

### Trust Board Performance Report May 2024

Prepared and issued by Strategic Planning, Performance & ICT 25 June 2024

### Contents

HSC Northern Health and Social Care Trust



### **Executive Summary**

#### **Activity Levels**

The Department of Health (DoH) sets monthly activity trajectories for a number of services in order to monitor a return to pre-pandemic levels of activity. This monthly submission is called the Service Delivery Plan (SDP). New trajectories were established for 2024/25 and these metrics are included at the end of this report.

Cumulative Outpatient referrals to May 24 have increased by 17% when compared to April and May last year. Based on the indicative trajectories set by DOH for Outpatient attendances, 82.4% was achieved for May 24. For the Outpatient activity levels set by DOH for the last 12 months, 96.9% of expected new Outpatient attendances were delivered.

#### Waiting Times

18% of patients have been waiting on a first Outpatient appointment for less than 9 weeks. There are 26,443 patients waiting over a year for a first Outpatient appointment, out of a total of 65,847 patients waiting.

Inpatient and daycase activity delivered for the last 12 months was 95.5% of expected outturn. The number of patients waiting longer than 52 weeks for an inpatient or daycase procedure was similar to last month with 2,777 out of a total of 7,130 patients waiting. 27% of patients are waiting less than 13 weeks.

Diagnostic capacity continues to be a challenge with 58% of patients waiting more than 9 weeks for a diagnostic appointment at the end of May. There are 14,273 patients waiting longer than 26 weeks for a diagnostic appointment, a figure which has risen from 3,280 at the end of March 2023.

The percentage of patients waiting less than 9 weeks for an Endoscopy procedure is similar to last month with 38%. Endoscopy activity for 2023/24 was 95.7% of the expected outturn. Patients waiting over 26 weeks at the end of May increased slightly on last month with 1,754 out of a total of 3,876 on the waiting list.

Allied Health Professional (AHP) activity for the last 12 months was 103% of expected SDP outturn for new scheduled activity. For May this figure was 89.2%. The number of patients waiting over 13 weeks to be seen by an Allied Health Professional at the end of May was 13,939 out of a total of 24,520 patients waiting.

### **Executive Summary**

Northern Health and Social Care Trust

May 2024

#### **Cancer Care**

There has been an increase of 20% in red flag referrals when comparing the first 2 months of 2024/25 to 2023/24. 2,493 red flag referrals were received in May 24.

Breast cancer 14-day performance has deteriorated from 96% in June 23. During May, 6% was achieved which is a deterioration on last month's position of 12%. Northern Trust's capacity gap is acknowledged by the Department of Health however support from another Trust has paused due to other pressures across the region.

Performance against the 31-day target during April was achieved for 84% of patients who were treated within 31 days of a decision to start cancer treatment. Performance against the 62-day target in March was 34%. Delays in access to red flag outpatient appointments, endoscopy, pathology and diagnostics continue to be a contributing factor to performance against the 62-day target.

#### **Unscheduled Care**

Cumulative ED attendances for the first 2 months of 2024/25 at Antrim (-1%) showed a decrease when compared to the same period last year whilst Causeway attendances remained similar. Cumulative Ambulance arrivals at Antrim are 7% less than last year and have increased by 8% for Causeway. From January 2023 the reporting of Ambulance Turnaround times changed to Patient Handover Times. This change allows more accurate monitoring of the time taken for the patient to be formally handed over to the ED from the ambulance service. May saw 81% of patients handed over within one hour in Antrim and 60% in Causeway.

In May, triage to treatment time at Antrim was 47% against a target of 80% within two hours. Causeway performance was 50% against the same target. 4-hour ED performance is monitored against a target of 95%, in that patients attending ED should be either treated and discharged home, or admitted, within four hours of their arrival in the department. During May, Antrim performance was similar to last month with 38%. Causeway 4-hour performance for May was 49%. During May in Antrim there were 1,504 patients waiting longer than 12 hours which is an improvement on last month and in Causeway hospital there were 619, a slight increase compared to April.

In August 2023 the complex discharge target increased from 90% to 100% within 48 hours. In May, Complex discharges in Antrim continued to be a challenge with 61% discharged within 48 hours. Complex discharge performance against target at Causeway Hospital was 62%.

The non-complex discharge metric underwent some changes from the beginning of August 2023. Firstly the target reduced from 6 hours, to 4 hours. Secondly, patients awaiting transfer to tertiary care and awaiting a secondary care bed were removed and monitored separately against a new 12 hour target. 4 hour noncomplex discharge performance in May was 86% at Antrim and 78% at Causeway. Performance against the 12 hour tertiary care transport target was 46% for Antrim (18/39) and 75% (18/24) for Causeway. Although this 12 hour transfer target was introduced in August 23, data from April 23 has been included in this report for comparative purposes.

### **Executive Summary**

HSC Northern Health and Social Care Trust

May 2024

#### **Unscheduled Care**

During May Antrim attained the standard of ensuring 16% of unplanned admissions with ischaemic stroke receive thrombolysis achieving 20% with Causeway achieving 13%.

#### **Mental Health and Learning Disability**

Mental Health services achieved 98% against a 99% target for discharge in less than 7 days.

At the end of May 2024, there were 2 patients waiting more than 9 weeks for access to adult Mental Health services, a significant improvement on last year's position. There were 232 patients waiting over 9 weeks for Dementia assessment at the end of May which is an increase from last month's position. Waiting times for Psychological Therapies remains similar to last month with 567 patients waiting longer than 13 weeks for access to services at the end of May 2024.

#### **Children's Services**

In the Child and Adolescent Mental Health Service there are 476 patients waiting longer than 9 weeks at the end of May 2024, which is a slight increase on April's position.

#### **Community Care**

Quarter 4 direct payments position for 2023/24 shows 92% of the target has been delivered by the Trust. Carers' assessment has achieved 74% of the target in Q4 of 2023/24. Short breaks achieved 110% of the target in Q4 of 2023/24.

#### **HCAIs**

HCAI targets have not yet been set for 2024/25 so 2023/24 targets have been used in the interim. During the first two months of 2024/25 there have been 7 CDiff cases which is above the Trust target profile for last year. No MRSA episodes were recorded for April and May 24. There have been 15 gram negative infections recorded during the first two months of 2024/25.

#### Workforce

Trust absence in April 2024 was 7.33% against a Trust target to not exceed 7.5%.

# **Performance Summary Dashboard (i)**

HSC Northern Health and Social Care Trust

Section	Indicator	Perf.	Ass/var	Section	Indicator		Perf.	Ass/var
Elective Care	OP 9-week waits	18%		Unscheduled care Mental Health and learning disability	Triage to treatment	ANT CAU	47% 50%	
	OP 52-week waits	26,443			4-hour performance	ANT CAU	38% 49%	
	IPDC 13-week waits	27%			12-hour waits	ANT CAU	1504 619	
	IPDC 52-week waits	2,777			Complex discharges	ANT CAU	61% 62%	
	Diagnostic 9-week	42%	F Co		Non-complex discharges	ANT CAU	86% 78%	
	Diagnostic 26-week	14,273			Tertiary Care	ANT CAU	46% 75%	
	DRTT (urgent)	82%			Stroke Thrombolysis	ANT CAU	20% 13%	
	Diagnostic Endoscopy 9-week	38%	( Salar		Adult 9-week waits		2	
	Diagnostic Endoscopy 26-week	1,754	F		Adult 7-day discharges		98%	
	AHP 13-week wait	13,939			Adult 28-day discharges		1	
Cancer care	14-day breast 31-day	6% 84%			Dementia 9-week waits		232	
	62-day	34%						

# **Performance Summary Dashboard (ii)**



May 2024

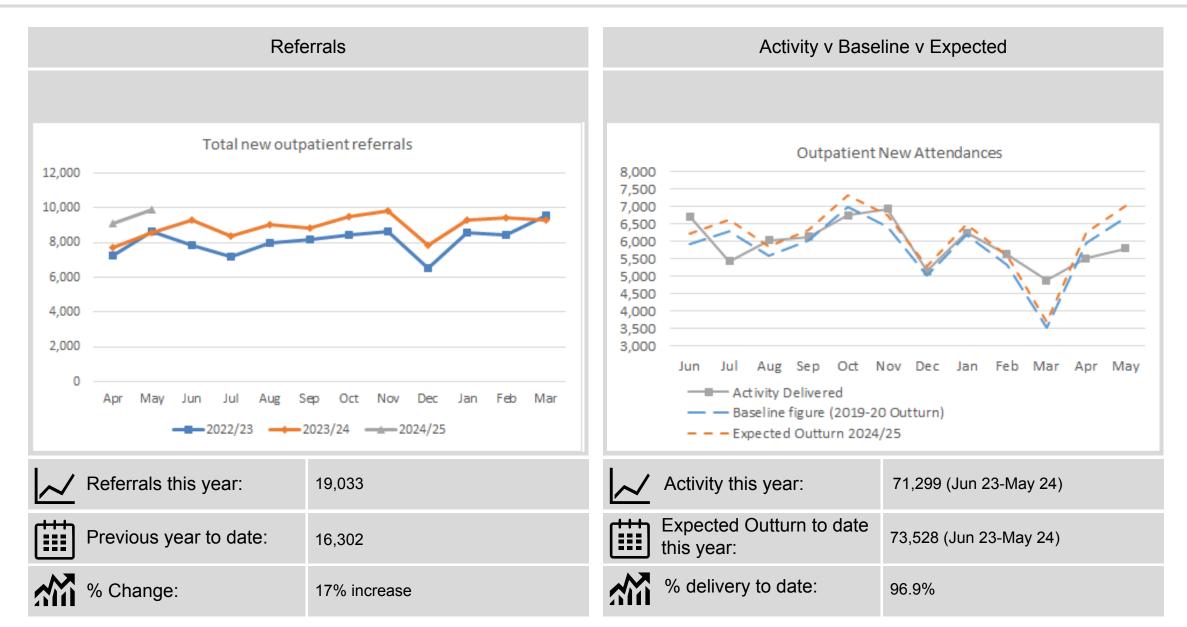
Section	Indicator	Perf.	Ass/var
Mental Health and learning disability	Psychological therapies 13-week	567	مرابع
	Learning disability 7- day discharges	100%	
	Learning disability 28-day discharges	0	
Children's services	CAMHS 9-week waits	476	
	Placement change	81% (Sep22)	
	Adoption	25% (Mar23)	F and
HCAIs	CDiff	4	
	MRSA	0	
	Gram -ve	8	
Service User Experience	Complaints replied to within 20 days	54% (Apr24)	
Workforce	Absence rate	7.33% (Apr24)	F and

# Icon Key:

Assurance			Variation			
?	Second	F	<b>A</b>			
 Randomly achieves target	Consistently (P)assing the target	Consistently (F)alling short of the target	Common cause	Special cause of concerning variation	Special cause of improving variation	

