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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	22nd June 2021	Agenda Item	2.1
Report Title	Integrated Performance Report		
Report Author	Darren Griffiths, Director of Finance and Performance (interim)		
Report Sponsor	Darren Griffiths, Director of Finance and Performance (interim)		
Presented by	Darren Griffiths, Director of Finance and Performance (interim)		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide an update on the current performance of the Health Board at the end of the most recent reporting window in delivering key local performance measures as well as the national measures outlined in the NHS Wales Delivery Framework.		
Key Issues	<p>The Integrated Performance Report is a routine report that provides an overview of how the Health Board is performing against the National Delivery measures and key local quality and safety measures. The traditional format for the report includes identifying actions where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery. However, due to the ongoing operational pressures within the Health Board relating to the COVID-19 pandemic, it was agreed that the narrative update would be omitted from this iteration of the performance report.</p> <p>Historically Welsh Government publish a revised NHS Wales Delivery Framework on an annual basis. In 2021/22 a new Single Outcomes Framework for Health and Social Care was due to be published however, development of the framework was delayed due to the COVID19 pandemic. As a result, the 2020/21 Delivery Framework measures have been rolled over for 2021/22. During 2021-22, the Delivery Framework will be redeveloped to create a set of outcomes measures, reflecting the current work on the single integrated outcomes framework. The intention of the new integrated framework measures is to demonstrate how patients and populations are better off through the delivery of services, and allowing a different balance across our traditional services.</p> <p>The Health Board continues to refine the organisation’s annual plan and develop recovery trajectories. As soon as the trajectories are agreed, they will be included in this report. In the absence of local profiles, in-month movement will continue to be utilised as the basis of RAGing for the enhanced monitoring measures.</p>		

Key high level issues to highlight this month are as follows:

2021/22 Delivery Framework

COVID19- The number of new cases of COVID19 continues to reduce with May 2021 having the lowest amount of new cases of COVID19 since August 2020. In May 2021, the occupancy rate of confirmed COVID patients in general medical and critical care beds was the lowest rate recorded since the start of the pandemic in March 2020.

Unscheduled Care- Demand for emergency department care within Swansea Bay University (SBU) Health Board significantly increased in May 2021 with A&E attendances at pre-Covid levels. This increase in demand was reflected in a deterioration in the 4 and 12 hour A&E targets as well as ambulance handovers.

Planned Care- May 2021 saw an in-month increase in the number of patients waiting over 16 weeks for a new outpatient appointment and over 36 weeks for treatment. The rate at which the waiting list was increasing appeared to be stabilising however, the size of the waiting list has increased every month since February 2021 which could be latent demand now entering the system. Therapy waiting times have significantly increased since March 2020 however, the number of patients waiting over target reduced again in May 2021 with some therapy services maintaining a nil breach position (i.e. Occupational Therapy and Physiotherapy).

Cancer- April 2021 saw a deterioration in performance against the Single Cancer Pathway measure of patients receiving definitive treatment within 62 days. The backlog of patients waiting over 63 days increased in May 2021 but remained lower than the monthly positions seen in quarters 2 and 3 for 2020/21. May's figures are in the process of being validated at the time of writing this report.

Mental Health- performance against the Mental Health Measures continues to be maintained. All targets were achieved in April 2021. Psychological therapies within 26 weeks continue to be maintained at 100%.

Child and Adolescent Mental Health Services (CAMHS)- Access times for routine CAMHS significantly deteriorated in April 2021 however; crisis waiting times continue to be maintained at 100%. Neurodevelopmental Disorders (NDD) access times within 26 weeks continues to be a challenge achieving 30% in April 2021 against a target of 80%.

Specific Action Required	Information	Discussion	Assurance	Approval
	✓		✓	
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the Health Board performance against key measures and targets. 			

INTEGRATED PERFORMANCE REPORT

1. INTRODUCTION

The purpose of this report is to provide an update on current performance of the Health Board at the end of the most recent reporting window in delivering key performance measures outlined in the NHS Wales Delivery Framework and local quality & safety measures.

2. BACKGROUND

In 2021/22, a Single Outcomes Framework for Health and Social Care was due to be published but was delayed due to the COVID19 pandemic. Welsh Government has confirmed that during 2021/22 the Single Outcomes Framework will be developed for adoption in 2022/23 and that the 2020/21 measures will be rolled over into 2021/22.

The NHS Wales Delivery Framework sets out measures under the quadruple aims which the performance of the Health Board is measured. The aims within the NHS Delivery Framework are:

- **Quadruple Aim 1:** People in Wales have improved health and well-being with better prevention and self-management
- **Quadruple Aim 2:** People in Wales have better quality and more accessible health and social care services, enabled by digital and supported by engagement
- **Quadruple Aim 3:** The health and social care workforce in Wales is motivated and sustainable
- **Quadruple Aim 4:** Wales has a higher value health and social care system that has demonstrated rapid improvement and innovation, enabled by data and focused on outcomes

The Health Board's performance reports have traditionally been structured according to the aims within the NHS Delivery Framework however, the focus for NHS Wales reporting has shifted to harm management as a consequence of the COVID-19 pandemic. In order to improve the Health Board's visibility of measuring and managing harm, the structure of this report has been aligned with the four quadrants of harm as set out in the NHS Wales COVID-19 Operating Framework. The harm quadrants are illustrated in the following diagram.

Harm from Covid itself	Harm from overwhelmed NHS and social care system
Harm from reduction in non-Covid activity	Harm from wider societal actions/lockdown

Appendix 1 provides an overview of the Health Board's latest performance against the Delivery Framework measures along with key local quality and safety

measures. A number of local COVID-19 specific measures have been included in this iteration of the performance report.

The traditional format for the report includes identifying actions where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery. However, due to the operational pressures within the Health Board relating to the COVID-19 pandemic, it was agreed that the narrative update would be omitted from this performance report until operational pressures significantly ease. Despite a reduction in the narrative contained within this report, considerable work has been undertaken to include additional measures that aid in describing how the healthcare systems has changed as a result of the pandemic.

3. GOVERNANCE AND RISK ISSUES

Appendix 1 of this report provides an overview of how the Health Board is performing against the National Delivery measures and key local measures. Mitigating actions are listed where performance is not compliant with national or local targets as well as highlighting both short term and long terms risks to delivery.

4. FINANCIAL IMPLICATIONS

At this stage in the financial year there are no direct impacts on the Health Board's financial bottom line resulting from the performance reported herein.

5. RECOMMENDATION

Members are asked to:

- **NOTE-** current Health Board performance against key measures and targets

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The performance report outlines performance over the domains of quality and safety and patient experience, and outlines areas and actions for improvement. Quality, safety and patient experience are central principles underpinning the National Delivery Framework and this report is aligned to the domains within that framework.</p> <p>There are no directly related Equality and Diversity implications as a result of this report.</p>		
Financial Implications		
<p>At this stage in the financial year there are no direct impacts on the Health Board's financial bottom line resulting from the performance reported herein.</p>		
Legal Implications (including equality and diversity assessment)		
<p>A number of indicators monitor progress in relation to legislation, such as the Mental Health Measure.</p>		
Staffing Implications		
<p>A number of indicators monitor progress in relation to Workforce, such as Sickness and Personal Development Review rates. Specific issues relating to staffing are also addressed individually in this report.</p>		

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)

The '5 Ways of Working' are demonstrated in the report as follows:

- **Long term** – Actions within this report are both long and short term in order to balance the immediate service issues with long term objectives.
- **Prevention** – the NHS Wales Delivery framework provides a measureable mechanism to evidence how the NHS is positively influencing the health and well-being of the citizens of Wales with a particular focus upon maximising people’s physical and mental well-being.
- **Integration** – this integrated performance report brings together key performance measures across the seven domains of the NHS Wales Delivery Framework, which identify the priority areas that patients, clinicians and stakeholders wanted the NHS to be measured against. The framework covers a wide spectrum of measures that are aligned with the Well-being of Future Generations (Wales) Act 2015.
- **Collaboration** – in order to manage performance, the Corporate Functions within the Health Board liaise with leads from the Service Groups as well as key individuals from partner organisations including the Local Authorities, Welsh Ambulance Services Trust, Public Health Wales and external Health Boards.
- **Involvement** – Corporate and Service Group leads are key in identifying performance issues and identifying actions to take forward.

Report History	The last iteration of the Integrated Performance Report was presented to Performance & Finance Committee in May 2021. This is a routine monthly report.
Appendices	Appendix 1: Integrated Performance Report



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Appendix 1- Integrated Performance Report June 2021



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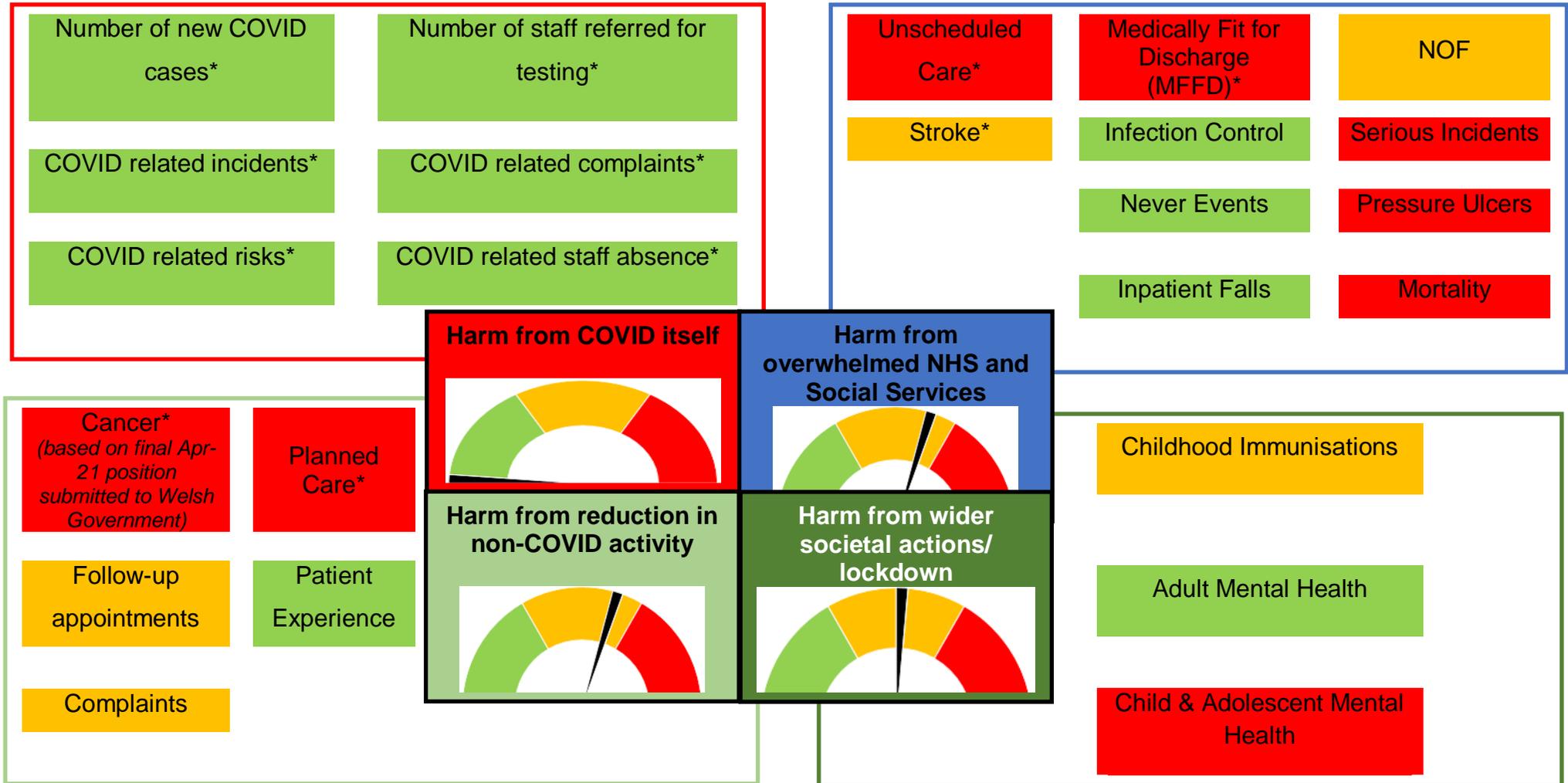
1. OVERVIEW

The following summarises the key successes, along with the priorities, risks and threats to achievement of the quality, access and workforce standards.

Successes	Priorities
<ul style="list-style-type: none"> • 264,307 first doses and 149,392 second doses of the COVID-19 vaccination administered by Swansea Bay UHB as at 6th June 2021. • Emergency care requiring hospital treatment continues to be delivered as well as aspects of urgent elective care. • The number of patients waiting over 8 weeks for Radiology in May 2021 significantly reduced and was the best position since March 2020. • Waiting times for Therapy services continues to reduce month on month. Occupational Therapy and Physiotherapy are maintaining a nil breach position. In May 2021, Audiology and Dietetics achieved their best position since March 2020. • Sustained achievement of the mental health measures access targets throughout the COVID pandemic. Psychological therapy waiting times within 26 weeks have been maintained at 100% since November 2020. 	<ul style="list-style-type: none"> • Delivery priorities for quarter one to be developed which includes plans for elective care recovery (i.e. maximising elective capacity in Singleton and Neath Port Talbot hospitals, progressing virtual wards and hospital to home programmes). • Accelerate initiatives to provide alternative service models to reduce attendance numbers at the Emergency Department and Minor Injury Unit. • Develop further solutions to reduce the backlog of patients waiting under the Single Cancer Pathway (SCP) and maintain focus on improvements in the overall pathways within the SCP. The outstanding plan for cancer improvement is required to reduce backlog in mid-June 2021. • Maximise and grow elective care capacity to ensure that clinically urgent patients are treated within recommended timescales. • Maximising staffing capacity with the Health Board, GP surgeries and pharmacies for the continued rollout of the COVID-19 vaccination programme.
Opportunities	Risks & Threats
<ul style="list-style-type: none"> • Increasing use of technology to support outpatients, including e-referrals (demand management), DrDr (referral avoidance), and the use of solutions to support virtual appointments such as telephone and Attend Anywhere (increasing non face-to-face activity). Spread of these solutions to be accelerated. • Use of Swansea University Wellbeing Academy to support a number of specialties– including ophthalmology, ENT/audiology and cardiac diagnostics. Agreement in place until December 2021. Further options being explored. 	<ul style="list-style-type: none"> • The ongoing response to COVID continues to have a significant impact on the Health Board’s ability to meet increasing demands. Extensive work continues to be undertaken in managing the outbreak. Key pressures include: <ul style="list-style-type: none"> ○ Social distancing is limiting the rate at which staff can return to work and rota systems need to be considered alongside a continuation of remote working ○ Number of staff self-isolating ○ Reduction in capacity for elective treatments is increasing waiting times ○ The health board’s ability and pace to reintroduce and maintain essential services in the safest way for staff and patients

2. QUADRANTS OF HARM SUMMARY

The following is a summary of all the key performance indicators included in this report.



NB- RAG status is against national or local target
 ** Data not available

*RAG status based on in-month movement in the absence of local profiles

3.1 HARM FROM COVID ITSELF

Chart 1: Number of new COVID19 cases

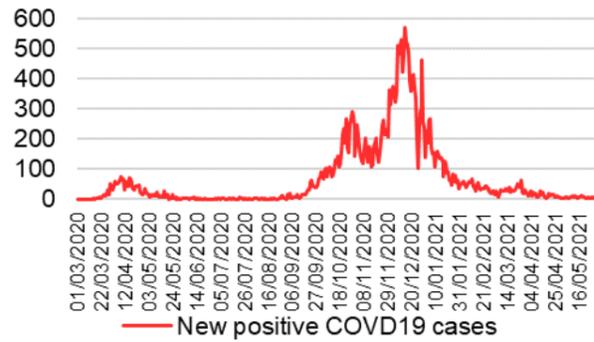


Chart 2: Number of new COVID19 cases (cumulative)

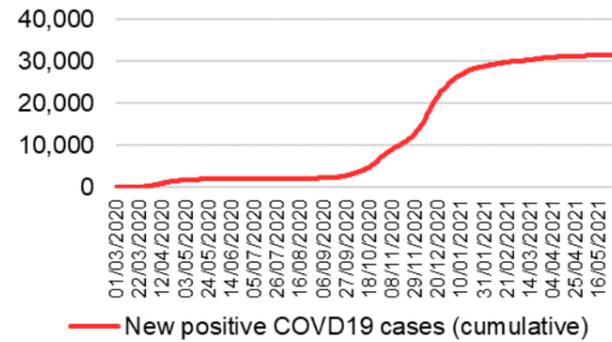


Chart 3: Number of COVID19 tests completed and positivity rate

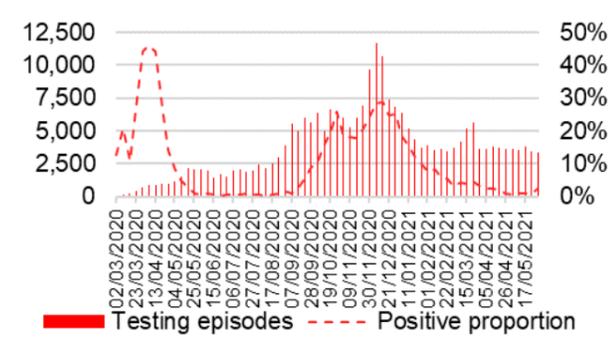


Chart 4: Number of staff referred for Antigen testing

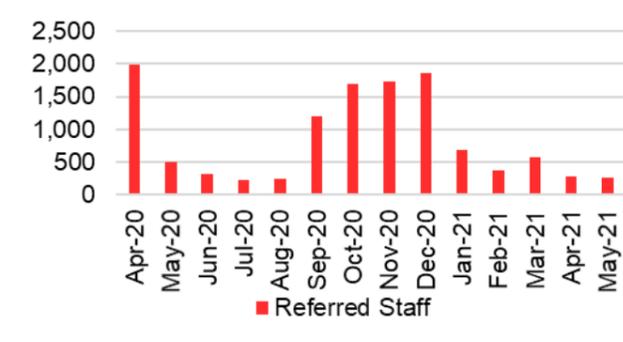


Chart 5: Outcome of staff COVID19/ antigen tests

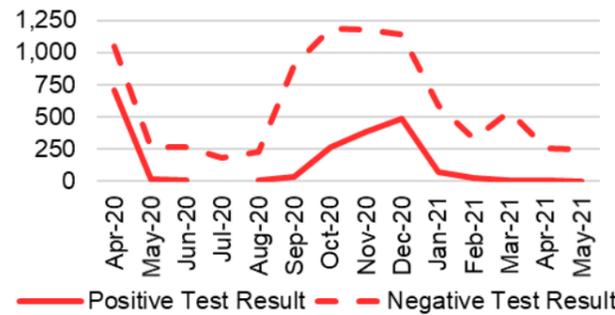


Chart 6: Number of COVID19 related incidents

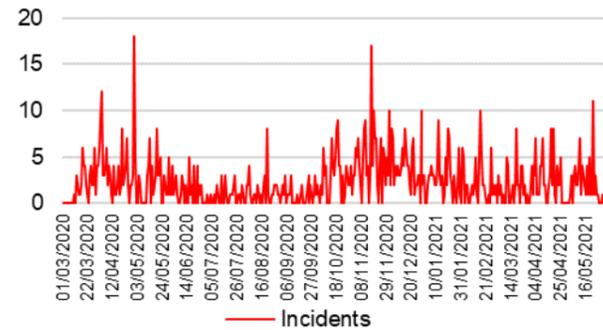


Chart 7: Number of COVID19 related serious incidents

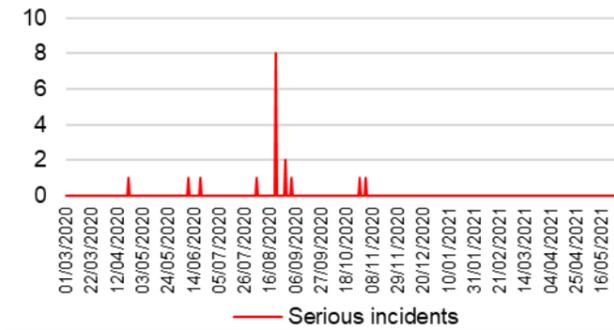


Chart 8: Number of COVID19 related complaints

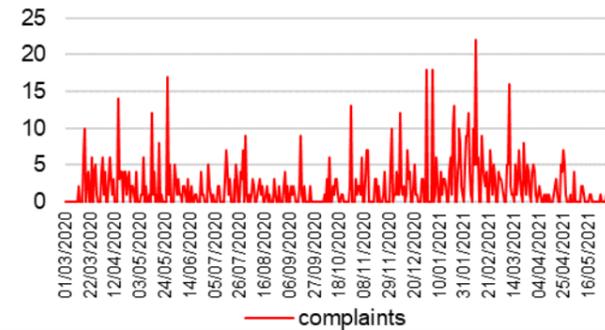


Chart 9: Number of COVID19 related risks

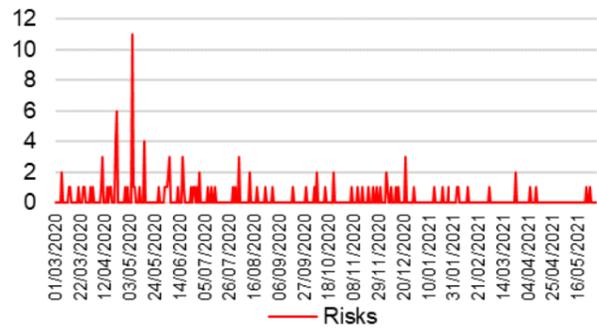


Chart 10: Number of staff self isolating (asymptomatic)

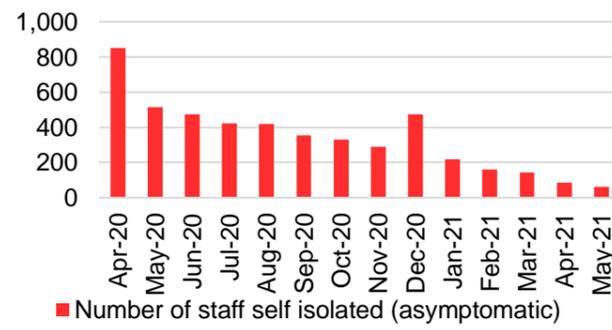


Chart 11: Number of staff self isolating (symptomatic)

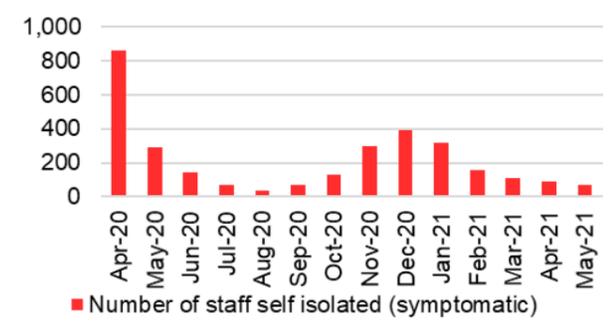


Chart 12: % staff sickness

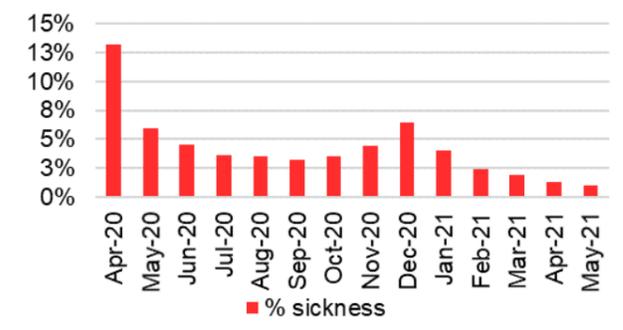


Chart 13: Bed Occupancy for suspected and confirmed COVID19 cases

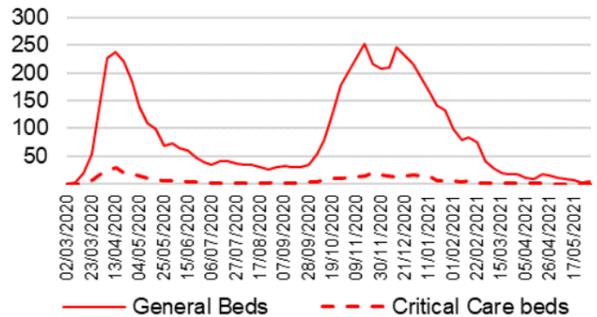


Chart 14: Number of hospital deaths with any mention of COVID19

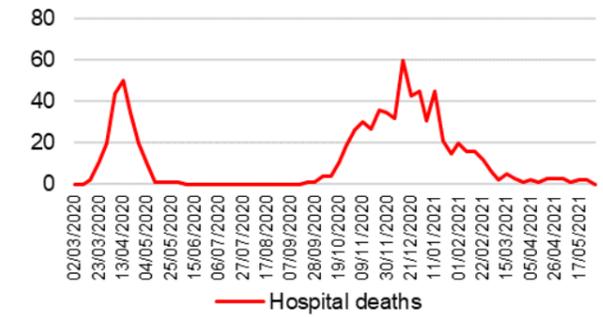


Chart 15: Number of weekly registered deaths with any mention of COVID19 (ONS data)

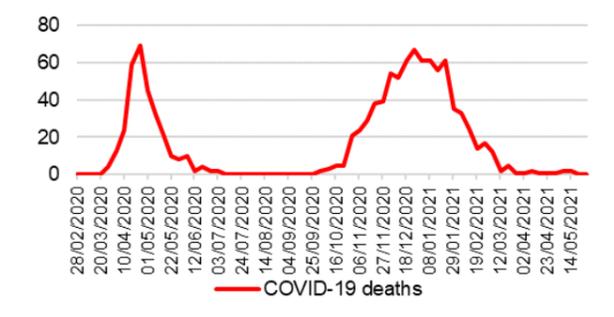


Chart 16: Number of mortuary spaces



3.1 Updates on key measures

COVID TESTING																																																																																		
Description	Current Performance	Trend																																																																																
<p><i>1. Number of new COVID19 cases in Swansea Bay population area</i></p>	<p>1. Number of new COVID cases In May 2021, there were an additional 189 positive cases recorded bringing the cumulative total to 31,543 in Swansea Bay since March 2020. In May 2021, 33,601 tests were carried out of which 1% (189) were positive. This is the lowest positivity rate since August 2020.</p>	<p>1.Number of new COVID19 cases for Swansea Bay population</p> <table border="1"> <caption>1.Number of new COVID19 cases for Swansea Bay population</caption> <thead> <tr> <th>Month</th> <th>New positive COVID19 cases</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>~100</td></tr> <tr><td>Apr-20</td><td>~1,000</td></tr> <tr><td>May-20</td><td>~500</td></tr> <tr><td>Jun-20</td><td>~100</td></tr> <tr><td>Jul-20</td><td>~100</td></tr> <tr><td>Aug-20</td><td>~100</td></tr> <tr><td>Sep-20</td><td>~1,000</td></tr> <tr><td>Oct-20</td><td>~4,500</td></tr> <tr><td>Nov-20</td><td>~5,500</td></tr> <tr><td>Dec-20</td><td>~11,500</td></tr> <tr><td>Jan-21</td><td>~4,000</td></tr> <tr><td>Feb-21</td><td>~1,500</td></tr> <tr><td>Mar-21</td><td>~1,000</td></tr> <tr><td>Apr-21</td><td>~500</td></tr> <tr><td>May-21</td><td>~189</td></tr> </tbody> </table>	Month	New positive COVID19 cases	Mar-20	~100	Apr-20	~1,000	May-20	~500	Jun-20	~100	Jul-20	~100	Aug-20	~100	Sep-20	~1,000	Oct-20	~4,500	Nov-20	~5,500	Dec-20	~11,500	Jan-21	~4,000	Feb-21	~1,500	Mar-21	~1,000	Apr-21	~500	May-21	~189																																																
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<p><i>2. Number of staff referred for Antigen testing</i></p>	<p>2. Staff referred for Antigen testing The cumulative number of staff referred for COVID testing between March 2020 and May 2021 is 12,224 of which 2,104 have had a positive COVID test result (17%).</p>	<p>2.Outcome of staff referred for Antigen testing</p> <table border="1"> <caption>2.Outcome of staff referred for Antigen testing</caption> <thead> <tr> <th>Month</th> <th>Positive</th> <th>Negative</th> <th>In Progress</th> <th>Unknown/blank</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Apr-20</td><td>~1,800</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>May-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Jun-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Jul-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Aug-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Sep-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Oct-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Nov-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Dec-20</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Jan-21</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Feb-21</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Mar-21</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>Apr-21</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> <tr><td>May-21</td><td>~200</td><td>~200</td><td>~200</td><td>~200</td></tr> </tbody> </table>	Month	Positive	Negative	In Progress	Unknown/blank	Mar-20	~200	~200	~200	~200	Apr-20	~1,800	~200	~200	~200	May-20	~200	~200	~200	~200	Jun-20	~200	~200	~200	~200	Jul-20	~200	~200	~200	~200	Aug-20	~200	~200	~200	~200	Sep-20	~200	~200	~200	~200	Oct-20	~200	~200	~200	~200	Nov-20	~200	~200	~200	~200	Dec-20	~200	~200	~200	~200	Jan-21	~200	~200	~200	~200	Feb-21	~200	~200	~200	~200	Mar-21	~200	~200	~200	~200	Apr-21	~200	~200	~200	~200	May-21	~200	~200	~200	~200
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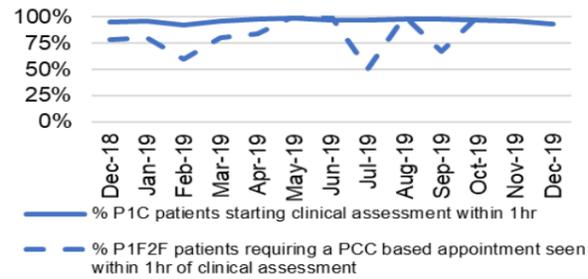
COVID RELATED STAFF ABSENCE

