

Item 2.1b

CQC Insight for Acute NHS Trusts

Liverpool Heart and Chest Hospital NHS Foundation Trust

What's new in the October release of CQC Insight for Acute Trusts ...

Facts and figures

Refreshed data streams:

- Trust – Bed numbers
- A&E – A&E Quality Indicators
- Activity figures from HES

Featured data sources

Refreshed pages:

- Trust - FFT, Patient Safety Thermometer, Incidents
- A&E – A&E SitReps, A&E Waiting Times
- Outliers

Trust and core service analysis

Refreshed data streams:

- Trust – FFT, STEIS Never Events, Whistleblowing, NRLS, ESR, GMC Enhanced Monitoring, DTOC, SHMI, Dr Foster HSMR and Mortality
- A&E – A&E Quality Indicators, A&E SitReps, Ambulance Turnaround, FFT, STEIS Never Events, NRLS
- Medicine – FFT, STEIS Never Events, Outliers, Safety Thermometer, RTT, SSNAP, CCS Readmissions (HES) , NRLS
- Surgery – FFT, STEIS Never Events, NRLS, Safety Thermometer, Outliers, Cancelled Ops, RTT, National Emergency Laparotomy Audit
- Critical Care – STEIS Never Events, Bed Occupancy, NRLS
- Maternity – FFT, STEIS Never Events, Outliers, ESR, NRLS
- CYP – STEIS Never Events, Critical Care Bed Occupancy, PICANet
- Outpatients – Diagnostic Waiting Times, FFT, STEIS Never Events, RTT, HES Outpatients, NRLS

Sharing with Trusts

Next date for sharing: week commencing 10th December 2018

Facts, figures and ratings

FACTS, FIGURES & RATINGS		TRUST & CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS				
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
<ul style="list-style-type: none"> Activity levels at trust, location and core service level Capacity (staffing, beds) Financial information 						<ul style="list-style-type: none"> Population served Ratings overview - latest ratings with indication of changes in intelligence 				

Trust and core service analysis

FACTS, FIGURES & RATINGS		TRUST & CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS				
OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
<ul style="list-style-type: none"> Intelligence overview of key messages Trust composite indicator 						<ul style="list-style-type: none"> Indicator detail pages - trust wide and for each core service 				

Featured data sources

FACTS, FIGURES & RATINGS		TRUST & CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	
<ul style="list-style-type: none"> Incident reporting (NRLS) Safety thermometer Maternity and Mortality Outliers Mortality (SHMI and HSMR) 					<ul style="list-style-type: none"> National Clinical Audits (HQIP) A&E waits Surveys - NHS Staff Survey, Staff friends and family and Inpatient Survey 			

Definitions

FACTS, FIGURES & RATINGS		TRUST & CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
KEY							
<ul style="list-style-type: none"> Key of symbols and colours 							

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

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16 November 2018

TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
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Trust level rating:

Date of last inspection: 26/04/2016

Safe	Effective	Caring	Responsive	Well led	Overall
G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016

Trust organisation history

Under development

Registered locations

- Liverpool Heart and Chest Hospital

Population estimate: -

These experimental population estimates have been calculated by PHE derived from HES admissions and small area population estimates for 2013. Estimates are only presented for non-specialist trusts.

Activity	Previous	Latest	Change	National comparison
Inpatient admissions	12,483 Jul 16 - Jun 17	10,283 Jul 17 - Jun 18	(-18%)	
Outpatient attendances	93,887 Jul 16 - Jun 17	67,207 Jul 17 - Jun 18	(-28%)	
A&E attendances			NA	
Number of deliveries				
Number of deaths	198 Jul 16 - Jun 17	198 Jul 17 - Jun 18	(0%)	
Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Number of general and acute beds	150 Apr 17 - Jun 17	154 Apr 18 - Jun 18	(+2%)	
Number of maternity beds			NA	
Number of critical care beds	34 Aug 17	34 Aug 18	(0%)	
Number of bed days	59,396 Jul 16 - Jun 17	58,796 Jul 17 - Jun 18	(-1%)	
Number of staff (WTE):	Not applicable	1,455		
Medical	Not applicable	145 Jul 18		
Nursing	Not applicable	491 Jul 18		
Other(s)	Not applicable	819 Jul 18		
Care hours	Data not yet available	Data not yet available		
Finance and governance	Previous	Latest	Change	National comparison
Projected surplus [£000s] (deficit)		6,654	NA	
Turnover [£000s]	128,553	144,594	(+12%)	
NHSI financial special measures	No	No	NA	
NHSI Single Oversight Framework segmentation	NA	Providers with maximum autonomy.	NA	

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Trust level inpatient admissions

FACTS, FIGURES & RATINGS

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TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
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Trust organisation history

Under development

Registered locations

- Liverpool Heart and Chest Hospital

Population estimate: -

These experimental population estimates have been calculated by PHE derived from HES admissions and small area population estimates for 2013. Estimates are only presented for non-specialist trusts.

	Inpatient admissions	Previous	Latest	Change	National comparison
	Inpatient admissions (total)	12,483	10,283	(-18%)	
Service	Children			NA	
	Medicine	9,289	7,324	(-21%)	
	Surgery	3,194	2,959	(-7%)	
Condition (Top 3)	Cardiology	9,058	7,139	(-21%)	
	Oncology	1,081	1,055	(-2%)	
	Respiratory medicine	1,087	1,022	(-6%)	
Age group (%)	4 to 15	0.0%	0.0%	(0%)	
	16 to 17	0.4%	0.3%	(0%)	
	18 to 74	74.7%	74.3%	(0%)	
	75 and over	24.9%	25.4%	(+1%)	
Ethnicity (%)	White	90.3%	94.5%	(+4%)	
	Not stated	7.5%	3.3%	(-4%)	
	Other	0.7%	0.8%	(0%)	
	Asian	0.7%	0.7%	(0%)	
	Mixed	0.4%	0.4%	(0%)	
	Black	0.4%	0.2%	(0%)	
		Jul 16 - Jun 17	Jul 17 - Jun 18		

TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
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Location level rating:

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016
Liverpool Heart and Chest Hospit...	G 16/9/2016	G 16/9/2016	O 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016

Activity	Liverpool Heart and Chest Hospital				
Inpatient admissions Jul 17 - Jun 18	10,283				
Outpatients attendances Jul 17 - Jun 18	67,207				
Number of deaths (under development)					
Location level facilities	Liverpool Heart and Chest Hospital				
Neonatal unit type	-				

TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
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Location ratings for urgent and emergency care:

Liverpool Heart and Chest Hospit...