### **Elective Care** Outpatients

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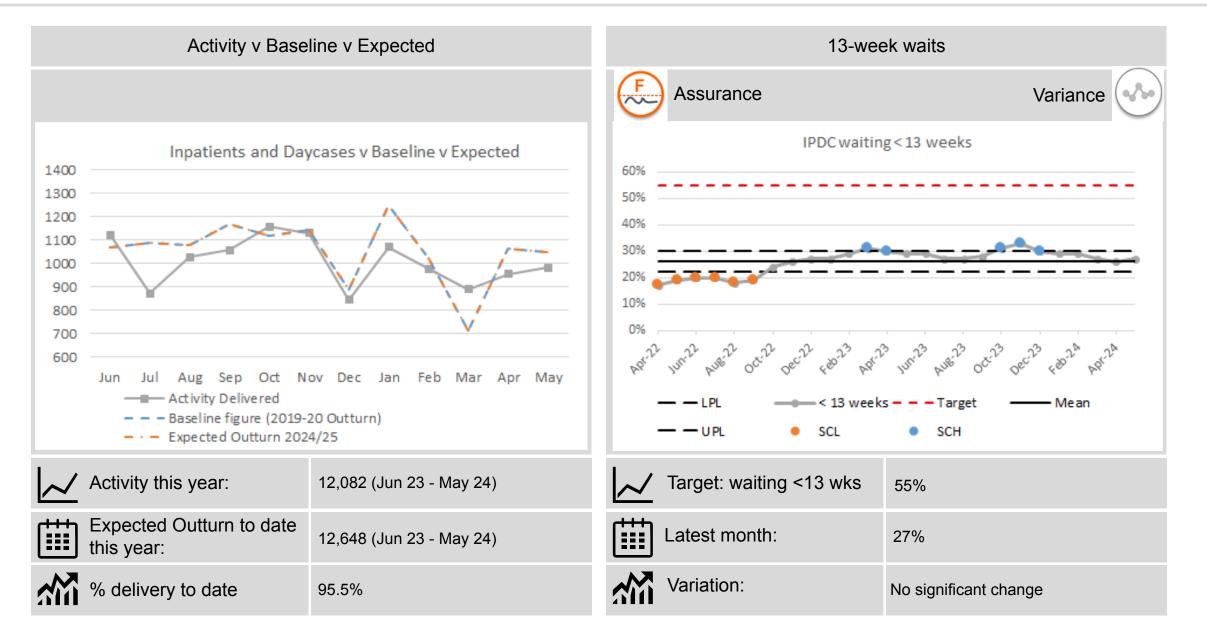
### **Elective Care** Outpatients

HSC Northern Health and Social Care Trust



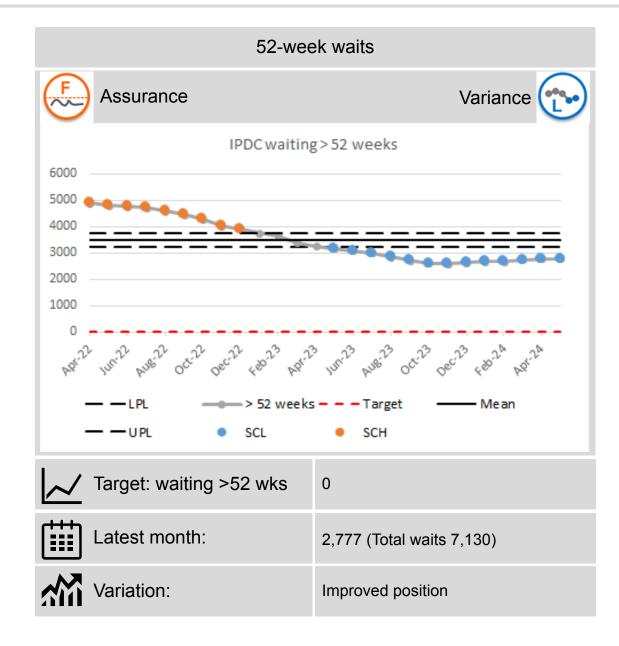
### **Elective Care** Inpatients and Daycases





### **Elective Care** Inpatients and Daycases





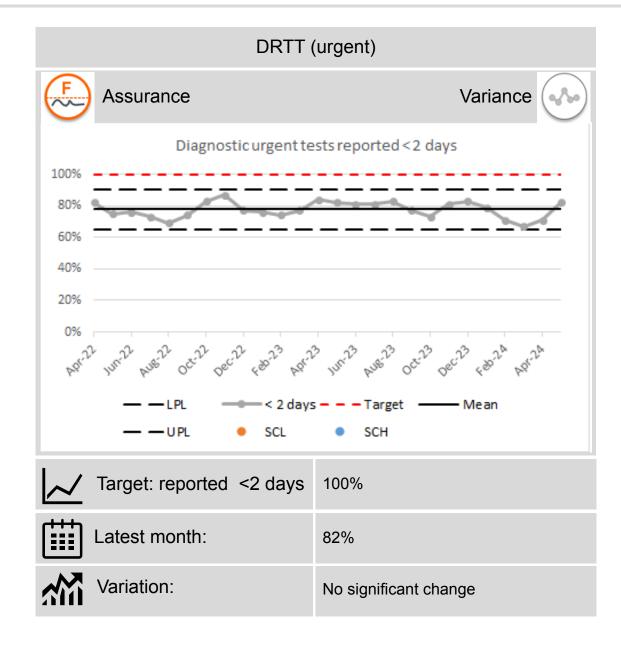
### **Elective Care** Diagnostics

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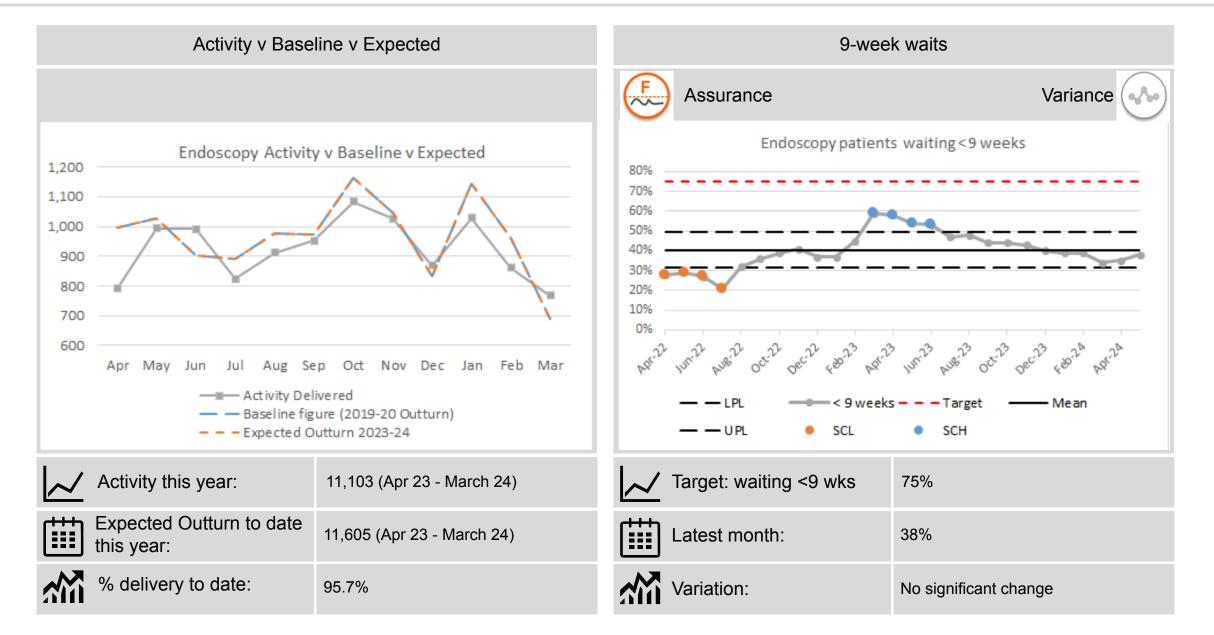
### **Elective Care** Diagnostics





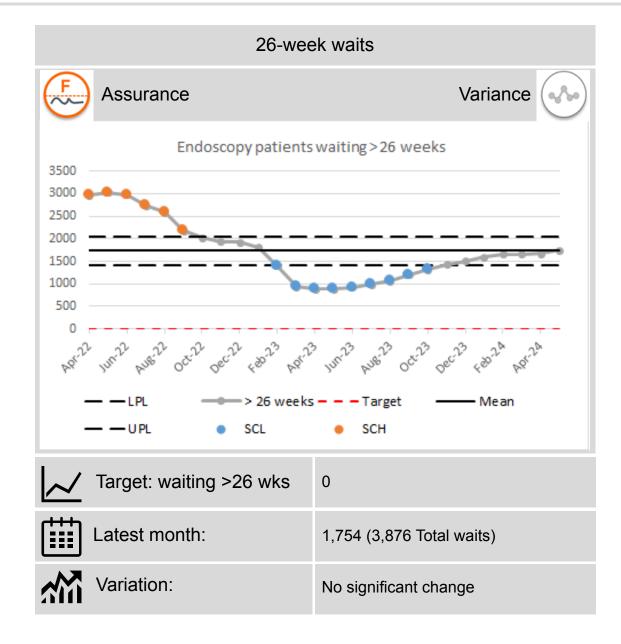
### **Elective Care** Diagnostics - Endoscopy





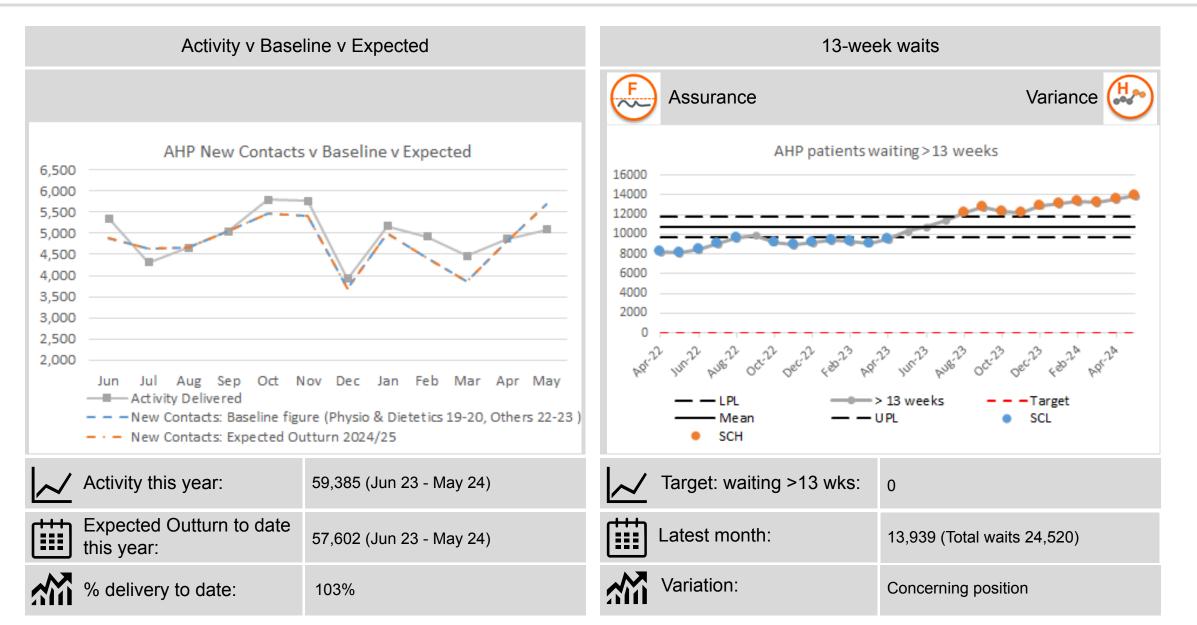
### **Elective Care** Diagnostics - Endoscopy