Description	Current Performance	Trend																																																																																										
<p>Staff absence due to COVID19</p> <p><i>1. Number of staff self-isolating (asymptomatic)</i></p> <p><i>2. Number of staff self-isolating (symptomatic)</i></p> <p><i>3. % staff sickness</i></p>	<p>The following data is based on the mid-month position and broken down into the categories requested by Welsh Government.</p> <p>1. & 2. Number of staff self-isolating (asymptomatic and symptomatic) Between April and May 2021, the number of staff self-isolating (asymptomatic) reduced from 84 to 61 and the number of staff self-isolating (symptomatic) reduced from 87 to 71. In May 2021, “other” staff had the largest number of self-isolating staff who are asymptomatic and Registered Nursing had the largest number of self-isolating staff who are symptomatic.</p> <p>3. % Staff sickness The percentage of staff sickness absence due to COVID19 has significantly reduced from 13.2% in April 2020 to 1.0% in May 2021.</p> <p>May 2021 saw the lowest level of COVID19 related sickness since the pandemic began in March 2020.</p>	<div style="text-align: center;"> <p>1. Number of staff self isolating (asymptomatic)</p> </div> <div style="text-align: center;"> <p>2. Number of staff self isolating (symptomatic)</p> </div> <div style="text-align: center;"> <p>3. % staff sickness</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Apr-20</th> <th>May-20</th> <th>Jun-20</th> <th>Jul-20</th> <th>Aug-20</th> <th>Sep-20</th> <th>Oct-20</th> <th>Nov-20</th> <th>Dec-20</th> <th>Jan-21</th> <th>Feb-21</th> <th>Mar-21</th> <th>Apr-21</th> <th>May-21</th> </tr> </thead> <tbody> <tr> <td>Medical</td> <td>14.9%</td> <td>4.0%</td> <td>3.0%</td> <td>2.8%</td> <td>2.5%</td> <td>4.0%</td> <td>3.2%</td> <td>7.3%</td> <td>8.3%</td> <td>2.2%</td> <td>0.7%</td> <td>0.4%</td> <td>0.3%</td> <td>0.2%</td> </tr> <tr> <td>Nursing Reg</td> <td>14.2%</td> <td>7.0%</td> <td>5.1%</td> <td>4.0%</td> <td>4.0%</td> <td>4.4%</td> <td>3.8%</td> <td>4.7%</td> <td>7.4%</td> <td>4.3%</td> <td>2.3%</td> <td>1.9%</td> <td>1.6%</td> <td>1.2%</td> </tr> <tr> <td>Nursing Non Reg</td> <td>16.6%</td> <td>8.0%</td> <td>7.2%</td> <td>5.5%</td> <td>5.2%</td> <td>4.2%</td> <td>6.0%</td> <td>6.5%</td> <td>7.3%</td> <td>7.0%</td> <td>3.9%</td> <td>3.1%</td> <td>2.4%</td> <td>1.9%</td> </tr> <tr> <td>Other</td> <td>11.0%</td> <td>5.0%</td> <td>3.6%</td> <td>2.9%</td> <td>2.7%</td> <td>2.0%</td> <td>2.5%</td> <td>3.0%</td> <td>5.4%</td> <td>3.1%</td> <td>2.2%</td> <td>1.7%</td> <td>0.8%</td> <td>0.6%</td> </tr> <tr> <td>All</td> <td>13.2%</td> <td>6.0%</td> <td>4.5%</td> <td>3.6%</td> <td>3.5%</td> <td>3.2%</td> <td>3.5%</td> <td>4.4%</td> <td>6.5%</td> <td>4.0%</td> <td>2.4%</td> <td>1.9%</td> <td>1.3%</td> <td>1.0%</td> </tr> </tbody> </table> </div>		Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Medical	14.9%	4.0%	3.0%	2.8%	2.5%	4.0%	3.2%	7.3%	8.3%	2.2%	0.7%	0.4%	0.3%	0.2%	Nursing Reg	14.2%	7.0%	5.1%	4.0%	4.0%	4.4%	3.8%	4.7%	7.4%	4.3%	2.3%	1.9%	1.6%	1.2%	Nursing Non Reg	16.6%	8.0%	7.2%	5.5%	5.2%	4.2%	6.0%	6.5%	7.3%	7.0%	3.9%	3.1%	2.4%	1.9%	Other	11.0%	5.0%	3.6%	2.9%	2.7%	2.0%	2.5%	3.0%	5.4%	3.1%	2.2%	1.7%	0.8%	0.6%	All	13.2%	6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%	4.0%	2.4%	1.9%	1.3%	1.0%
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HARM FROM OVERWHELMED NHS AND SOCIAL CARE SYSTEM

4.1 Unscheduled Care- Overview

Chart 1: GP Out of Hours/ 111



Service continues to experience issues with data reporting. It is anticipated that up to date accurate data will be available shortly.

Chart 2: % red calls responded to within 8 minutes

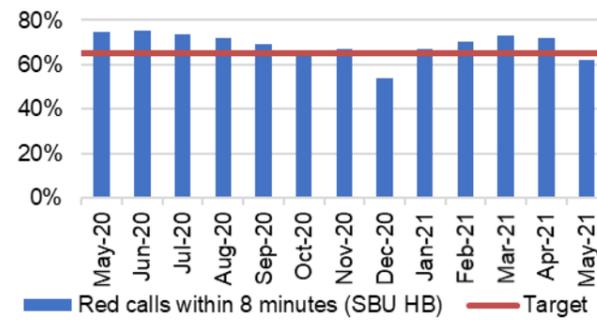


Chart 3: Number of ambulance handovers over 1 hour

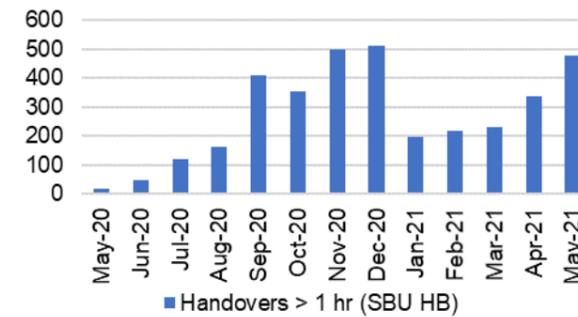


Chart 4: Lost hours- notification to ambulance handover over 15 minutes

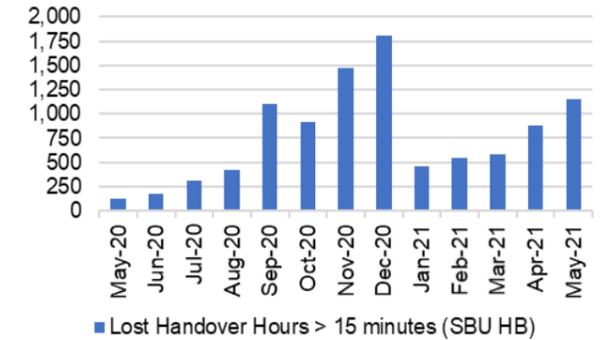


Chart 5: A&E Attendances

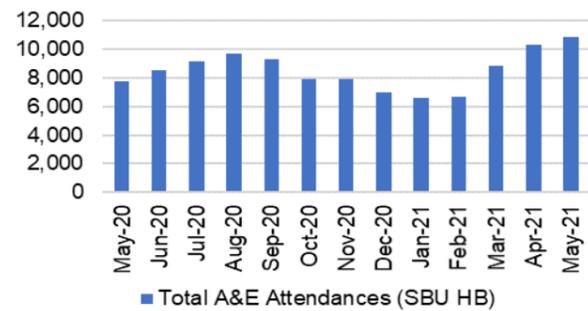


Chart 6: % patients who spend less than 4 hours in A&E

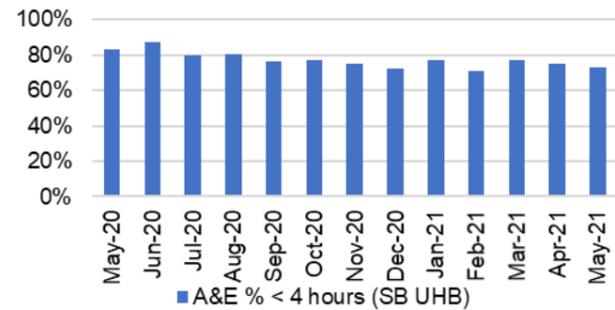


Chart 7: Number of patients waiting over 12 hours in A&E

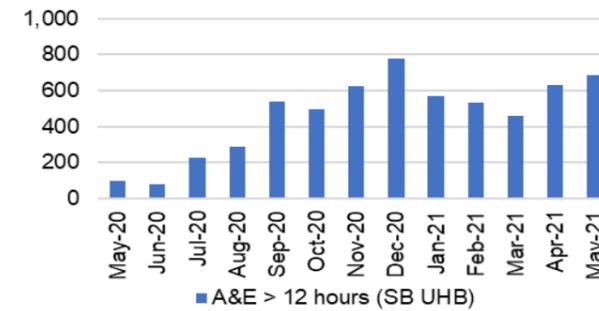


Chart 8: Number of emergency admissions

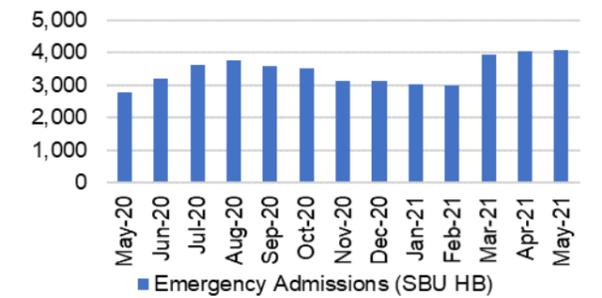


Chart 9: Elective procedures cancelled due to lack of beds

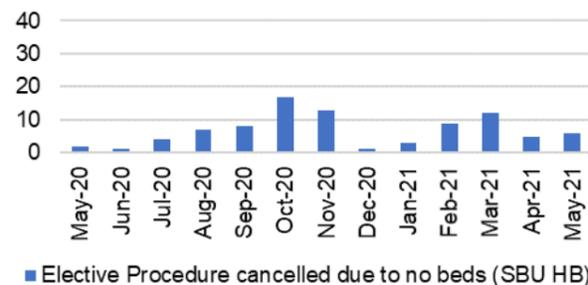


Chart 10: Number of Medically Fit For Discharge (MFFD) patients

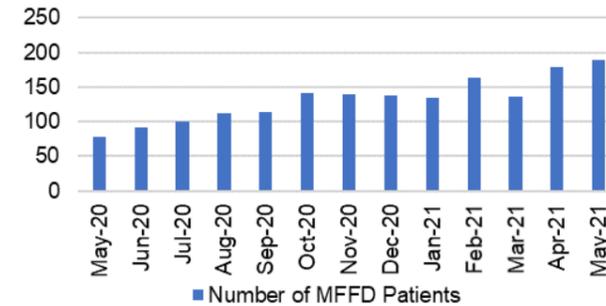
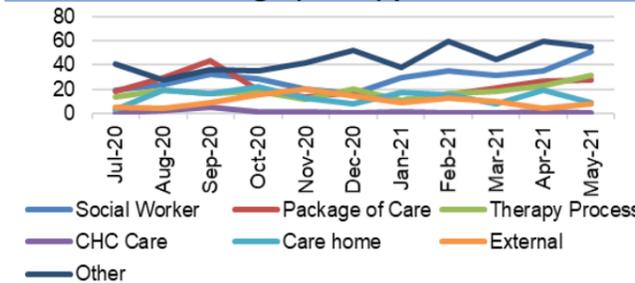


Chart 11: Delay reason for Medically Fit For Discharge (MFFD) patients



* accurate split of data in above categories not available before July 2020

Chart 12: % of critical care bed days lost to delayed transfers of care

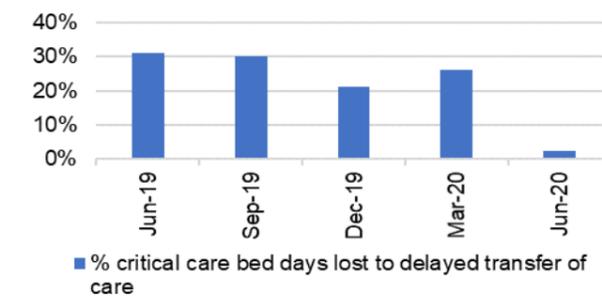


Chart 12: % of patients (> 60 years) who presented with a hip fracture that received an orthogeriatrician assessment within 72 hours

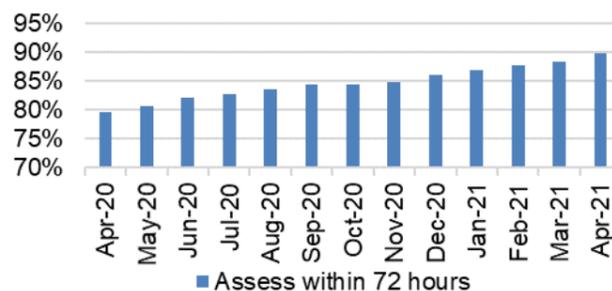
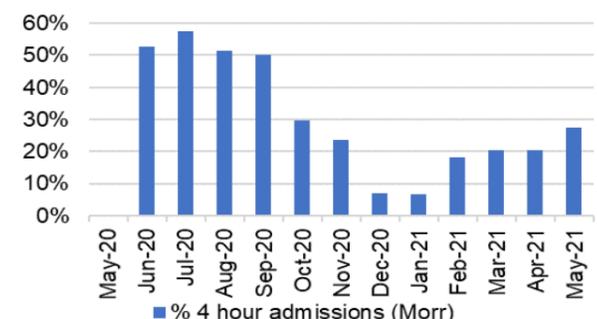
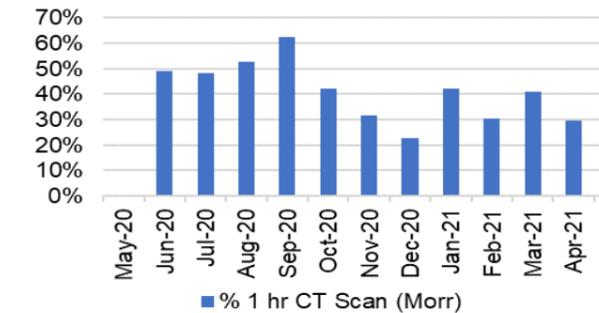


Chart 13: Direct admission to Acute Stroke Unit within 4 hours



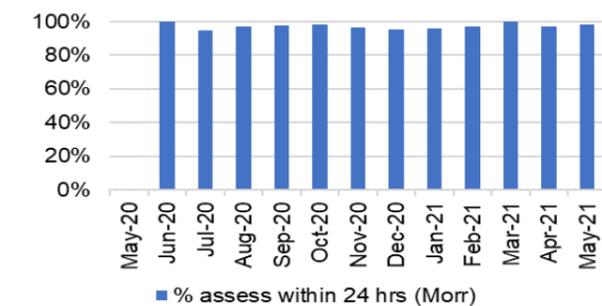
* No data available for May 2020

Chart 14: % of stroke patients receiving CT scan with 1 hour



* No data available for May 2020

Chart 15: % stroke patients receiving consultant assessment within 24 hours



* No data available for May 2020

Unscheduled Care Overview (May 2021)

Primary Care Access		Ambulance	Emergency Department	
97% (→) GP practices open during daily core hours	88% (→) GP practices offering appointments between 5pm-6:30pm	62.4% (10%↓) Red calls responded to with 8 minutes	10,818 (5%↑) A&E attendances	73.39% (1.5%↓) Waits in A&E under 4 hours
93% (3%↓) % of Out of Hours (OoH)/111 patients prioritised as P1CH that started their definitive clinical assessment within 1 hour of their initial call being answered (<i>July-19</i>)	100% (33%↑) % of Out of Hours (OOH)/111 patients prioritised as P1F2F requiring a Primary Care Centre (PCC) based appointment seen within 1 hour following completion of their definitive clinical assessment (<i>Oct-19</i>)	477 (42%↑) Ambulance handovers over 1 hour	684 (8%↑) Waits in A&E over 12 hours	1,990 (5%↑) Patients admitted from A&E
		3,706 (13%↑) Amber calls		
		389 (4%↑) Red calls		
Emergency Activity		Patient Flow		
4,075 (1%↑) Emergency Inpatient Admissions	359 (4%↑) Emergency Theatre Cases	13 (19%↓) (<i>Mar-20</i>) Mental Health DTOCs * Data collection temporarily suspended	60 (13%↓) (<i>Mar-20</i>) Non-Mental Health DTOCs * Data collection temporarily suspended	
321 (10%↓) Trauma theatre cases	6 (20%↑) Elective procedures cancelled due to no beds		189 (6%↑) Medically fit patients	

*RAG status and trend is based on in month-movement

4.2 Updates on key measures

UNSCHEDULED CARE																																																																																																		
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<p>Ambulance responses</p> <p>1. The percentage of emergency responses to red calls arriving within (up to and including) 8 minutes.</p> <p>2. The number of ambulance calls by category.</p> <p>3. The percentage of emergency responses to red calls arriving within 8 minutes (last 90 days)</p>	<p>Ambulance response times were consistently above 65% in 2020/21 with the exception of December 2020 where performance reduced to 54.1%. In May 2021, performance reduced to 62.4%, dropping it below the 65% target.</p> <p>In May 2021, the number of green calls increased by 7%, amber calls increased by 13% and red calls increased by 4% compared with April 2021.</p>																																																																																																	
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	<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>1. % of red calls responded to within 8 minutes</p> <table border="1"> <caption>1. % of red calls responded to within 8 minutes</caption> <thead> <tr> <th>Month</th> <th>Red calls within 8 minutes (SBU HB)</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>75%</td><td>65%</td></tr> <tr><td>Jun-20</td><td>75%</td><td>65%</td></tr> <tr><td>Jul-20</td><td>75%</td><td>65%</td></tr> <tr><td>Aug-20</td><td>75%</td><td>65%</td></tr> <tr><td>Sep-20</td><td>70%</td><td>65%</td></tr> <tr><td>Oct-20</td><td>65%</td><td>65%</td></tr> <tr><td>Nov-20</td><td>65%</td><td>65%</td></tr> <tr><td>Dec-20</td><td>54.1%</td><td>65%</td></tr> <tr><td>Jan-21</td><td>65%</td><td>65%</td></tr> <tr><td>Feb-21</td><td>70%</td><td>65%</td></tr> <tr><td>Mar-21</td><td>75%</td><td>65%</td></tr> <tr><td>Apr-21</td><td>70%</td><td>65%</td></tr> <tr><td>May-21</td><td>62.4%</td><td>65%</td></tr> </tbody> </table> </div> <div style="width: 45%;"> <p>2. Number of ambulance call responses</p> <table border="1"> <caption>2. Number of ambulance call responses</caption> <thead> <tr> <th>Month</th> <th>Red calls</th> <th>Amber calls</th> <th>Green calls</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>~500</td><td>~3,000</td><td>~1,000</td></tr> <tr><td>Jun-20</td><td>~500</td><td>~3,000</td><td>~1,000</td></tr> <tr><td>Jul-20</td><td>~500</td><td>~3,200</td><td>~1,000</td></tr> <tr><td>Aug-20</td><td>~500</td><td>~3,300</td><td>~1,000</td></tr> <tr><td>Sep-20</td><td>~500</td><td>~3,200</td><td>~1,000</td></tr> <tr><td>Oct-20</td><td>~500</td><td>~3,100</td><td>~1,000</td></tr> <tr><td>Nov-20</td><td>~500</td><td>~3,000</td><td>~1,000</td></tr> <tr><td>Dec-20</td><td>~500</td><td>~3,200</td><td>~1,000</td></tr> <tr><td>Jan-21</td><td>~500</td><td>~2,800</td><td>~1,000</td></tr> <tr><td>Feb-21</td><td>~500</td><td>~2,800</td><td>~1,000</td></tr> <tr><td>Mar-21</td><td>~500</td><td>~3,100</td><td>~1,000</td></tr> <tr><td>Apr-21</td><td>~500</td><td>~3,200</td><td>~1,000</td></tr> <tr><td>May-21</td><td>~600</td><td>~3,500</td><td>~1,100</td></tr> </tbody> </table> </div> </div>	Month	Red calls within 8 minutes (SBU HB)	Target	May-20	75%	65%	Jun-20	75%	65%	Jul-20	75%	65%	Aug-20	75%	65%	Sep-20	70%	65%	Oct-20	65%	65%	Nov-20	65%	65%	Dec-20	54.1%	65%	Jan-21	65%	65%	Feb-21	70%	65%	Mar-21	75%	65%	Apr-21	70%	65%	May-21	62.4%	65%	Month	Red calls	Amber calls	Green calls	May-20	~500	~3,000	~1,000	Jun-20	~500	~3,000	~1,000	Jul-20	~500	~3,200	~1,000	Aug-20	~500	~3,300	~1,000	Sep-20	~500	~3,200	~1,000	Oct-20	~500	~3,100	~1,000	Nov-20	~500	~3,000	~1,000	Dec-20	~500	~3,200	~1,000	Jan-21	~500	~2,800	~1,000	Feb-21	~500	~2,800	~1,000	Mar-21	~500	~3,100	~1,000	Apr-21	~500	~3,200	~1,000	May-21	~600	~3,500
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	<p>3. % of red calls responded to within 8 minutes – HB total last 90 days</p> <p>Symbol Key:</p> <ul style="list-style-type: none"> ◆ Above or below control limits 8 or more points above or below the mean Ar un of 6 ● increasing or decreasing points 																																																																																																	

UNSCHEDULED CARE

Description

Current Performance

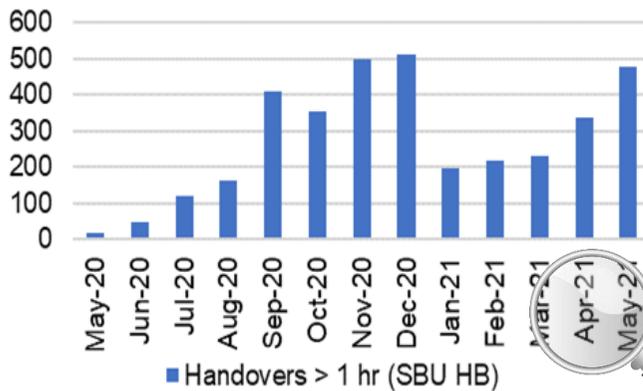
Ambulance handovers
 1. The number of ambulance handovers over one hour
 2. The number of ambulance handovers over one hour- Hospital level
 3. The number of ambulance handovers over one hour (last 90 days)

In May 2021, there were 477 ambulance to hospital handovers taking over 1 hour; this is a significant deterioration from 20 in May 2020 and an in-month increase of 277 from April 2021. In May 2021, 462 handovers over 1 hour were attributed to Morriston Hospital and 15 were attributed to Singleton Hospital.

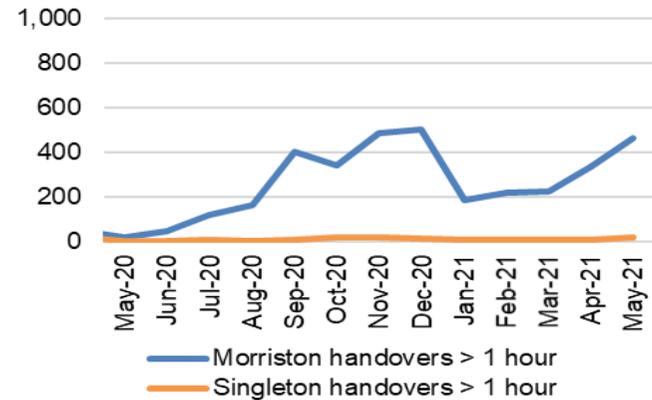
The number of handover hours lost over 15 minutes significantly increased from 125 in May 2020 to 1,154 in May 2021.

Trend

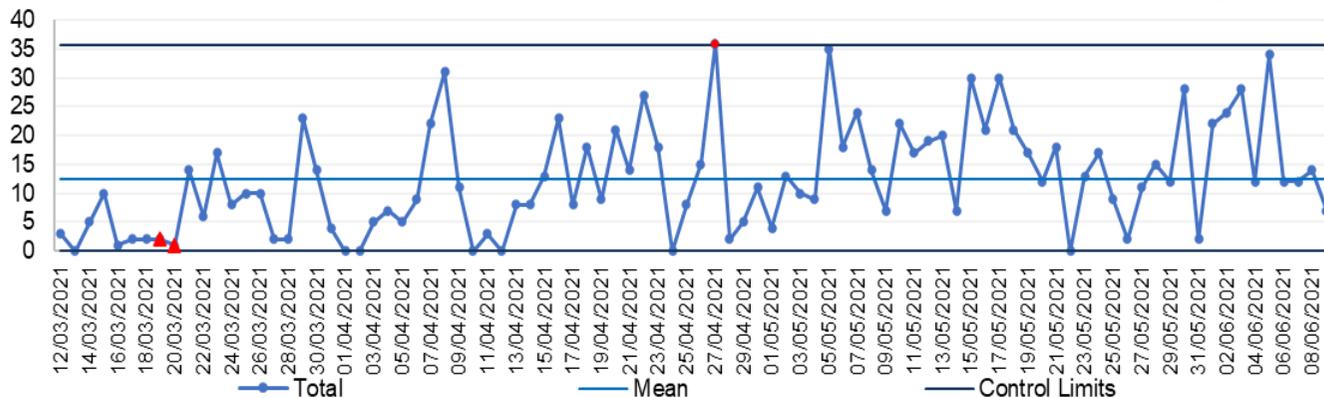
1. Number of ambulance handovers- HB total



2. Number of ambulance handovers over 1 hour- Hospital level



3. Number of ambulance handovers- HB total last 90 days



Symbol Key:
 ◆ Above or below control limits
 8 or more points above or below the mean
 ▲ Arun of 6
 ● increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

A&E Attendances

1. The number of attendances at emergency departments in the Health Board

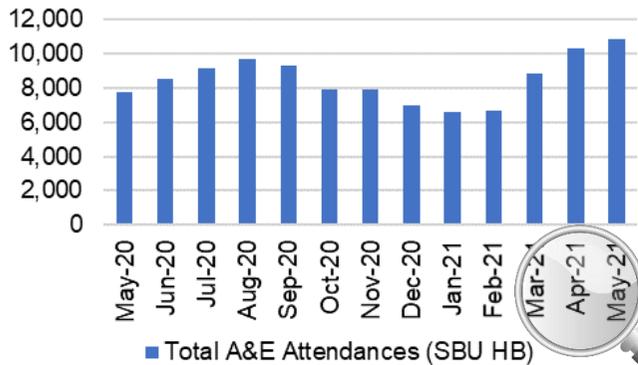
2. The number of attendances at emergency departments in the Health Board – Hospital level

3. The number of attendances at emergency departments in the Health Board (last 90 days)

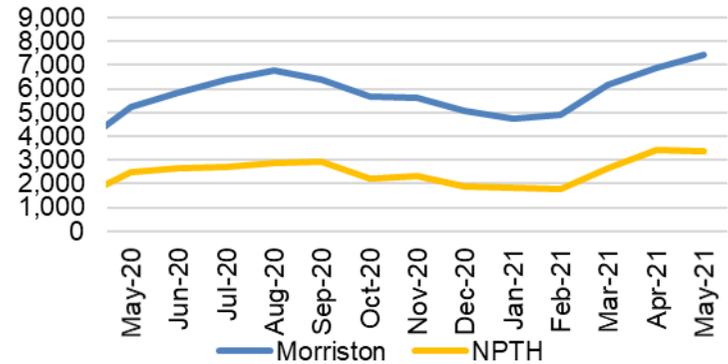
ED/MIU attendances significantly reduced in April 2020 during the COVID19 first wave but have been steadily increasing month on month until September 2020 when attendances started to reduce. Attendances have been increasing again since March 2021 and in May 2021, there were 10,818 A&E attendances. This is 5% more than April 2021 and 39% more than May 2020.

