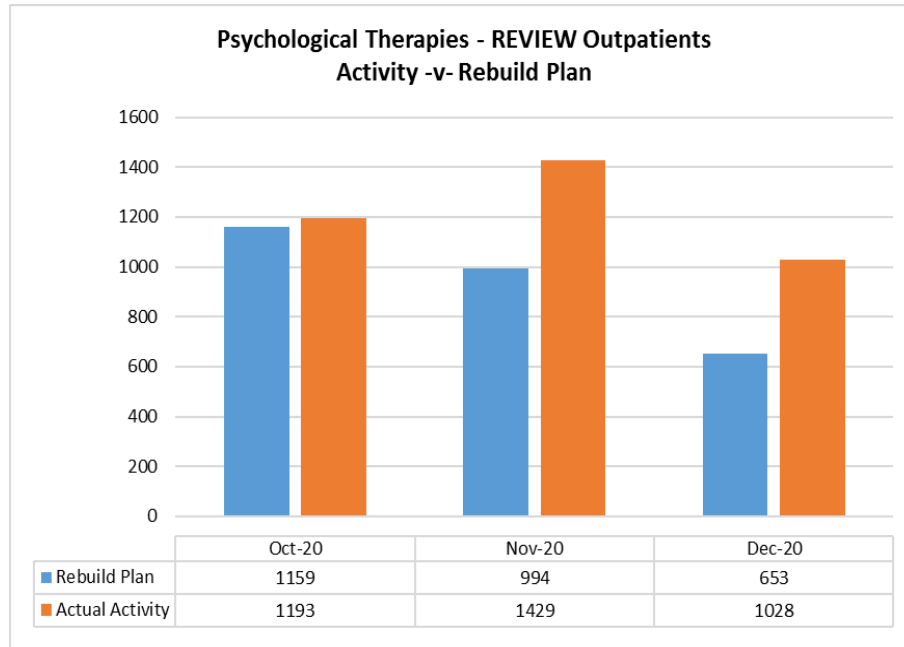
**Target:** Waiting >: 13 weeks  
**December 2020:** 1,254  
**Previous month November 2020:** 1,204  
**% change on previous month:** 4% increase  
**December 2019:** 851

**Phase 3 Rebuild Plan Oct - Dec 2020:** 222  
**Actual Activity Oct - Dec 2020:** 561  
**% Phase 3 plan delivered:** 253%