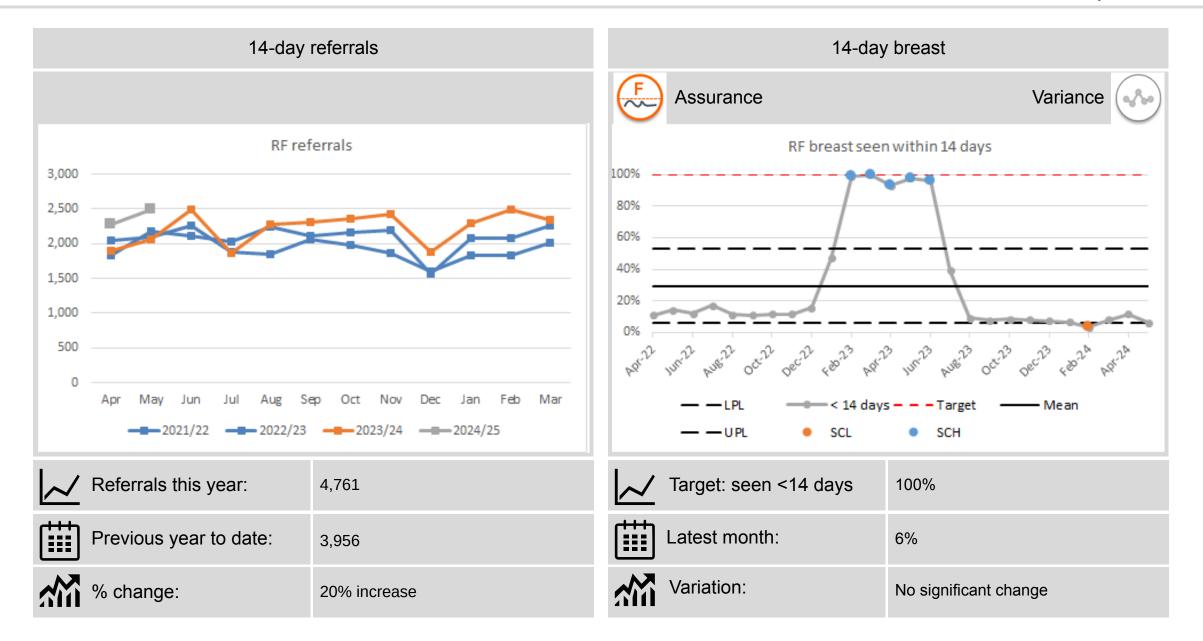
### **Elective Care** AHPs

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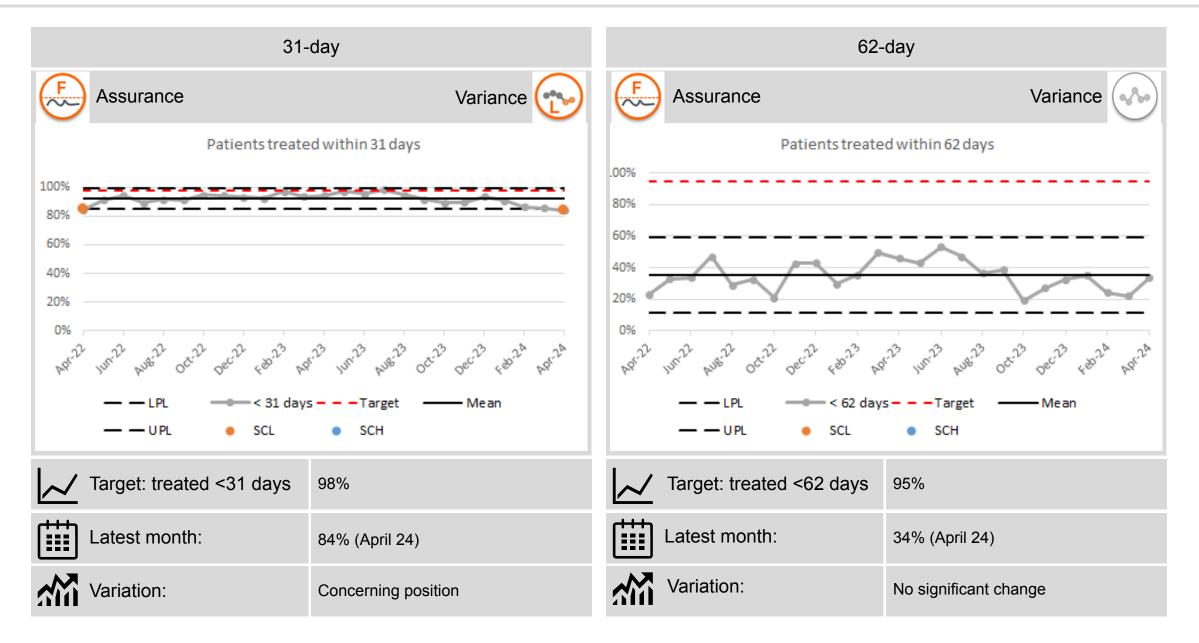
Cancer Care 14-day

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# Cancer care 31-day and 62-day

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### **Cancer care** 62-day by tumour site



May 2024

62-day

	Year to date				
Tumour site	Total	< 62 days	% 62 days		
Breast	5.5	0.0	0%		
Gynae	3.0	1.0	33%		
Haematological	9.0	8.0	89%		
Head/Neck	0.5	0.0	0%		
Lower Gastrointestinal	26.0	2.0	8%		
Lung	2.5	0.5	20%		
Other	0.5	0.5	0%		
Skin	7.5	4.0	53%		
Upper Gastrointestinal	<b>3.5</b>	3.5	100%		
Total	58.0	19.5	34%		

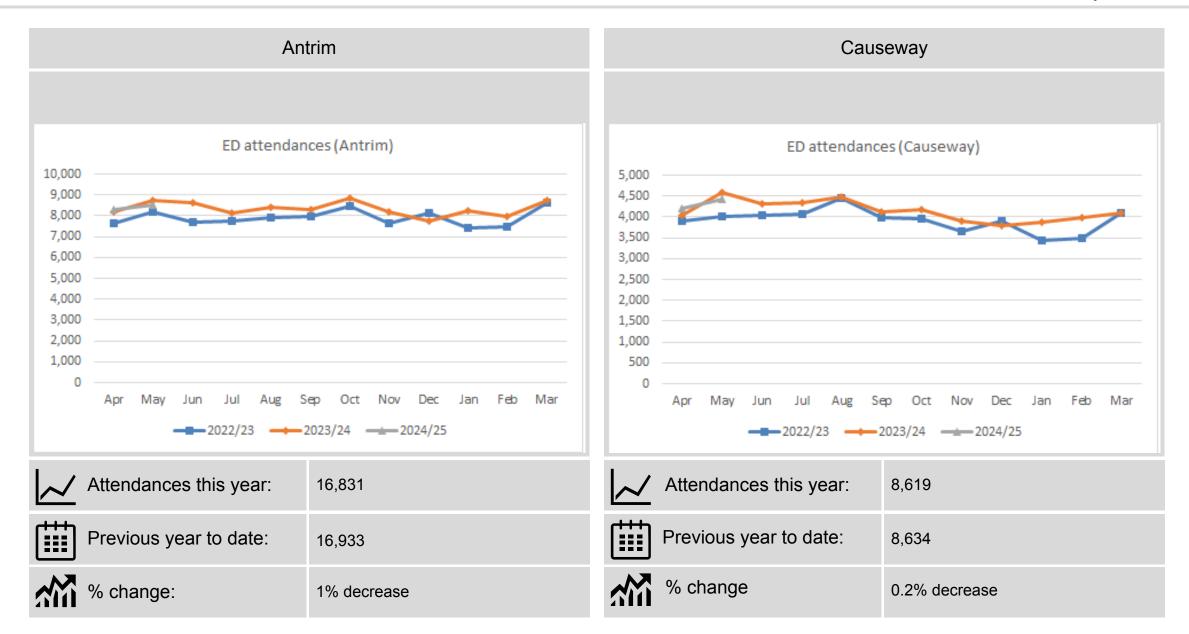


Target: treated <62 days 95%

Year to date:	34% (April 24)