Trend

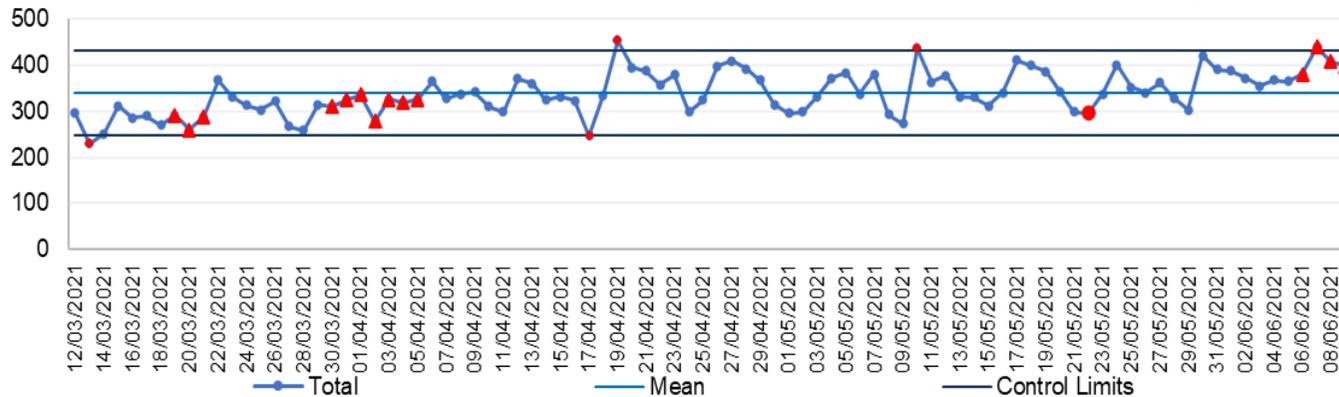
1. Number of A&E attendances- HB total



2. Number of A&E attendances- Hospital level



3. Number of A&E attendances -HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points
- ▲ above or below the mean
- Arun of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

A&E waiting times

1. % of patients who spend less than 4 hours in all major and minor emergency care facilities from arrival until admission, transfer or discharge

2. % of patients who spend less than 4 hours in A&E- Hospital level

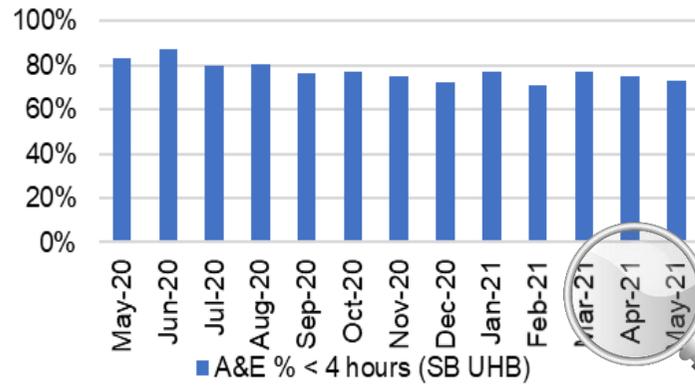
3. % of patients who spend less than 4 hours in A&E (last 90 days)

The Health Board's performance against the 4 hour measure deteriorated from 74.87% in April 2021 to 73.39% in May 2021.

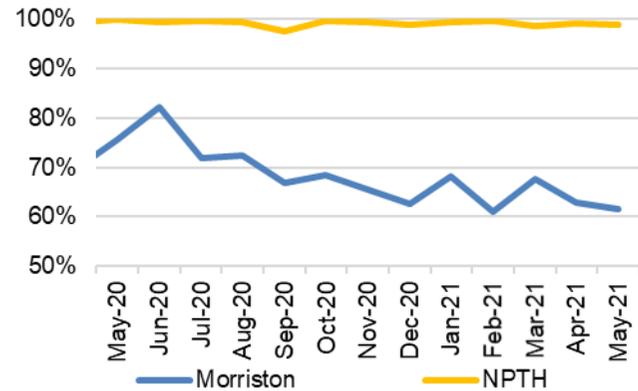
Neath Port Talbot Hospital Minor Injuries Unit (MIU) continues to achieve (and exceed) the national target of 95% achieving 98.99% in May 2021. Morriston Hospital's performance deteriorated from 62.80% in April 2021 to 61.70% in May 2021.

Trend

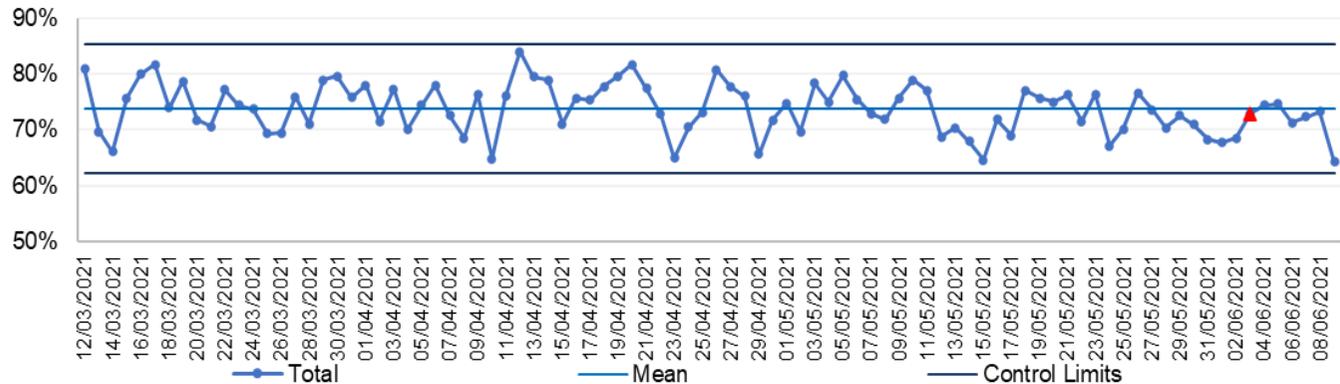
1. % patients waiting under 4 hours in A&E- HB total



2. % patients waiting under 4 hours in A&E- Hospital level



3. % patients waiting under 4 hours in A&E- HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points above or below the mean
- ▲ Arun of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

A&E waiting times

In May 2021, performance against this measure deteriorated compared with April 2021, increasing from 631 to 684.

All 684 patients waiting over 12 hours in May 2021 were in Morriston Hospital. This is an increase of 587 compared to May 2020.

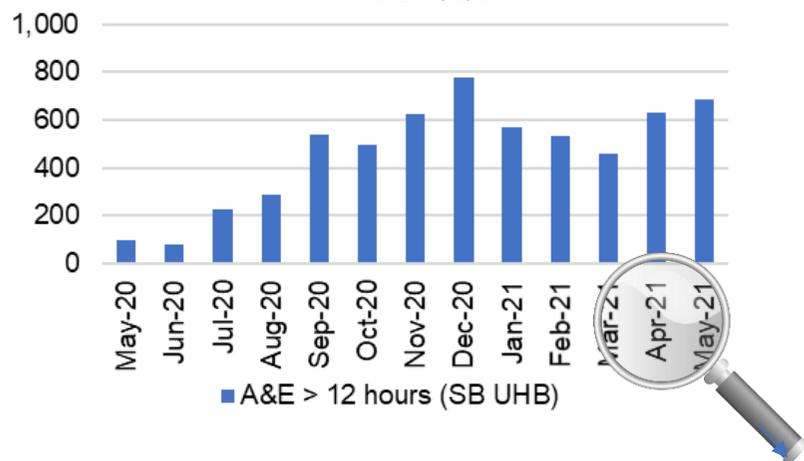
1. Number of patients who spend 12 hours or more in A&E

2. Number of patients who spend 12 hours or more in A&E- Hospital level

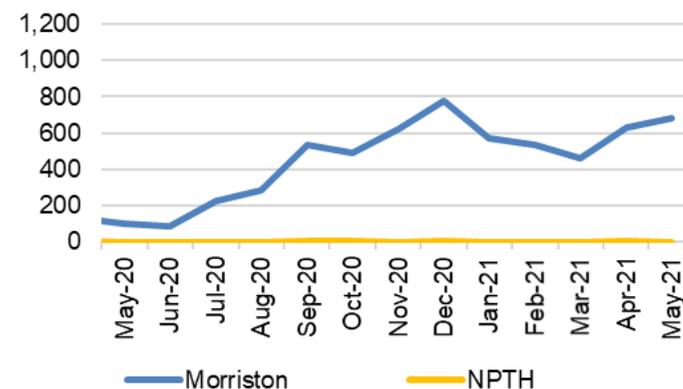
3. Number of patients waiting over 12 hours in A&E (last 90 days)

Trend

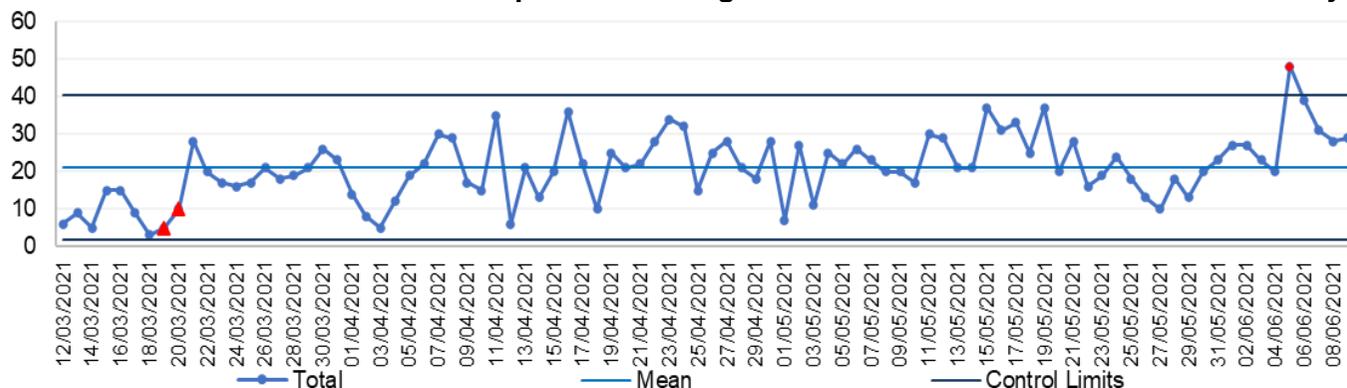
1. Number of patients waiting over 12 hours in A&E- HB total



2. Number of patients waiting over 12 hours in A&E- Hospital level



3. Number of patients waiting over 12 hours in A&E – HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points above or below the mean
- ▲ Arun of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

Emergency admissions

In May 2021, there were 4,075 emergency admissions across the Health Board, which is 1% more admissions than in April 2021 and 46% more than May 2020.

1. The number of emergency inpatient admissions

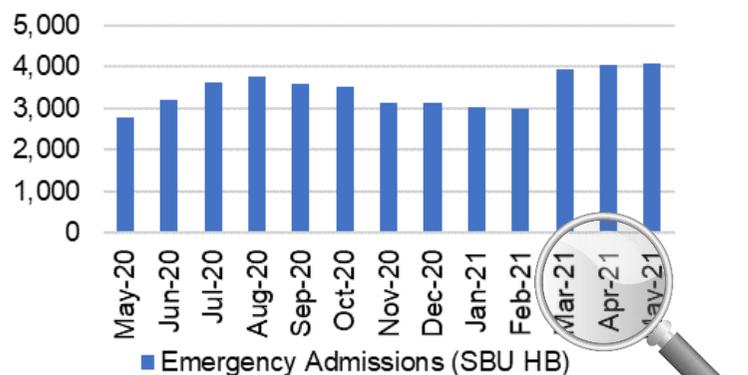
Morriston Hospital saw the largest in-month increase with 49 more admissions (from 3,011 in April 2021 to 3,060 in May 2021).

2. The number of emergency inpatient admissions- Hospital level

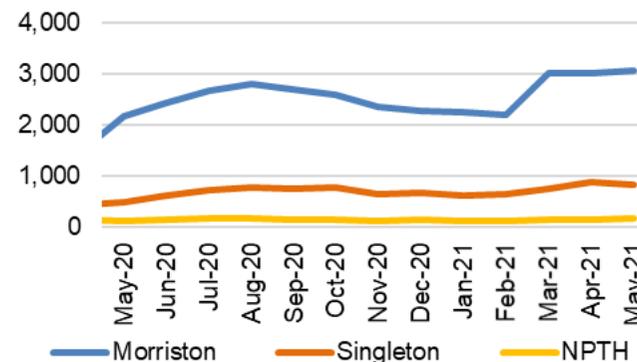
3. The number of emergency inpatient admissions (last 90 days)

Trend

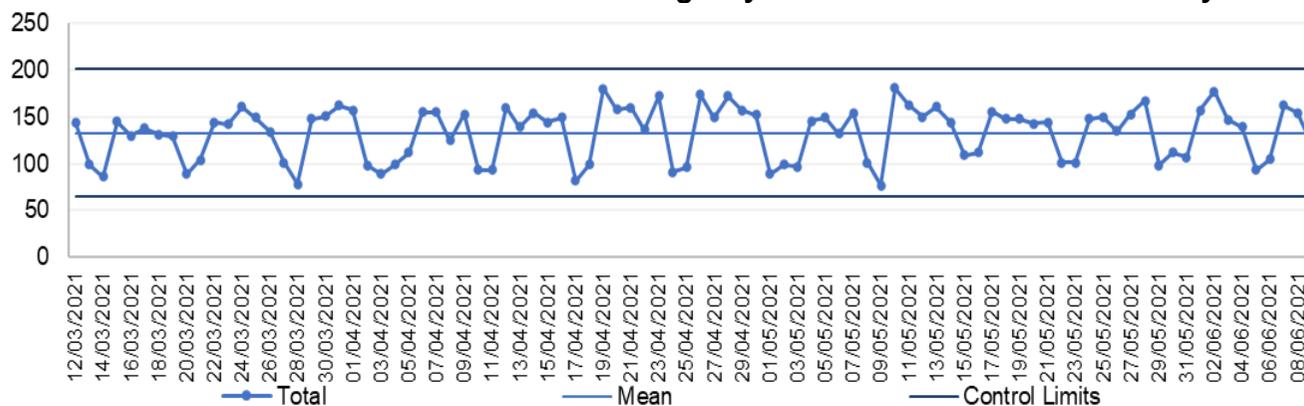
1. Number of emergency admissions- HB total



2. Number of emergency admissions- Hospital level



3. Number of emergency admissions- HB total last 90 days



Symbol Key:

- ◆ Above or below control limits
- 8 or more points
- ▲ above or below the mean
- Ar un of 6
- increasing or decreasing points

UNSCHEDULED CARE

Description

Current Performance

Critical Care-Delayed Transfers of Care (DTC)-Morrison Hospital

In May 2021, there were a total of 65 admissions into the Intensive Care Unit (ICU) in Morrison Hospital. During the COVID19 first wave in April and May 2020, the amount of delayed discharges and average lost bed days significantly reduced and this downward trend was also evident in the second wave starting in November 2020 but not to the extent of the first wave. In May 2021, delayed discharges totalled 1,676 hours and the average lost bed days was 2.3 per day. The percentage of patients delayed over 24 hours increased slightly from 44.44% in April 2021 to 48.01% in May 2021.

Trend

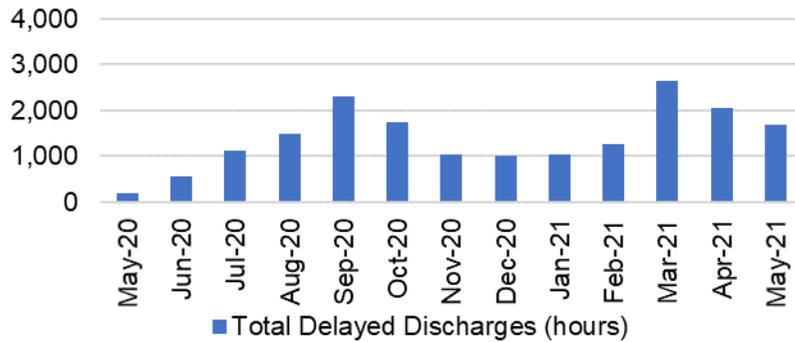
1. Total Critical Care delayed discharges (hours)

2. Average lost bed days per day

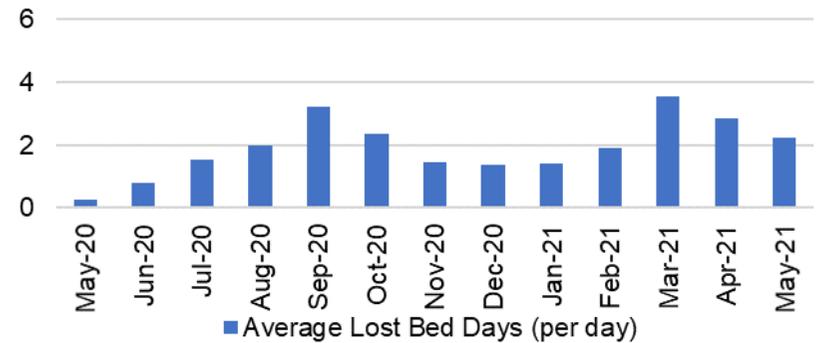
3. Percentage of patients delayed:

- Up to 8 hours
- Between 8 and 24 hours
- Over 24 hours

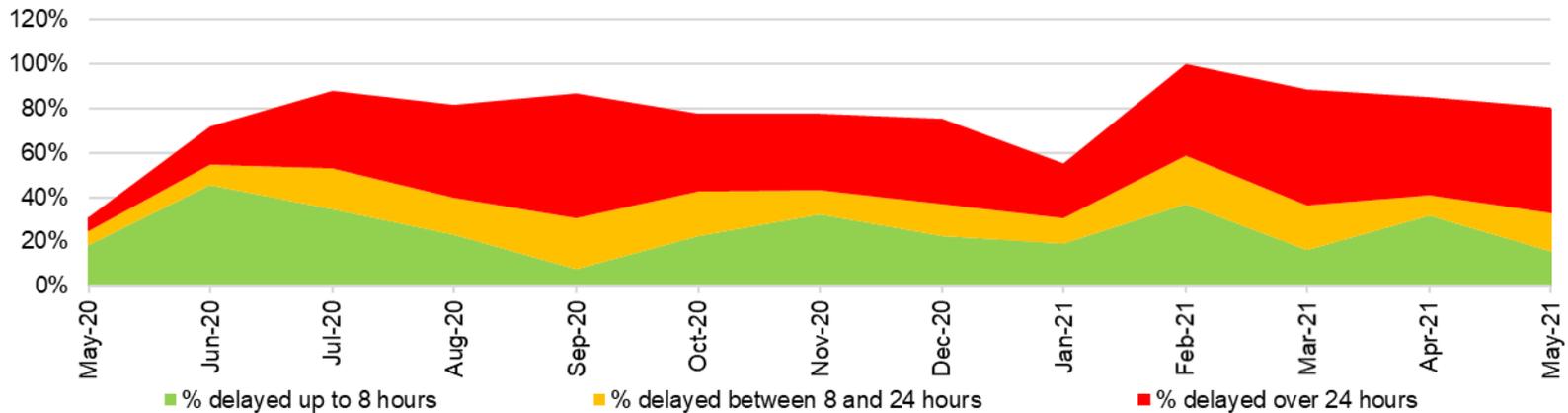
1. Total Critical Care delayed discharges (hours)



2. Average lost bed days per day



3. Percentage of Critical Care patients delayed



UNSCHEDULED CARE

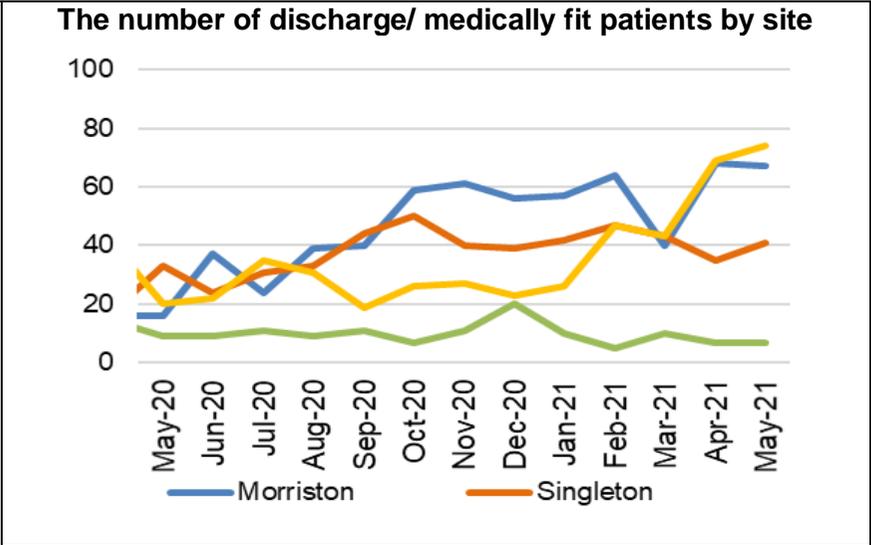
Description	Current Performance	Trend
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Medically Fit
The number of patients waiting at each site in the Health Board that are deemed discharge/medically fit

In May 2021, there were on average 189 patients who were deemed medically/ discharge fit but were still occupying a bed in one of the Health Board's Hospitals.

The number of medically/ discharge fit patients returned to the average that was seen in quarter 3 for 2021/21 in March 2021, after a significant increase in February 2021. It increased again in both April and May 2021, with May 2021 seeing the highest number of medically/ discharge fit patients since January 2020.

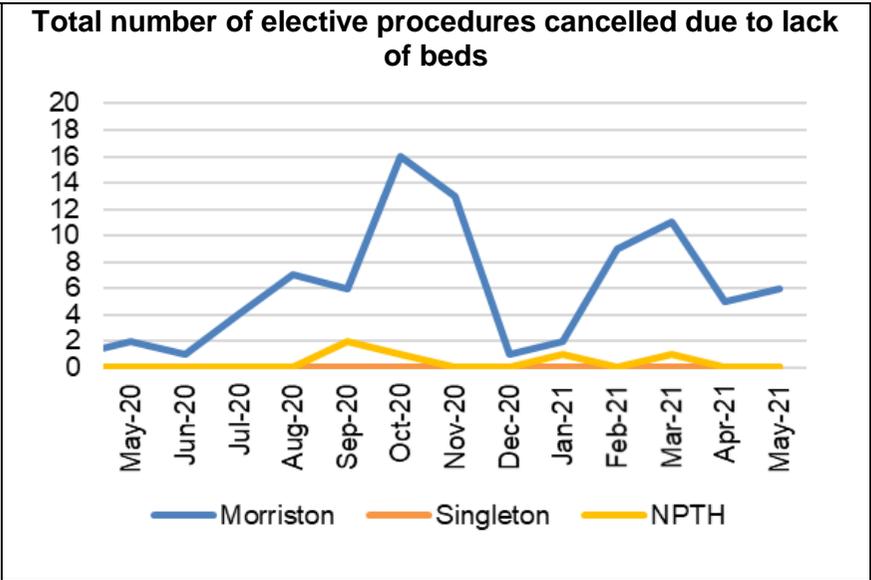
In May 2021, Neath Port Talbot Hospital had the largest proportion of medically/ discharge fit patients with 74, followed by Morriston Hospital with 67.



Elective procedures cancelled due to lack of beds
The number of elective procedure cancelled across the hospital where the main cancellation reasons was lack of beds

In May 2021, there were 6 elective procedures cancelled due to lack of beds on the day of surgery. This is 4 more cancellations than in May 2020 and 1 more than April 2021.

All 6 of the cancelled procedures were attributed to Morriston Hospital.



FRACTURED NECK OF FEMUR (#NOF)

Description	Current Performance	Trend
<p>Fractured Neck of Femur (#NOF)</p> <p>1. Prompt orthogeriatric assessment- % patients receiving an assessment by a senior geriatrician within 72 hours of presentation</p> <p>2. Prompt surgery - % patients undergoing surgery the day following presentation with hip fracture</p> <p>3. NICE compliant surgery - % of operations consistent with the recommendations of NICE CG124</p> <p>4. Prompt mobilisation after surgery - % patients out of bed (standing or hoisted) by the day after operation</p>	<p>1. Prompt orthogeriatric assessment- In March 2021, 88.3% of patients in Morriston hospital received an assessment by a senior geriatrician within 72 hours. This is 9.1% more than in March 2020.</p> <p>2. Prompt surgery- In March 2021, 56.2% of patients had surgery the day following presentation with a hip fracture. This is a reduction from March 2020 which was 57.6%</p> <p>3. NICE compliant surgery- 70.5% of operations were consistent with the NICE recommendations in March 2021. This is 4% less than in March 2020. In March 2021, Morriston was below the all-Wales average of 72.6%.</p> <p>4. Prompt mobilisation- In March 2021, 74.6% of patients were out of bed the day after surgery. This is 1.2% more than in March 2020.</p>	<p>1. Prompt orthogeriatric assessment</p> <p>2. Prompt surgery</p> <p>3. NICE compliant Surgery</p> <p>4. Prompt mobilisation</p>

FRACTURED NECK OF FEMUR (#NOF)

Description	Current Performance	Trend
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5. *Not delirious when tested- % patients (<4 on 4AT test) when tested in the week after operation*

6. *Return to original residence- % patients discharged back to original residence, or in that residence at 120 day follow-up*

7. *30 day mortality rate*

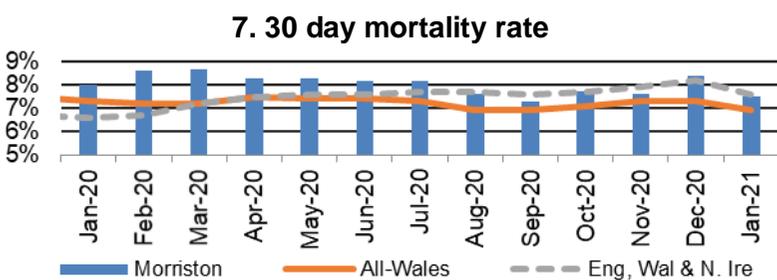
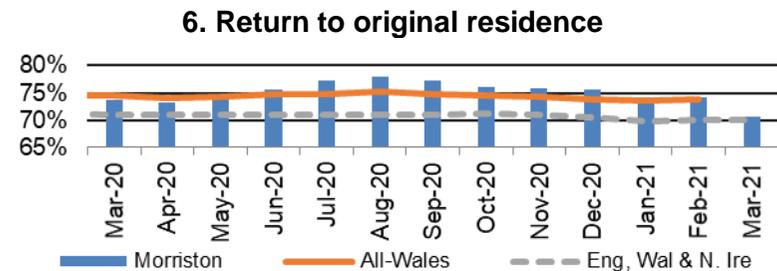
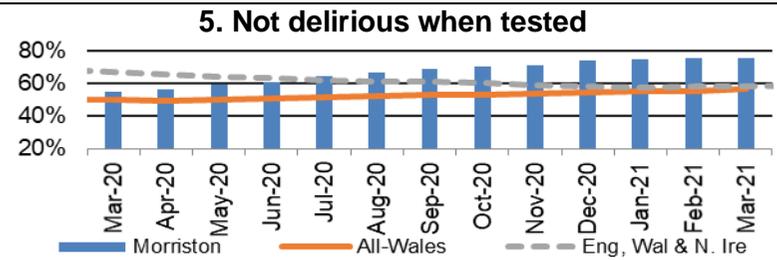
5. Not delirious when tested- 75.3% of patients were not delirious in the week after their operation in March 2021. This is an improvement of 20.7% compared with March 2020.