# Mental Health Services

## Psychological Therapies

### Outpatients




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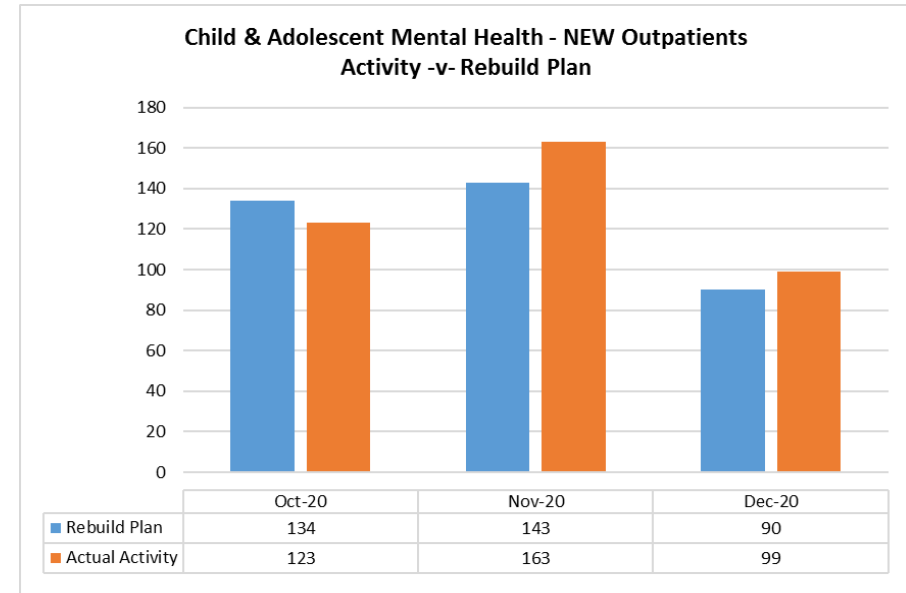
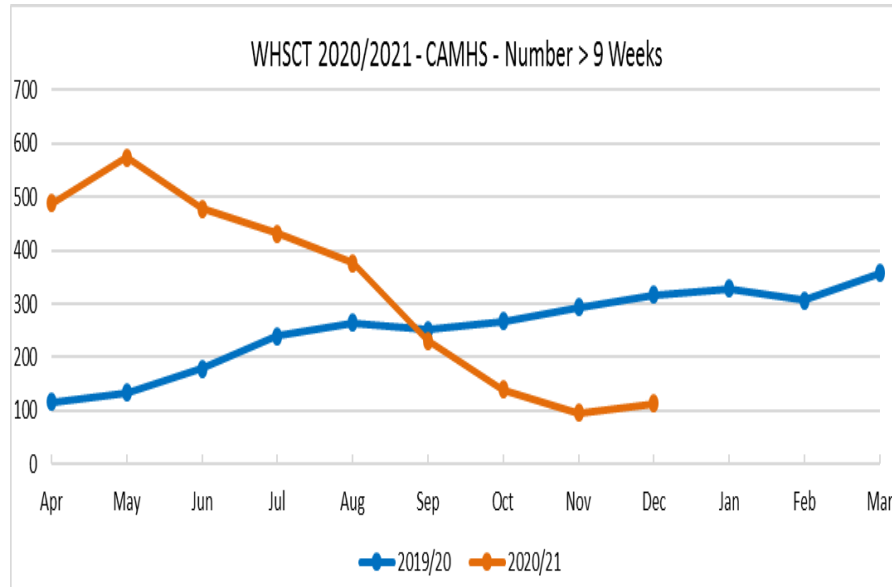
**Phase 3 Rebuild Plan Oct - Dec 2020:**            **2,806**  
**Actual Activity Oct - Dec 2020:**                **3,650**  
**% Phase 3 plan delivered:**                        **130%**

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# Children's Services

## Child & Adolescent Mental Health Service (CAMHS)

### Outpatients



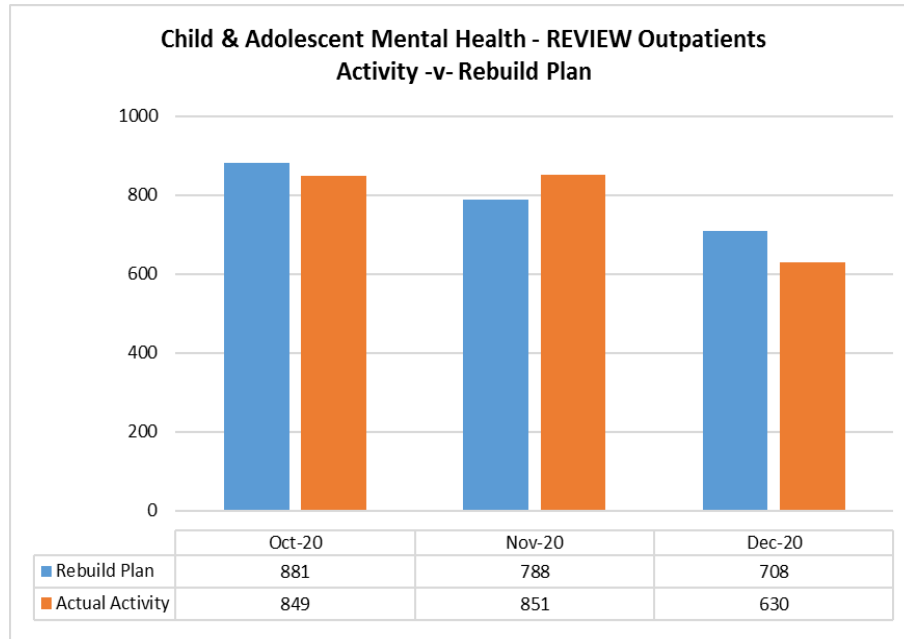
**Target:** Waiting >: 9 weeks  
**December 2020:** 113  
**Previous month November 2020:** 96  
**% change on previous month:** 18% increase  
**December 2019:** 317