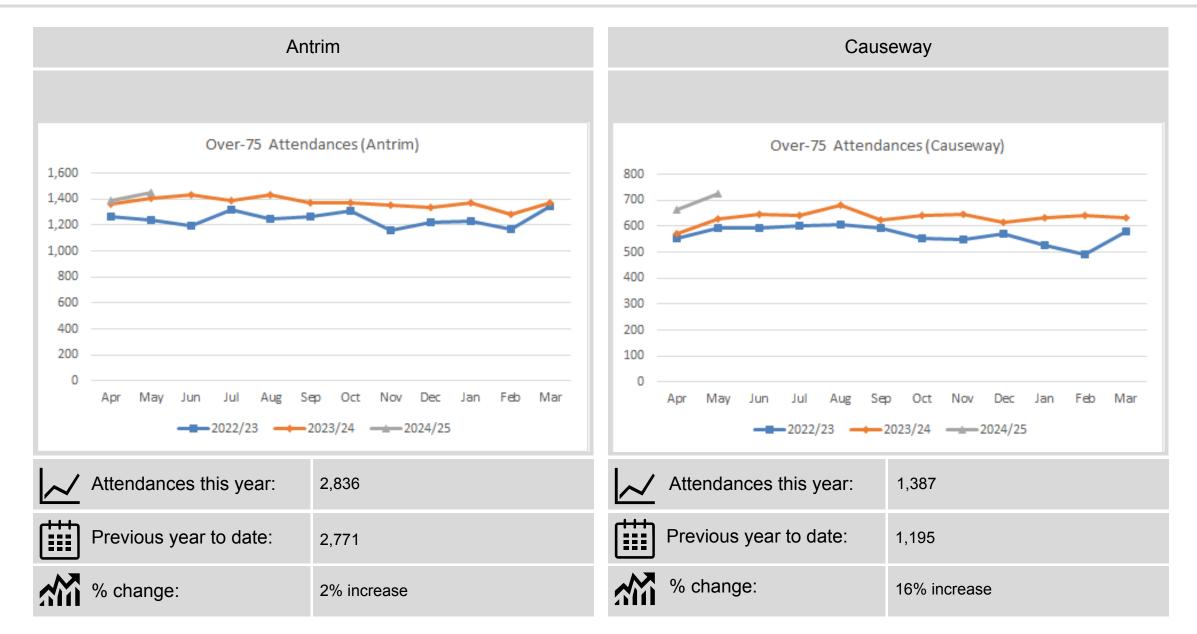
#### ED attendances





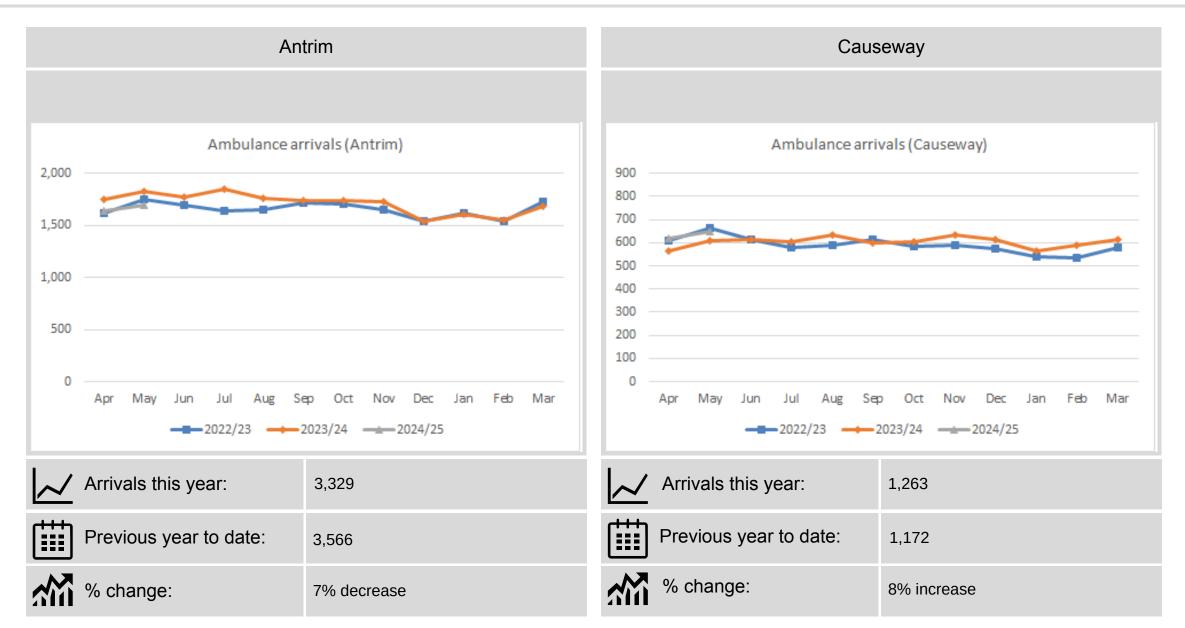
#### **Over-75** attendances





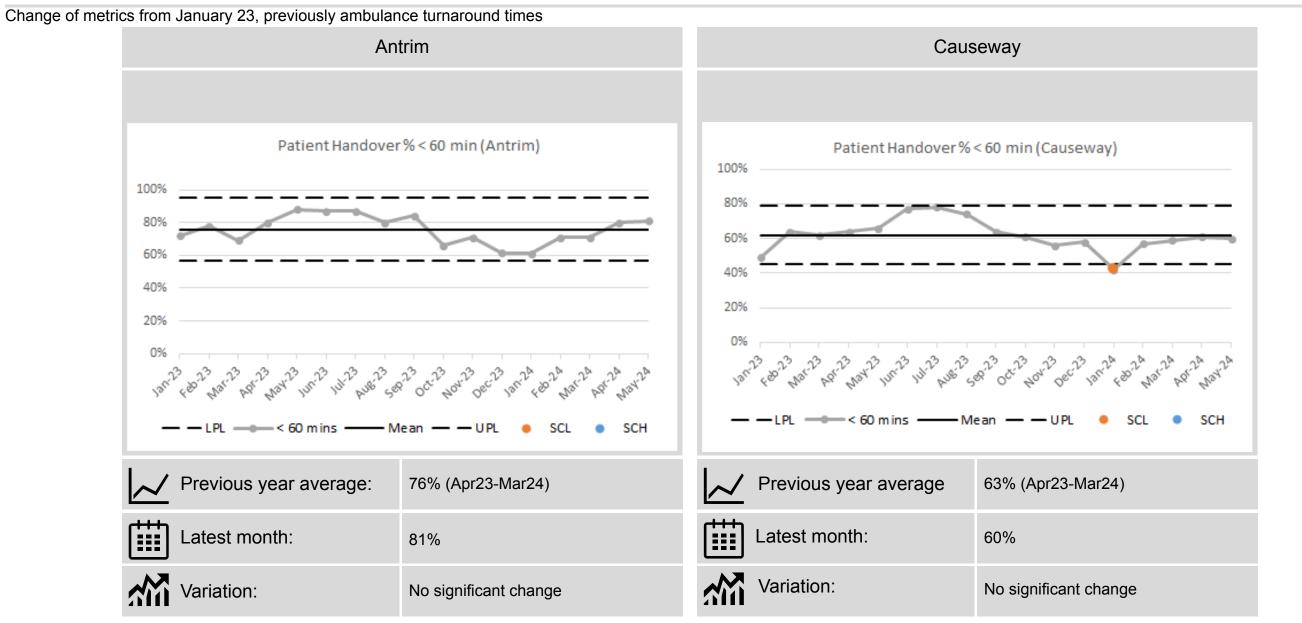
#### Ambulance arrivals





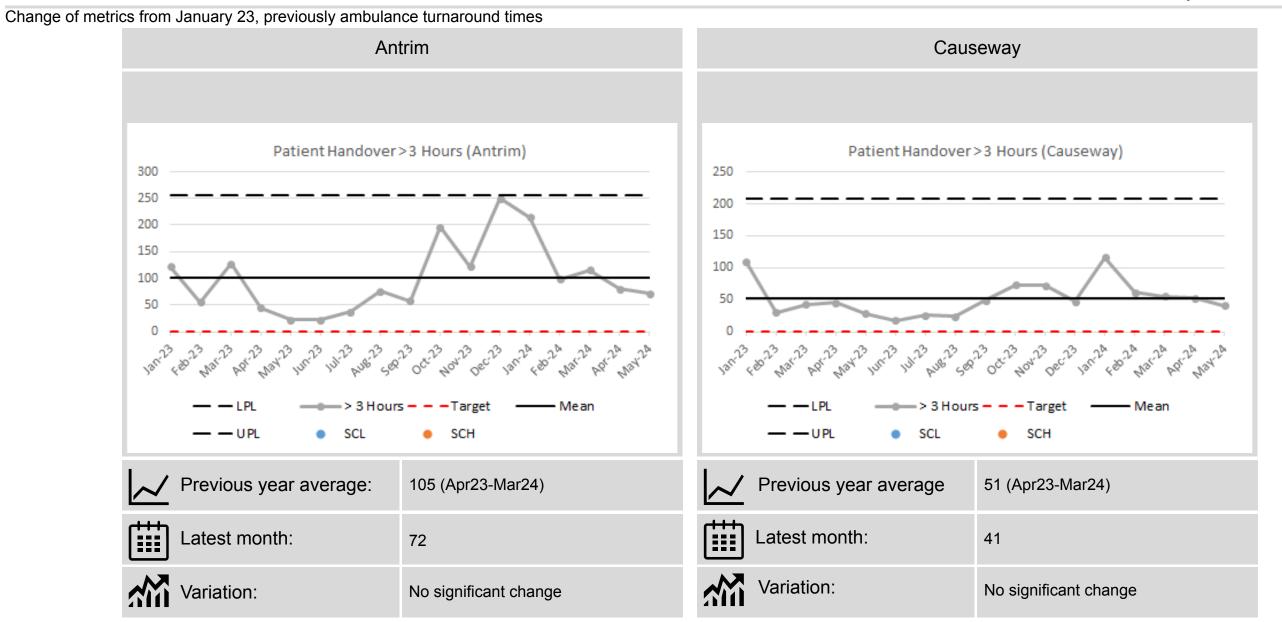
#### Ambulance Patient Handover within 60 minutes





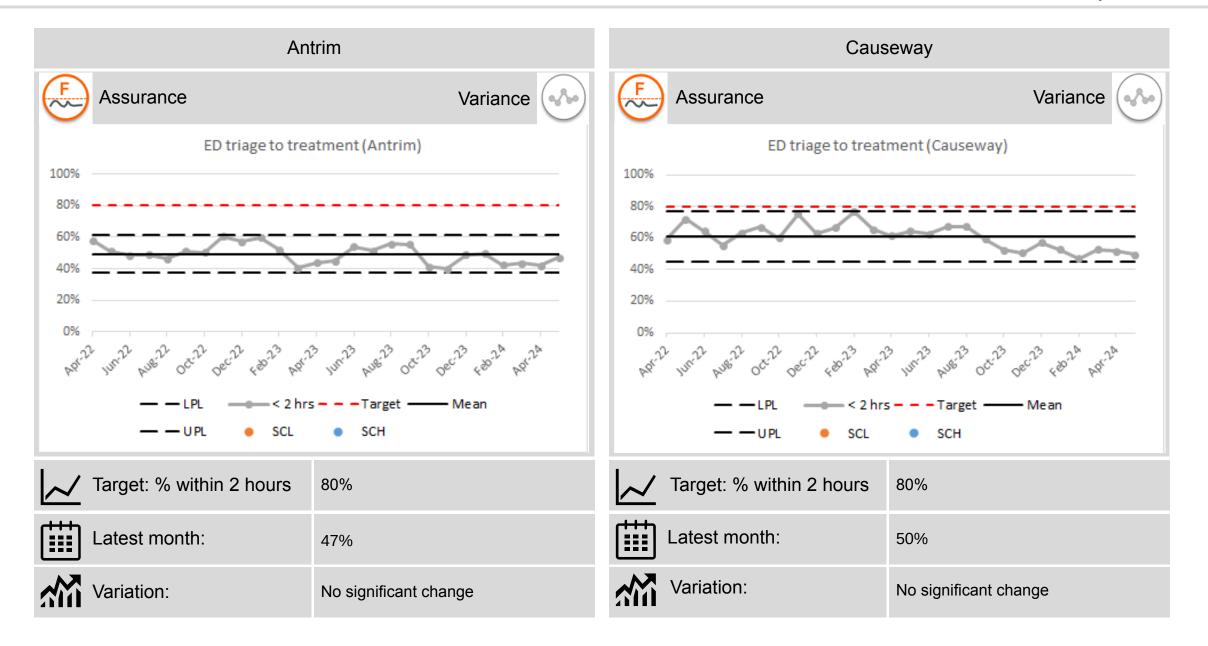
#### Ambulance Patient Handover >3 hours