6. Return to original residence- 70.7% of patients in March 2021 were discharged back to their original residence. This is 3% less than in March 2020.

* The All-Wales data for March 2021 was not available at the time this report was published.

7. 30 day mortality rate- In January 2021 the mortality rate for Morriston Hospital was 7.5% which is 0.5% less than January 2020. The mortality rate in Morriston Hospital in January 2021 is higher than the all-Wales average of 6.9% but lower than the national average of 7.6%.

* February 2021 data not available at the time this report was published.



HEALTHCARE ACQUIRED INFECTIONS

Description	Current Performance	Trend																												
Healthcare Acquired Infections (HCAI) - E.coli bacteraemia- <i>Number of laboratory confirmed E.coli bacteraemia cases</i>	<ul style="list-style-type: none"> • 26 cases of <i>E. coli</i> bacteraemia were identified in May 2021, of which 11 were hospital acquired and 15 were community acquired. • Cumulative cases from April to May 2021 are 107% more than the equivalent period in 2020/21. (58 in 2021/22 compared with 28 in 2020/21). 	<p>Number of healthcare acquired E.coli bacteraemia cases</p> <table border="1"> <caption>Number of healthcare acquired E.coli bacteraemia cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>14</td></tr> <tr><td>Jun-20</td><td>17</td></tr> <tr><td>Jul-20</td><td>25</td></tr> <tr><td>Aug-20</td><td>32</td></tr> <tr><td>Sep-20</td><td>23</td></tr> <tr><td>Oct-20</td><td>25</td></tr> <tr><td>Nov-20</td><td>16</td></tr> <tr><td>Dec-20</td><td>12</td></tr> <tr><td>Jan-21</td><td>18</td></tr> <tr><td>Feb-21</td><td>17</td></tr> <tr><td>Mar-21</td><td>28</td></tr> <tr><td>Apr-21</td><td>32</td></tr> <tr><td>May-21</td><td>26</td></tr> </tbody> </table>	Month	Number of Cases	May-20	14	Jun-20	17	Jul-20	25	Aug-20	32	Sep-20	23	Oct-20	25	Nov-20	16	Dec-20	12	Jan-21	18	Feb-21	17	Mar-21	28	Apr-21	32	May-21	26
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Healthcare Acquired Infections (HCAI)- S.aureus bacteraemia- <i>Number of laboratory confirmed S.aureus bacteraemias (MRSA & MSSA) cases</i>	<ul style="list-style-type: none"> • There were 15 cases of <i>Staph. aureus</i> bacteraemia in May 2021, of which 5 were hospital acquired and 10 were community acquired. • Cumulative cases from April to May 2021 are 75% more than the equivalent period in 2020/21 (28 in 2021/22 compared with 16 in 2020/21). 	<p>Number of healthcare acquired S.aureus bacteraemia cases</p> <table border="1"> <caption>Number of healthcare acquired S.aureus bacteraemia cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>6</td></tr> <tr><td>Jun-20</td><td>12</td></tr> <tr><td>Jul-20</td><td>6</td></tr> <tr><td>Aug-20</td><td>12</td></tr> <tr><td>Sep-20</td><td>14</td></tr> <tr><td>Oct-20</td><td>12</td></tr> <tr><td>Nov-20</td><td>13</td></tr> <tr><td>Dec-20</td><td>9</td></tr> <tr><td>Jan-21</td><td>9</td></tr> <tr><td>Feb-21</td><td>9</td></tr> <tr><td>Mar-21</td><td>11</td></tr> <tr><td>Apr-21</td><td>13</td></tr> <tr><td>May-21</td><td>15</td></tr> </tbody> </table>	Month	Number of Cases	May-20	6	Jun-20	12	Jul-20	6	Aug-20	12	Sep-20	14	Oct-20	12	Nov-20	13	Dec-20	9	Jan-21	9	Feb-21	9	Mar-21	11	Apr-21	13	May-21	15
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HEALTHCARE ACQUIRED INFECTIONS

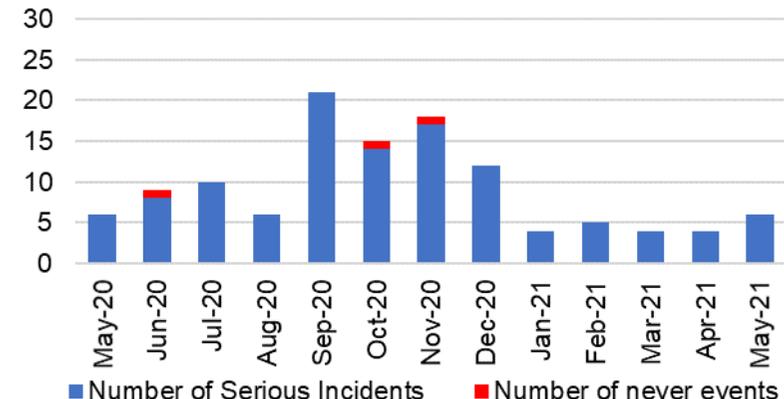
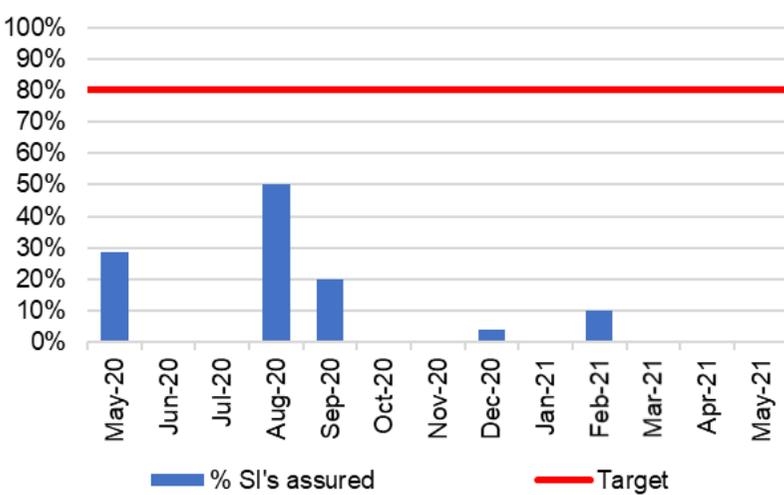
Description	Current Performance	Trend																												
Healthcare Acquired Infections (HCAI)- C.difficile- Number of laboratory confirmed C.difficile cases	<ul style="list-style-type: none"> There were 12 <i>Clostridium difficile</i> toxin positive cases in May 2021, of which 7 were hospital acquired and 5 were community acquired. Cumulative cases from April to May 2021 are 19% more than the equivalent period of 2020/21 (32 in 2021/22 compared with 27 in 2020/21). 	<p style="text-align: center;">Number of healthcare acquired C.difficile cases</p> <table border="1"> <caption>Number of healthcare acquired C.difficile cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of C.diff cases (SBU)</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>16</td></tr> <tr><td>Jun-20</td><td>20</td></tr> <tr><td>Jul-20</td><td>11</td></tr> <tr><td>Aug-20</td><td>23</td></tr> <tr><td>Sep-20</td><td>18</td></tr> <tr><td>Oct-20</td><td>15</td></tr> <tr><td>Nov-20</td><td>10</td></tr> <tr><td>Dec-20</td><td>9</td></tr> <tr><td>Jan-21</td><td>3</td></tr> <tr><td>Feb-21</td><td>11</td></tr> <tr><td>Mar-21</td><td>12</td></tr> <tr><td>Apr-21</td><td>20</td></tr> <tr><td>May-21</td><td>12</td></tr> </tbody> </table>	Month	Number of C.diff cases (SBU)	May-20	16	Jun-20	20	Jul-20	11	Aug-20	23	Sep-20	18	Oct-20	15	Nov-20	10	Dec-20	9	Jan-21	3	Feb-21	11	Mar-21	12	Apr-21	20	May-21	12
Month	Number of C.diff cases (SBU)																													
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Healthcare Acquired Infections (HCAI)- Klebsiella sp- Number of laboratory confirmed Klebsiella sp cases	<ul style="list-style-type: none"> There were 5 cases of Klebsiella sp in May 2021, of which 3 was hospital acquired and 2 were community acquired. Cumulative cases from April to March 2021 are 17% more than the equivalent period in 2020/21 (14 in 2021/22 compared with 12 in 2020/21). 	<p style="text-align: center;">Number of healthcare acquired Klebsiella cases</p> <table border="1"> <caption>Number of healthcare acquired Klebsiella cases (SBU)</caption> <thead> <tr> <th>Month</th> <th>Number of Klebsiella cases (SBU)</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>6</td></tr> <tr><td>Jun-20</td><td>9</td></tr> <tr><td>Jul-20</td><td>5</td></tr> <tr><td>Aug-20</td><td>10</td></tr> <tr><td>Sep-20</td><td>5</td></tr> <tr><td>Oct-20</td><td>9</td></tr> <tr><td>Nov-20</td><td>11</td></tr> <tr><td>Dec-20</td><td>12</td></tr> <tr><td>Jan-21</td><td>13</td></tr> <tr><td>Feb-21</td><td>6</td></tr> <tr><td>Mar-21</td><td>10</td></tr> <tr><td>Apr-21</td><td>9</td></tr> <tr><td>May-21</td><td>5</td></tr> </tbody> </table>	Month	Number of Klebsiella cases (SBU)	May-20	6	Jun-20	9	Jul-20	5	Aug-20	10	Sep-20	5	Oct-20	9	Nov-20	11	Dec-20	12	Jan-21	13	Feb-21	6	Mar-21	10	Apr-21	9	May-21	5
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HEALTHCARE ACQUIRED INFECTIONS

Description	Current Performance	Trend
Healthcare Acquired Infections (HCAI)- Aeruginosa- Number of laboratory confirmed Aeruginosa cases	<ul style="list-style-type: none"> There was 1 community acquired case of <i>P.Aeruginosa</i> bacteraemia in May 2021. Cumulative cases from April to May 2021 are 43% less than the equivalent period in 2020/21. 	<p style="text-align: center;">Number of healthcare acquired Pseudomonas cases</p> <p style="text-align: center;">■ Number of Pseudomonas cases (SBU)</p>

PRESSURE ULCERS		
Description	Current Performance	Trend
Number of pressure ulcers 1. Total number of pressure ulcers developed in hospital and in the community 2. Rate of pressure ulcers per 100,000 admissions	<p>1. In April 2021 there were 90 cases of healthcare acquired pressure ulcers, of which 31 were community acquired and 59 were hospital acquired.</p> <p>There were 14 grade 3+ pressure ulcers in April 2021, of which 10 were community acquired and 4 were hospital acquired.</p> <p>2. The rate per 100,000 admissions increased from 533 in March 2021 to 896 in April 2021.</p>	<p style="text-align: center;">Total number of hospital and community acquired Pressure Ulcers (PU) and rate per 100,000 admissions</p> <p style="text-align: center;"> ■ Pressure Ulcers (Community) ▨ Pressure Ulcers (Hospital) — Rate per 100,00 admissions </p>

SERIOUS INCIDENTS

Description	Current Performance	Trend																																																																																				
<p>Serious Incidents-</p> <p>1. <i>The number of serious incidents</i></p> <p>2. <i>The number of Never Events</i></p> <p>3. <i>Of the serious incidents due for assurance, the percentage which were assured within the agreed timescales</i></p>	<p>1. The Health Board reported 6 Serious Incidents for the month of May 2021 to Welsh Government. The breakdown of incidents in May 2021 are set out below:</p> <ul style="list-style-type: none"> • 3 in Primary, Community and Therapy Services • 2 in Morriston Hospital • 1 in Singleton Hospital <p>2. There was no new Never Event reported in May 2021.</p> <p>3. In May 2021, performance against the 80% target of submitting closure forms within 60 working days was 0% as none of the three closure forms due to be submitted to Welsh Government in May 2021 were submitted on time. Below is a breakdown of the eleven outstanding forms:</p> <ul style="list-style-type: none"> • 1 in Mental Health and Learning Disabilities • 1 in Singleton Hospital • 1 in Morriston Hospital 	<p>1. and 2. Number of serious incidents and never events</p>  <table border="1"> <caption>Data for Chart 1: Number of serious incidents and never events</caption> <thead> <tr> <th>Month</th> <th>Number of Serious Incidents</th> <th>Number of never events</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>6</td><td>0</td></tr> <tr><td>Jun-20</td><td>8</td><td>1</td></tr> <tr><td>Jul-20</td><td>10</td><td>0</td></tr> <tr><td>Aug-20</td><td>6</td><td>0</td></tr> <tr><td>Sep-20</td><td>21</td><td>0</td></tr> <tr><td>Oct-20</td><td>14</td><td>1</td></tr> <tr><td>Nov-20</td><td>17</td><td>1</td></tr> <tr><td>Dec-20</td><td>12</td><td>0</td></tr> <tr><td>Jan-21</td><td>4</td><td>0</td></tr> <tr><td>Feb-21</td><td>5</td><td>0</td></tr> <tr><td>Mar-21</td><td>4</td><td>0</td></tr> <tr><td>Apr-21</td><td>4</td><td>0</td></tr> <tr><td>May-21</td><td>6</td><td>0</td></tr> </tbody> </table> <p>3. % of serious incidents closed within 60 days</p>  <table border="1"> <caption>Data for Chart 3: % of serious incidents closed within 60 days</caption> <thead> <tr> <th>Month</th> <th>% SI's assured</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>28%</td><td>80%</td></tr> <tr><td>Jun-20</td><td>0%</td><td>80%</td></tr> <tr><td>Jul-20</td><td>0%</td><td>80%</td></tr> <tr><td>Aug-20</td><td>50%</td><td>80%</td></tr> <tr><td>Sep-20</td><td>20%</td><td>80%</td></tr> <tr><td>Oct-20</td><td>0%</td><td>80%</td></tr> <tr><td>Nov-20</td><td>0%</td><td>80%</td></tr> <tr><td>Dec-20</td><td>5%</td><td>80%</td></tr> <tr><td>Jan-21</td><td>0%</td><td>80%</td></tr> <tr><td>Feb-21</td><td>10%</td><td>80%</td></tr> <tr><td>Mar-21</td><td>0%</td><td>80%</td></tr> <tr><td>Apr-21</td><td>0%</td><td>80%</td></tr> <tr><td>May-21</td><td>0%</td><td>80%</td></tr> </tbody> </table> <p><i>* 0% compliance in June, July, October and November 2020 and January, March, April and May 2021</i></p>	Month	Number of Serious Incidents	Number of never events	May-20	6	0	Jun-20	8	1	Jul-20	10	0	Aug-20	6	0	Sep-20	21	0	Oct-20	14	1	Nov-20	17	1	Dec-20	12	0	Jan-21	4	0	Feb-21	5	0	Mar-21	4	0	Apr-21	4	0	May-21	6	0	Month	% SI's assured	Target	May-20	28%	80%	Jun-20	0%	80%	Jul-20	0%	80%	Aug-20	50%	80%	Sep-20	20%	80%	Oct-20	0%	80%	Nov-20	0%	80%	Dec-20	5%	80%	Jan-21	0%	80%	Feb-21	10%	80%	Mar-21	0%	80%	Apr-21	0%	80%	May-21	0%	80%
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Oct-20	14	1																																																																																				
Nov-20	17	1																																																																																				
Dec-20	12	0																																																																																				
Jan-21	4	0																																																																																				
Feb-21	5	0																																																																																				
Mar-21	4	0																																																																																				
Apr-21	4	0																																																																																				
May-21	6	0																																																																																				
Month	% SI's assured	Target																																																																																				
May-20	28%	80%																																																																																				
Jun-20	0%	80%																																																																																				
Jul-20	0%	80%																																																																																				
Aug-20	50%	80%																																																																																				
Sep-20	20%	80%																																																																																				
Oct-20	0%	80%																																																																																				
Nov-20	0%	80%																																																																																				
Dec-20	5%	80%																																																																																				
Jan-21	0%	80%																																																																																				
Feb-21	10%	80%																																																																																				
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INPATIENT FALLS																														
Description	Current Performance	Trend																												
<p>Inpatient Falls <i>The total number of inpatient falls</i></p>	<ul style="list-style-type: none"> The number of Falls reported via Datix web for Swansea Bay UHB was 228 in May 2021. This is 9% more than May 2020 where 209 falls were recorded. 	<p>Number of inpatient Falls</p> <table border="1"> <caption>Number of inpatient Falls (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Number of Falls</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>209</td></tr> <tr><td>Jun-20</td><td>195</td></tr> <tr><td>Jul-20</td><td>205</td></tr> <tr><td>Aug-20</td><td>225</td></tr> <tr><td>Sep-20</td><td>215</td></tr> <tr><td>Oct-20</td><td>185</td></tr> <tr><td>Nov-20</td><td>245</td></tr> <tr><td>Dec-20</td><td>245</td></tr> <tr><td>Jan-21</td><td>200</td></tr> <tr><td>Feb-21</td><td>175</td></tr> <tr><td>Mar-21</td><td>170</td></tr> <tr><td>Apr-21</td><td>175</td></tr> <tr><td>May-21</td><td>228</td></tr> </tbody> </table>	Month	Number of Falls	May-20	209	Jun-20	195	Jul-20	205	Aug-20	225	Sep-20	215	Oct-20	185	Nov-20	245	Dec-20	245	Jan-21	200	Feb-21	175	Mar-21	170	Apr-21	175	May-21	228
Month	Number of Falls																													
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Apr-21	175																													
May-21	228																													

DISCHARGE SUMMARIES																														
Description	Current Performance	Trend																												
<p>Discharge Summaries <i>Percentage of discharge summaries approved and sent to patients' doctor following discharge</i></p>	<p>The latest data shows that in May 2021, the percentage of completed discharge summaries was 67%.</p> <p>In May 2021, compliance ranged from 62% in Singleton Hospital to 76% in Mental Health & Learning Disabilities.</p>	<p>% discharge summaries approved and sent</p> <table border="1"> <caption>% discharge summaries approved and sent (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>62%</td></tr> <tr><td>Jun-20</td><td>66%</td></tr> <tr><td>Jul-20</td><td>62%</td></tr> <tr><td>Aug-20</td><td>65%</td></tr> <tr><td>Sep-20</td><td>70%</td></tr> <tr><td>Oct-20</td><td>68%</td></tr> <tr><td>Nov-20</td><td>65%</td></tr> <tr><td>Dec-20</td><td>58%</td></tr> <tr><td>Jan-21</td><td>66%</td></tr> <tr><td>Feb-21</td><td>62%</td></tr> <tr><td>Mar-21</td><td>63%</td></tr> <tr><td>Apr-21</td><td>62%</td></tr> <tr><td>May-21</td><td>67%</td></tr> </tbody> </table>	Month	Percentage	May-20	62%	Jun-20	66%	Jul-20	62%	Aug-20	65%	Sep-20	70%	Oct-20	68%	Nov-20	65%	Dec-20	58%	Jan-21	66%	Feb-21	62%	Mar-21	63%	Apr-21	62%	May-21	67%
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CRUDE MORTALITY																																																																								
Description	Current Performance	Trend																																																																						
Crude Mortality Rate	<p>April 2021 reports the crude mortality rate for the Health Board at 1.04% compared with 1.17% in March 2021.</p> <p>A breakdown by Hospital for April 2021:</p> <ul style="list-style-type: none"> • Morriston – 1.80% • Singleton – 0.50% • NPT – 0.15% 	<p>Crude hospital mortality rate by Hospital (74 years of age or less)</p> <table border="1"> <caption>Crude hospital mortality rate by Hospital (74 years of age or less)</caption> <thead> <tr> <th>Month</th> <th>Morriston Hospital</th> <th>Singleton Hospital</th> <th>NPT Hospital</th> <th>HB Total</th> </tr> </thead> <tbody> <tr><td>Apr-20</td><td>1.4%</td><td>0.4%</td><td>0.2%</td><td>0.8%</td></tr> <tr><td>May-20</td><td>1.5%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Jun-20</td><td>1.5%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Jul-20</td><td>1.5%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Aug-20</td><td>1.5%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Sep-20</td><td>1.5%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Oct-20</td><td>1.6%</td><td>0.4%</td><td>0.2%</td><td>0.9%</td></tr> <tr><td>Nov-20</td><td>1.7%</td><td>0.4%</td><td>0.2%</td><td>1.0%</td></tr> <tr><td>Dec-20</td><td>1.8%</td><td>0.4%</td><td>0.2%</td><td>1.1%</td></tr> <tr><td>Jan-21</td><td>1.9%</td><td>0.4%</td><td>0.2%</td><td>1.1%</td></tr> <tr><td>Feb-21</td><td>2.0%</td><td>0.4%</td><td>0.2%</td><td>1.1%</td></tr> <tr><td>Mar-21</td><td>1.8%</td><td>0.4%</td><td>0.2%</td><td>1.0%</td></tr> <tr><td>Apr-21</td><td>1.8%</td><td>0.5%</td><td>0.2%</td><td>1.0%</td></tr> </tbody> </table>	Month	Morriston Hospital	Singleton Hospital	NPT Hospital	HB Total	Apr-20	1.4%	0.4%	0.2%	0.8%	May-20	1.5%	0.4%	0.2%	0.9%	Jun-20	1.5%	0.4%	0.2%	0.9%	Jul-20	1.5%	0.4%	0.2%	0.9%	Aug-20	1.5%	0.4%	0.2%	0.9%	Sep-20	1.5%	0.4%	0.2%	0.9%	Oct-20	1.6%	0.4%	0.2%	0.9%	Nov-20	1.7%	0.4%	0.2%	1.0%	Dec-20	1.8%	0.4%	0.2%	1.1%	Jan-21	1.9%	0.4%	0.2%	1.1%	Feb-21	2.0%	0.4%	0.2%	1.1%	Mar-21	1.8%	0.4%	0.2%	1.0%	Apr-21	1.8%	0.5%	0.2%	1.0%
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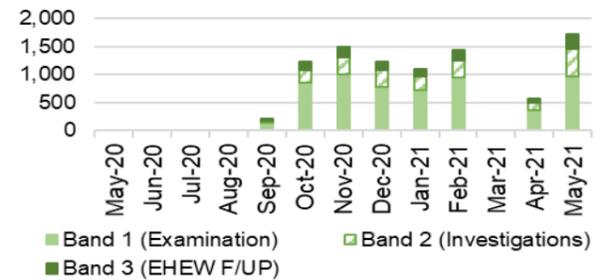
WORKFORCE

Description	Current Performance	Trend																																																												
<p>Staff sickness rates- <i>Percentage of sickness absence rate of staff</i></p>	<ul style="list-style-type: none"> Our in-month performance deteriorated slightly from 5.85% in March 2021 to 5.89% in April 2021. The 12-month rolling performance improved from 7.44% in March 2021 to 7.12% in April 2021. The following table provides the top 5 absence reasons by full time equivalent (FTE) days lost in April 2021. <table border="1" data-bbox="517 635 1200 1225"> <thead> <tr> <th>Absence Reason</th> <th>FTE Days Lost</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Anxiety/ stress/ depression/ other psychiatric illnesses</td> <td>7,466.90</td> <td>36.2%</td> </tr> <tr> <td>Other musculoskeletal problems</td> <td>2,053.92</td> <td>10.0%</td> </tr> <tr> <td>Chest & respiratory problems</td> <td>1,817.61</td> <td>8.8%</td> </tr> <tr> <td>Other known causes - not elsewhere classified</td> <td>1,489.41</td> <td>7.2%</td> </tr> <tr> <td>Gastrointestinal problems</td> <td>1,299.97</td> <td>6.3%</td> </tr> </tbody> </table>	Absence Reason	FTE Days Lost	%	Anxiety/ stress/ depression/ other psychiatric illnesses	7,466.90	36.2%	Other musculoskeletal problems	2,053.92	10.0%	Chest & respiratory problems	1,817.61	8.8%	Other known causes - not elsewhere classified	1,489.41	7.2%	Gastrointestinal problems	1,299.97	6.3%	<p>% of full time equivalent (FTE) days lost to sickness absence (12 month rolling and in-month)</p> <table border="1"> <caption>Approximate data from the sickness absence trend chart</caption> <thead> <tr> <th>Month</th> <th>% sickness rate (12 month rolling)</th> <th>% sickness rate (in-month)</th> </tr> </thead> <tbody> <tr><td>Apr-20</td><td>6.5%</td><td>8.5%</td></tr> <tr><td>May-20</td><td>6.8%</td><td>9.5%</td></tr> <tr><td>Jun-20</td><td>7.0%</td><td>7.0%</td></tr> <tr><td>Jul-20</td><td>7.0%</td><td>6.5%</td></tr> <tr><td>Aug-20</td><td>7.0%</td><td>6.3%</td></tr> <tr><td>Sep-20</td><td>7.0%</td><td>6.2%</td></tr> <tr><td>Oct-20</td><td>7.2%</td><td>7.0%</td></tr> <tr><td>Nov-20</td><td>7.3%</td><td>8.5%</td></tr> <tr><td>Dec-20</td><td>7.5%</td><td>10.0%</td></tr> <tr><td>Jan-21</td><td>7.4%</td><td>8.0%</td></tr> <tr><td>Feb-21</td><td>7.4%</td><td>6.5%</td></tr> <tr><td>Mar-21</td><td>7.3%</td><td>5.8%</td></tr> <tr><td>Apr-21</td><td>7.1%</td><td>5.9%</td></tr> </tbody> </table>	Month	% sickness rate (12 month rolling)	% sickness rate (in-month)	Apr-20	6.5%	8.5%	May-20	6.8%	9.5%	Jun-20	7.0%	7.0%	Jul-20	7.0%	6.5%	Aug-20	7.0%	6.3%	Sep-20	7.0%	6.2%	Oct-20	7.2%	7.0%	Nov-20	7.3%	8.5%	Dec-20	7.5%	10.0%	Jan-21	7.4%	8.0%	Feb-21	7.4%	6.5%	Mar-21	7.3%	5.8%	Apr-21	7.1%	5.9%
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HARM FROM REDUCTION IN NON-COVID ACTIVITY

5.1 Primary and Community Care Overview

Chart 1: Number of patients receiving care from Eye Health Examination Wales (EHEW)



No claims submitted between April and August 2020

Chart 5: Number and percentage of adult dental patients re-attending NHS Primary Dental Care between 6-9 months

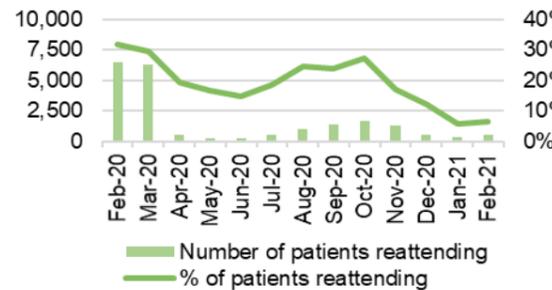


Chart 9: District Nursing- Number of patients on caseload

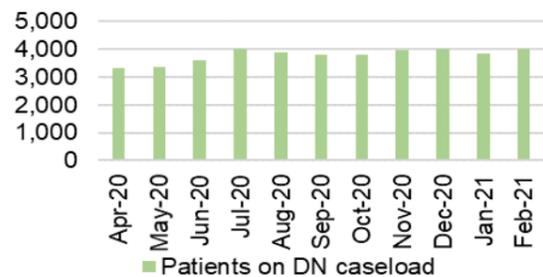


Chart 13: % of patients with a RTT (referral to stage 1) of 26 weeks or less for Restorative Dentistry