**Phase 3 Rebuild Plan Oct - Dec 2020:** 367  
**Actual Activity Oct - Dec 2020:** 385  
**% Phase 3 plan delivered:** 105%

# Children's Services

## Child & Adolescent Mental Health Service (CAMHS) Outpatients

December 2020



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**Phase 3 Rebuild Plan Oct - Dec 2020: 2,377**  
**Actual Activity Oct - Dec 2020: 2,330**  
**% Phase 3 plan delivered: 98%**

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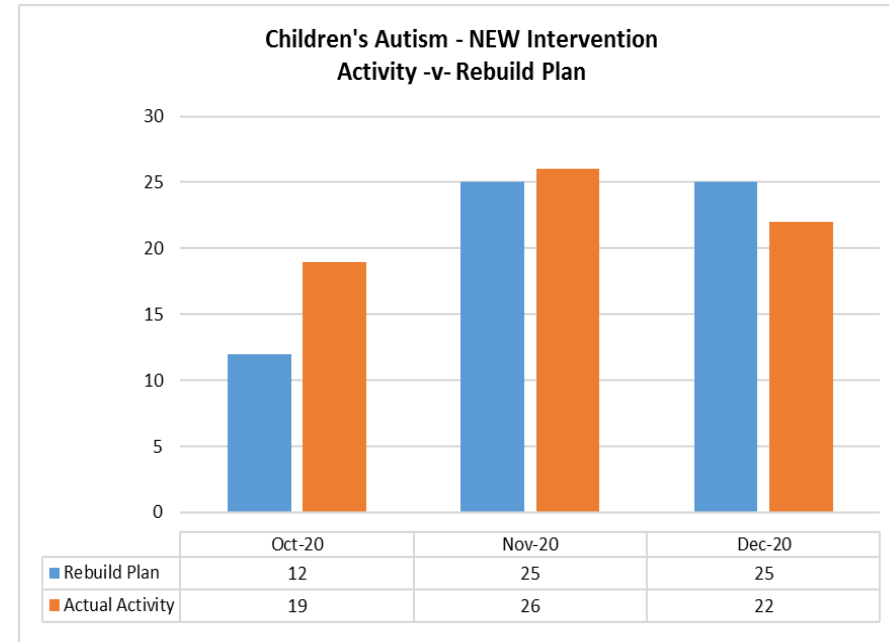
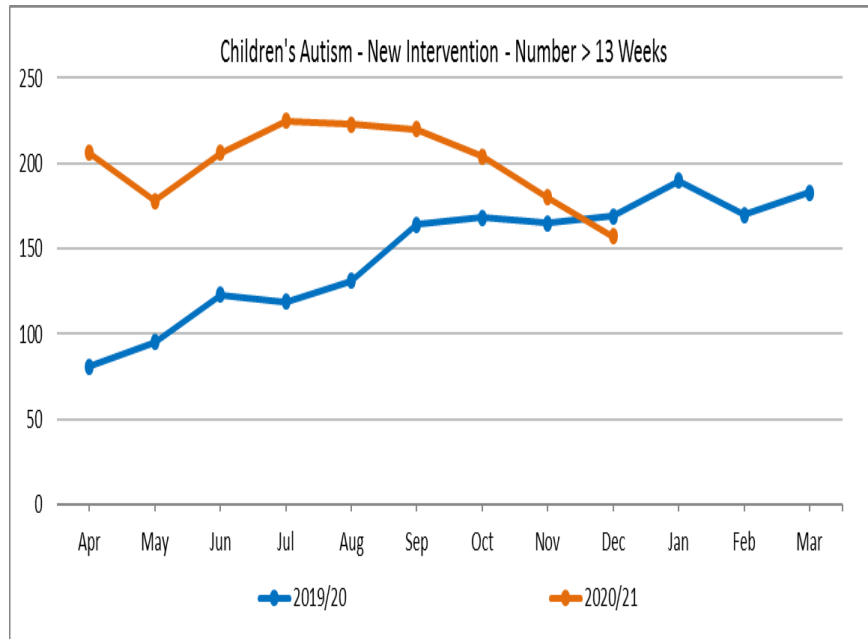