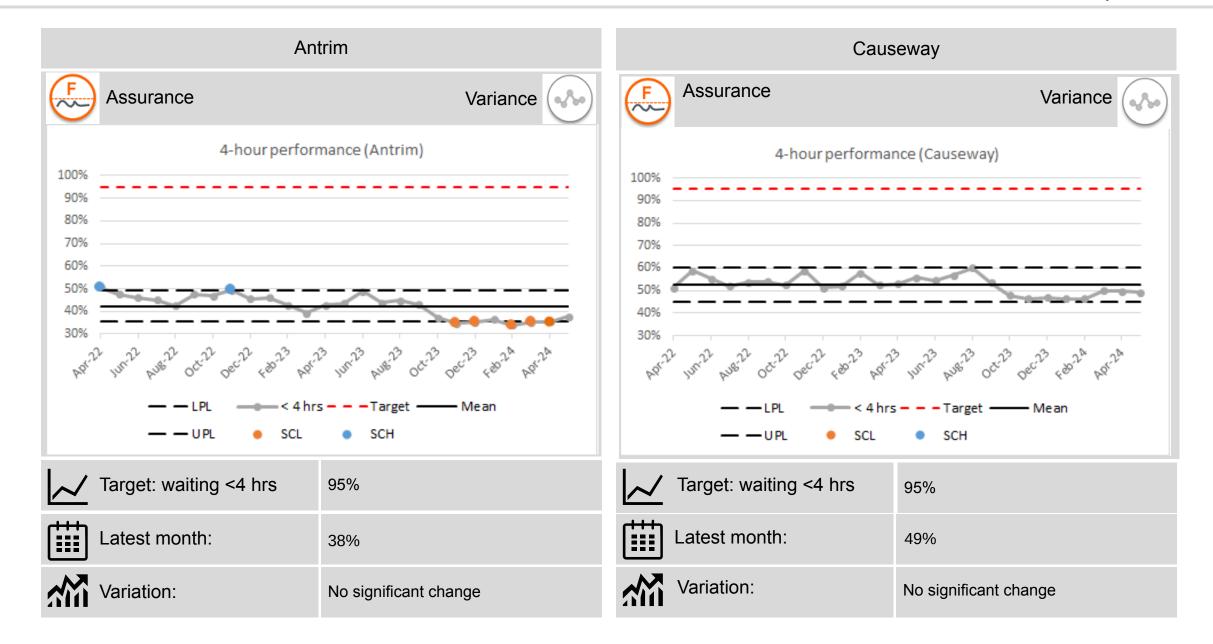
Triage to treatment





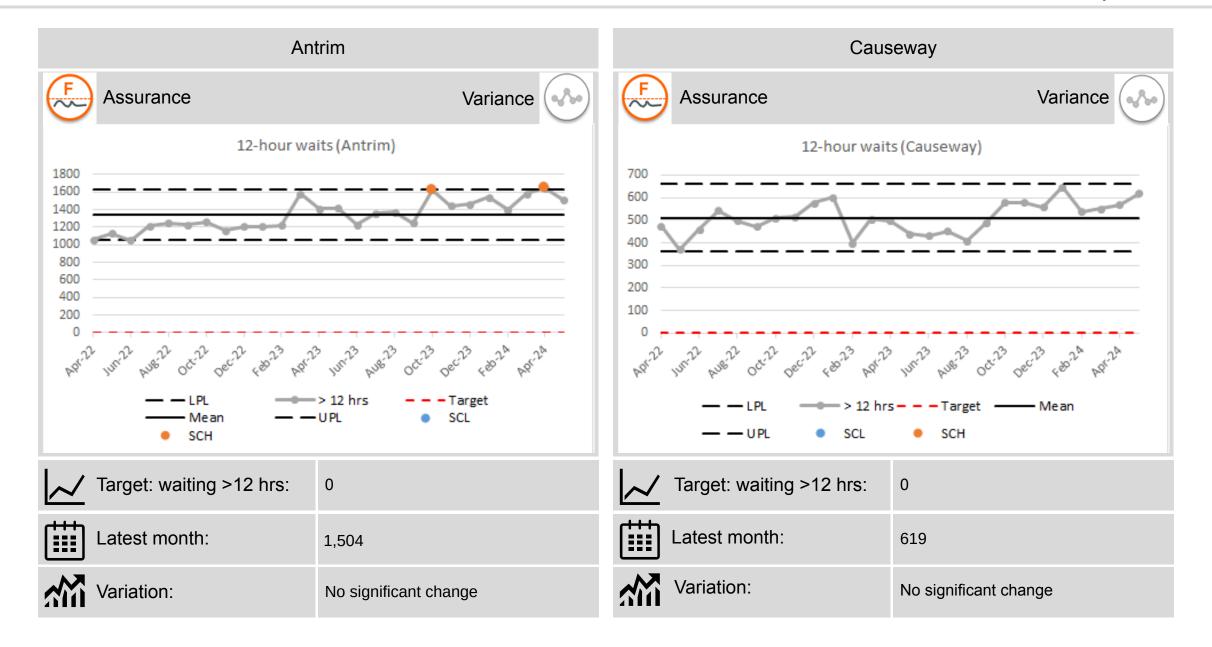
4-hour performance

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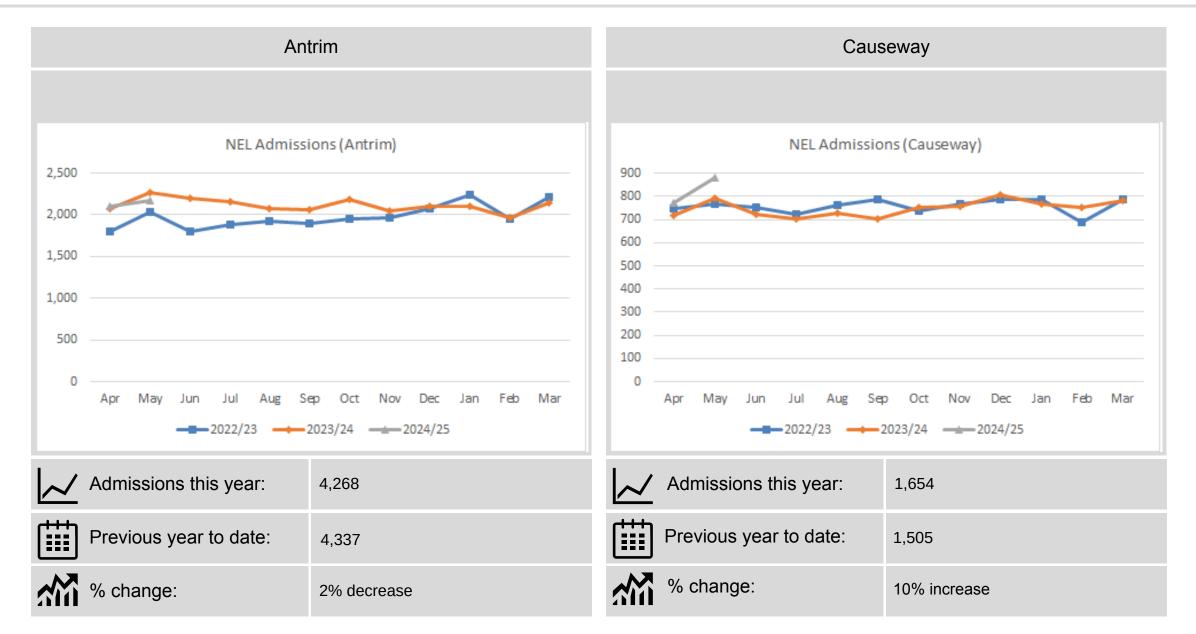
#### 12-hour performance