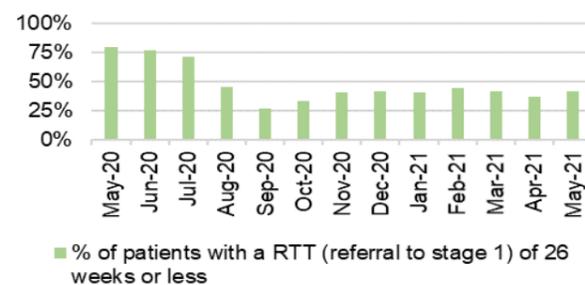


Chart 2: Common Ailment Scheme - Number of consultations provided

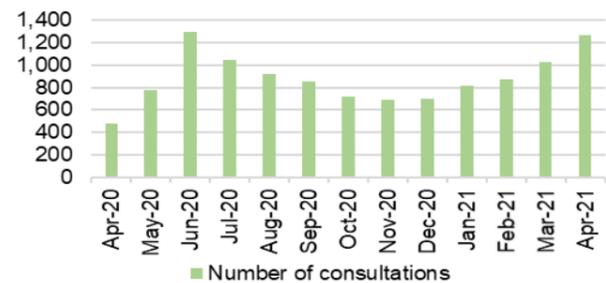


Chart 6: Pregnancy Advisory Service- Referral to appointment within 5 days and treatment within 10 days

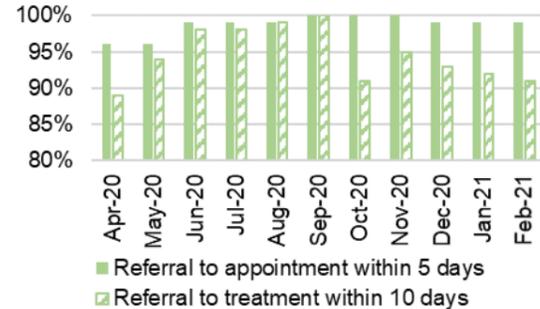


Chart 10: District Nursing- Total number of contacts

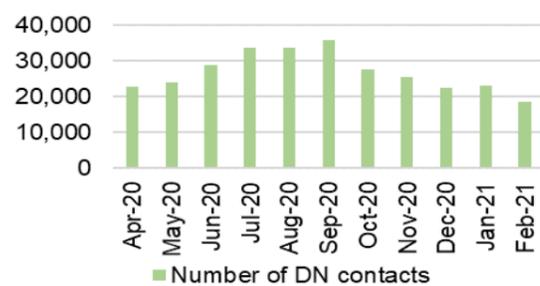
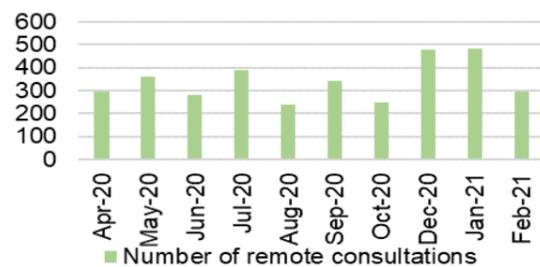


Chart 14: Audiology- Number of remote consultations



Nov-20 data not available

Chart 3: Urgent Dental Centre- Total episodes of patient care

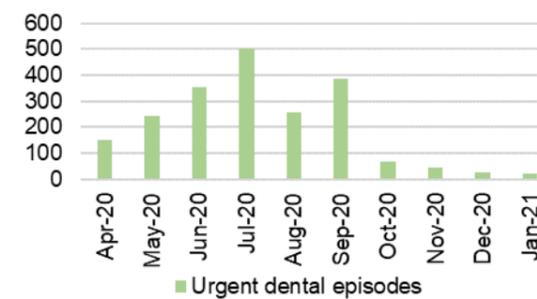


Chart 7: Sexual health services- Attendances at sexual health ambulance

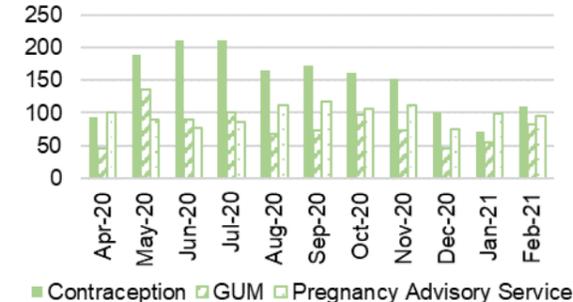


Chart 11: Community wound clinic- Number of attendances and number of home visits

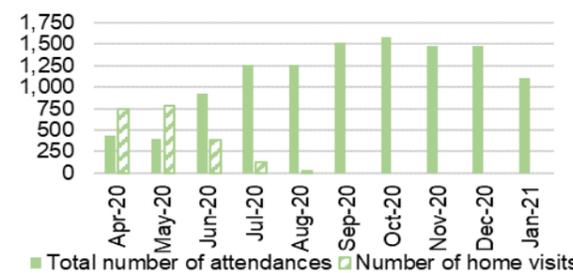
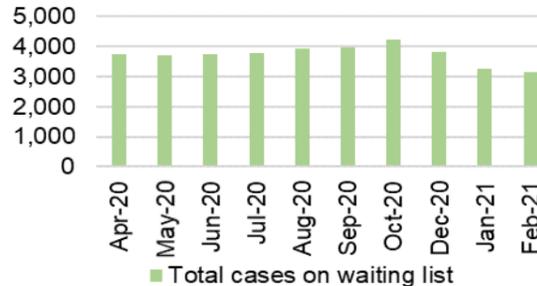


Chart 15: Audiology- Total number of patients on the waiting list



Nov-20 data not available

Chart 4: General Dental Practice activity- Total number of telephone calls received

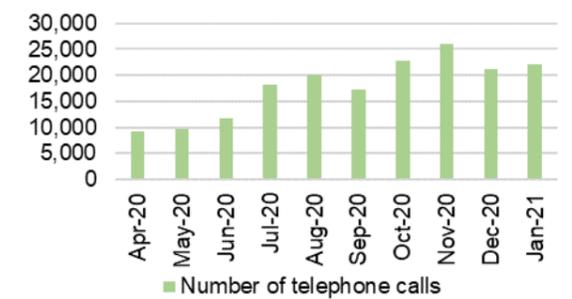


Chart 8: Sexual health services- Patient outcomes

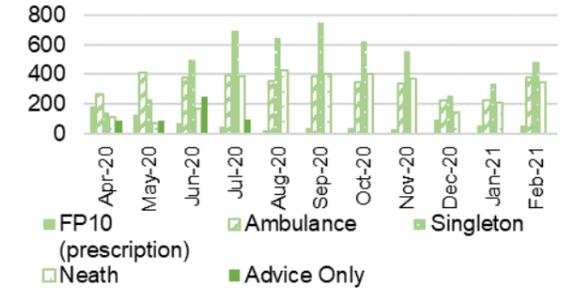
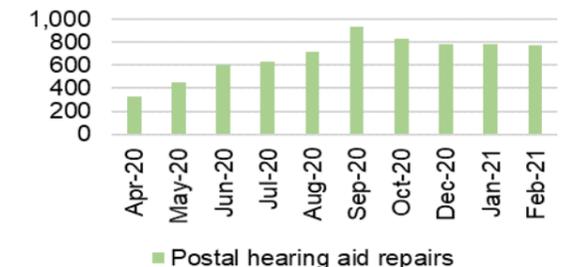


Chart 12: Community wound clinic- Number of assessments by location



Chart 16: Audiology- Number of postal hearing aid repairs



Nov-20 data not available

Harm from reduction in non-Covid activity

5.2 Planned Care Overview

Chart 1: Number of GP Referrals into secondary care



Chart 2: Number of patients waiting over 26 weeks for an outpatient appointment

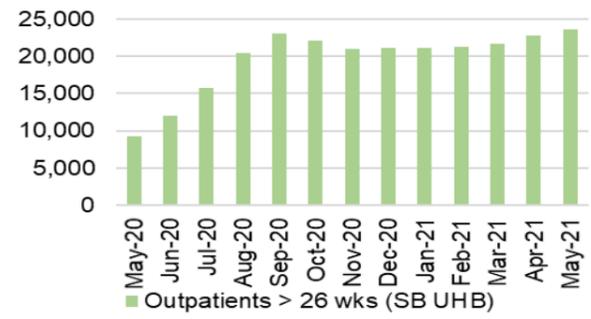


Chart 3: Number of patients waiting over 36 weeks for treatment



Chart 4: % patients waiting less than 26 weeks from referral to treatment

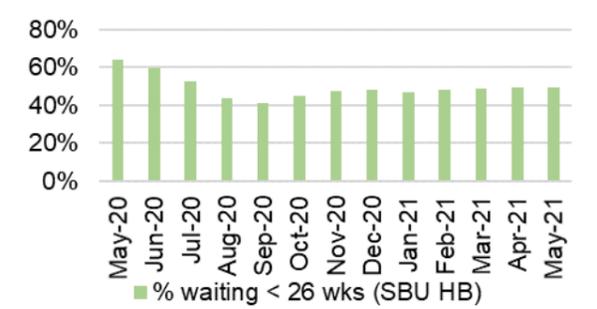


Chart 5: Number of patients waiting for reportable diagnostics over 8 weeks

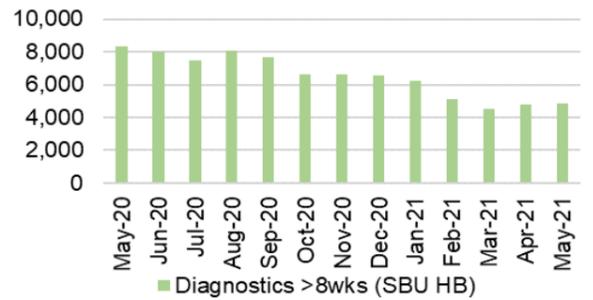


Chart 6: Number of patients waiting for reportable Cardiac diagnostics over 8 weeks

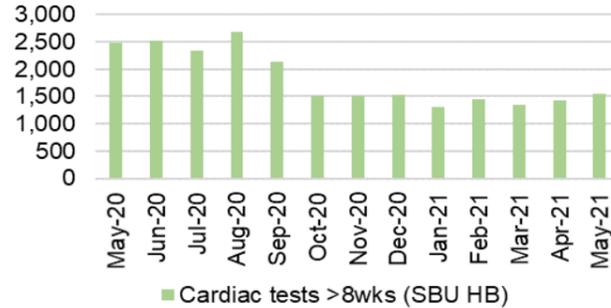


Chart 7: Number of patients waiting less than 14 weeks for Therapies

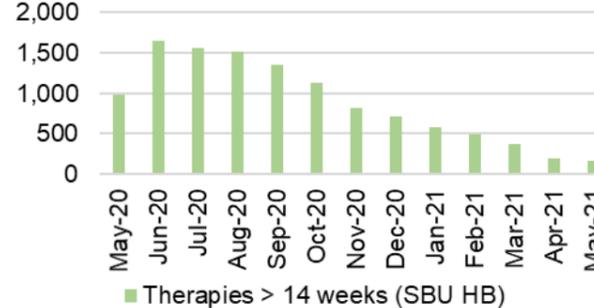


Chart 8: Cancer referrals

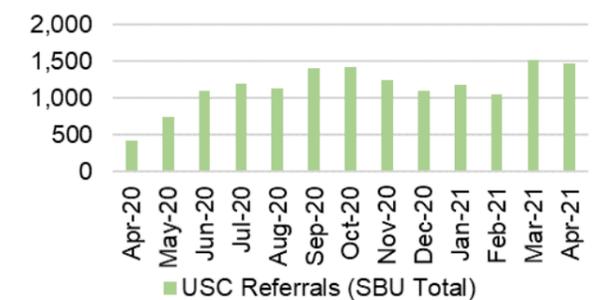


Chart 9: Single Cancer Pathway- % of patients starting definitive treatment within 62 days from point of suspicion

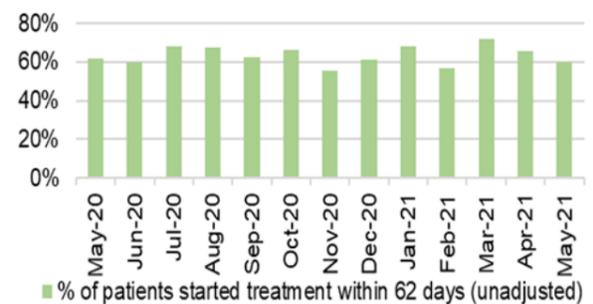


Chart 10: Number of new cancer patients starting definitive treatment

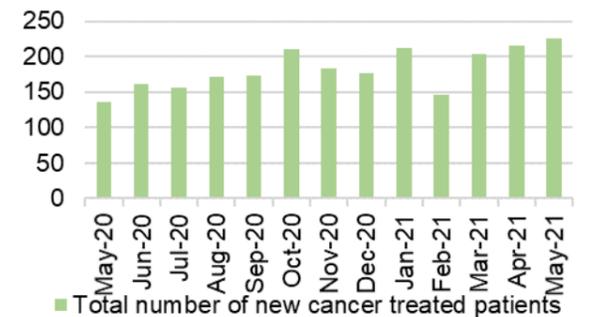


Chart 11: Single Cancer Pathway backlog- patients waiting over 63 days

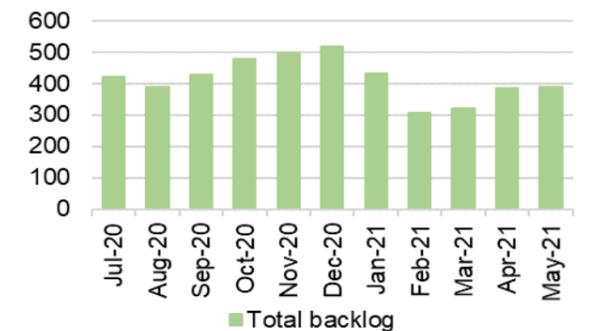


Chart 12: Number of patients waiting for an outpatient follow-up who are delayed past their target date

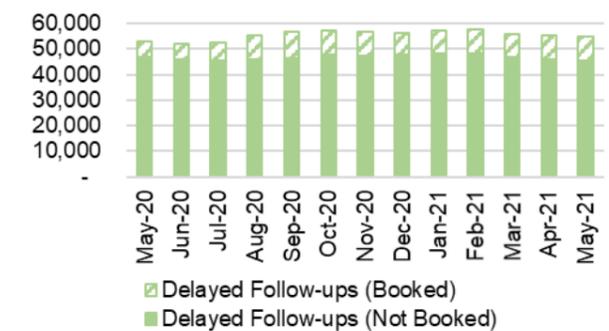


Chart 13: Number of patients without a documented clinical review date

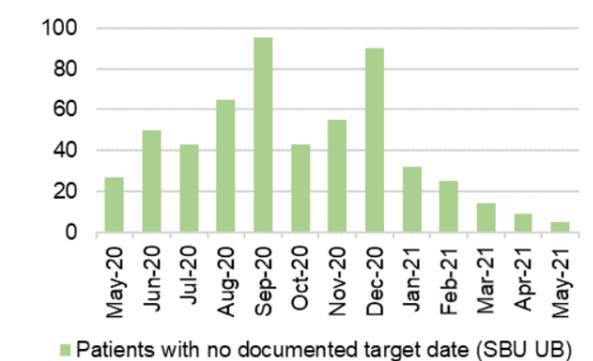


Chart 14: Ophthalmology patients without an allocated health risk factor

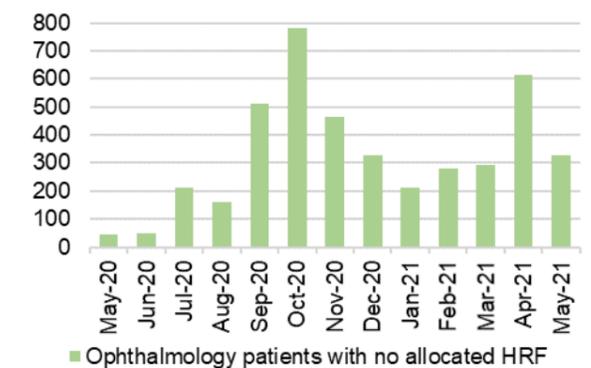


Chart 15: Total number of patients on the follow-up waiting list

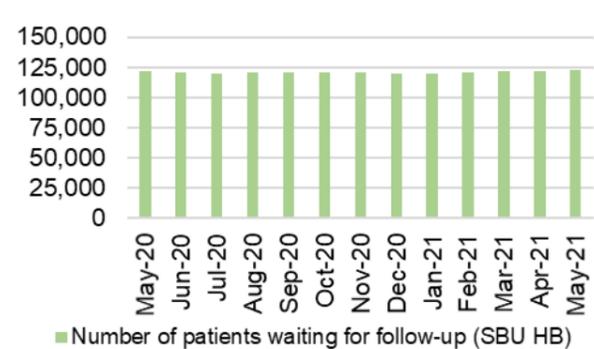
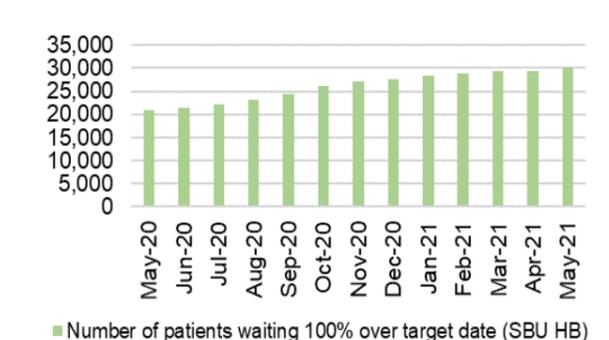


Chart 16: Number of patients delayed by over 100%



Planned Care- Overview (May 2021)

Demand		Waiting Times	
13,615 (0.1%↑) Total GP referrals	23,700 (4%↑) Patients waiting over 26 weeks for a new outpatient appointment	34,447 (3.2%↑) Patients waiting over 36 weeks for treatment	25,775 (2%↑) Patients waiting over 52 weeks for treatment
6,909 (4%↓) Routine GP referrals	49.1% (→) Patients waiting under 26 weeks from referral to treatment	4,842 (1%↑) Patients waiting over 8 weeks for all reportable diagnostics	1,547 (18.1%↑) Patients waiting over 8 weeks for Cardiac diagnostics only
6,706 (4%↑) Urgent GP referrals	166 (17%↓) Patients waiting over 14 weeks for reportable therapies	123,088 (0.6%↑) Patients waiting for a follow-up outpatient appointment	30,062 (2.5%↑) Patients waiting for a follow-up outpatients appointment who are delayed over 100%
Cancer		Theatre Efficiencies	
1,466 (3%↓) Number of USC referrals received	388 (0.8%↑) USC backlog over 63 days	78% (2%↓) Theatre utilisation rate	45% (4%↑) % of theatres sessions finishing early
60% (5.7%↓) draft Patients starting first definitive cancer treatment within 62 days		43% (5%↑) % of theatres sessions starting late	105 (29%↓) Operations cancelled on the day

*RAG status and trend is based on in month-movement

5.3 Updates on key measures

PLANNED CARE	
Description	Current Performance
<p>Referrals and shape of the waiting list</p> <p>The number of GP referrals and additions to the outpatient waiting list has increased each month since May 2020, this is reflected in the reduction in the size of the waiting list in April 2020 and subsequent increase every month since May 2020. Since September 2020 the number of referrals and additions appeared to stabilise but then started to increase again from January 2021. Chart 4 shows the shape of the current waiting list and chart 3 shows the waiting list as at December 2019 as this reflects a typical monthly snapshot of the waiting list prior to the COVID19 pandemic.</p>	<p style="text-align: center;">Trend</p>
	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>1. Number of GP referrals received by SBU Health Board</p> <p>— GP Referrals (routine) - - GP Referrals (urgent)</p> </div> <div style="width: 48%;"> <p>2. Number of stage 1 additions per week</p> <p>— Additions to outpatients (stage 1) waiting list</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 48%;"> <p>3. Total size of the waiting list and movement (December 2019)</p> <p>STAGE 1 STAGE 2 STAGE 3 STAGE 4 STAGE 5</p> </div> <div style="width: 48%;"> <p>4. Total size of the waiting list and movement (May 2021)</p> <p>STAGE 1 STAGE 2 STAGE 3 STAGE 4 STAGE 5</p> </div> </div>

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<p>Outpatient waiting times</p> <p>1. Number of patients waiting more than 26 weeks for an outpatient appointment (stage 1)- Health Board Total</p> <p>2. Number of patients waiting more than 26 weeks for an outpatient appointment (stage 1)- Hospital Level</p> <p>3. Patients waiting over 26 weeks for an outpatient appointment by specialty</p> <p>4. Outpatient activity undertaken</p>	<p>The number of patients waiting over 26 weeks for a first outpatient appointment is a challenge. May 2021 saw an in-month increase in the number of patients waiting over 26 weeks for an outpatient appointment. The number of breaches increased from 22,752 in April 2021 to 23,700 in May 2021. Ophthalmology has the largest proportion of patients waiting over 26 weeks for an outpatient appointment closely followed by Orthopaedics and ENT. The number of outpatient attendances has significantly reduced since February 2020 due to COVID19. Chart 4 shows that the number of attendances started to increase from May 2020 but has plateaued from December 2020 onwards.</p>																																																																																																		
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Jun-20	10,000	4,000	100	100																																																																																																																										
Jul-20	14,000	6,000	100	100																																																																																																																										
Aug-20	17,000	8,000	100	100																																																																																																																										
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PLANNED CARE

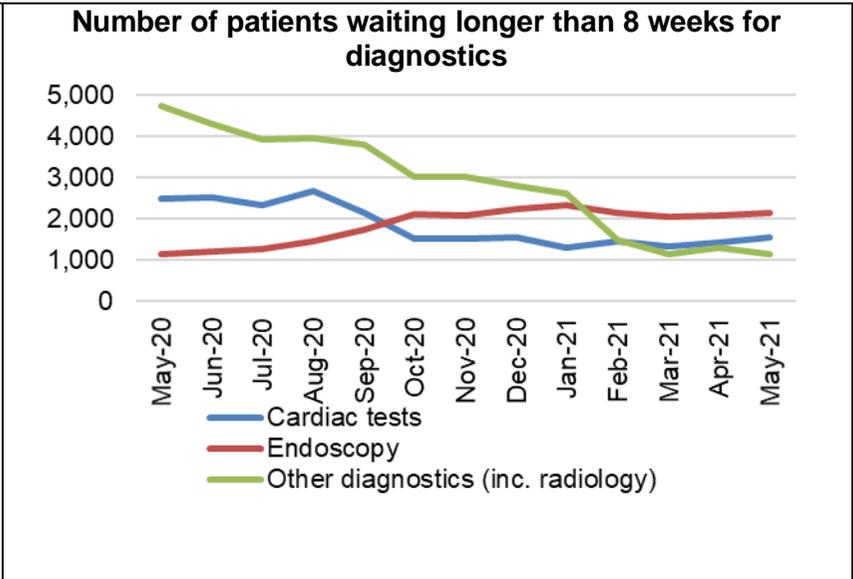
Description	Current Performance																																																																							
<p>Total waiting times <i>Percentage of patients waiting less than 26 weeks from referral to treatment</i></p>	<p>Throughout 2019/20 the overall percentage of patients waiting less than 26 weeks from referral to treatment ranged between 80% and 88%. Whereas, throughout the Covid19 pandemic in 2020/21 the percentage ranged between 41% and 72%.</p> <p>In May 2021, 49.1% of patients were waiting under 26 weeks from referral to treatment.</p>	<p align="center">Percentage of patient waiting less than 26 weeks</p> <table border="1"> <caption>Estimated data for Percentage of patient waiting less than 26 weeks</caption> <thead> <tr> <th>Month</th> <th>Morriston</th> <th>Singleton</th> <th>PCT</th> <th>NPTH</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>65%</td><td>70%</td><td>85%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>55%</td><td>60%</td><td>75%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>45%</td><td>50%</td><td>70%</td><td>90%</td></tr> <tr><td>Aug-20</td><td>40%</td><td>45%</td><td>40%</td><td>80%</td></tr> <tr><td>Sep-20</td><td>35%</td><td>40%</td><td>25%</td><td>75%</td></tr> <tr><td>Oct-20</td><td>40%</td><td>45%</td><td>35%</td><td>85%</td></tr> <tr><td>Nov-20</td><td>40%</td><td>45%</td><td>40%</td><td>90%</td></tr> <tr><td>Dec-20</td><td>40%</td><td>45%</td><td>40%</td><td>90%</td></tr> <tr><td>Jan-21</td><td>40%</td><td>45%</td><td>40%</td><td>90%</td></tr> <tr><td>Feb-21</td><td>40%</td><td>45%</td><td>40%</td><td>85%</td></tr> <tr><td>Mar-21</td><td>40%</td><td>45%</td><td>40%</td><td>90%</td></tr> <tr><td>Apr-21</td><td>40%</td><td>45%</td><td>40%</td><td>90%</td></tr> <tr><td>May-21</td><td>45%</td><td>45%</td><td>45%</td><td>85%</td></tr> </tbody> </table>	Month	Morriston	Singleton	PCT	NPTH	May-20	65%	70%	85%	95%	Jun-20	55%	60%	75%	95%	Jul-20	45%	50%	70%	90%	Aug-20	40%	45%	40%	80%	Sep-20	35%	40%	25%	75%	Oct-20	40%	45%	35%	85%	Nov-20	40%	45%	40%	90%	Dec-20	40%	45%	40%	90%	Jan-21	40%	45%	40%	90%	Feb-21	40%	45%	40%	85%	Mar-21	40%	45%	40%	90%	Apr-21	40%	45%	40%	90%	May-21	45%	45%	45%	85%
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<p>Ophthalmology waiting times <i>Percentage of ophthalmology R1 patients who are waiting within their clinical target date or within 25% in excess of their clinical target date for their care or treatments</i></p>	<p>In May 2021, 46.7% of Ophthalmology R1 patients were waiting within their clinical target date or within 25% of the target date.</p> <p>There was an upward trend in performance in 2019/20 however, there was a continuous downward trend in performance in 2020/21 and this appears to be continuing into 2021/22.</p>	<p align="center">Percentage of ophthalmology R1 patients who are waiting within their clinical target date or within 25% in excess of their clinical target date for their care or treatments</p> <table border="1"> <caption>Estimated data for Percentage of ophthalmology R1 patients waiting within target date or within 25% in excess of target date</caption> <thead> <tr> <th>Month</th> <th>% of R1 ophthalmology patient pathways</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>65%</td><td>95%</td></tr> <tr><td>Jun-20</td><td>65%</td><td>95%</td></tr> <tr><td>Jul-20</td><td>55%</td><td>95%</td></tr> <tr><td>Aug-20</td><td>50%</td><td>95%</td></tr> <tr><td>Sep-20</td><td>48%</td><td>95%</td></tr> <tr><td>Oct-20</td><td>45%</td><td>95%</td></tr> <tr><td>Nov-20</td><td>48%</td><td>95%</td></tr> <tr><td>Dec-20</td><td>48%</td><td>95%</td></tr> <tr><td>Jan-21</td><td>48%</td><td>95%</td></tr> <tr><td>Feb-21</td><td>48%</td><td>95%</td></tr> <tr><td>Mar-21</td><td>48%</td><td>95%</td></tr> <tr><td>Apr-21</td><td>48%</td><td>95%</td></tr> <tr><td>May-21</td><td>46.7%</td><td>95%</td></tr> </tbody> </table>	Month	% of R1 ophthalmology patient pathways	Target	May-20	65%	95%	Jun-20	65%	95%	Jul-20	55%	95%	Aug-20	50%	95%	Sep-20	48%	95%	Oct-20	45%	95%	Nov-20	48%	95%	Dec-20	48%	95%	Jan-21	48%	95%	Feb-21	48%	95%	Mar-21	48%	95%	Apr-21	48%	95%	May-21	46.7%	95%
Month	% of R1 ophthalmology patient pathways	Target																																										
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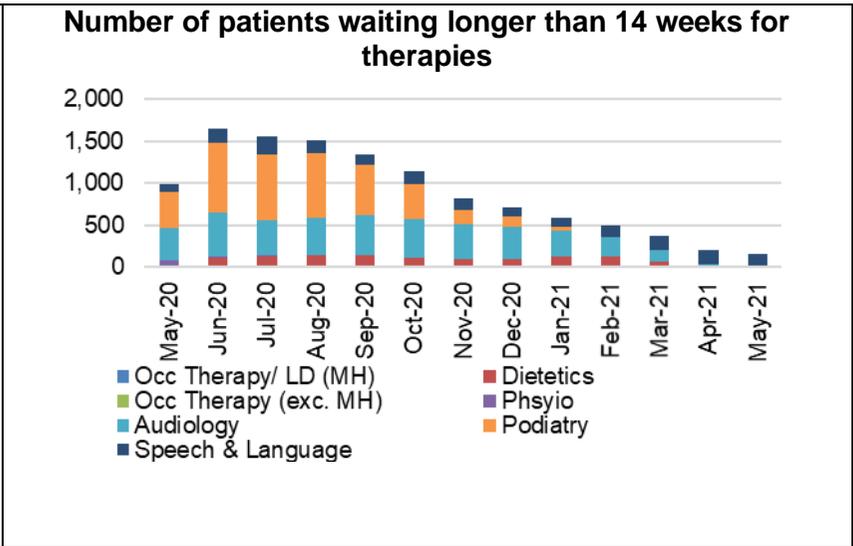
PLANNED CARE