# Children's Services

## Children's Autism Service

### Outpatients



**Target (Intervention):**                      **Waiting >: 13 weeks**  
**December 2020:**                              **157**  
**Previous month November 2020:**      **180**  
**% change on previous month:**         **13% reduction**  
**December 2019:**                             **169**

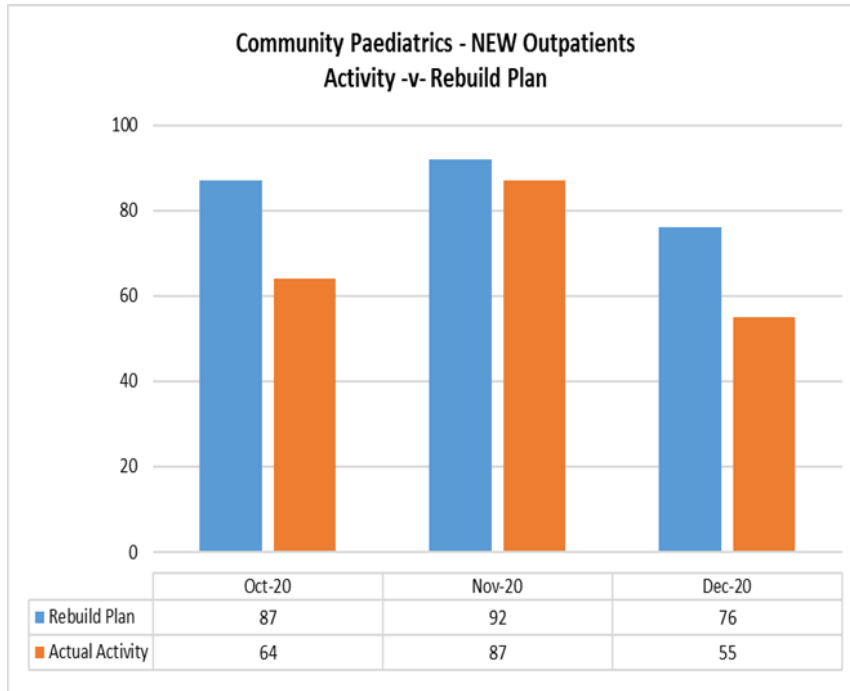
**Phase 3 Rebuild Plan Oct - Dec 2020:**      **62**  
**Actual Activity Oct - Dec 2020:**              **67**  
**% Phase 3 plan delivered:**                    **108%**