Safe

Effective

Caring

Responsive

Well led

Overall

NA

NA

NA

NA

NA

NA

Current enforcement and regulatory action

Under development

Outstanding practice

Under development

Registered locations where urgent and emergency care service has been rated

Activity	Previous	Latest	Change	National comparison
A&E attendances (total)			NA	
Children attending A&E (total)			NA	
Attendees arriving by ambulance (total)			NA	
% of total attendances			NA	
Number of A&E attendances admitted			NA	
% of total attendances			NA	
Patients left without being seen (%)			NA	
Reattendances within 7 days (%)			NA	
Source(s): Hospital Episode Statistics; NHS Digital - A&E Quality				
Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Under development				
Source(s):				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Medical care

16 November 2018

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		16 November 2018	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS	

Location ratings for medicine:

Liverpool Heart and Chest Hospit...

Safe	Effective	Caring	Responsive	Well led	Overall
G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016

Current enforcement and regulatory action		Activity	Previous	Latest	Change	National comparison
Under development		Admissions (total)	9,289	7,324 (-21%)		
Outstanding practice		Elective admissions	1,473	1,412 (-4%)		
		Emergency admissions	3,113	1,476 (-53%)		
		Day case	4,703	4,436 (-6%)		
		By specialty (top 3):				
		Cardiology	8,107	6,205 (-23%)		
Registered locations where medicine service has been rated		Respiratory medicine	829	749 (-10%)		
		Adult Cystic Fibrosis Service	353	370 (+5%)		
			Jul 16 - Jun 17	Jul 17 - Jun 18		
		Average length of stay (days)	4.6	5.0 (+8%)		
			Jul 16 - Jun 17	Jul 17 - Jun 18		
		Source(s): Hospital Episode Statistics				
		Capacity	Previous	Latest	Change	National comparison
		National Guardian Freedom to Speak Up				
		Medical wards (number)	Data not yet available	Data not yet available		
		Medical beds (number)	Data not yet available	Data not yet available		
		Medical consultants (WTE)	Not applicable	31 Jul 18		
		Source(s): NHS Digital - Workforce statistics				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Surgery

FACTS, FIGURES & RATINGS

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Location ratings for surgery:

Liverpool Heart and Chest Hospit...

Safe	Effective	Caring	Responsive	Well led	Overall
G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016

Current enforcement and regulatory action

Under development

Outstanding practice

Under development

Registered locations where surgery service has been rated

- Liverpool Heart and Chest Hospit...

Activity	Previous	Latest	Change	National comparison
Elective admissions (number)	2,547 Jul 16 - Jun 17	2,613 Jul 17 - Jun 18	(+3%)	
Emergency admissions (number)	406 Jul 16 - Jun 17	116 Jul 17 - Jun 18	(-71%)	
Day admissions (number)	241 Jul 16 - Jun 17	230 Jul 17 - Jun 18	(-5%)	
Operations (number)	Data not yet available	Data not yet available		

Source(s): Hospital Episode Statistics

Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Operating theatres (number)	Data not yet available	Data not yet available		
Number of wards (number)	Data not yet available	Data not yet available		
Inpatient beds (number)	Data not yet available	Data not yet available		
Day case beds (number)	Data not yet available	Data not yet available		
Consultant surgeons (WTE)	Not applicable	20 Jul 18		

Source(s): NHS Digital - Workforce statistics

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Location ratings for critical care:

Safe

Effective

Caring

Responsive

Well led

Overall

Liverpool Heart and Chest Hospit...

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16/9/2016

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16/9/2016

Is there a critical care outreach team?

Data not available

Current enforcement and regulatory action

Under development

Outstanding practice

Under development

Registered locations where critical care service has been rated

• Liverpool Heart and Chest Hospit...

Activity	Previous	Latest	Change	National comparison
Discharges (number)	3,081 Jul 16 - Jun 17	3,019 Jul 17 - Jun 18	(-2%)	
Deaths (number)	98 Jul 16 - Jun 17	91 Jul 17 - Jun 18	(-7%)	
Source(s): Hospital Episode Statistics				
Capacity	Previous	Latest	Change	National comparison
Beds (total)	Data not yet available	Data not yet available		
Level 1	Data not yet available	Data not yet available		
Level 2	Data not yet available	Data not yet available		
Level 3	Data not yet available	Data not yet available		
Consultants (WTE)	Data not yet available	Data not yet available		
Registered nurses (WTE)	Data not yet available	Data not yet available		
Source(s): NHS Digital - Workforce statistics				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Maternity

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 November 2018		
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Location ratings for maternity:

Liverpool Heart and Chest Hospit...

Safe

NA

Effective

NA

Caring

NA

Responsive

NA

Well led

NA

Overall

NA

Current enforcement and regulatory action		Activity	Previous	Latest	Change	National comparison
Under development		Deliveries (number)				
Outstanding practice		Caesarean sections rate (%)			NA	
Under development		Instrumental delivery rate (%)			NA	
		Non-interventional delivery rate (%)			NA	
		Source(s): Hospital Episode Statistics				
Registered locations where maternity service has been rated		Capacity	Previous	Latest	Change	National comparison
		National Guardian Freedom to Speak Up				
		Antenatal beds (number)	Data not yet available	Data not yet available		
		Beds on labour suites (number)	Data not yet available	Data not yet available		
		Postnatal beds (number)	Data not yet available	Data not yet available		
		Midwives (WTE)	Not applicable			
		Consultant obstetricians/gynaecologists (WTE)	Not applicable			
		Source(s): NHS Digital - Workforce statistics				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Children and young people

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

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TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS
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Location ratings for children and young people:

Liverpool Heart and Chest Hospit...