Description	Current Performance	Trend
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<p>Diagnostics waiting times <i>The number of patients waiting more than 8 weeks for specified diagnostics</i></p>	<p>In May 2021, there was an increase in the number of patients waiting over 8 weeks for specified diagnostics. It increased from 4,534 in April 2021 to 4,842 in May 2021.</p> <p>The following is a breakdown for the 8 week breaches by diagnostic test for May 2021:</p> <ul style="list-style-type: none"> • Endoscopy= 2,103 • Cardiac tests= 1,547 • Neurophysiology= 963 • Radiology= 145 • Cystoscopy= 39 • Physiological measurement= 36 • Fluoroscopy= 9
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<p>Therapy waiting times <i>The number of patients waiting more than 14 weeks for specified therapies</i></p>	<p>In May 2021 there were 166 patients waiting over 14 weeks for specified Therapies.</p> <p>The breakdown for the breaches in May 2021 are:</p> <ul style="list-style-type: none"> • Speech & Language Therapy= 151 • Dietetics= 8 • Audiology=6 • Arts Therapies= 1
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CANCER	
Description	Current Performance
<p>Cancer demand and shape of the waiting list</p> <p>1. Number of Urgent Suspected Cancer (USC) referrals received</p> <p>2. Source of suspicion for patients on Single Cancer Pathway (SCP)</p> <p>3. Volume of patients by stage and adjusted wait-SCP (May 2020)</p> <p>4. Volume of patients by stage and adjusted wait-SCP (May 2021)</p>	<p>The number of Urgent Suspected Cancer (USC) referrals significantly reduced between March and April 2020, however there has been an upward trend since May 2020. The shape of the waiting list shows that there is a significant “wave” of patients that are likely to breach in the near future and there are more patients waiting at the tail end of the waiting list when compared with March 2020.</p>
	<p style="text-align: center;">Trend</p> <div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p style="text-align: center;">1. Number of USC referrals</p> </div> <div style="width: 45%;"> <p style="text-align: center;">2. Source of suspicion for patients starting cancer treatment</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="width: 45%;"> <p style="text-align: center;">3. Volume of patients by stage and adjusted wait (May 2020)-SCP</p> </div> <div style="width: 45%;"> <p style="text-align: center;">4. Volume of patients by stage and adjusted wait (May 2021)- SCP</p> </div> </div>

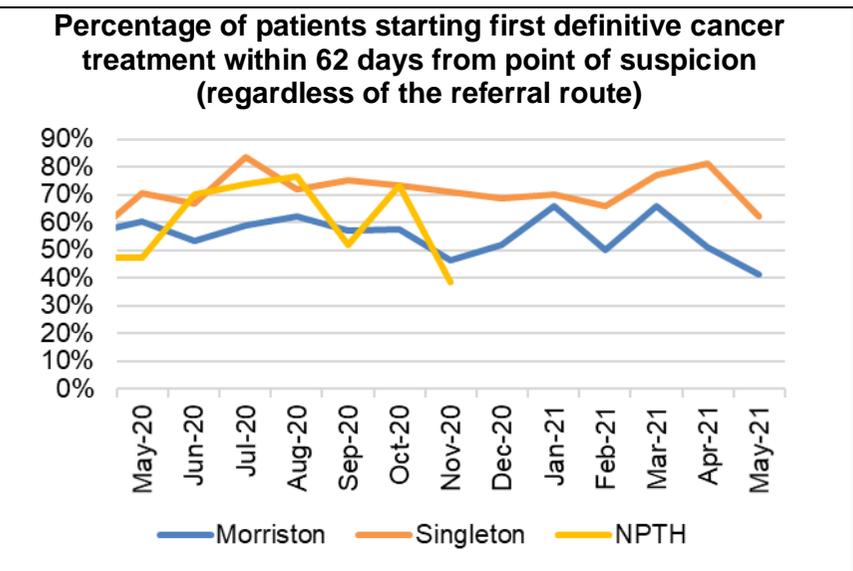
CANCER

Description	Current Performance	Trend
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Single Cancer Pathway
Percentage of patients starting first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route)

May 2021 figures will be finalised on the 30th June 2021.
 Draft figures indicate a possible achievement of 60% of patients starting treatment within 62 days of the suspicion of cancer first being raised (unadjusted pathway). At the time of writing this report, 96 patients did not receive their treatment within target. This includes 9 suspected cancers.

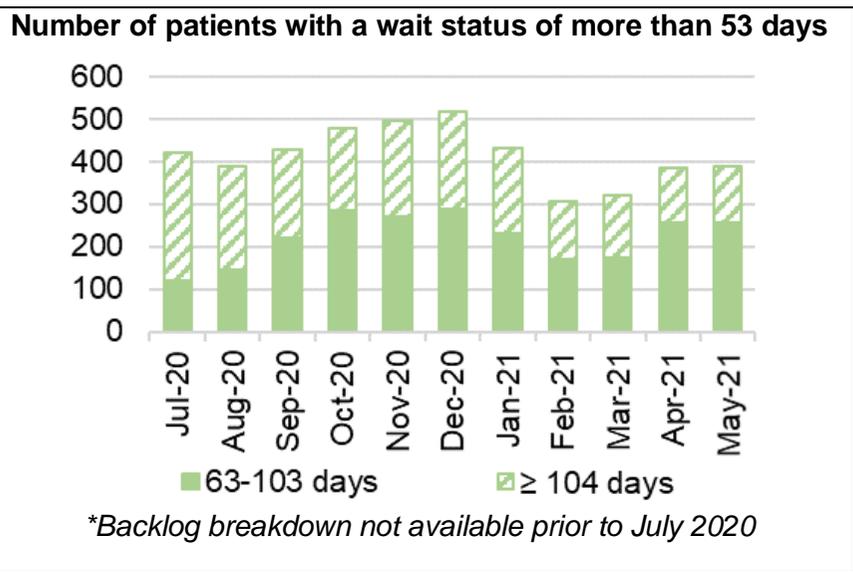
Tumour Site	Breaches	Tumour Site	Breaches
Urological	26	Upper GI	7
Head and Neck	11	Gynaecological	6
Lower GI	11	Haematological	4
Lung	10	Sarcoma	3
Breast	9	Brain/CNS	1
Skin	7	Other	1



Single Cancer Pathway backlog
The number of patients with an active wait status of more than 63 days

End of May 2021 backlog by tumour site:

Tumour Site	63 - 103 days	≥104 days
Acute Leukaemia	0	0
Brain/CNS	1	1
Breast	16	10
Children's cancer	0	0
Gynaecological	24	10
Haematological	5	3
Head and neck	20	6
Lower Gastrointestinal	103	47
Lung	10	6
Other	6	0
Sarcoma	3	4
Skin(c)	6	3
Upper Gastrointestinal	17	14
Urological	44	29
Grand Total	255	133

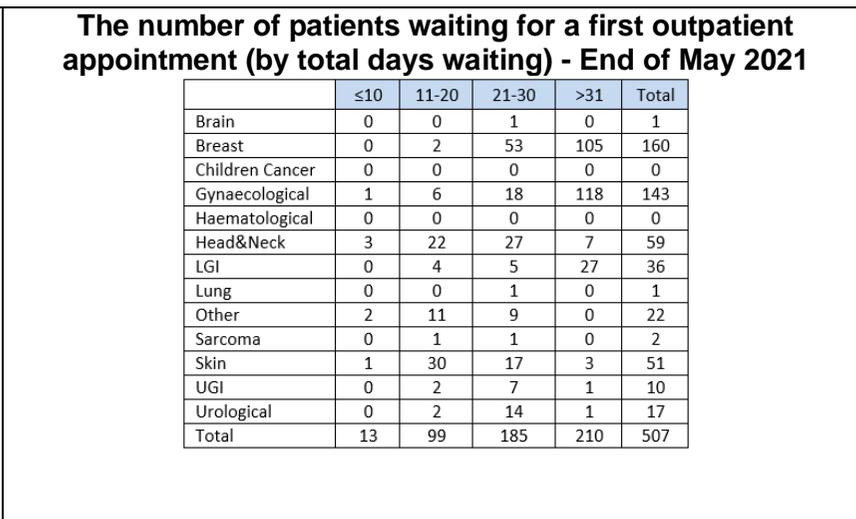


CANCER

Description	Current Performance	Trend
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USC First Outpatient Appointments
The number of patients at first outpatient appointment stage by days waiting

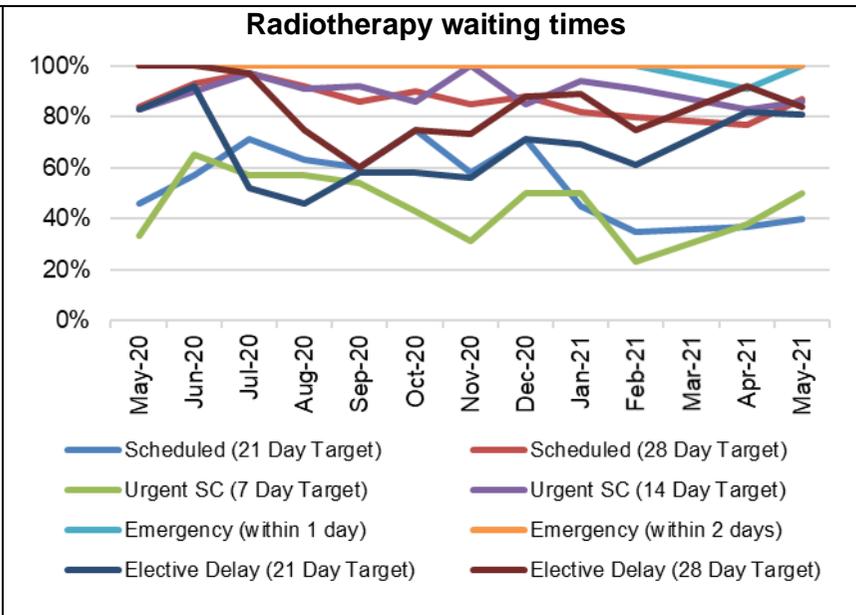
Week to week through May 2021 the percentage of patients seen within 14 days to first appointment ranged between 9% and 14%.



Radiotherapy waiting times
The percentage of patients receiving radiotherapy treatment

Radiotherapy waiting times are challenging however the provision of emergency radiotherapy within 1 and 2 days has been maintained at 100% throughout the COVID19 outbreak.

Measure	Target	May-21
Scheduled (21 Day Target)	80%	40%
Scheduled (28 Day Target)	100%	87%
Urgent SC (7 Day Target)	80%	50%
Urgent SC (14 Day Target)	100%	86%
Emergency (within 1 day)	80%	100%
Emergency (within 2 days)	100%	100%
Elective Delay (21 Day Target)	80%	81%
Elective Delay (28 Day Target)	100%	84%



FOLLOW-UP APPOINTMENTS

Description	Current Performance	Trend																																																								
<p>Follow-up appointments</p> <p><i>1. The total number of patients on the follow-up waiting list</i></p> <p><i>2. The number of patients waiting 100% over target for a follow-up appointment</i></p>	<p>In May 2021, the overall size of the follow-up waiting list increased by 785 patients compared with April 2021 (from 122,303 to 123,088).</p> <p>In May 2021, there was a total of 54,664 patients waiting for a follow-up past their target date. This is an in-month reduction of 0.8% (from 55,086 in April 2021 to 54,664 in May 2021).</p> <p>Of the 54,664 delayed follow-ups in May 2021, 9,113 had appointment dates and 45,551 were still waiting for an appointment.</p> <p>In addition, 30,062 patients were waiting 100%+ over target date in May 2021. This is a 2.5% increase when compared with April 2021.</p>	<p>1. Total number of patients waiting for a follow-up</p> <table border="1"> <caption>1. Total number of patients waiting for a follow-up (SBU HB)</caption> <thead> <tr> <th>Month</th> <th>Number of patients</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>122,303</td></tr> <tr><td>Jun-20</td><td>122,303</td></tr> <tr><td>Jul-20</td><td>122,303</td></tr> <tr><td>Aug-20</td><td>122,303</td></tr> <tr><td>Sep-20</td><td>122,303</td></tr> <tr><td>Oct-20</td><td>122,303</td></tr> <tr><td>Nov-20</td><td>122,303</td></tr> <tr><td>Dec-20</td><td>122,303</td></tr> <tr><td>Jan-21</td><td>122,303</td></tr> <tr><td>Feb-21</td><td>122,303</td></tr> <tr><td>Mar-21</td><td>122,303</td></tr> <tr><td>Apr-21</td><td>122,303</td></tr> <tr><td>May-21</td><td>123,088</td></tr> </tbody> </table> <p>2. Delayed follow-ups: Number of patients waiting 100% over target</p> <table border="1"> <caption>2. Delayed follow-ups: Number of patients waiting 100% over target (SBU HB)</caption> <thead> <tr> <th>Month</th> <th>Number of patients</th> </tr> </thead> <tbody> <tr><td>May-20</td><td>20,000</td></tr> <tr><td>Jun-20</td><td>20,000</td></tr> <tr><td>Jul-20</td><td>20,000</td></tr> <tr><td>Aug-20</td><td>20,000</td></tr> <tr><td>Sep-20</td><td>20,000</td></tr> <tr><td>Oct-20</td><td>20,000</td></tr> <tr><td>Nov-20</td><td>20,000</td></tr> <tr><td>Dec-20</td><td>20,000</td></tr> <tr><td>Jan-21</td><td>20,000</td></tr> <tr><td>Feb-21</td><td>20,000</td></tr> <tr><td>Mar-21</td><td>20,000</td></tr> <tr><td>Apr-21</td><td>20,000</td></tr> <tr><td>May-21</td><td>30,062</td></tr> </tbody> </table>	Month	Number of patients	May-20	122,303	Jun-20	122,303	Jul-20	122,303	Aug-20	122,303	Sep-20	122,303	Oct-20	122,303	Nov-20	122,303	Dec-20	122,303	Jan-21	122,303	Feb-21	122,303	Mar-21	122,303	Apr-21	122,303	May-21	123,088	Month	Number of patients	May-20	20,000	Jun-20	20,000	Jul-20	20,000	Aug-20	20,000	Sep-20	20,000	Oct-20	20,000	Nov-20	20,000	Dec-20	20,000	Jan-21	20,000	Feb-21	20,000	Mar-21	20,000	Apr-21	20,000	May-21	30,062
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PATIENT EXPERIENCE

Description	Current Performance	Trend
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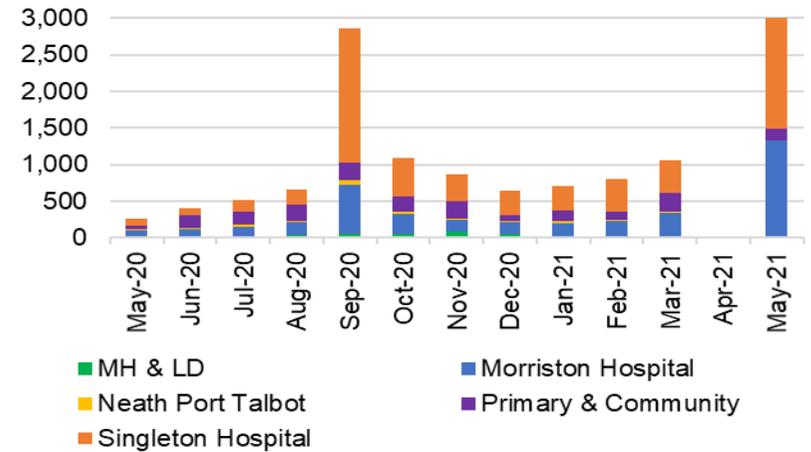
Patient experience

1. Number of friends and family surveys completed

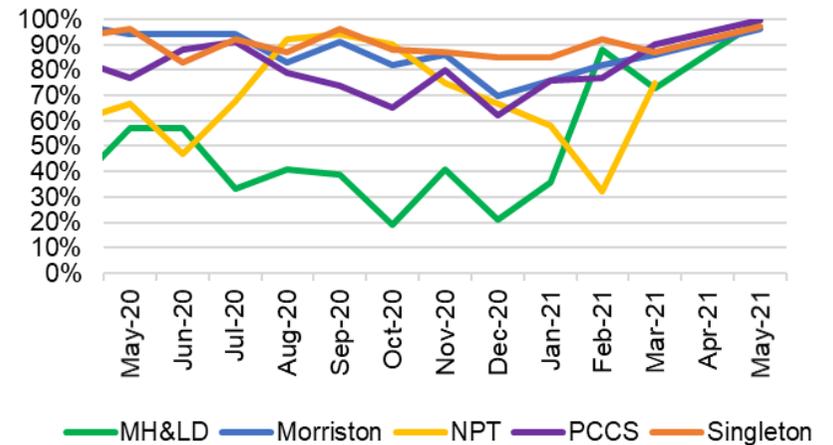
2. Percentage of patients/ service users who would recommend and highly recommend

- Health Board Friends & Family patient satisfaction level in May 2021 was 96% and 4,590 surveys were completed:
 - Singleton/ Neath Port Talbot Hospitals Service Group completed 3,098 surveys in May 2021, with a recommended score of 97%.
 - Morriston Hospital completed 1,330 surveys in May 2021, with a recommended score of 96%.
 - Mental Health & Learning Disabilities completed 3 surveys for May 2021, with a recommended score of 100%.
 - Primary & Community Care completed 159 surveys for May 2021, with a recommended score of 100%.

1. Number of friends and family surveys completed



2. % of patients/ service users who would recommend and highly recommend



* Data not available for April 2021. Neath Port Talbot included in Singleton's figures from May 2021

COMPLAINTS

Description	Current Performance	Trend
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Patient concerns

1. Number of formal complaints received

2. Percentage of concerns that have received a final reply or an interim reply up to and including 30 working days from the date the concern was first received by the organisation

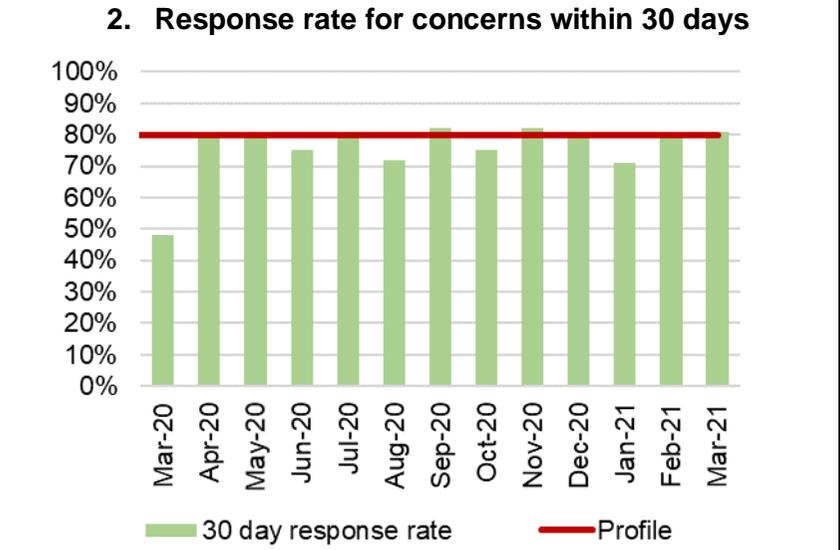
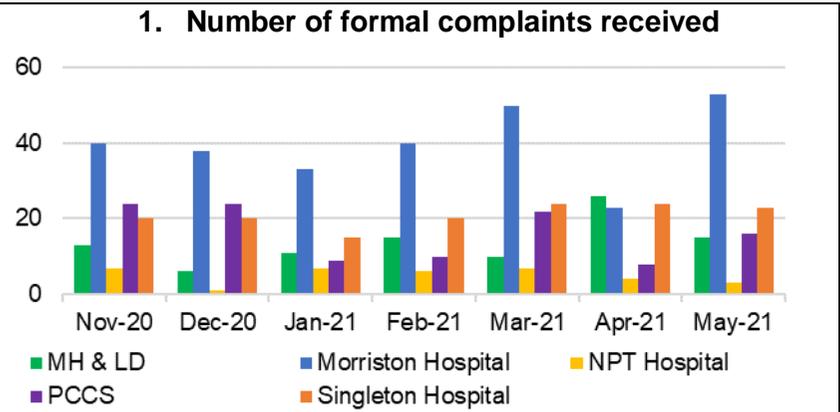
1. In May 2021, the Health Board received 115 formal complaints; this is a 15% increase when compared with April 2021 (from 100 to 115).

Since the COVID19 outbreak began in March 2020, the monthly number of complaints received has been significantly low. The numbers have gradually increased each month and May 2021 was back to pre-COVID levels.

2. The overall Health Board rate for responding to concerns within 30 working days was 81% in March 2021, against the Welsh Government target of 75% and Health Board target of 80%.

Below is a breakdown of performance against the 30 day response target:

	30 day response rate
Neath Port Talbot Hospital	100%
Morrison Hospital	92%
Mental Health & Learning Disabilities	67%
Primary, Community and Therapies	67%
Singleton Hospital	67%



HARM FROM WIDER SOCIETAL ACTIONS/LOCKDOWN

6.1 Vaccinations and Immunisations

Chart 1: % children who received 3 doses of the hexavalent '6 in 1' vaccine and MenB2 vaccine by age 1

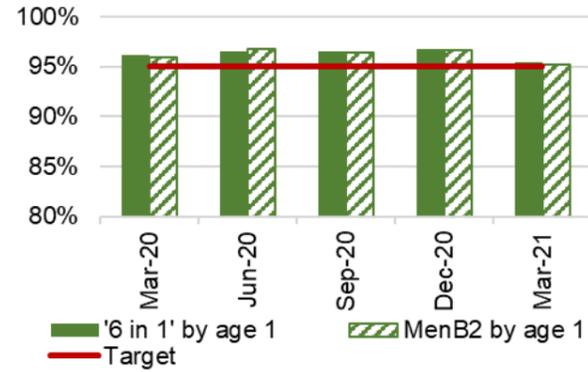


Chart 2: % children who received PCV2 vaccine and Rotavirus vaccine by age 1

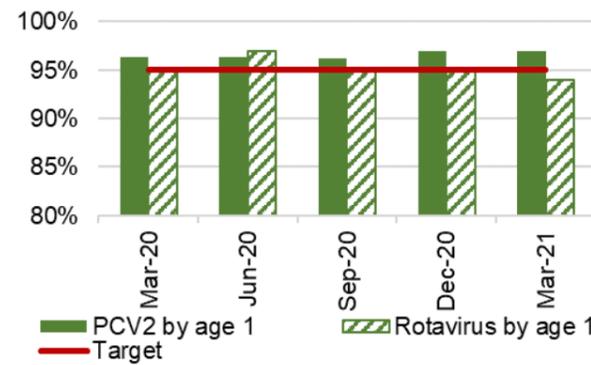


Chart 3: % children who received MMR1 vaccine and PCVf3 vaccine by age 2

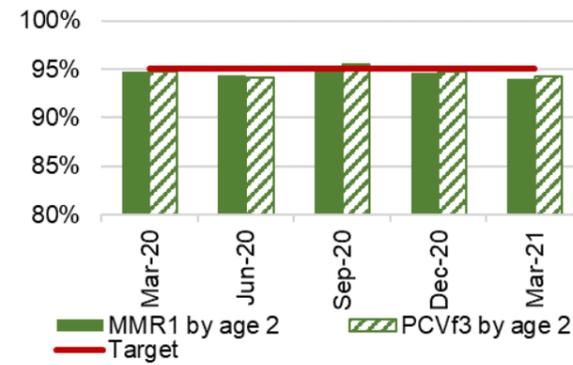


Chart 4: % children who received MenB4 vaccine and Hib/MenC vaccine by age 2

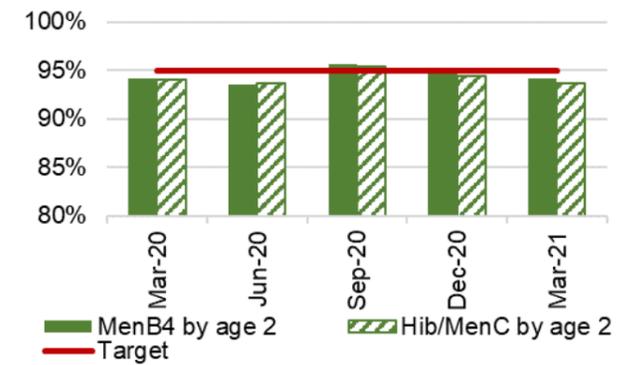


Chart 5: % children who are up to date in schedule by age 4

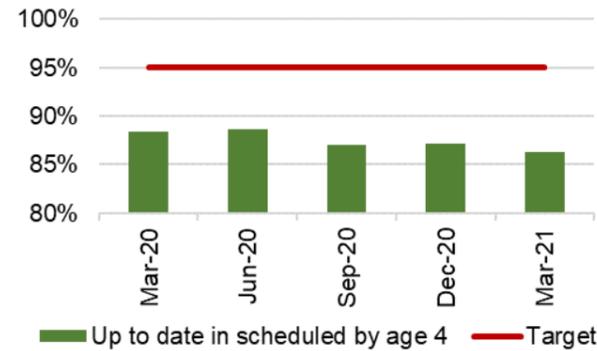


Chart 6: % children who received 2 doses of the MMR vaccine and 4 in 1 vaccine by age 5

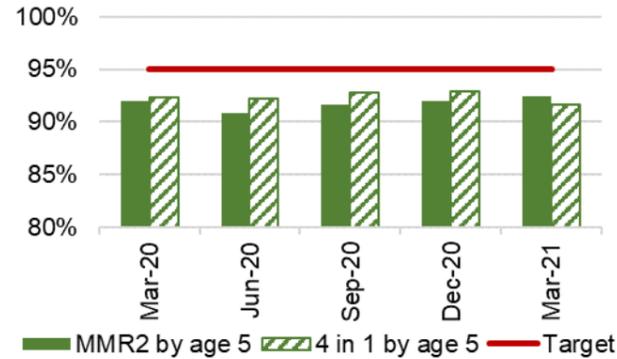


Chart 7: % children who received MMR vaccine and teenage booster by age 16

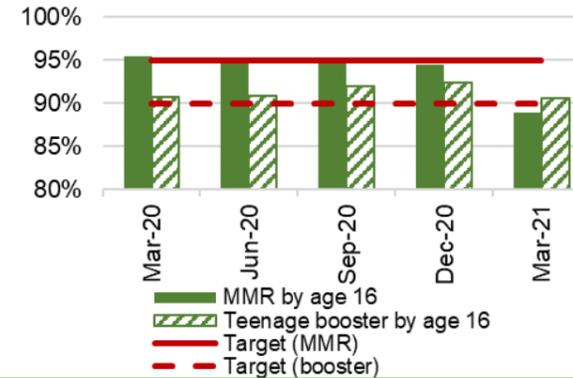
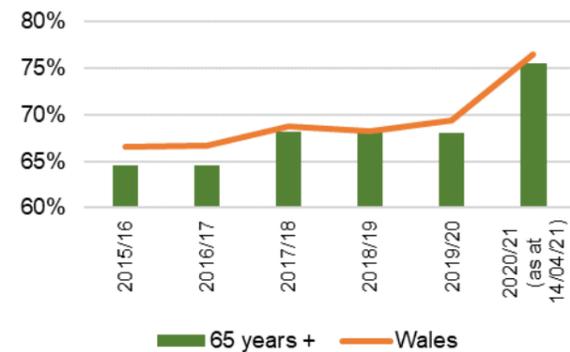