# Children's Services

## Community Paediatrics

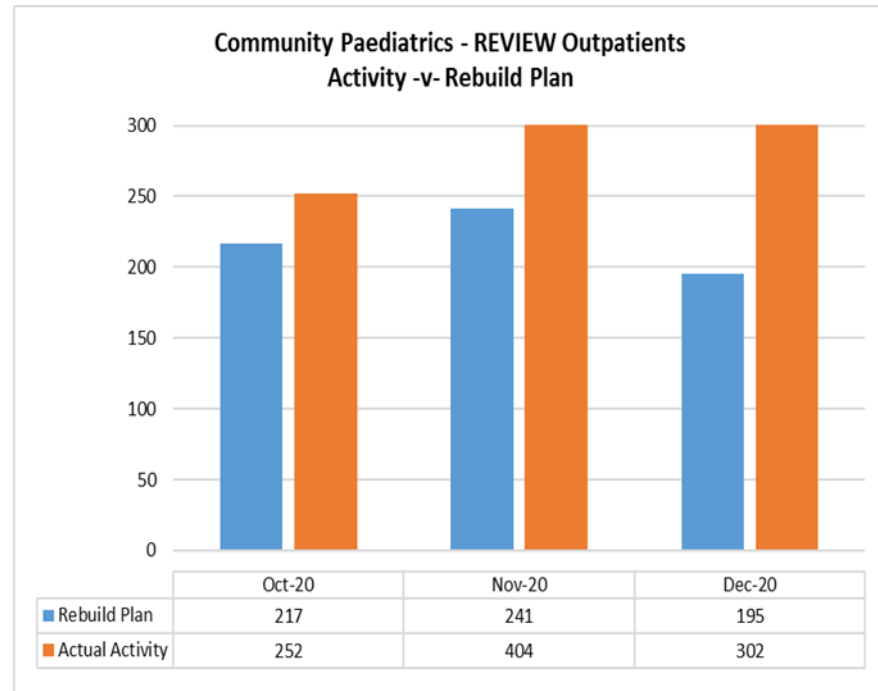
### Outpatients

December 2020



Phase 3 Rebuild Plan Oct - Dec 2020: **255**  
 Actual Activity Oct - Dec 2020: **206**  
 % Phase 3 plan delivered: **81%**

% activity delivered Dec 20 compared to Dec 19: 110%



Phase 3 Rebuild Plan Oct - Dec 2020: **653**  
 Actual Activity Oct - Dec 2020: **958**  
 % Phase 3 plan delivered: **147%**

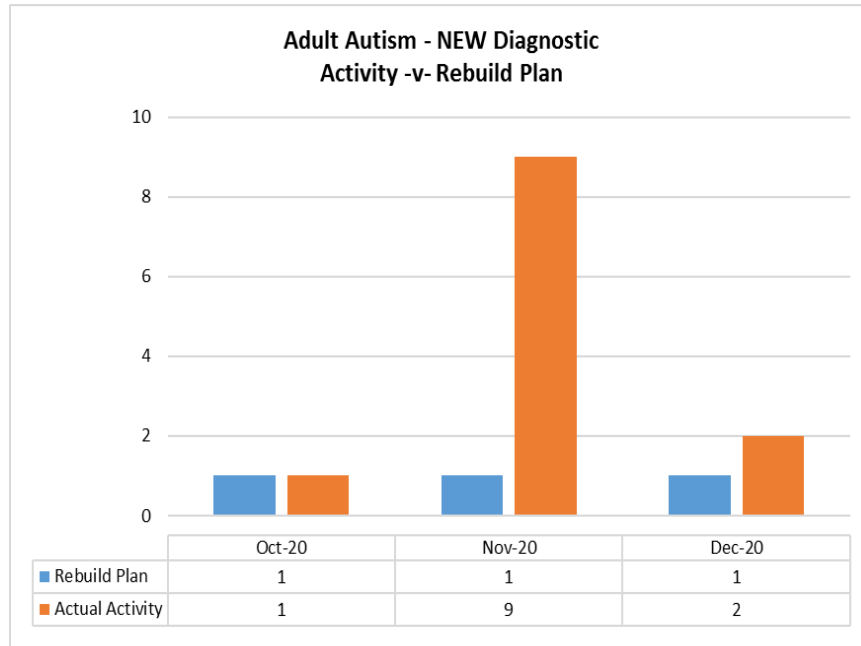
% activity delivered Dec 20 compared to Dec 19: 222%