Safe

NA

Effective

NA

Caring

NA

Responsive

NA

Well led

NA

Overall

NA

Current enforcement and regulatory action

Under development

Outstanding practice

Under development

Registered locations where children and young people service has been rated

Activity	Previous	Latest	Change	National comparison
Admissions (total)	50	27 (-46%)		
Under 1				
1 to 3				
4 to 15				
16 to 17	46	26 (-43%)		
	Jul 16 - Jun 17	Jul 17 - Jun 18		

Source(s): Hospital Episode Statistics

Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Wards (number)	Data not yet available	Data not yet available		
Beds (number)	Data not yet available	Data not yet available		
Paediatric consultants (WTE)	Not applicable			
Paediatric nurses (WTE)	Not applicable		NA	
Neonatal cots (total)	Data not yet available	Data not yet available		
Level 1	Data not yet available	Data not yet available		
Level 2	Data not yet available	Data not yet available		
Level 3	Data not yet available	Data not yet available		

Source(s): NHS Digital - Workforce statistics

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > End of life care

FACTS, FIGURES & RATINGS

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Location ratings for end of life care:

Safe

Effective

Caring

Responsive

Well led

Overall

Liverpool Heart and Chest Hospit...

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16/9/2016

Service availability

Data not yet available

Current enforcement and regulatory action

Under development

Outstanding practice

Under development

Registered locations where end of life care service has been rated

• Liverpool Heart and Chest Hospit...

Activity	Previous	Latest	Change	National comparison
In-hospital deaths (number)	198 Jul 16 - Jun 17	198 Jul 17 - Jun 18	(0%)	
Referrals to specialist palliative care team (number)	Data not yet available	Data not yet available		
Cancer referrals (number)	Data not yet available	Data not yet available		
Non-cancer referrals (number)	Data not yet available	Data not yet available		
Source(s): Hospital Episode Statistics				
Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Specialist palliative care consultants (WTE)	Not applicable	0		
Specialist palliative care nurses (WTE)	Data not yet available	Data not yet available		
Source(s): NHS Digital - Workforce statistics				

FACTS, FIGURES & RATINGS

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Location ratings for outpatients:

	Safe	Effective	Caring	Responsive	Well led	Overall
Liverpool Heart and Chest Hospit...	G 16/9/2016	NA	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016

Current enforcement and regulatory action	Activity	Previous	Latest	Change	National comparison
Under development	Number of attendances (total)	93,887	67,207	(-28%)	
Outstanding practice	Ophthalmology				
	Dermatology				
Under development	Medical specialties	73,200	54,442	(-26%)	
Registered locations where outpatient service has been rated	Surgical specialties	18,276	12,271	(-33%)	
	Oncology	2,133	141	(-93%)	
	Other(s)	278	353	(+27%)	
		Jul 16 - Jun 17	Jul 17 - Jun 18		
	Number of outpatient clinics held per week	Data not yet available	Data not yet available		
• Liverpool Heart and Chest Hospit...	Source(s): Hospital Episode Statistics				
Capacity	Previous	Latest	Change	National comparison	
National Guardian Freedom to Speak Up					
Under development					
Source(s):					

FACTS, FIGURES & RATINGS

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TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS		
This page displays the latest ratings and the direction of travel for core service and trust level key question intelligence indicators. Click on the arrows to see the indicator detail.												
			Overall		Safe	Effective	Caring	Responsive	Well led	Overall		
					↑	➡	➡	➡	↑	➡		
					G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016		
Key messages			Urgent and emergency care		NA	NA	NA	NA	NA	NA		
Intelligence indicates that <ul style="list-style-type: none">Overall performance for this trust is about the sameSafe, Well led performance is improvingCaring, Effective, Responsive performance is stableCritical care performance is decliningOutpatients and diagnostic imaging, Surgery performance is stable			Liverpool Heart and Chest Hospit...		NA	NA	NA	NA	NA	NA		
			Medical care		Liverpool Heart and Chest Hospit...	G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	NA
			Surgery		Liverpool Heart and Chest Hospit...	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	➡
			Critical care		Liverpool Heart and Chest Hospit...	G 16/9/2016	G 16/9/2016	G 16/9/2016	RI 16/9/2016	G 16/9/2016	G 16/9/2016	↓
			Maternity		Liverpool Heart and Chest Hospit...	NA	NA	NA	NA	NA	NA	NA
			Children and young people		Liverpool Heart and Chest Hospit...	NA	NA	NA	NA	NA	NA	NA
			End of life care		Liverpool Heart and Chest Hospit...	G 16/9/2016	G 16/9/2016	O 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	NA
			Outpatients		Liverpool Heart and Chest Hospit...	G 16/9/2016	NA	G 16/9/2016	G 16/9/2016	G 16/9/2016	G 16/9/2016	➡

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Overview

National Guardian
Freedom to Speak Up



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

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OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
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Trust level rating:

Date of last inspection: 26/04/2016

Safe	Effective	Caring	Responsive	Well led	Overall
G 16/9/2016	G 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016	O 16/9/2016

Trust composite of key indicators Aug-17 to Nov-18

- The current composite indicator score is similar to other acute trusts that were more likely to be rated as outstanding
- This trust's composite score is among the highest 25% of acute trusts

Outliers, trust wide and core service indicators

- There are currently 0 active outliers for maternity and 4 for mortality. For maternity 0 are with the panel and 0 are with the regional team. For mortality 3 are with the panel and 1 are with the regional team.