Chart 8: % children who received MenACWY vaccine by age 16

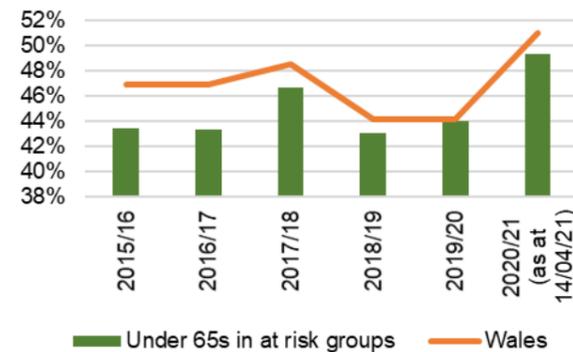


Chart 9: Influenza uptake for amongst 65 year olds and over



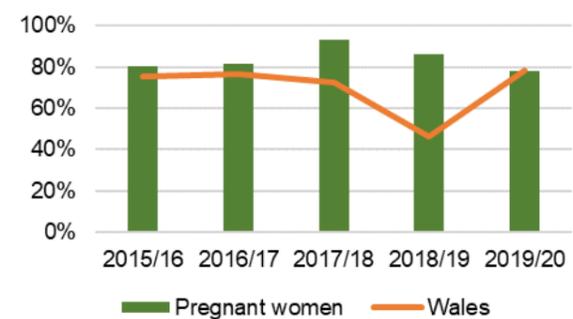
Data prior to April 2019 relates to Abertawe Bro Morgannwg University Health Board

Chart 10: Influenza uptake for amongst under 65s in risk groups



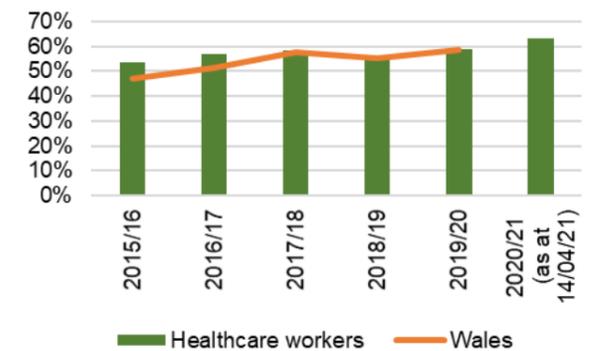
Data prior to April 2019 relates to Abertawe Bro Morgannwg University Health Board

Chart 11: Influenza uptake for amongst pregnant women



Data prior to April 2019 relates to Abertawe Bro Morgannwg University Health Board. 2020/21 data not available

Chart 12: Influenza uptake for amongst healthcare workers



Data prior to April 2019 relates to Abertawe Bro Morgannwg University Health Board. 2020/21 all-Wales data not yet available

HARM FROM WIDER SOCIETAL ACTIONS/LOCKDOWN

6.2 Mental Health Overview

Chart 1: % of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral

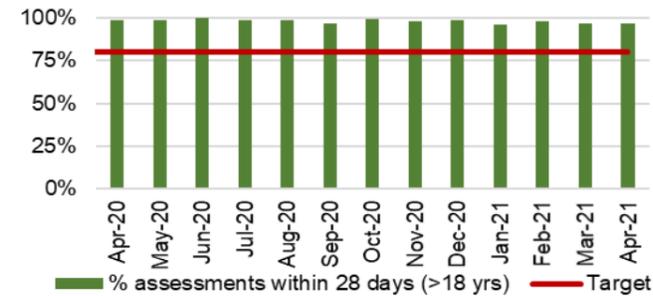


Chart 2: % of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS

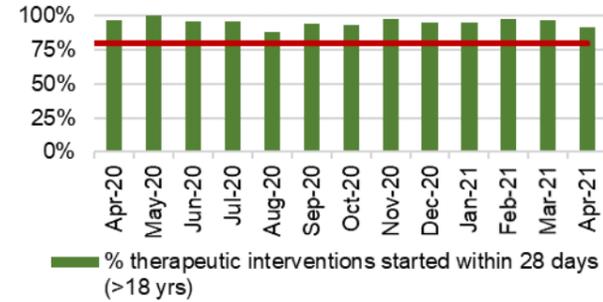


Chart 3: % of health board residents in receipt of secondary mental health services (all ages) who have a valid care and treatment plan

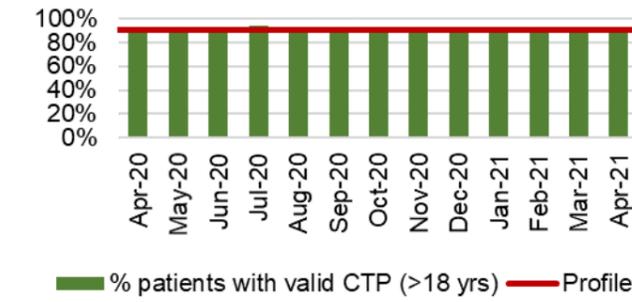


Chart 4: % of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health

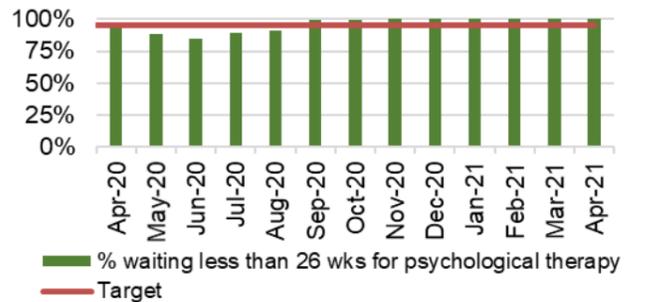


Chart 5: 95% of those admitted 0900-2100 will receive a gate-keeping assessment by the CRHTS prior to admission

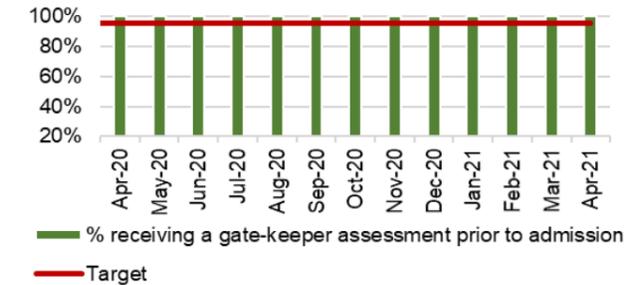


Chart 6: 100% of those admitted without a gate keeping assessment will receive a follow up assessment by CRHTS within 24hrs of admission

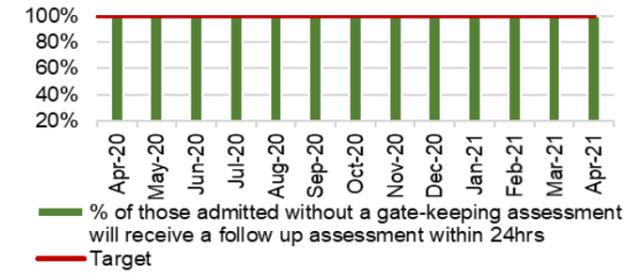


Chart 7: % of patients waiting under 14 weeks for Therapies

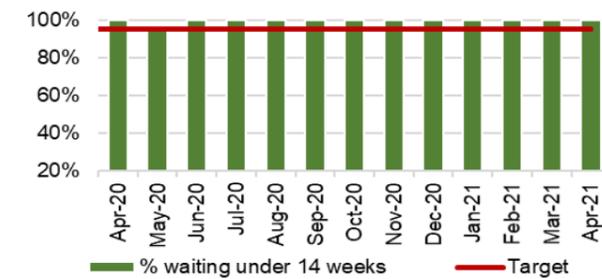


Chart 8: Number of Mental Health Delayed Transfers of Care (DTCs)

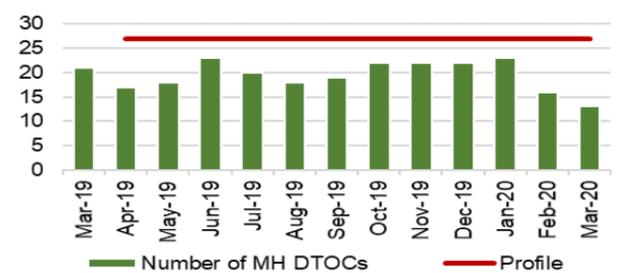


Chart 9: Number of patients detained under the Mental Health Act as a percentage of all admissions

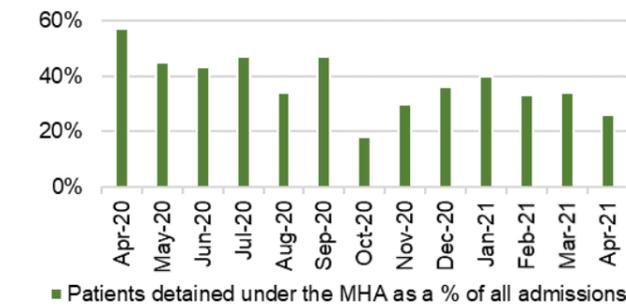


Chart 10: Number of patients subject to Deprivation of Liberty Safeguards (DOLS)

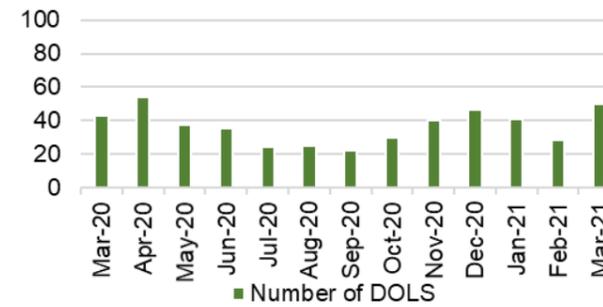


Chart 11: Number of Serious Incidents

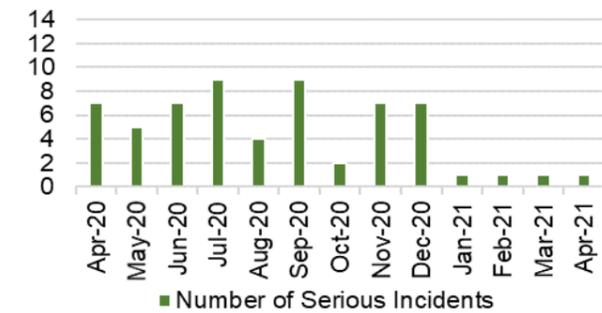
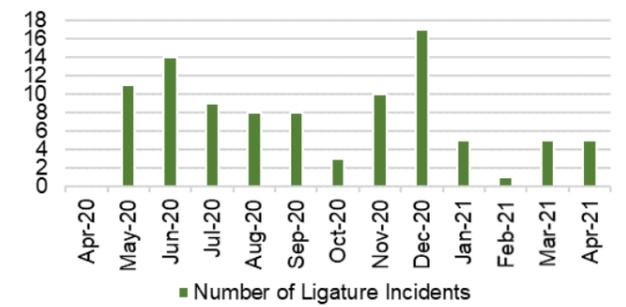


Chart 12: Number of ligature incidents



Child & Adolescent Mental Health Services (CAMHS)

Chart 13: Urgent assessments undertaken within 24 hours from receipt of referral

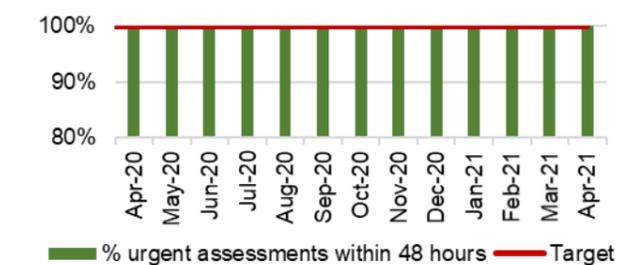


Chart 14: Neuro-developmental disorder assessment and intervention received within 26 weeks

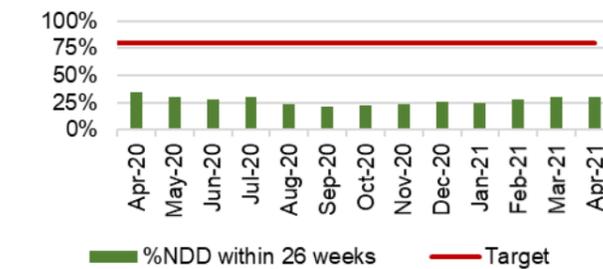


Chart 15: Assessment and intervention within 28 days

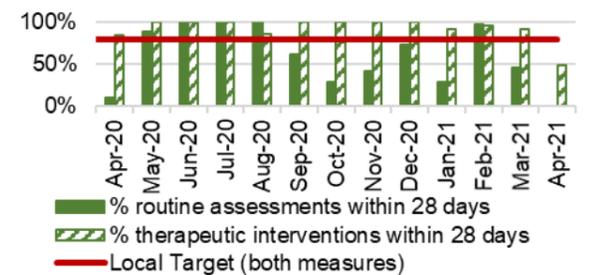
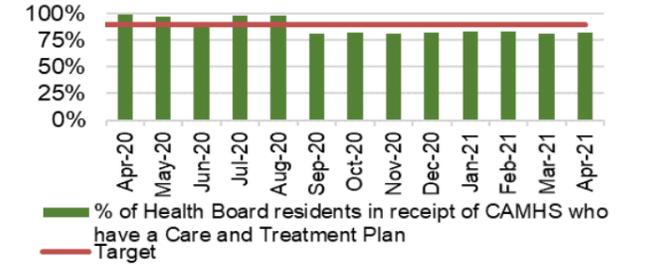


Chart 16: % of residents with a Care and Treatment Plan



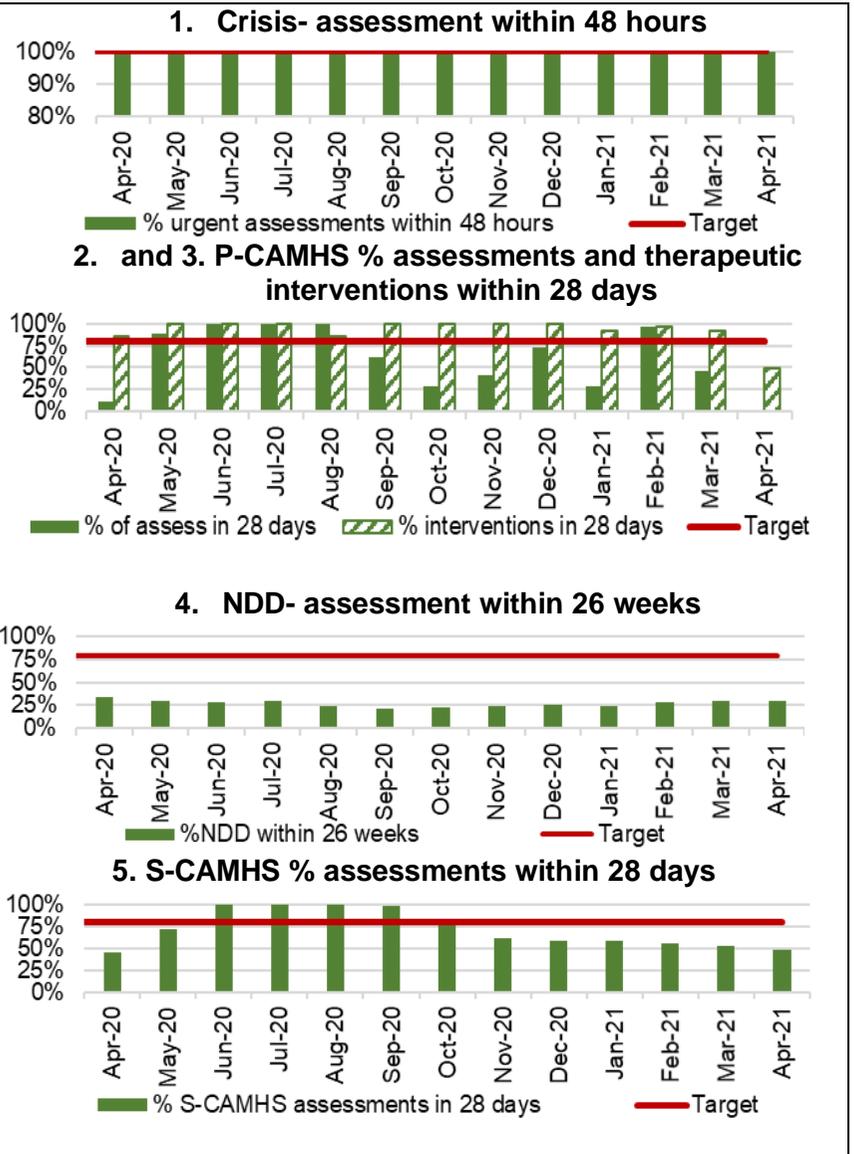
6.3 Updates on key measures

ADULT MENTAL HEALTH		
Description	Current Performance	Trend
<p>Adult Mental Health Measures:</p> <p>1. % of MH assessments undertaken within 28 days from the date of receipt of referral (18 years and over)</p> <p>2. % of therapeutic interventions started within 28 days following an assessment by LPMHSS (18 years and over)</p> <p>3. % of health board residents in receipt of secondary mental health services who have a valid Care and Treatment Plan (CTP) (18 years and over)</p> <p>4. % of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health</p>	<p>1. In April 2021, 97% of assessments were undertaken within 28 days of referral for patients 18 years and over.</p> <p>2. In April 2021, the percentage of therapeutic interventions started within 28 days following an assessment by the Local Primary Mental Health Support Service (LPMHSS) was 92%.</p> <p>3. 91% of residents in receipt of secondary care mental health services had a valid Care and Treatment Plan in April 2021.</p> <p>4. In April 2021, 100% of patients waited less than 26 weeks for psychological therapy. This was above the national target of 95%.</p>	<p>1. % Mental Health assessments undertaken within 28 days from receipt of referral</p> <p>2. % Mental Health therapeutic interventions started within 28 days following LPMHSS assessment</p> <p>3. % residents with a valid Care and Treatment Plan (CTP)</p> <p>4. % waiting less than 26 weeks for Psychology Therapy</p>

CHILD & ADOLESCENT MENTAL HEALTH (CAMHS)

Description	Current Performance	Trend
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1. Crisis - % Urgent Assessment by CAMHS undertaken within 48 Hours from receipt of referral	1. In April 2021, 100% of CAMHS patients received an assessment within 48 hours.
2. Primary CAMHS (P-CAMHS) - % Routine Assessment by CAMHS undertaken within 28 days from receipt of referral	2. 0% of routine assessments were undertaken within 28 days from referral in April 2021 against a target of 80%.
3. Primary CAMHS (P-CAMHS) - % Therapeutic interventions started within 28 days following assessment by LPMHSS	3. 49% of therapeutic interventions were started within 28 days following assessment by LPMHSS in April 2021.
4. NDD - % Neurodevelopmental Disorder patients receiving a Diagnostic Assessment within 26 weeks	4. 30% of NDD patients received a diagnostic assessment within 26 weeks in April 2021 against a target of 80%.
5. Specialist CAMHS (S-CAMHS) - % Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral	5. 48% of routine assessments by SCAMHS were undertaken within 28 days in April 2021.



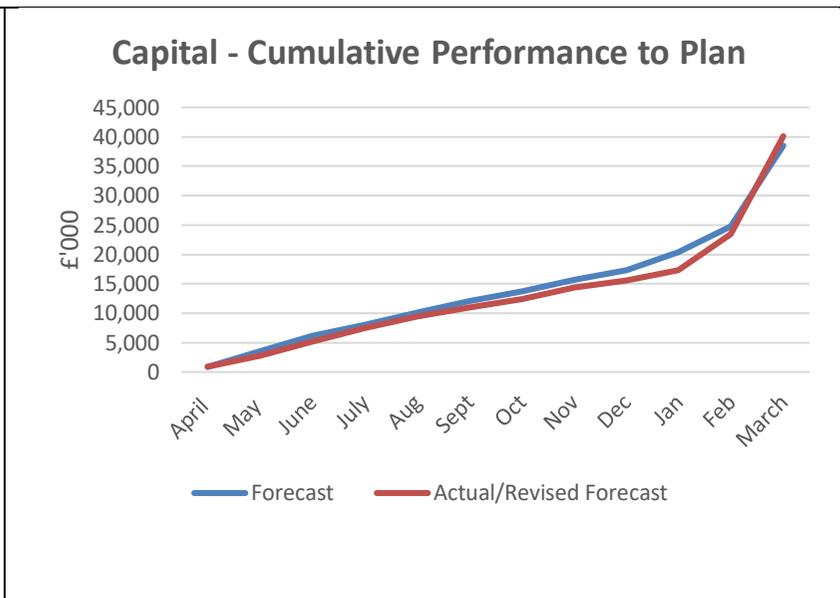
7.FINANCE UPDATES

This section of the report provides further detail on key finance measures.

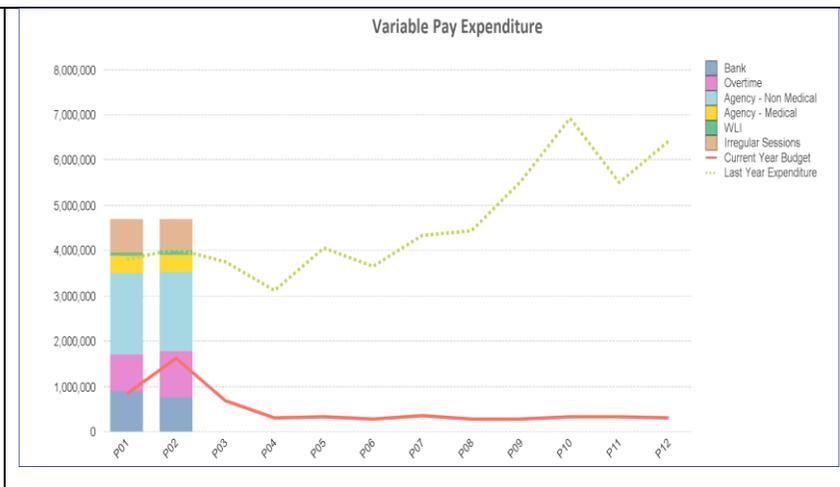
Description	Current Performance	Trend																																							
<p>Revenue Financial Position – expenditure incurred against revenue resource limit</p>	<ul style="list-style-type: none"> The Health Board’s annual plan produces a forecast deficit for 2021/22 of £42.077m. This includes £17.672m impact on savings delivery from 2020/21. The £42.077m forecast deficit equates to an expected monthly overspend of £3.506m. The Health Board has been advised by WG to anticipate non-recurrent funding to support the 2020/21 savings impact and this reduces the HB forecast to £24.405m, which equates to an expected monthly overspend of £2.034m. The May position includes 2 months of this anticipated income. The Health Board has reported a cumulative overspend of £4.105m against a forecast position of £4.068m. 	<p>HEALTH BOARD FINANCIAL PERFORMANCE 2021/22</p> <table border="1"> <caption>Operational Position vs Target Overspend (in £'000)</caption> <thead> <tr> <th>Month</th> <th>Operational Position</th> <th>Target Overspend</th> </tr> </thead> <tbody> <tr> <td>M1</td> <td>3,541</td> <td>3,506</td> </tr> <tr> <td>M2</td> <td>564</td> <td>2,034</td> </tr> <tr> <td>M3</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M4</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M5</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M6</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M7</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M8</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M9</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M10</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M11</td> <td>2,034</td> <td>2,034</td> </tr> <tr> <td>M12</td> <td>2,034</td> <td>2,034</td> </tr> </tbody> </table>	Month	Operational Position	Target Overspend	M1	3,541	3,506	M2	564	2,034	M3	2,034	2,034	M4	2,034	2,034	M5	2,034	2,034	M6	2,034	2,034	M7	2,034	2,034	M8	2,034	2,034	M9	2,034	2,034	M10	2,034	2,034	M11	2,034	2,034	M12	2,034	2,034
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M11	2,034	2,034																																							
M12	2,034	2,034																																							

Description	Current Performance	Trend
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<p>Capital Financial Position – expenditure incurred against capital resource limit</p>	<ul style="list-style-type: none"> The forecast outturn capital position for 2021/22 is an overspend of £1.593m. Allocations are anticipated from WG which will balance this position. The reported forecast outturn position assumes that £0.552m of disposal income will be received.
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<p>Workforce Spend – workforce expenditure profile</p>	<ul style="list-style-type: none"> The pay budgets are underspent by £0.313m in May 2021. This is after funding has been allocated to support additional costs associated with COVID. Variable pay has remained broadly static when compared with the previous month. The variable pay spend is higher than that experienced in the same period last year but significantly lower than in the peak winter/Second wave period. The Health Board is incurring around £2.5m of additional pay costs related to COVID response and recovery, in addition to the TTP and vaccination costs.
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Description	Current Performance	Trend																																							
<p>PSPP – pay 95% of Non-NHS invoices within 30 days of receipt of goods or valid invoice</p>	<ul style="list-style-type: none"> The Health Board failed to deliver this target in 2020/21, with the target only being met on three of the twelve months. It is positive to note that the target has been met in both April and May 2021, with 96.23% of invoices being paid within 30 days, cumulatively. The main reason for the failure to meet this target is delay in the receipting of goods and services, which prevent invoices being processed for payment and non-compliance with no PO no Pay policy. 	<p>Percentage of non-NHS invoices paid within 30 days of receipt of goods or valid invoice</p> <table border="1"> <caption>PSPP Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>PSPP In Month (%)</th> <th>PSPP Cumulative (%)</th> </tr> </thead> <tbody> <tr> <td>M1</td> <td>95.4</td> <td>95.4</td> </tr> <tr> <td>M2</td> <td>96.9</td> <td>96.2</td> </tr> <tr> <td>M3</td> <td>-</td> <td>-</td> </tr> <tr> <td>M4</td> <td>-</td> <td>-</td> </tr> <tr> <td>M5</td> <td>-</td> <td>-</td> </tr> <tr> <td>M6</td> <td>-</td> <td>-</td> </tr> <tr> <td>M7</td> <td>-</td> <td>-</td> </tr> <tr> <td>M8</td> <td>-</td> <td>-</td> </tr> <tr> <td>M9</td> <td>-</td> <td>-</td> </tr> <tr> <td>M10</td> <td>-</td> <td>-</td> </tr> <tr> <td>M11</td> <td>-</td> <td>-</td> </tr> <tr> <td>M12</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Month	PSPP In Month (%)	PSPP Cumulative (%)	M1	95.4	95.4	M2	96.9	96.2	M3	-	-	M4	-	-	M5	-	-	M6	-	-	M7	-	-	M8	-	-	M9	-	-	M10	-	-	M11	-	-	M12	-	-
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APPENDIX 2: INTEGRATED PERFORMANCE DASHBOARD

Harm from Covid itself																							
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
COVID19 related measures	Number of new COVID19 cases	Local	May-21	189		Reduce					303	57	53	66	787	4,664	5,525	11,976	3,759	1,208	907	406	189
	Number of staff referred for Antigen Testing	Local	May-21	12,224		Reduce					2,785	3,102	3,329	3,564	4,765	6,460	8,201	10,065	10,749	11,115	11,683	11,957	12,224
	Number of staff awaiting results of COVID19 test	Local	May-21	0		Reduce					19	16	1	0	38 (as at 10/10/20)	21 (as at 06/11/20)	41 (as at 06/12/20)	99 (as at 05/01/21)	78 (as at 07/02/21)	69 (as at 06/03/21)	2 (as at 11/04/21)	0	0
	Number of COVID19 related incidents	Local	May-21	67		Reduce					67	40	26	39	30	87	141	127	84	63	53	74	67
	Number of COVID19 related serious incidents	Local	May-21	0		Reduce					0	2	0	11	1	1	1	0	0	0	0	0	0
	Number of COVID19 related complaints	Local	May-21	13		Reduce					61	39	58	27	30	37	50	83	106	131	98	38	13
	Number of COVID19 related risks	Local	May-21	2		Reduce					20	19	5	8	2	6	7	10	3	3	3	2	2
	Number of staff self isolated (asymptomatic)	Local	May-21	61		Reduce					516	474	422	420	353	329	291	475	218	160	145	84	61
	Number of staff self isolated (symptomatic)	Local	May-21	71		Reduce					292	141	70	36	72	132	294	394	316	156	108	87	71
% sickness	Local	May-21	1.9%		Reduce					6.0%	4.5%	3.6%	3.5%	3.2%	3.5%	4.4%	6.5%	4.0%	2.4%	1.9%	1.9%	1.9%	