# Physical & Sensory Disability Services

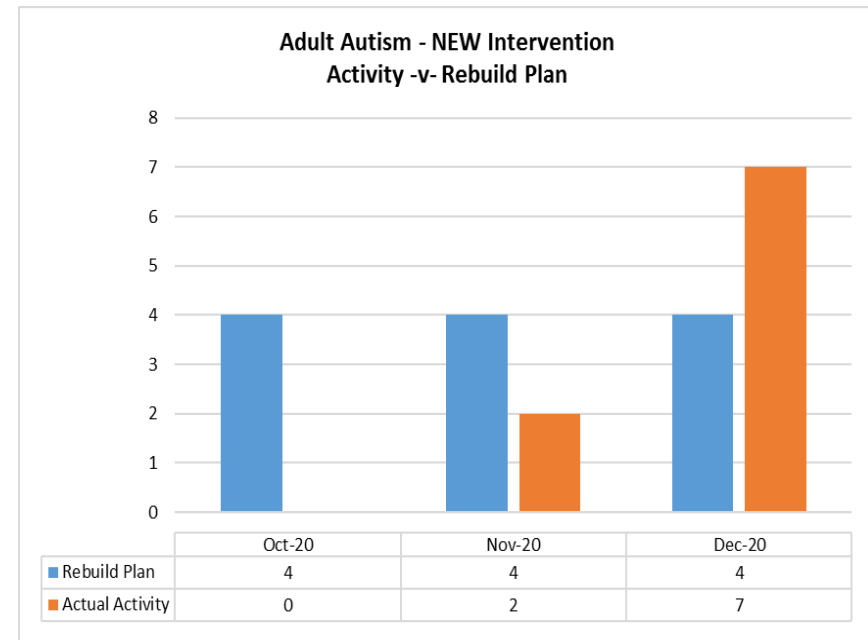
## Adult Autism Service

### Outpatients

December 2020



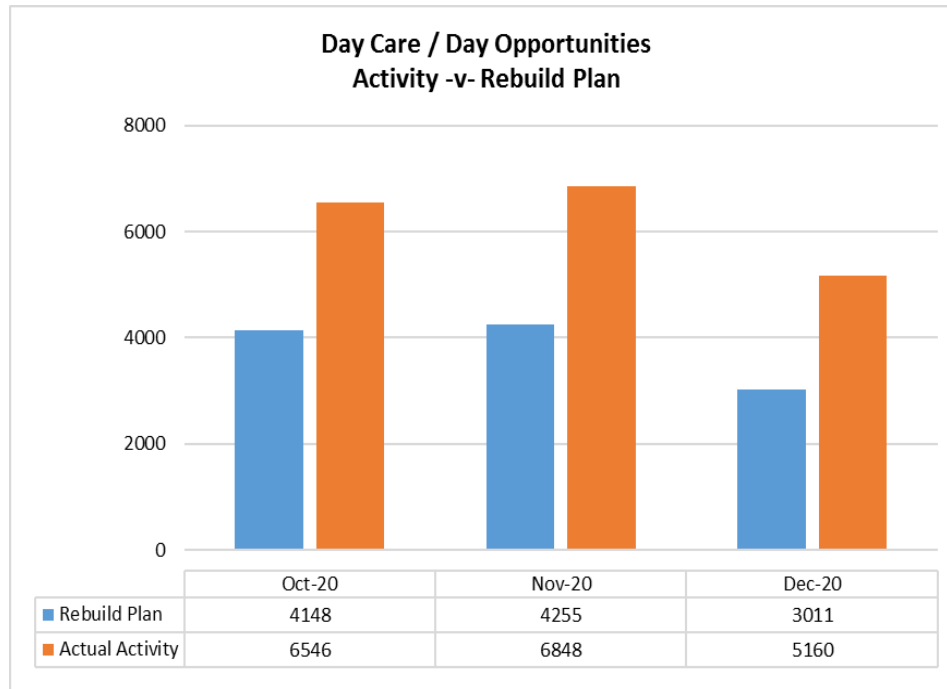
**Phase 3 Rebuild Plan Oct - Dec 2020: 3**  
**Actual Activity Oct - Dec 2020: 12**  
**% Phase 3 plan delivered: 400%**



**Phase 3 Rebuild Plan Oct - Dec 2020: 12**  
**Actual Activity Oct - Dec 2020: 9**  
**% Phase 3 plan delivered: 75%**

# Day Care / Day Opportunities

December 2020



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**Phase 3 Rebuild Plan Oct - Dec 2020: 11,414**  
**Actual Activity Oct - Dec 2020: 18,554**  
**% Phase 3 plan delivered: 163%**

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# Phase 3 Rebuilding of Services

## Additional Indicators

**December 2020**

Area	Activity Type	DECEMBER 2020			
		Rebuild Plan	Actual Activity	% Plan Delivered	% activity delivered -v- December 2019
Adult Social Care – Domiciliary Care	Hours Delivered (Stat)	34,698	31,482	91%	97%
	Hours Delivered (Ind)	113,323	111,291	98%	98%
Maternity / Obstetrics	NEW Outpatients	305	306	100%	97%
	REVIEW Outpatients	1,052	1,136	108%	95%
Community Nursing	District Nursing Contacts	13,500	16,886	125%	122%
	Health Visiting Contacts	2,800	5,698	204%	144%
Community Dental	NEW Outpatients	100	111	111%	57%
	REVIEW Outpatients	339	541	160%	60%