Of the 59 trust wide indicators, 2 (3%) are categorised as much better, 17 (29%) as better, 1 (2%) as worse and 0 (0%) as much worse. 33 indicators have been compared to data from 12 months previous, of which 6 (18%) have shown an improvement and 1 (3%) have shown a decline

Much better compared nationally

- Sick days for medical and dental staff-[set target 3.5%] (%)
- Staff appraised in last 12 months (%)

Much worse compared nationally

Improved

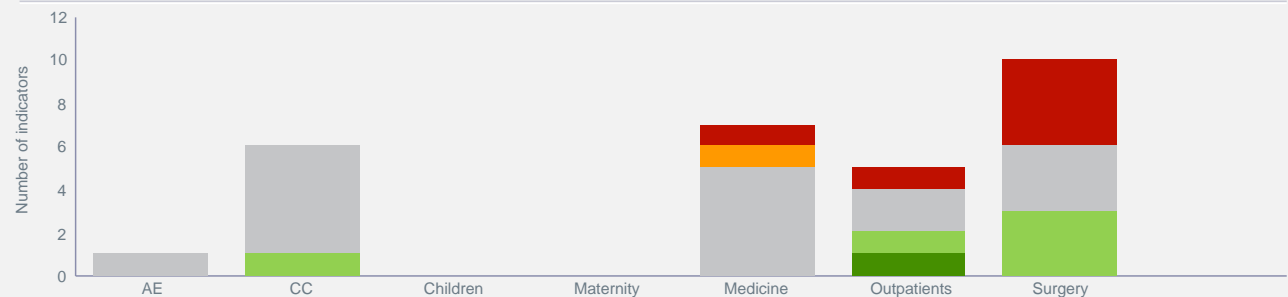
- Support from immediate managers (1-5)
- Flu vaccination uptake (%)
- Patient-led assessment of environment for dementia care (%)
- Patient-led assessment of privacy, dignity, and well being (%)
- Never Events (total events with rule-based risk assessment)
- Inpatient response rate (%)

Declined

- Involvement in decisions

For each core service, there are different numbers of indicators. When compared nationally, each has been categorised as much better, better, about the same, worse or much worse. The graph shows the number of Indicators for each core service and the number within each category:

National comparisons of indicators by core service (much better to much worse)



Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust composite of key indicators

National Guardian
Freedom to Speak Up



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

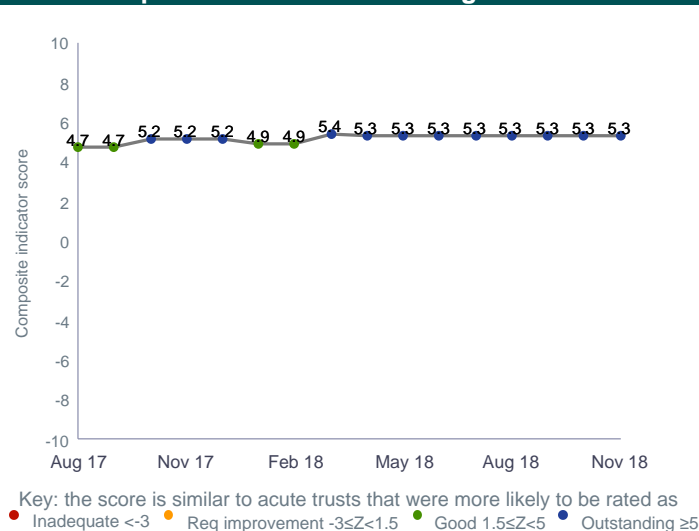
16 November 2018

OVERVIEW TRUST COMPOSITE INDICATOR TRUST WIDE URGENT & EMERGENCY MEDICAL CARE SURGERY CRITICAL CARE MATERNITY CHILDREN & YOUNG PEOPLE END OF LIFE CARE OUTPATIENTS

The trust composite is a pilot indicator created from 12 specific indicators within Insight. The composite indicator score helps to assess a trust's overall performance but it is not a rating nor a judgement. The composite should be used alongside other evidence in monitoring trusts.

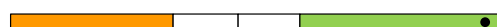
- The latest trust rating is outstanding published on 16/9/2016 (last inspection date 26/04/2016)
- This trust's composite score is among the highest 25% of acute trusts

Trust composite indicator score Aug-17 to Nov-18



Performance compared to acute trusts in Nov-18

Lowest Median Highest
-5.44 -0.27 5.68



• This trust

Indicator	Performance			National comparison
	Previous	Latest	Change	
Cancelled operations as a percentage of elective activity (%) NHS England - FFCEs (30 Aug 2018)	3.9% Apr 17 - Jun 17	3.6% Apr 18 - Jun 18	→	MW
Flu vaccination uptake (%) NHS England - Flu Vac (22 Jun 2018)	68.8% Sep 16 - Feb 17	81.0% Sep 17 - Feb 18	↑	S
Patient-led assessment of privacy, dignity, and well being (%) NHS Digital - PLACE (01 Sep 2018)	89.3% Mar 17 - Jun 17	96.8% Mar 18 - Jun 18	↑	S
Support from immediate managers (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	3.86 Sep 16 - Dec 16	3.95 Sep 17 - Dec 17	↑	B
Communication between senior management and staff (%) NHS Staff Surveys - NHS Staff Survey Unweighted (26 Apr 2018)	48.6% Sep 16 - Dec 16	45.5% Sep 17 - Dec 17	→	B
Fairness and effectiveness of reporting (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	3.97 Sep 16 - Dec 16	3.98 Sep 17 - Dec 17	→	B
Treatment with respect and dignity PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	9.7 Jul 16	9.7 Jul 17	→	B
Confidence and trust in the doctors PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	9.7 Jul 16	9.8 Jul 17	→	B

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

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What's the current performance of trust wide indicators?

Safe: 12
Effective: 6
Caring: 9
Responsive: 1
Well led: 27

No. of indicators

How has the trust-wide indicator performance changed over time?