Harm from overwhelmed NHS and social care system																							
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Unscheduled Care	% of emergency responses to red calls arriving within (up to and including) 8 minutes	National	May-21	62%	65%	65%	✘	61% (Apr-21)	1st (Apr-21)		75%	76%	74%	72%	69%	66%	67%	54%	67%	70%	73%	72%	62%
	Number of ambulance handovers over one hour	National	May-21	477	0			3,124 (Apr-21)	4th (Apr-21)		20	47	120	163	410	355	500	510	195	219	231	337	477
	Handover hours lost over 15 minutes	Local	May-21	1154							125	178	315	418	1,100	916	1,474	1,804	455	550	583	877	1,154
	% of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge	National	May-21	73%	95%			75.7% (Mar-21)	4th (Mar-21)		83.5%	87.7%	80.1%	80.6%	76.4%	77.2%	75.4%	72.6%	77%	71%	77%	75%	73%
	Number of patients who spend 12 hours or more in all hospital major and minor care facilities from arrival until admission, transfer or discharge	National	May-21	684	0			4,317 (Mar-21)	3rd (Mar-21)		97	81	223	286	537	494	626	776	570	534	457	631	684
NOF	% of survival within 30 days of emergency admission for a hip fracture	National	Feb-21	70.7%	12 month ↑			82.0% (Feb-21)	5th (Feb-21)		77.1%	95.5%	93.5%	93.9%	89.4%	90.0%	67.9%	68.0%	65.3%	70.7%			
	% of patients (age 60 years and over) who presented with a hip fracture that received an orthogeriatrician assessment within 72 hours	National	Feb-21	88.0%	12 month ↑			60% (Feb-21)	2nd (Feb-21)		80.0%	82.0%	83.0%	83.0%	84.0%	84.0%	85.0%	86.0%	87.0%	88.0%			
Stroke	Direct admission to Acute Stroke Unit (<4 hrs)	National	May-21	28%	54.0%			22.6% (Mar-21)	4th out of 6 organisations (Mar-21)			52.7%	57.4%	51.4%	50.0%	29.8%	23.7%	7.1%	6.8%	18.2%	20.4%	20.3%	27.5%
	CT Scan (<1 hrs) (local)	Local	May-21	37%								49.1%	48.2%	52.8%	62.5%	42.1%	31.7%	22.7%	42.2%	30.6%	40.8%	29.7%	36.5%
	Assessed by a Stroke Specialist Consultant Physician (< 24 hrs)	National	May-21	98%	85.3%			87.6% (Mar-21)	1st (Mar-21)			100.0%	94.6%	97.2%	97.5%	98.2%	96.7%	95.5%	95.6%	97.2%	100.0%	96.9%	98.1%
	Thrombolysis door to needle <= 45 mins	Local	May-21	0%	12 month ↑							30.0%	25.0%	0.0%	12.5%	11.1%	28.6%	0.0%	12.5%	0.0%	55.6%	25.0%	0.0%
	% compliance against the therapy target of an average of 16.1 minutes if speech and language therapist input per stroke patient	National	May-21	40%	12 month ↑			46.8% (Mar-21)	3rd (Mar-21)			30.7%	44.3%	61.7%	80.1%	86.5%	65.1%	63.4%	65.7%	61.2%	55.9%	47.1%	39.7%
% of stroke patients who receive a 6 month follow-up assessment	National	Q3 19/20	49.6%	Qtr on qtr ↑			62.2% (Q3 19/20)	5th out of 6 organisations (Q3 19/20)															
DTOCs	Number of mental health HB DToCs	National	Mar-20	13	12 month ↓	27	✔																
	Number of non-mental health HB DToCs	National	Mar-20	60	12 month ↓	50	✘																
	% critical care bed days lost to delayed transfer of care	National	Q1 20/21	26.2%	Quarter on quarter ↓			5.3% (Q1 20/21)	2nd (Q1 20/21)			2.5%											

Harm from overwhelmed NHS and social care system																									
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21		
infection control	Cumulative cases of E.coli bacteraemias per 100k pop	National	May-21	88.9	<67		✘	77.95 (Apr-21)	5th (Apr-21)		43.0	46.4	53.8	62.5	64.0	65.7	63.8	60.7	60.0	59.8	61.9	99.8	88.9		
	Number of E.Coli bacteraemia cases (Hospital)				11							6	3	8	8	7	14	5	5	6	6	9	12	11	
	Number of E.Coli bacteraemia cases (Community)			May-21	15								8	14	17	24	16	11	11	7	12	11	19	20	15
	Total number of E.Coli bacteraemia cases				26								14	17	25	32	23	25	16	12	18	17	28	32	26
	Cumulative cases of S.aureus bacteraemias per 100k pop			May-21	44.5	<20		✘	27.01 (Apr-21)	6th (Apr-21)		24.7	28.8	26.1	28.2	30.7	31.5	32.7	31.7	31.6	31.6	31.4	31.6	40.5	44.5
	Number of S.aureus bacteraemias cases (Hospital)												2	4	3	5	7	6	7	6	5	7	4	4	5
	Number of S.aureus bacteraemias cases (Community)			May-21	10								4	8	3	7	7	6	6	3	4	2	7	9	10
	Total number of S.aureus bacteraemias cases												6	12	6	12	14	12	13	9	9	9	11	13	15
	Cumulative cases of C.difficile per 100k pop			May-21	49.1	<26		✘	28.94 (Apr-21)	6th (Apr-21)		42.9	49.5	45.3	50.2	51.2	50.4	48.4	45.7	42.0	41.5	41.1	62.3	49.1	
	Number of C.difficile cases (Hospital)												6	14	7	9	12	12	8	6	3	9	7	15	7
	Number of C.difficile cases (Community)			May-21	5								10	6	4	14	6	3	2	3	0	2	5	5	5
	Total number of C.difficile cases												16	20	11	23	18	15	10	9	3	11	12	20	12
	Cumulative cases of Klebsiella per 100k pop			May-21	21.5								18.4	21.6	20.0	22.1	21.0	21.9	23.4	24.9	26.4	25.8	26.2	28.1	21.5
	Number of Klebsiella cases (Hospital)												4	4	3	6	3	7	7	8	8	4	1	4	3
	Number of Klebsiella cases (Community)			May-21	2								2	5	2	4	2	2	4	4	5	2	9	5	2
	Total number of Klebsiella cases									38 (Apr-21)	6th (Apr-21)		6	9	5	10	5	9	11	12	13	6	10	9	5
	Cumulative cases of Aeruginosa per 100k pop			May-21	6.1								10.7	7.2	6.2	6.7	5.6	5.7	5.8	5.5	5.2	5.1	4.9	9.4	6.1
	Number of Aeruginosa cases (Hospital)												3	0	0	0	0	1	1	1	0	0	0	2	0
	Number of Aeruginosa cases (Community)			May-21	1								2	0	1	3	0	1	1	0	1	1	1	1	1
	Total number of Aeruginosa cases									21 (Apr-21)	Joint 3rd (Apr-21)		5	0	1	3	0	2	2	1	1	1	1	3	1
Hand Hygiene Audits - compliance with WHO 5 moments	Local	May-21	98%		95%		✔				99%	98%	98%	94%	96%	97%	97%	96%	95%	93%	97%	96%	98%		
Serious Incidents and risks	Of the serious incidents due for assurance, the % which were assured within the agreed timescales	National	May-21	0%	90%	80%	✘				29%	0%	0%	50%	20%	0%	0%	4%	0%	10%	0%	0%	0%		
	Number of new Never Events	National	May-21	0	0	0	✔				0	1	0	0	0	1	1	0	0	0	0	0	0		
	Number of risks with a score greater than 20	Local	May-21	127		12 month ↓	✘				101	110	115	121	117	130	138	146	148	140	142	132	127		
	Number of risks with a score greater than 16	Local	May-21	224		12 month ↓	✘				193	204	204	210	206	224	224	238	242	233	230	217	224		
Pressure Ulcers	Number of pressure ulcers acquired in hospital	Local	Apr-21	59		12 month ↓	✘				29	18	19	37	44	59	42	61	51	48	36	59			
	Number of pressure ulcers developed in the community		Apr-21	31		12 month ↓	✔				33	34	28	25	21	34	29	26	25	24	26	31			
	Total number of pressure ulcers		Apr-21	90		12 month ↓	✘				62	52	47	62	65	93	71	87	76	72	62	90			
	Number of grade 3+ pressure ulcers acquired in hospital		Apr-21	4		12 month ↓	✘				0	1	0	4	0	4	4	3	2	3	1	4			
	Number of grade 3+ pressure ulcers acquired in community		Apr-21	10		12 month ↓	✔				6	9	4	5	5	11	5	7	5	4	2	10			
	Total number of grade 3+ pressure ulcers		Apr-21	14		12 month ↓	✘				6	10	4	9	5	15	9	10	7	7	3	14			
Inpatient Falls	Local	May-21	228		12 month ↓	✔				209	196	208	227	219	187	247	247	203	177	171	176	228			
Mortality	% of universal mortality reviews (UMRs) undertaken within 28 days of a death	Local	Apr-21	99%	95%	95%	✔				99.3%	100.0%	95.5%	96.6%	99.2%	100.0%	98.1%	99.0%	100.0%	100.0%	97.6%	99.3%			
	Stage 2 mortality reviews required	Local	Apr-21	5							11	10	10	10	11	9	17	12	19	6	11	5			
	% stage 2 mortality reviews completed	Local	Jan-21	36.80%		100%	✘				27.3%	50.0%	90.0%	50.0%	54.5%	33.3%	35.7%	75.0%	36.8%						
	Crude hospital mortality rate (74 years of age or less)	National	Apr-21	1.04%	12 month ↓			1.56% (Mar-21)	4th (Mar-21)		0.88%	0.89%	0.92%	0.90%	0.93%	0.97%	1.01%	1.08%	1.14%	1.17%	1.17%	1.04%			
NEWS	% patients with completed NEWS scores & appropriate responses actioned	Local	May-21	99%		98%	✔				93.9%	91.6%	96.6%	92.4%	93.6%	93.9%	94.6%	98.5%	95.0%	96.3%	93.5%	97.4%	98.9%		
HAT	Number of potentially preventable hospital acquired thromboses (HAT)	National	Q2 20/21	3	4 quarter ↓			6				3			3										
Coding	% of episodes clinically coded within 1 month of discharge	Local	Apr-21	96%	95%	95%	✔				97%	97%	96%	96%	96%	95%	93%	93%	95%	96%	96%	96%			
	% of clinical coding accuracy attained in the NWIS national clinical coding accuracy audit programme	National	2019/20	91%	Annual ↑			93.9% (2019/20)	7th (2019/20)																
E-TOC	% of completed discharge summaries (total signed and	Local	May-21	67%		100%	✘				63%	67%	63%	66%	70%	68%	66%	59%	67%	63%	64%	63%	67%		
Workforce	Agency spend as a % of the total pay bill	National	Oct-20	3.76%	12 month ↓			4.4% (Oct-20)	5th out of 10 organisations (Oct-20)		3.21%	4.32%	2.81%	3.62%	3.99%	3.76%									
	Overall staff engagement score – scale score method	National	2020	75%	Improvement			75% (2020)	6th out of 10 organisations (2020)		2020 = 75%														
	% of headcount by organisation who have had a PADR/medical appraisal in the previous 12 months (excluding doctors and dentists in training)	National	May-21	60%	85%	85%	✘	61.0% (Oct-20)	7th out of 10 organisations (Aug-20)		63%	60%	59%	58%	58%	58%	56%	54%	52%	51%	53%	57%	60%		
	% staff who undertook a performance appraisal who agreed it helped them improve how they do their job	National	2018	55%	Improvement			54% (2018)	2nd (2018)																
	% compliance for all completed Level 1 competency with the Core Skills and Training Framework	National	May-21	80%	85%	85%	✘	79.4% (Oct-20)	5th out of 10 organisations (Aug-20)		79%	79%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		
	% workforce sickness absence (12 month rolling)	National	Apr-21	7.12%	12 month ↓			5.87% (Oct-20)	10th out of 10 organisations (Oct-20)		6.88%	6.98%	7.03%	7.03%	7.03%	7.07%	7.23%	7.48%	7.57%	7.56%	7.44%	7.12%			
	% staff who would be happy with the standards of care provided by their organisation if a friend or relative needed treatment	National	2020	67.1%	Improvement			67.8% (2020)	7th out of 10 organisations (2020)		2020 = 67.1%														

Harm from reduction in non-Covid activity																								
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	
Primary Care	% of GP practices that have achieved all standards set out in the National Access Standards for in-hours GMS	National	2019/20	38.80%	100%			59.7% (2019/20)	7th (2019/20)															
	% of children regularly accessing NHS primary dental care within 24 months	National	Q2 20/21	72.6%	4 quarter ↑			63.8% (Q2 20/21)	1st (Q2 20/21)			75.9%			72.6%									
	% adult dental patients in the health board population re-attending NHS primary dental care between 6 and 9 months	National	Mar-21	6.6%	4 quarter ↓			21.8% (Q3 20/21)	1st (Q3 20/21)		16.8%	14.7%	18.6%	24.7%	23.8%	27.2%	17.2%	12.0%	5.9%	5.3%	6.6%			
Cancer	% of patients starting definitive treatment within 62 days from point of suspicion (without adjustments)	National	May-21 (draft)	60.0%	12 month ↑			67.1% (Mar-21)	2nd out of 6 organisations (Mar-21)		61.8%	59.9%	68.2%	67.4%	62.4%	65.9%	55.4%	61.0%	67.9%	56.4%	71.6%	65.7%	60.0%	
Radiotherapy waiting times	Scheduled (21 Day Target)	Local	May-21	40%	80%		✘				46%	57%	71%	63%	60%	75%	58%	71%	45%	35%	42%	37%	40%	
	Scheduled (28 Day Target)	Local	May-21	87%	100%		✘				84%	93%	97%	92%	86%	90%	85%	88%	82%	80%	85%	77%	87%	
	Urgent SC (7 Day Target)	Local	May-21	50%	80%		✘				33%	65%	57%	57%	54%	43%	31%	50%	50%	23%	41%	38%	50%	
	Urgent SC (14 Day Target)	Local	May-21	86%	100%		✘				83%	90%	97%	91%	92%	86%	100%	85%	94%	91%	90%	83%	86%	
	Emergency (within 1 day)	Local	May-21	100%	80%		✔				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91%	100%
	Emergency (within 2 days)	Local	May-21	100%	100%		✔				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Elective Delay (21 Day Target)	Local	May-21	81%	80%		✔				83%	92%	52%	46%	58%	58%	56%	71%	69%	61%	86%	82%	81%	
Elective Delay (28 Day Target)	Local	May-21	84%	100%		✘				100%	100%	97%	75%	60%	75%	73%	88%	89%	75%	93%	92%	84%		
Planned Care	Number of patients waiting > 8 weeks for a specified diagnostics	National	May-21	4,842	0			41,693 (Mar-21)	2nd (Mar-21)		8,346	8,033	7,510	8,070	7,666	6,645	6,610	6,579	6,239	5,087	4,554	4,804	4,842	
	Number of patients waiting > 14 weeks for a specified therapy	National	May-21	166	0			4,066 (Mar-21)	2nd (Mar-21)		982	1,646	1,554	1,518	1,350	1,135	817	708	584	491	369	201	166	
	% of patients waiting < 26 weeks for treatment	National	May-21	49.1%	95%			52.5% (Mar-21)	6th (Mar-21)		64.0%	59.4%	52.5%	43.7%	41.0%	44.8%	47.6%	48.0%	47.0%	47.9%	48.8%	49.1%	49.1%	
	Number of patients waiting > 26 weeks for outpatient appointment	Local	May-21	23,700	0						9,300	11,964	15,721	20,497	23,069	22,050	21,005	21,179	21,208	21,225	21,750	22,752	23,700	
	Number of patients waiting > 36 weeks for treatment	National	May-21	34,447	0			216,418 (Mar-21)	3rd (Mar-21)		10,247	13,419	18,078	22,494	26,046	31,508	35,387	35,126	33,991	32,719	32,874	33,395	34,447	
	The number of patients waiting for a follow-up outpatient appointment	National	May-21	123,088	HB target TBC			747,782 (Mar-21)	5th (Mar-21)		121,434	120,468	120,062	120,969	120,962	120,968	120,874	119,963	119,999	120,882	121,403	122,303	123,088	
	The number of patients waiting for a follow-up outpatients appointment who are delayed over 100%	National	May-21	30,062	HB target TBC			194,689 (Mar-21)	5th (Mar-21)		21,026	21,448	22,101	23,209	24,472	26,217	27,156	27,641	28,419	28,862	29,316	29,334	30,062	
% of R1 ophthalmology patient pathways waiting within target date or within 25% beyond target date for an outpatient appointment	National	Apr-21	47.2%	95%			44.8% (Mar-21)	3rd (Mar-21)		64.1%	63.4%	55.5%	50.9%	47.7%	45.2%	48.4%	47.3%	46.7%	47.4%	47.7%	47.2%			
Hepatitis C	Number of patients with Hepatitis C who have successfully completed their course of treatment in the reporting year	National			HB target TBC						New measure for 2020/21- awaiting data													
DNAs	% of patients who did not attend a new outpatient appointment	Local	May-21	5.7%	12 month ↓						3.1%	4.4%	3.9%	4.7%	6.4%	6.0%	6.6%	7.7%	7.1%	6.2%	5.6%	5.3%	5.7%	
	% of patients who did not attend a follow-up outpatient appointment	Local	May-21	6.9%	12 month ↓						3.5%	4.7%	5.2%	6.0%	6.9%	6.5%	7.2%	8.2%	7.1%	6.2%	6.7%	6.1%	6.9%	
Theatre Efficiencies	Theatre Utilisation rates	Local	May-21	78.0%		90%	✘				11%	16%	42%	90%	75%	75%	74%	59%	65%	73%	75%	80%	78%	
	% of theatre sessions starting late	Local	May-21	43.3%		<25%	✘				43%	46%	51%	46%	49%	44%	39%	45%	40%	42%	40%	38%	43%	
	% of theatre sessions finishing early	Local	May-21	45.0%		<20%	✘				45%	36%	37%	28%	39%	38%	50%	47%	44%	44%	48%	41%	45%	
Postponed operations	Number of procedures postponed either on the day or the day before for specified non-clinical reasons	National	Jan-21	1,200	> 5% annual ↓			5,398 (Jan-21)	6th (Jan-21)		2,869	2,659	2,391	2,281	2,090	1,888	1,677	1,509	1,200					
Treatment Fund	All new medicines must be made available no later than 2 months after NICE and AWMSG appraisals	National	Q2 20/21	98.8%	100%	100%	✘	98.3% (Q2 20/21)	3rd out of 6 organisations (Q2 20/21)			98.7%			98.8%									
Prescribing	Total antibacterial items per 1,000 STAR-PUs	National	Q3 20/21	258.8	4 quarter ↓			241.96 (Q3 20/21)	6th (Q3 20/21)			243.8			249.9			258.8						
	Patients aged 65 years or over prescribed an antipsychotic	National	Q2 20/21	1,511	Quarter on quarter ↓			10,205 (Q2 20/21)	5th (Q2 20/21)			1,464			1,511									
	Number of women of child bearing age prescribed valproate as a % of all women of child bearing age	National	Q2 20/21	0.23%	Quarter on quarter ↓			0.16% (Q2 20/21)	7th (Q2 20/21)			0.23%			0.23%									
	Opioid average daily quantities per 1,000 patients	National	Q2 20/21	4,369	4 quarter ↓			4,390.4 (Q2 20/21)	3rd (Q2 20/21)			4,308			4,369									
Patient experience	Biosimilar medicines prescribed as % of total 'reference' product plus biosimilar	National	Q2 20/21	78.6%	Quarter on quarter ↑			82.6% (Q2 20/21)	4th (Q2 20/21)			80.2%			78.6%									
	Number of friends and family surveys completed	Local	May-21	4,590		12 month ↑	✔				247	393	502	625	2,804	1,047	787	584	678	798	1,050		4,590	
	% of who would recommend and highly recommend	Local	May-21	96%		90%	✘				92%	87%	91%	83%	93%	82%	84%	77%	79%	85%	87%		96%	
Complaints	% of all-Wales surveys scoring 9 out of 10 on overall satisfaction	Local	May-21	92%		90%	✔				100%	79%	91%	83%	84%	79%	85%	65%	81%	94%	93%		92%	
	Number of new formal complaints received	Local	May-21	115		12 month trend ↓	✘				52	73	77	74	107	121	103	83	78	94	117	100	115	
	% concerns that had final reply (Reg 24)/interim reply (Reg 26) within 30 working days of concern received	National	Mar-21	81%		75%	✔	71.9% (Q3 20/21)	2nd (Q3 20/21)		81%	75%	79%	72%	82%	75%	82%	80%	71%	80%	81%			
Research	% of acknowledgements sent within 2 working days	Local	May-21	100%		100%	✔				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Number of patients recruited in Health and Care Research Wales clinical research portfolio studies	National	Q1-Q3 20/21	1,328	10% annual ↑	1,651	✔	6,378 (Q1-2 20/21)	5th out of 10 organisations (Q1-2 20/21)			210			376			1328						
Number of patients recruited in Health and Care Research Wales commercially sponsored studies	Q1-Q3 20/21		36	5% annual ↑	215	✘	73 (Q1-2 20/21)	2nd out of 10 organisations (Q1-2 20/21)			2				21			36						

Harm from wider societal actions/lockdown																							
Sub Domain	Measure	National or Local Target	Report Period	Current Performance	National Target	Annual Plan/ Local Profile	Profile Status	Welsh Average/ Total	SBU's all-Wales rank	Performance Trend	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Early years measures	% of babies who are exclusively breastfed at 10 days old	National	2019/20	34.2%	Annual ↑			35.3% (2019/20)	5th (2019/20)														
	% children who received 3 doses of the hexavalent '6 in 1' vaccine by age 1	National	Q4 20/21	95.4%	95%			95.3% (Q3 20/21)	1st (Q3 20/21)			96.5%			96.5%			96.7%			95.4%		
	% of children who received 2 doses of the MMR vaccine by age 5	National	Q4 20/21	92.4%	95%			92.1% (Q3 20/21)	3rdh (Q3 20/21)				90.8%		91.7%				92.0%			92.4%	
Smoking cessation	% of adult smokers who make a quit attempt via smoking cessation services	National	Q1-Q3 20/21	2.25%	5% annual target			2.39% (Q1-3 20/21)	4th (Q1-3 20/21)						1.66%			2.25%					
Alcohol	European age standardised rate of alcohol attributed hospital admissions for individuals resident in Wales	National	Q3 20/21	308.8	4 quarter ↓			349.6 (Q3 20/21)	2nd (Q3 20/21)			279.6			331.7			308.8					
	% of people who have been referred to health board services who have completed treatment for alcohol abuse	National	Q4 20/21	45.5%	4 quarter ↑			67.2% (Q4 20/21)	6th (Q4 20/21)			32.8%			23.2%			39.5%				45.5%	
Influenza	% uptake of influenza among 65 year olds and over	National	Mar-21	75.5%	75%			76.5% (Mar-21)	4th (Mar-21)							65.6%	72.4%	74.8%	75.2%	75.4%	75.5%		
	% uptake of influenza among under 65s in risk groups	National	Mar-21	49.4%	55%			51.07% (Mar-21)	5th (Mar-21)							34.4%	42.8%	47.2%	48.7%	49.4%	49.4%		
	% uptake of influenza among pregnant women	National	2019/20	78.2%	75%			78.5% (2019/20)	5th out of 10 organisations (2019/20)			Data collection restarts October 2020										Data not available	Data collection restarts October 2021
	% uptake of influenza among children 2 to 3 years old	Local	Mar-21	53.4%	50%			56.3% (Mar-21)	5th (Mar-21)								35.7%	48.8%	52.5%	53.2%	53.4%	53.4%	
	% uptake of influenza among healthcare workers	National	Mar-21	63.4%	60%			58.7% (2019/20)	7th out of 10 organisations (2019/20)								56.2%	62.9%	63.0%	63.4%	63.4%	63.4%	
Screening services	Uptake of screening for bowel cancer	National	2018/19	57.0%	60%			57.3% (2018/19)	4th (2018/19)														
	Uptake of screening for breast cancer	National	2018/19	73.6%	70%			72.8% (2018/19)	2nd (2018/19)														
	Uptake of screening for cervical cancer	National	2018/19	72.1%	80%			73.2% (2018/19)	5th (2018/19)														
CAMHS	% of urgent assessments undertaken within 48 hours from receipt of referral (Crisis)	Local	Apr-21	100%		100%	✓				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	% Patients with Neurodevelopmental Disorders (NDD) receiving a Diagnostic Assessment within 26 weeks	National	Apr-21	30%	80%	80%	✗	32.2% (Mar-21)	5th (Mar-21)		30%	28%	30%	24%	21%	22%	24%	26%	24%	28%	30%	30%	
	% Patients waiting less than 28 days for a first outpatient appointment for CAMHS	National	Apr-21	60%	80%	80%	✗	75.8% (Mar-21)	3rd (Mar-21)		78%	100%	100%	100%	98%	90%	88%	61%	53%	66%	63%	60%	
	P-CAMHS - % of Routine Assessment by CAMHS undertaken within 28 days from receipt of referral	National	Apr-21	0%	80%	80%	✗	62.3% (Mar-21)	4th (Mar-21)		89%	100%	100%	100%	62%	29%	41%	73%	29%	97%	46%	0%	
	P-CAMHS - % of therapeutic interventions started within 28 days following assessment by LPMHSS	National	Apr-21	49%	80%	80%	✗	80.5% (Mar-21)	3rd (Mar-21)		100%	100%	100%	86%	100%	100%	100%	100%	93%	97%	91%	49%	
	S-CAMHS - % of Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral	Local	Apr-21	48%	80%	80%	✗				72%	100%	100%	100%	98%	79%	62%	58%	60%	56%	53%	48%	
% residents in receipt of CAMHS to have a valid Care and Treatment Plan (CTP)	National	Apr-21	82%	90%	90%	✗	84.6% (Mar-21)	5th (Mar-21)		97%	91%	98%	98%	81%	82%	81%	82%	83%	84%	82%	82%		
Mental Health	% of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (over 18 years of age)	National	Apr-21	97%	80%	80%	✓	73.9% (Mar-21)	1st (Mar-21)		99%	100%	99%	99%	97%	99.5%	98%	99%	96%	98%	97%	97%	
	% of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS (over 18 years of age)	National	Apr-21	92%	80%	80%	✓	81.0% (Mar-21)	2nd (Mar-21)		100%	96%	96%	88%	94%	93%	98%	95%	95%	98%	97%	92%	
	% patients waiting < 26 weeks to start a psychological therapy in Specialist Adult Mental Health	National	Apr-21	100%	95%	95%	✓	61.3% (Mar-21)	1st (Mar-21)		89%	84%	89%	91%	99%	99.7%	100%	100%	100%	100%	100%	100%	
	% residents in receipt of secondary MH services (all ages) who have a valid care and treatment plan (CTP)	National	Apr-21	91%	90%	90%	✓	85.3% (Mar-21)	2nd (Mar-21)		92%	92%	94%	92%	90%	91%	91%	89%	91%	91%	91%	91%	
Self harm	Rate of hospital admissions with any mention of intentional self-harm of children and young people (aged 10-24 years)	National	2019/20	3.29	Annual ↓			3.97 (2019/20)	4th (2019/20)														
Dementia	% of people with dementia in Wales age 65 years or over who are diagnosed (registered on a GP QOF register)	National	2019/20	56.3%	Annual ↑			53.1% (2019/20)	2nd (2019/20)														