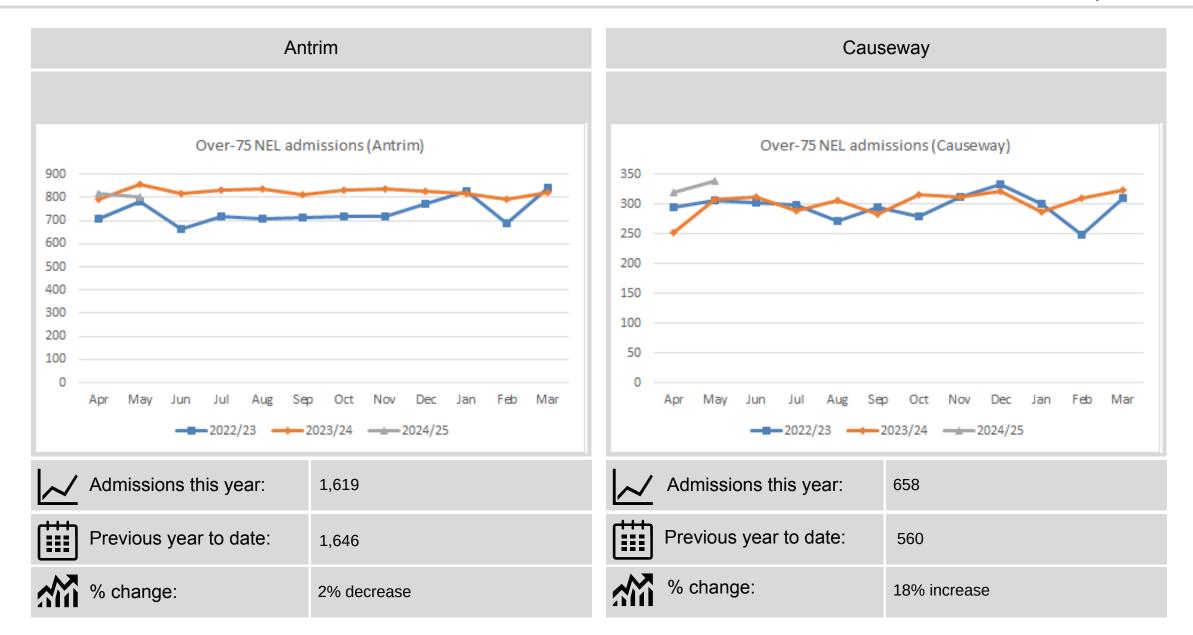
#### Non-elective admissions





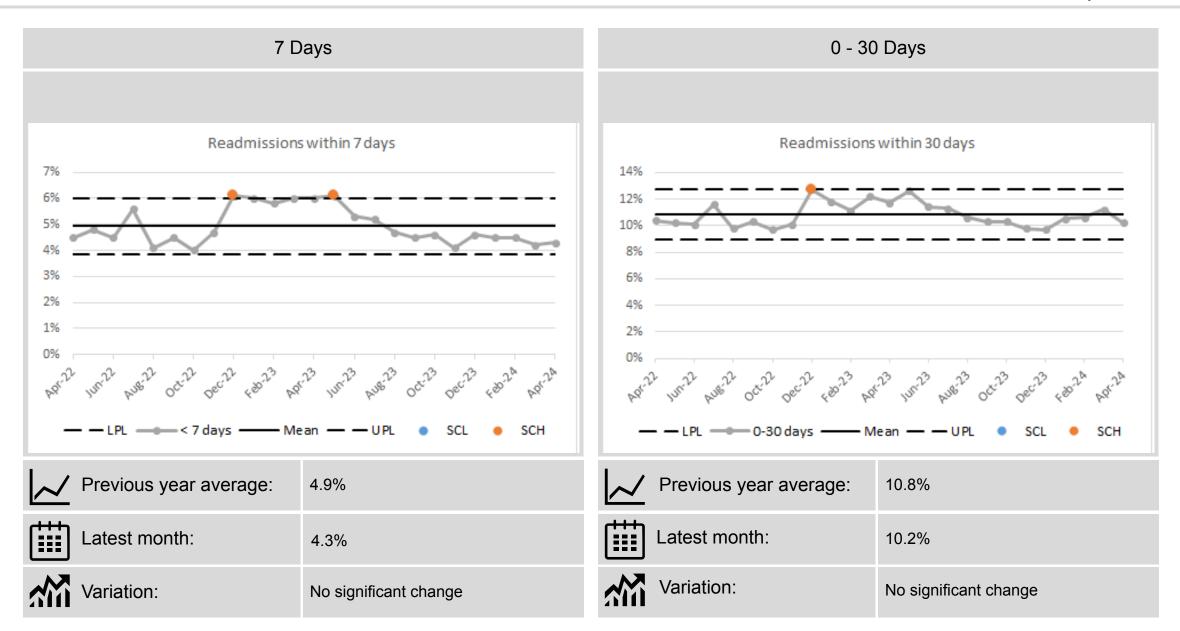
#### Over-75 admissions





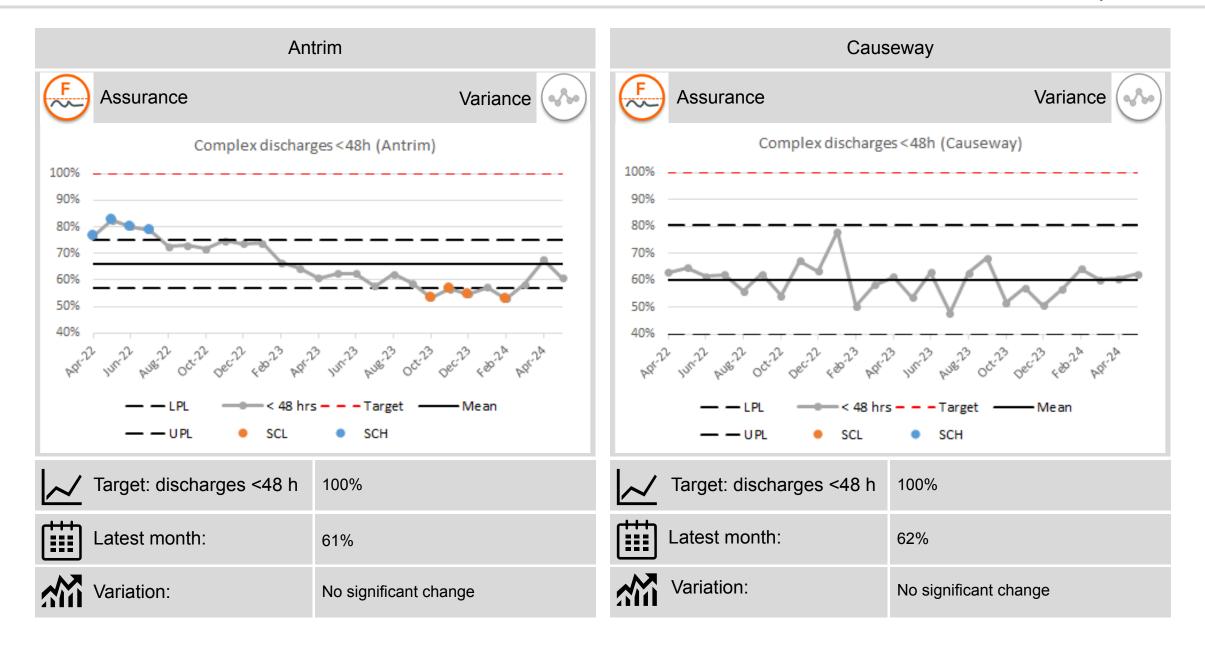
#### **Emergency Readmissions**





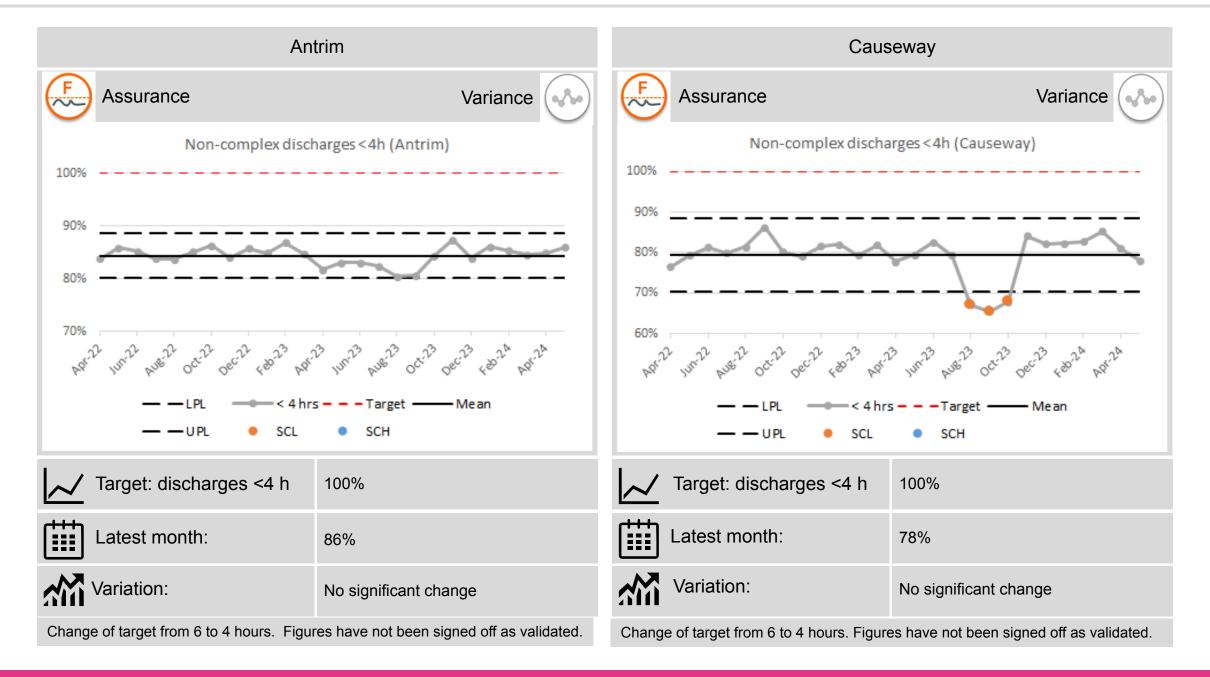
Complex discharges





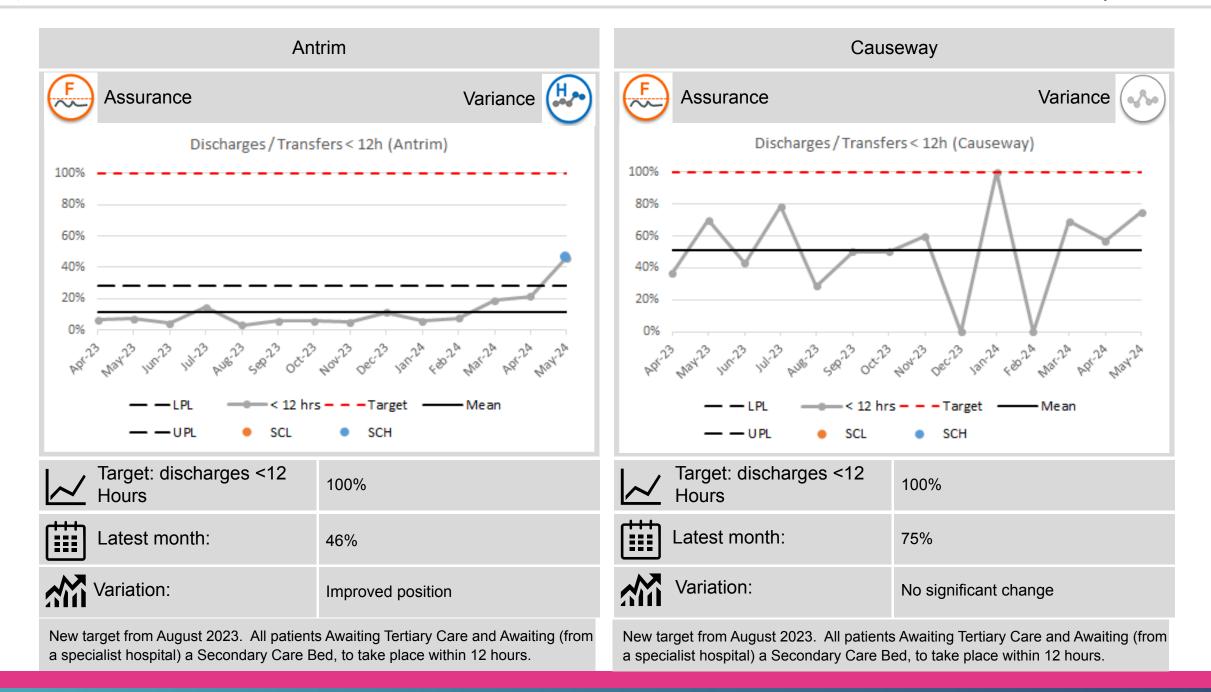
#### Non-complex discharges

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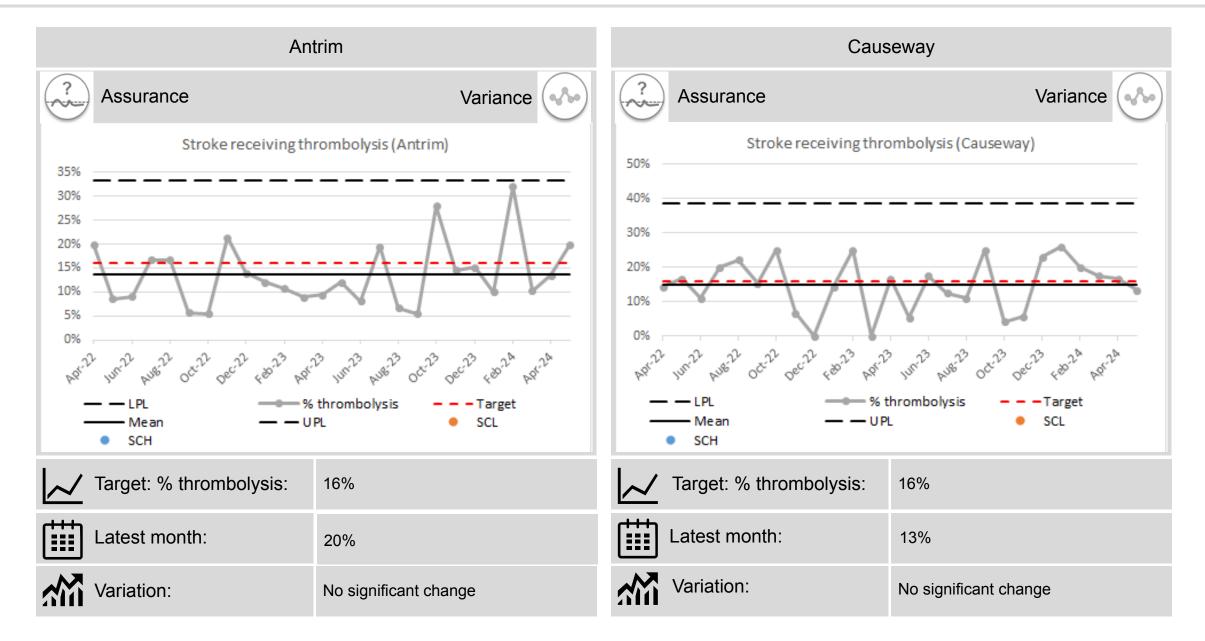
**Tertiary Care** 