% of indicators

Nov 17, Feb 18, May 18, Aug 18, Nov 18

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	Patient-led assessment of cleanliness of environment (%) NHS Digital - PLACE (01 Sep 2018)	98.4%	98.8% Mar 17 - Jun 17	98.7% Mar 18 - Jun 18	→	S
	S1	Patient-led assessment of environment for dementia care (%) NHS Digital - PLACE (01 Sep 2018)	78.2%	80.2% Mar 17 - Jun 17	92.5% Mar 18 - Jun 18	↑	S
	S1	Patient-led assessment of facilities (%) NHS Digital - PLACE (01 Sep 2018)	94.1%	96.9% Mar 17 - Jun 17	98.2% Mar 18 - Jun 18	→	S
	S2	Ratio of consultant to non-consultant doctors Electronic Staff Record - ESR: Contracted FTEs - Medical and Dental (29 Oct 2018)	0.76	-	1.09 Jun 18	NA	S
	S2	Ratio of occupied beds to medical and dental staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (29 Oct 2018)	4.27	4.13 Oct 16 - Jun 17	3.84 Jul 17 - Jun 18	→	S
	S2	Ratio of occupied beds to nursing staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (29 Oct 2018)	2.12	1.24 Oct 16 - Jun 17	1.16 Jul 17 - Jun 18	→	B
	S2	Ratio of occupied beds to other clinical staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (29 Oct 2018)	1.24	1.43 Oct 16 - Jun 17	0.91 Jul 17 - Jun 18	→	S
	S2	Ratio of senior staff nurses to staff nurses Electronic Staff Record - ESR: Contracted FTEs - Nursing and Midwifery (29 Oct 2018)	0.52	-	0.38 Jun 18	NA	S
	S2	Ratio of ward manager nurses to senior and staff nurses Electronic Staff Record - ESR: Contracted FTEs - Nursing and Midwifery (29 Oct 2018)	0.20	-	0.19 Jun 18	NA	S
	S2	Ward staff who are registered nurses (%) Electronic Staff Record - ESR: Contracted FTEs - All Staff (29 Oct 2018)	65.7%	-	74.5% Jun 18	NA	S
	S5	Never Events (total events with rule-based risk assessment) NHS Improvement - OBIEE NRLS STEIS (10 Nov 2018)	-	2 Oct 16 - Sep 17	0 Oct 17 - Sep 18	↑	S
	S6	Fairness and effectiveness of reporting (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	-	3.97 Sep 16 - Dec 16	3.98 Sep 17 - Dec 17	→	B
	S6	NRLS- Consistency of reporting NRLS OPSIR - Combined (27 Sep 2018)		6 months of reporting Oct 16 - Mar 17	6 months of reporting Oct 17 - Mar 18	→	S
	E1	Help with eating PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	8.8 Jul 16	9.2 Jul 17	→	B
Effective	E1	Patient-led assessment of food (%) NHS Digital - PLACE (01 Sep 2018)	89.8%	98.5% Mar 17 - Jun 17	98.7% Mar 18 - Jun 18	→	S

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	Key question	KLOE	Indicator	National average	Performance			National comparison		
					Previous	Latest	Change			
		E3	Active professional registration (medical and dental) (%) Electronic Staff Record - ESR: Valid Registrations - Medical and Dental (29 Oct 2018)	99.2%	-	100.0% Jun 18	NA	S		
		E3	Active professional registration (nursing and midwifery) (%) Electronic Staff Record - ESR: Valid Registrations - Nursing and Midwifery (29 Oct 2018)	98.7%	-	98.7% Jun 18	NA	S		
		E3	Staff appraised in last 12 months (%) NHS Staff Surveys - NHS Staff Survey Unweighted (26 Apr 2018)	-	93.3% Sep 16 - Dec 16	96.2% Sep 17 - Dec 17	➡	MB		
		E3	Support from immediate managers (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	-	3.86 Sep 16 - Dec 16	3.95 Sep 17 - Dec 17	⬆	B		
	Caring	C1	Confidence and trust in the doctors PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	9.7 Jul 16	9.8 Jul 17	➡	B		
		C1	Confidence and trust in the nurses PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	9.5 Jul 16	9.5 Jul 17	➡	B		
		C1	Emotional support from hospital staff PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	8.2 Jul 16	8.5 Jul 17	➡	B		
		C1	Overall experience as an inpatient PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	9.1 Jul 16	9.2 Jul 17	➡	B		
		C1	Patients recommending the trust - Inpatients (%) NHS England - FFT Inpatients by Trust (19 Oct 2018)	-	99.7% Jun 17 - Aug 17	99.5% Jun 18 - Aug 18	➡			
		C1	Speaking to staff about worries and fears PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	7.31 Jul 16	7.39 Jul 17	➡	B		
		C2	Involvement in decisions PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	8.6 Jul 16	8.3 Jul 17	⬇	B		
		C3	Pain control by staff PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	9.0 Jul 16	9.1 Jul 17	➡	B		
		C3	Patient-led assessment of privacy, dignity, and well being (%) NHS Digital - PLACE (01 Sep 2018)	83.1%	89.3% Mar 17 - Jun 17	96.8% Mar 18 - Jun 18	⬆	S		
		C3	Treatment with respect and dignity PICKER - Inpatient Survey - Benchmarking (02 Aug 2018)	-	9.7 Jul 16	9.7 Jul 17	➡	B		
	Responsive	R3	Ratio of delayed transfers and number of occupied beds NHS England - Delayed Transfers of Care (01 Sep 2018)	0.02	0.04 Apr 17 - Jun 17	0.03 Apr 18 - Jun 18	➡	S		
	Well led	W1	Communication between senior management and staff (%) NHS Staff Surveys - NHS Staff Survey Unweighted (26 Apr 2018)	-	48.6% Sep 16 - Dec 16	45.5% Sep 17 - Dec 17	➡	B		

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Trust and core service analysis > Trust-wide indicators

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		Key question	KLOE	Indicator	National average	Performance			National comparison	
						Previous	Latest	Change		
			W3	Flu vaccination uptake (%) NHS England - Flu Vac (22 Jun 2018)	71.4%	68.8% Sep 16 - Feb 17	81.0% Sep 17 - Feb 18	↑	S	
			W3	GMC - Enhanced monitoring General Medical Council - GMC Enhanced Monitoring (06 Nov 2018)		NA	Status: no concern with progress Nov 18	NA	W	
			W3	Overall trainee satisfaction (trust score compared to doctors' scores) General Medical Council - GMC National Training Survey (30 Jul 2018)		In middle 50% of scores Mar 17 - May 17	In middle 50% of scores Mar 18 - May 18	→	S	
			W3	Sick days due to back problems (%) Electronic Staff Record - ESR: Sickness Absence by Reason (29 Oct 2018)	0.23%	-	0.21% Jul 17 - Jun 18	NA	S	
			W3	Sick days due to stress (%) Electronic Staff Record - ESR: Sickness Absence by Reason (29 Oct 2018)	0.86%	-	0.93% Jul 17 - Jun 18	NA	S	
			W3	Sick days for medical and dental staff-[set target 3.5%] (%) Electronic Staff Record - ESR: Sickness Absence by Staff Group (29 Oct 2018)	1.17%	-	0.46% Jul 17 - Jun 18	NA	MB	
			W3	Sick days for non-clinical staff (%) Electronic Staff Record - ESR: Sickness Absence by Staff Group (29 Oct 2018)	4.30%	-	3.23% Jul 17 - Jun 18	NA	B	
			W3	Sick days for nursing and midwifery staff (%) Electronic Staff Record - ESR: Sickness Absence by Staff Group (29 Oct 2018)	4.28%	-	5.27% Jul 17 - Jun 18	NA	S	
			W3	Sick days for other clinical staff (%) Electronic Staff Record - ESR: Sickness Absence by Staff Group (29 Oct 2018)	4.72%	-	3.64% Jul 17 - Jun 18	NA	S	
			W3	Stability of Medical and Dental staff Electronic Staff Record - ESR: Stability - Period End (29 Oct 2018)	0.90	-	0.88 Jul 17 - Jun 18	NA	S	
			W3	Stability of non clinical staff Electronic Staff Record - ESR: Stability - Period End (29 Oct 2018)	0.86	-	0.89 Jul 17 - Jun 18	NA	S	
			W3	Stability of Nursing and Midwifery staff Electronic Staff Record - ESR: Stability - Period End (29 Oct 2018)	0.88	-	0.88 Jul 17 - Jun 18	NA	S	
			W3	Stability of other clinical staff Electronic Staff Record - ESR: Stability - Period End (29 Oct 2018)	0.85	-	0.85 Jul 17 - Jun 18	NA	S	
			W3	Staff experiencing harassment, bullying or abuse from staff (%) NHS Staff Surveys - NHS Staff Survey Unweighted (26 Apr 2018)	-	17.2% Sep 16 - Dec 16	17.9% Sep 17 - Dec 17	→	B	

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		Key question	KLOE	Indicator	National average	Performance			National comparison	
						Previous	Latest	Change		
		W3		Staff experiencing physical violence from staff (%) NHS Staff Surveys - NHS Staff Survey Unweighted (26 Apr 2018)	-	1.5% Sep 16 - Dec 16	1.6% Sep 17 - Dec 17	➡	S	
		W3		Staff recommendation of the trust for work or care (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	-	4.28 Sep 16 - Dec 16	4.23 Sep 17 - Dec 17	➡	B	
		W3		Turnover rate for medical and dental staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (29 Oct 2018)	7.4%	-	4.1% Jul 17 - Jun 18	NA	S	
		W3		Turnover rate for nursing and midwifery staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (29 Oct 2018)	11.6%	-	12.1% Jul 17 - Jun 18	NA	S	
		W3		Turnover rate for other clinical staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (29 Oct 2018)	13.0%	-	12.8% Jul 17 - Jun 18	NA	S	
		W3		Turnover rate for other non-clinical staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (29 Oct 2018)	13.0%	-	12.4% Jul 17 - Jun 18	NA	S	
		W3		Whistleblowing alerts Care Quality Commission - OBIEE Notifications/Whistle Blowing/Complaints (15 Nov 2018)		NA	Zero Nov 18	NA	S	
		W4		Identified level of potential support needs by the provider shadow segmentation NHS Improvement - SOF (23 Jul 2018)	-	NA	Providers with maximum autonomy. Jun 18	NA	B	
		W6		Data Quality Maturity Index Percentage Score NHS Digital - NHS Digital - Data Quality Maturity Index (21 Aug 2018)	95.3%	97.3% Jan 17 - Mar 17	98.7% Jan 18 - Mar 18	➡	S	
		W6		Digital maturity capabilities score (%) NHS England - NHS England - Digital Maturity (18 Nov 2017)	43.5%	-	67.0% Nov 15 - Jan 16	NA	S	
		W6		Digital maturity infrastructure score (%) NHS England - NHS England - Digital Maturity (18 Nov 2017)	67.5%	-	82.0% Nov 15 - Jan 16	NA	S	
		W6		Digital maturity readiness score (%) NHS England - NHS England - Digital Maturity (18 Nov 2017)	74.7%	-	68.0% Nov 15 - Jan 16	NA	S	
		W7		Inpatient response rate (%) NHS England - FFT Inpatients by Trust (19 Oct 2018)	-	39.3% Sep 16 - Aug 17	53.0% Sep 17 - Aug 18	⬆		
W7		Overall engagement (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (26 Apr 2018)	-	4.02 Sep 16 - Dec 16	4.01 Sep 17 - Dec 17	➡	S			

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Urgent and emergency care indicators

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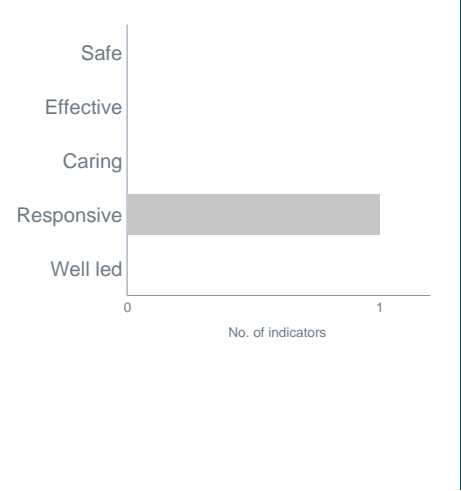
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Insight