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#### Stroke - Thrombolysis

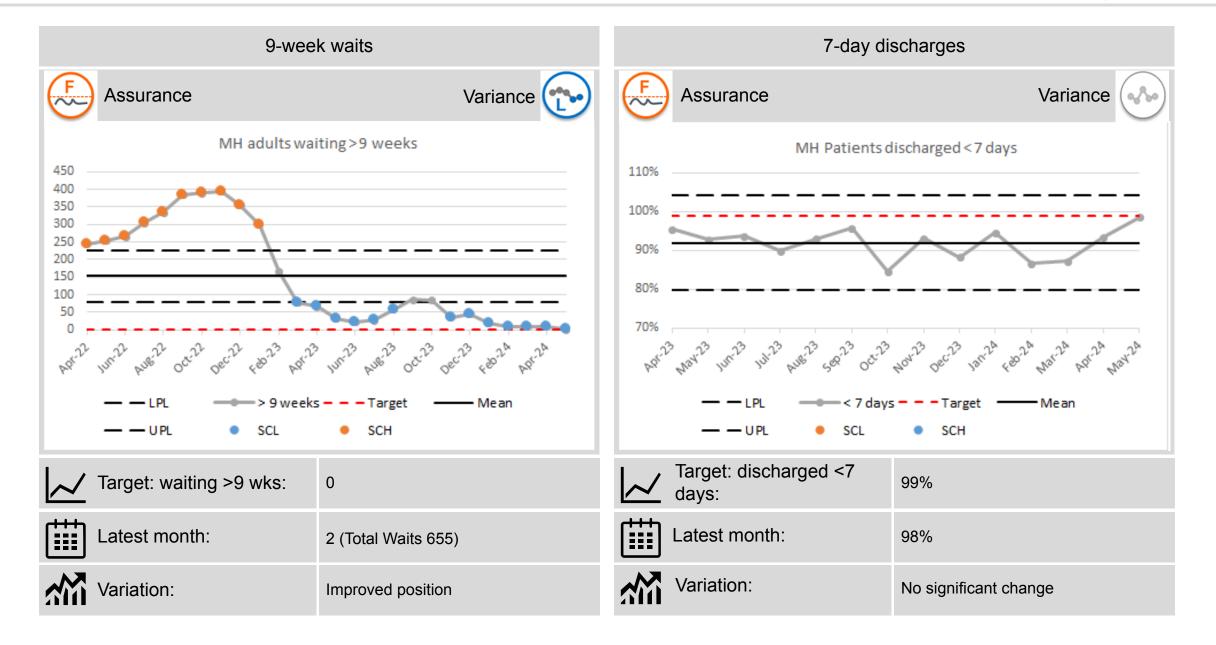




# Mental health and learning disability

#### Adult mental health services

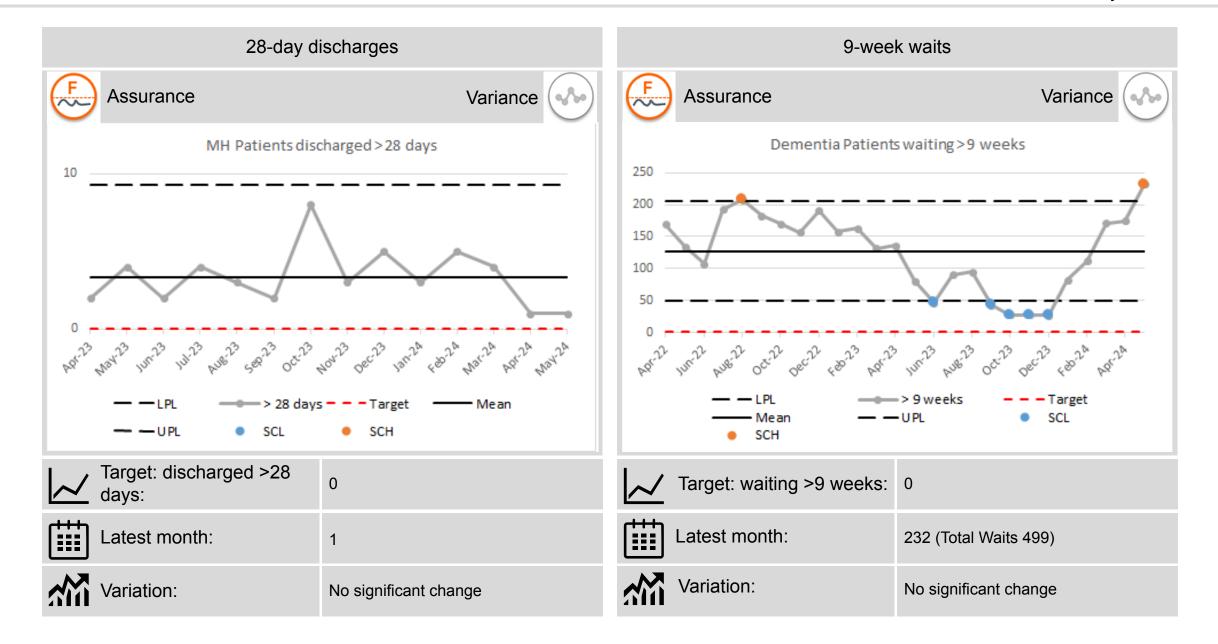




### Mental health and learning disability Dementia

Northern Health HSC. and Social Care Trust

May 2024



Adult mental health services

#### Mental health and learning disability **Psychological therapies**



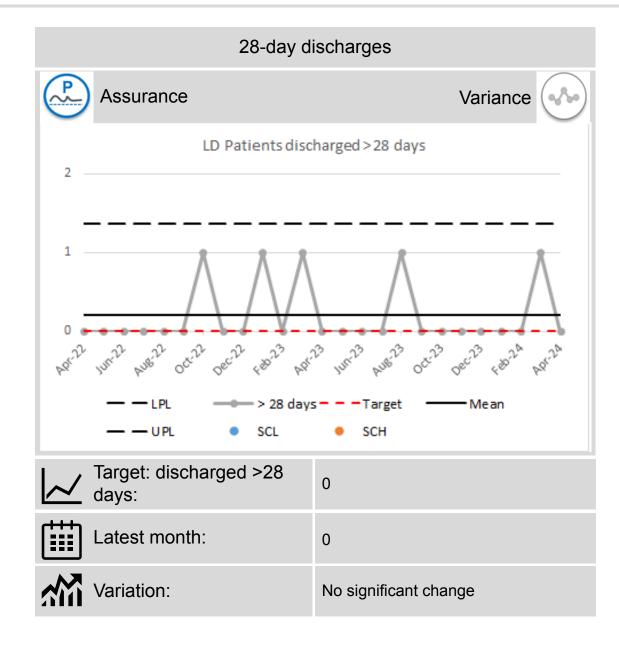
Learning disability



## Mental health and learning disability

Learning disability





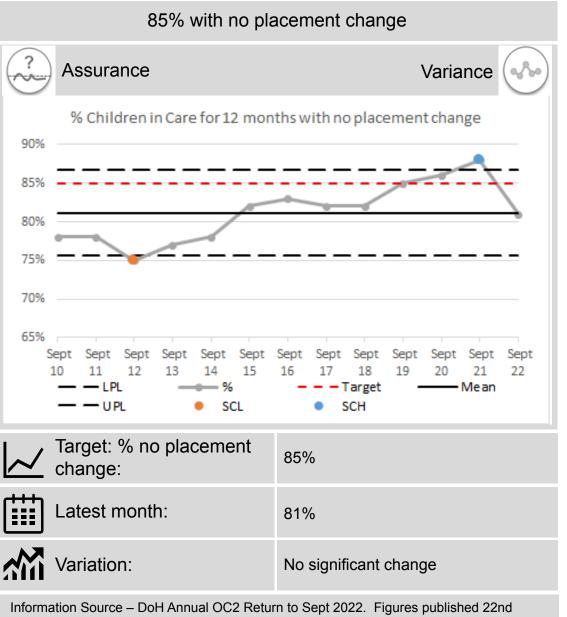
#### **Children's services** CAMHS

9-week waits Assurance Variance 9/20  $\sim$ CAMHS patients waiting >9 weeks 800 700 600 500 400 300 200 100 0 118-23 at 2 ach ( do 2 3 Nr23 Mr23 9 weeks Target Mean UPL SCL SCH

$\sim$	Target: waiting >9 weeks:	0
	Latest month:	476 (Total waits 601)
	Variation:	No significant change

#### Placement change

May 2024

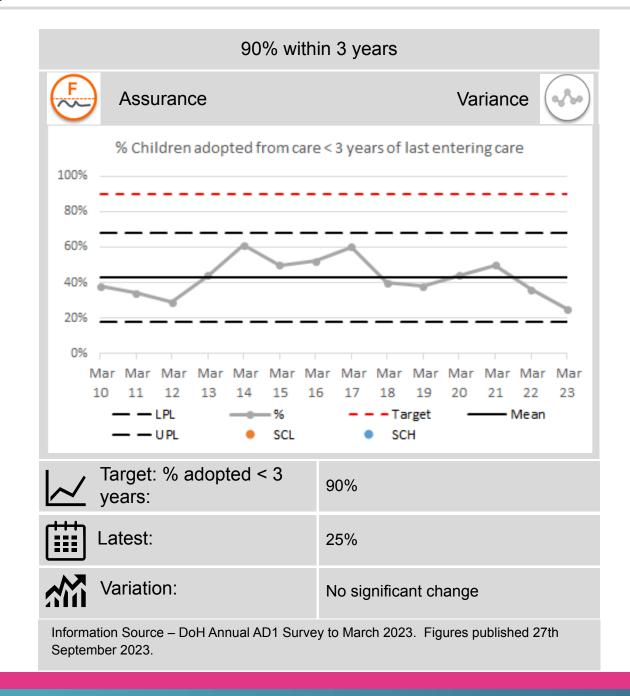




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#### **Children's services** Adoption





## **Community Services**

Direct payments

#### Carers' assessments

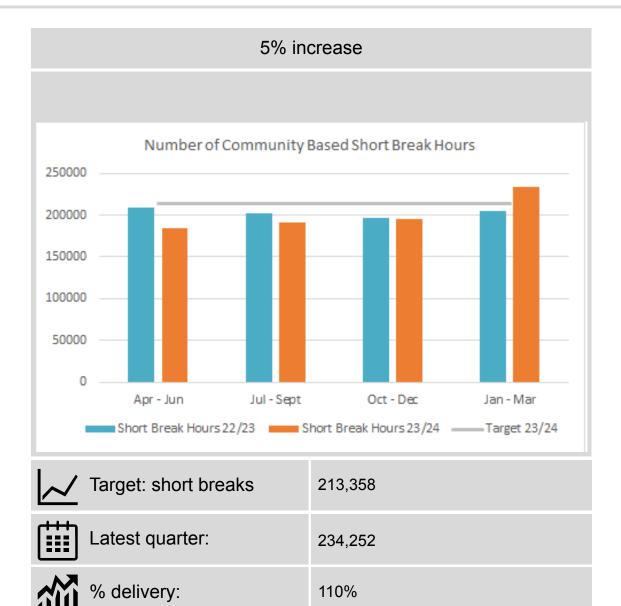
May 2024



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## **Community Services**

Short breaks

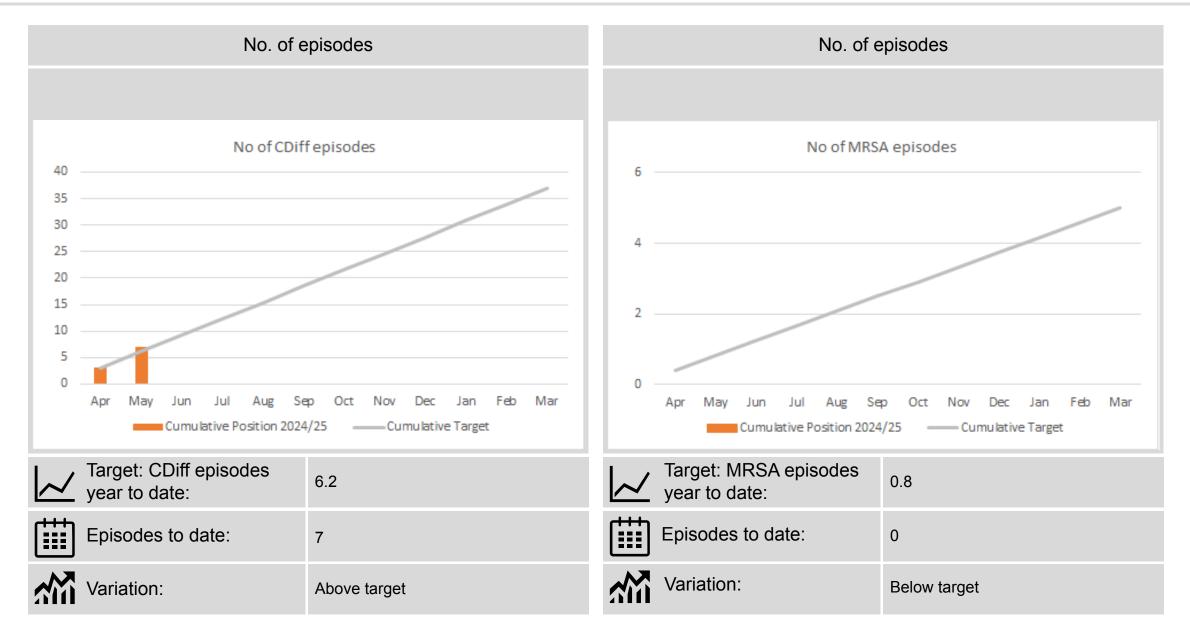




#### HCAIs CDiff

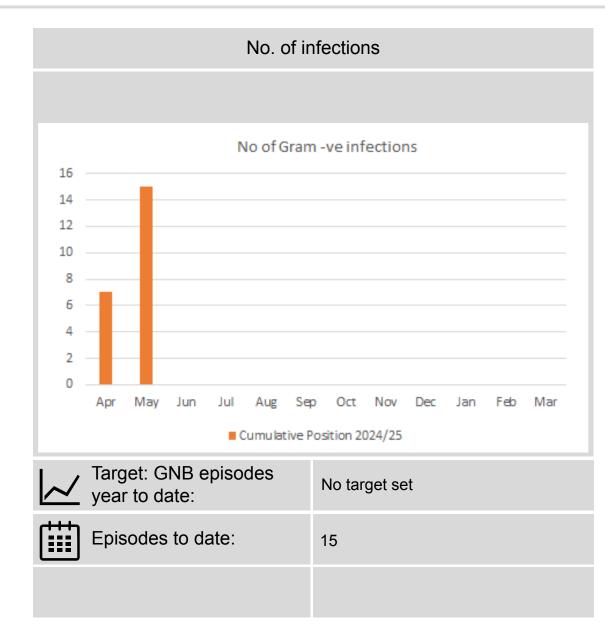


MRSA



HCAIs Gram -ve

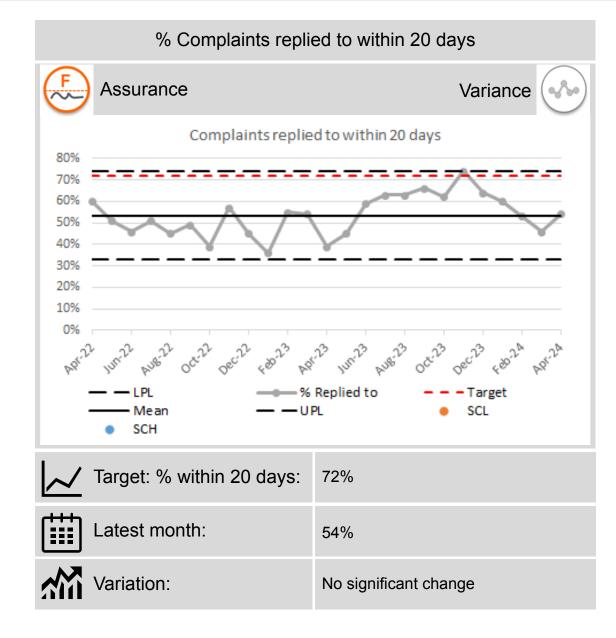




# Service User Experience

Complaints



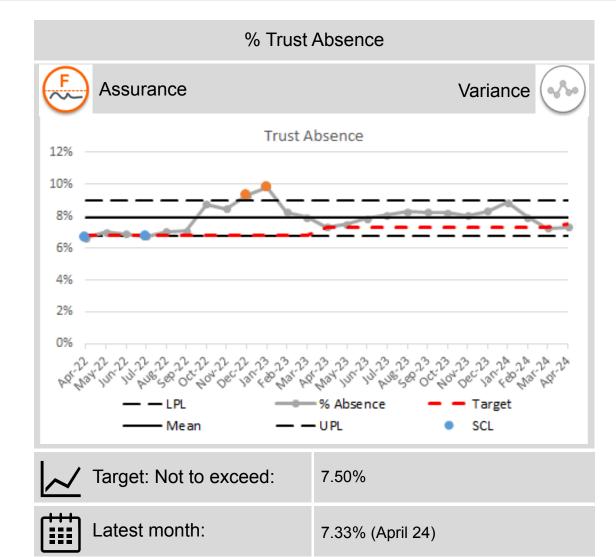


#### Workforce Absence

Variation:



May 2024



No significant change

#### **Appendix** Service Delivery Plans - Community Care

SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	Мау
COMMUNITY CARE			
Demisiliary Care, Unmet Need Lloure (Full Deckages, all	Unmet Need Hours (Full Package): Expected Outturn 2024-25	7,355	7,355
Domiciliary Care - Unmet Need Hours (Full Packages, all	Activity Delivered	7,032	7,344
POCs)	Activity vs Expected	104.6%	100.2%
Demisiliany Care, Unmet Need Hours (Partial Packages, a	Unmet Need Hours (Partial Package): Expected Outturn 2024-	3,567	3,567
Domiciliary Care - Unmet Need Hours (Partial Packages, all	Activity Delivered	3,504	3,600
POCs)	Activity vs Expected	101.8%	99.1%
Domiciliary Care: Combined Full & Partial	Activity vs Expected	103.7%	99.8%
	Direct Payments in Effect: Expected Outturn 2024-25	707	707
Number of Service User Direct Payments in Effect	Activity Delivered	669	685
	Activity vs Expected	94.7%	96.9%



#### **Appendix** Service Delivery Plans - Children's Social Care

SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
CHILDREN'S SOCIAL CARE			
% of Initial child protection cases conferences held within	Initial CP Case Conferences: Expected 2024-25	84%	84%
	Activity Delivered	77%	90%
15 days	Activity vs Expected	91.7%	107.1%
0/ of Daview shild protection coord conferences hold within	Review CP Case Conferences: Expected 2024-25	85%	85%
% of Review child protection cases conferences held within	Activity Delivered	97%	93%
3 months	Activity vs Expected	114.1%	109.4%
W of Subsequent shild protection cooper conferences hald	Subsequent CP Case Conferences: Expected 2024-25	89%	89%
% of Subsequent child protection cases conferences held within 6 months	Activity Delivered	91%	86%
within 8 months	Activity vs Expected	102.2%	96.6%
	Unallocated Cases: Expected 2024-25	48	48
Unallocated Cases	Activity Delivered	61	
	Activity vs Expected	78.2%	#DIV/0!



## **Appendix** Service Delivery Plans - Mental Health

ERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
1ENTAL HEALTH	Contacts		
	Scheduled New Contacts: Expected Outturn 2024-25	534	518
Adult Mental Health (Non Inpatient)	Activity Delivered	351	337
	Activity vs Expected	65.8%	65.0%
	Scheduled Review Contacts: Expected Outturn 2024-25	6,409	6,345
	Activity Delivered	8,451	8,818
	Activity vs Expected	131.9%	139.0%
	New Contacts: Expected Outturn 2024-25	202	250
Psychological Therapies	Activity Delivered	184	199
	Activity vs Expected	91.1%	79.6%
	Review Contacts: Expected Outturn 2024-25	2,141	2,302
	Activity Delivered	2,604	3,214
	Activity vs Expected	121.6%	139.6%
	New Contacts: Expected Outturn 2024-25	198	182
	Activity Delivered	151	163
Dementia	Activity vs Expected	76.3%	89.8%
Dementia	Review Contacts: Expected Outturn 2024-25	856	996
	Activity Delivered	2,000	2,116
	Activity vs Expected	233.7%	212.6%
	New Contacts: Expected Outturn 2024-25	132	150
	Activity Delivered	160	144
CAMHS	Activity vs Expected	121.2%	96.0%
CAMIDS	Review Contacts: Expected Outturn 2024-25	964	977
	Activity Delivered	1,206	1,157
	Activity vs Expected	125.2%	118.4%



# **Appendix** Service Delivery Plans - Cancer Services

Activity vs Expected

/ICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
ICER SERVICES			
	Expected Performance 2024-25	100%	100%
Cancer - 14 Day Performance (Breast)	Activity Delivered	12%	6%
	Activity vs Expected	12.0%	6.0%
	Expected Performance 2024-25	98%	98%
Cancer - 31 Day Performance	Activity Delivered	84%	85%
	Activity vs Expected	85.7%	86.7%
	Expected Performance 2024-25	95%	95%
Cancer - 62 Day Performance	Activity Delivered	35%	39%
	Activity vs Expected	36.8%	41.1%
	Expected Performance 2024-25	1,079	1,097
ed Flag - first outpatient appointment (excl breast) Co	Activity Delivered	1,088	1,093
Only	Activity vs Expected	100.8%	99.7%

100.8%

99.7%



#### **Appendix** Service Delivery Plans - Community Nursing

SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
COMMUNITY NURSING			
	Contacts : Expected Outturn 2024-25	31,741	31,741
District Nursing	Activity Delivered	26,835	25,490
	Activity vs Expected	84.5%	80.3%
District Nursing Compliance with CCKIN Dundle for	% Compliance : Expected 2024-25	95%	95%
District Nursing Compliance with SSKIN Bundle for Pressure Ulcers	Activity Delivered		
	Activity vs Expected	0.0%	0.0%
	% Compliance : Expected 2024-25	95%	95%
District Nursing Compliance with all elements of MUST	Activity Delivered		
	Activity vs Expected	0.0%	0.0%
Compliance with all elements of the Palliotive Care Quality	% Compliance : Expected 2024-25	85%	85%
Compliance with all elements of the Palliative Care Quality Indicator	Activity Delivered		
Indicator	Activity vs Expected	0.0%	0.0%



## **Appendix** Service Delivery Plans - Outpatients



SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
OUTPATIENTS			
New	Expected Outturn 2024-25	6,269	7,042
	Activity Delivered	5,525	5,800
	Activity vs Expected	88.1%	82.4%
	Expected Outturn 2024-25	10,122	10,671
Review	Activity Delivered	11,246	11,297
	Activity vs Expected	111.1%	105.9%
*Combined New & Review	Activity vs Expected	102.3%	96.5%

## **Appendix** Service Delivery Plans - AHP's



RVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	Мау
LIED HEALTH PROFESSIONALS	Elective /Scheduled Contacts		
	New Contacts: Expected Outturn 2024-25	1,994	2,22
	Activity Delivered	1,838	1,93
Dhusistheres	Activity vs Expected	92.2%	86.89
Physiotherapy	Review Contacts: Expected Outturn 2024-25	6,289	7,58
	Activity Delivered	4,632	4,66
	Activity vs Expected	73.7%	61.59
*Physio Combined New & Review	Activity vs Expected	78.1%	67.39
	New Contacts: Expected Outturn 2024-25	833	918
	Activity Delivered	885	960
	Activity vs Expected	106.2%	104.6
Occupational Therapy	Review Contacts: Expected Outturn 2024-25	1,641	1,18
	Activity Delivered	2,337	2,61
	Activity vs Expected	142.4%	221.6
*OT Combined New & Review	Activity vs Expected	130.2%	170.4
Dietetics	New Contacts: Expected Outturn 2024-25	641	688
	Activity Delivered	573	525
	Activity vs Expected	89.4%	76.39
	Review Contacts: Expected Outturn 2024-25	1,335	1,49
	Activity Delivered	1,505	1,47
	Activity vs Expected	112.7%	98.69
*Dietetics Combined New & Review	Activity vs Expected	105.2%	91.69
	New Contacts: Expected Outturn 2024-25	382	534
	Activity Delivered	489	562
Ortheastics	Activity vs Expected	128.0%	105.2
Orthoptics	Review Contacts: Expected Outturn 2024-25	677	771
	Activity Delivered	718	780
	Activity vs Expected	106.1%	101.2
*Orthoptics Combined New & Review	Activity vs Expected	114.0%	102.8
	New Contacts: Expected Outturn 2024-25	319	418
	Activity Delivered	322	324
Speech&Language Therapy	Activity vs Expected	100.9%	77.59
Speech&Language Therapy	Review Contacts: Expected Outturn 2024-25	3,336	4,729
	Activity Delivered	4,449	4,56
	Activity vs Expected	133.4%	96.59
* SLT Combined New & Review	Activity vs Expected	130.5%	94.99
	New Contacts: Expected Outturn 2024-25	632	912
	Activity Delivered	759	777
Dediates	Activity vs Expected	120.1%	85.29
Podiatry	Review Contacts: Expected Outturn 2024-25	5,452	6,50
	Activity Delivered	5,165	5,36
	Activity vs Expected	94.7%	82.49
*Podiatry Combined New & Review	Activity vs Expected	97.4%	82.89



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'Information not yet available'

## **Appendix** Service Delivery Plans - Imaging Diagnostics

SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
MAGING DIAGNOSTICS			
MRI	Expected Outturn 2024-25	1,222	1,222
	Activity Delivered	985	996
	Activity vs Expected	80.6%	81.5%
	Expected Outturn 2024-25	2,891	2,891
СТ	Activity Delivered	4,648	5,006
	Activity vs Expected	160.8%	173.1%
	Expected Outturn 2024-25	4,524	4,524
Non Obstetric Ultrasound	Activity Delivered	3,815	4,256
	Activity vs Expected	84.3%	94.1%



## **Appendix** Service Delivery Plans - Cardiac Services

ERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
CARDIAC SERVICES			
Cardiac MRI	Expected Outturn 2024-25	41	41
	Activity Delivered	37	36
	Activity vs Expected	90.2%	87.8%
	Expected Outturn 2024-25	25	41
Cardiac CT (incl CT TAVI Workup & excl Ca Scoring)	Activity Delivered	41	30
	Activity vs Expected	162.1%	73.7%
	Expected Outturn 2024-25	906	906
ECHO - TTE only	Activity Delivered	908	914
	Activity vs Expected	100.2%	100.9%



#### **Appendix** Service Delivery Plans - Unscheduled Care

RVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	Мау
CHEDULED CARE			
	ED Performance - 12 Hours: Expected Outturn 2024-25	1,379	1,351
ED Performance	Activity Delivered	2,105	2,123
	Activity vs Expected	65.5%	63.6%
	WE Discharges Simple : Expected Outturn 2024-25	80%	80%
Weekend Discharges Simple - Antrim	Activity Delivered	57.0%	59.8%
	Activity vs Expected	71.3%	74.8%
	WE Discharges Complex : Expected Outturn 2024-25	60%	60%
Weekend Discharges Complex - Antrim	Activity Delivered	45.5%	56.89
	Activity vs Expected	75.8%	94.79
	WE Discharges Simple : Expected Outturn 2024-25	80%	80%
Weekend Discharges Simple - Causeway	Activity Delivered	50.2%	61.59
	Activity vs Expected	62.8%	76.9%
	WE Discharges Complex : Expected Outturn 2024-25	60%	60%
Weekend Discharges Complex - Causeway	Activity Delivered	68.7%	65.7%
	Activity vs Expected	114.5%	109.5
	Expected Outturn 2024-25	6.6	6.6
Average N/E LOS - Antrim	Activity Delivered	7.6	7.9
	Activity vs Expected	86.8%	83.59
	Expected Outturn 2024-25	6.8	6.8
Average N/E LOS - Causeway	Activity Delivered	8.4	7.5
	Activity vs Expected	81.0%	90.7%





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Awaiting figures from SPPG

#### **Appendix** Service Delivery Plans - Community Dental

SERVICE AREA & METRICS	MEASURABLE OUTCOME	Apr	May
Community Dental			
CDS Contacts	New: Expected Outturn 2024-25	217	261
	Activity Delivered	277	444
	Activity vs Expected	127.7%	170.1%
	Review: Expected Outturn 2024-25	1,253	1,256
	Activity Delivered	1,147	1,451
	Activity vs Expected	91.6%	115.5%
	Cases : Expected Outturn 2024-25	57	57
CDS General Anaesthetic	Activity Delivered	62	69
	Activity vs Expected	108.8%	121.1%