CareQuality Commission

OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
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What's the current performance of urgent and emergency care indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Responsive	R3	A&E Attendees spending more than 12 hours from decision to admit to admission NHS England - A&E SitReps (16 Oct 2018)	-	0 Sep 17	0 Sep 18	➡	Ⓢ

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Trust and core service analysis > Medical care indicators

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OVERVIEW

TRUST COMPOSITE
INDICATOR

TRUST WIDE

URGENT &
EMERGENCY

MEDICAL
CARE

SURGERY

CRITICAL
CARE

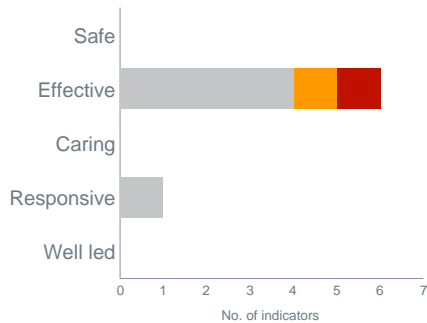
MATERNITY

CHILDREN & YOUNG
PEOPLE

END OF LIFE
CARE

OUTPATIENTS

What's the current performance of medicine indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Falls with harm in medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.0 Jul 17 - Sep 17	0.0 Jul 18 - Sep 18	NA	
	S5	New pressure ulcers in medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.5 Jul 17 - Sep 17	0.0 Jul 18 - Sep 18	NA	
	S5	New UTIs in catheterised patients on medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.5 Jul 17 - Sep 17	0.0 Jul 18 - Sep 18	NA	
Effective	E1	Case mix adjusted percentage of fit patients with advanced Non Small Cell Lung Cancer (NSCLC) receiving Systemic Anti-Cancer Treatment (%) Royal College of Physicians - National Lung Cancer Audit version 2 (06 Nov 2018)	62.0%	NA	62.7% Jan 16 - Dec 16	NA	S
	E1	Case mix adjusted percentage of patients with Non Small Cell Lung Cancer (NSCLC) receiving surgery (%) Royal College of Physicians - National Lung Cancer Audit version 2 (06 Nov 2018)	17.5%	NA	18.9% Jan 16 - Dec 16	NA	S
	E1	Case mix adjusted percentage of patients with Small Cell Lung Cancer (SCLC) receiving chemotherapy (%) Royal College of Physicians - National Lung Cancer Audit version 2 (06 Nov 2018)	68.0%	NA	69.0% Jan 16 - Dec 16	NA	S
	E2	Case mix adjusted one year relative survival rate (%) Royal College of Physicians - National Lung Cancer Audit version 2 (06 Nov 2018)	37.0%	NA	36.8% Jan 16 - Dec 16	NA	S
	E2	Mortality outlier alert: Acute myocardial infarction Care Quality Commission - CQC - Outliers (07 Nov 2018)	-	NA	Action plans being followed up by CQC Nov 18	NA	W
	E2	Mortality outlier alert: Coronary atherosclerosis and other heart disease Care Quality Commission - CQC - Outliers (07 Nov 2018)	-	NA	Case being pursued with the trust by CQC Nov 18	NA	MW
Caring	C1	Patients recommending the trust - Medical care inpatients (%) NHS England - FFT Inpatients by Ward (19 Oct 2018)	-	99.7% Jun 17 - Aug 17	99.5% Jun 18 - Aug 18	→	
Responsive	R3	Referral to treatment, on completed admitted pathways in Medicine, within 18 weeks (%) NHS England - RTT Admitted (17 Oct 2018)	90.0%	82.6% Aug 17	76.9% Aug 18	↓	S

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Trust and core service analysis > Surgery indicators

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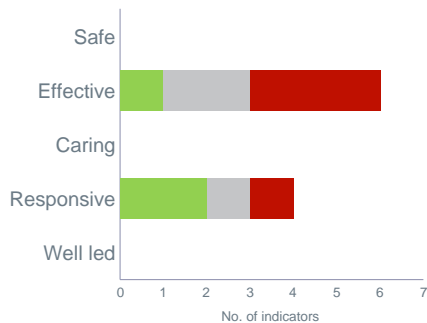
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What's the current performance of surgery indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Falls with harm in surgical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.2 Jul 17 - Sep 17	0.0 Jul 18 - Sep 18	NA	
	S5	New pressure ulcers in surgical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.0 Jul 17 - Sep 17	0.0 Jul 18 - Sep 18	NA	
	S5	New UTIs in catheterised patients on surgical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Oct 2018)	-	0.2 Jul 17 - Sep 17	0.2 Jul 18 - Sep 18	NA	
Effective	E1	Crude proportion of cases with access to theatres within clinically appropriate time frames Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart and Chest Hospital (06 Oct 2018)		100.0% Dec 14 - Nov 15	100.0% Dec 15 - Nov 16	➡	B
	E1	Crude proportion of cases with pre-operative documentation of risk of death Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart and Chest Hospital (06 Oct 2018)		43.0% Dec 14 - Nov 15	42.1% Dec 15 - Nov 16	➡	MW
	E1	Crude proportion of high-risk cases (=5% predicted mortality) with consultant surgeon and anaesthetist present in theatre Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart and Chest Hospital (06 Oct 2018)		36.0% Dec 14 - Nov 15	16.7% Dec 15 - Nov 16	➡	MW
	E2	Mortality outlier alert: CABG (other) Care Quality Commission - CQC - Outliers (07 Nov 2018)	-	Case being pursued with the trust by CQC Sep 17	Case being pursued with the trust by CQC Nov 18	NA	MW
	E2	Risk adjusted 30-day mortality rate (%) Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart and Chest Hospital (06 Oct 2018)		13.9% Dec 14 - Nov 15	12.1% Dec 15 - Nov 16	➡	S
	E2	Risk-adjusted 90-day post-operative mortality rate (%) NHS Digital - National Oesophago-Gastric Cancer Audit (16 Feb 2018)	3.9%	NA	4.3% Apr 13 - Mar 15	NA	S
Caring	C1	Patients recommending the trust - Surgery inpatients (%) NHS England - FFT Inpatients by Ward (19 Oct 2018)	-	99.4% Jun 17 - Aug 17	99.7% Jun 18 - Aug 18	➡	
Responsive	R3	Cancelled operations as a percentage of elective activity (%) NHS England - Cancelled Operations (30 Aug 2018)	1.0%	3.9% Apr 17 - Jun 17	3.6% Apr 18 - Jun 18	➡	MW

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			Key question	KLOE	Indicator	National average	Performance			National comparison
						Previous	Latest	Change		
				R3	Cancelled operations not treated within 28 days of non-clinical cancellation (%) NHS England - Cancelled Operations (30 Aug 2018)	10.8%	3.6% Apr 17 - Jun 17	0.0% Apr 18 - Jun 18	➡	B
				R3	Crude proportion of highest-risk cases (>10% predicted mortality) admitted to critical care post-operatively Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart and Chest Hospital (06 Oct 2018)		100.0% Dec 14 - Nov 15	100.0% Dec 15 - Nov 16	➡	B
				R3	Referral to treatment, on completed admitted pathways in Surgery, within 18 weeks (%) NHS England - RTT Admitted (17 Oct 2018)	67.9%	73.5% Aug 17	73.4% Aug 18	➡	S
	Well led	W7	Response rate - Surgery inpatients (%) NHS England - FFT Inpatients by Ward (19 Oct 2018)	-	43.2% Sep 16 - Aug 17	57.9% Sep 17 - Aug 18	⬆			

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Trust and core service analysis > Critical care indicators

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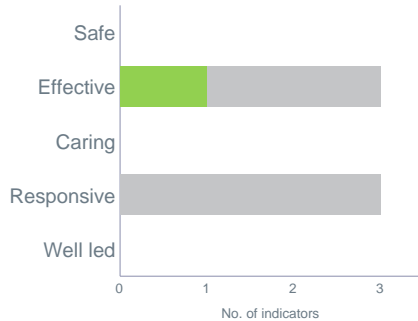
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What's the current performance of critical care indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Effective	E2	Risk-adjusted hospital mortality ratio ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (29 Jun 2018)	1.00	0.75 Apr 15 - Mar 16	1.00 Apr 16 - Mar 17	↓	S
	E2	Risk-adjusted hospital mortality ratio for patients with predicted risk of death <20% (lower risk) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (29 Jun 2018)	1.00	0.64 Apr 15 - Mar 16	0.82 Apr 16 - Mar 17	↓	S
	E4	Crude, non-delayed, out-of-hours discharge to ward proportion (%) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (29 Jun 2018)	1.9%	0.4% Apr 15 - Mar 16	0.2% Apr 16 - Mar 17	→	B
Responsive	R1	Crude non-clinical transfers (%) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (29 Jun 2018)	0.40%	0.38% Apr 15 - Mar 16	0.04% Apr 16 - Mar 17	→	S
	R3	Crude delayed discharge (% bed-days occupied by patients with discharge delayed >8 hours) (%) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (29 Jun 2018)	4.9%	2.7% Apr 15 - Mar 16	0.4% Apr 16 - Mar 17	→	S
	R3	Full bed occupancy levels for adult critical care beds NHS England - Critical Care Bed Occupancy (31 Oct 2018)		0-1 month of full occupancy Jun 17 - Aug 17	0-1 month of full occupancy Jun 18 - Aug 18	→	S

What's the current performance of maternity indicators?

Figure 1 is a scatter plot illustrating the relationship between the number of indicators (x-axis) and the perceived quality of the indicators (y-axis). The x-axis is labeled 'No. of indicators' and ranges from 0 to 1. The y-axis is labeled with five categories: 'Well led', 'Responsive', 'Caring', 'Effective', and 'Safe'. The plot shows a positive correlation, with a regression line and confidence intervals.

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Children and young people indicators

National Guardian

Freedom to Speak Up

Insight

Acute NHS

CareQuality

Commission

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

16 November 2018

OVERVIEW

TRUST COMPOSITE INDICATOR

TRUST WIDE

URGENT & EMERGENCY

MEDICAL CARE

SURGERY

CRITICAL CARE

MATERNITY

CHILDREN & YOUNG PEOPLE

END OF LIFE CARE

OUTPATIENTS

What's the current performance of children and young people indicators?

Safe

Effective

Caring

Responsive

Well led

0

1

No. of indicators

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	

29

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > End of life care indicators

Insight

Acute NHS

Care Quality Commission

OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
----------	---------------------------	------------	--------------------	--------------	---------	---------------	-----------	-------------------------	------------------	-------------

What's the current performance of end of life care indicators?	Key question	KLOE	Indicator	National average	Performance			National comparison
					Previous	Latest	Change	
<div>No. of indicators</div>	Under development							

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Outpatients indicators

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

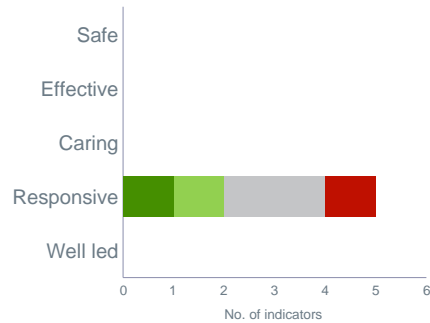
FEATURED DATA SOURCES

DEFINITIONS

16 November 2018

OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
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What's the current performance of outpatients indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Caring	C1	Patients recommending the trust - Outpatients (%) NHS England - FFT Outpatients (22 Oct 2018)	-	93.3% Jun 17 - Aug 17	98.4% Jun 18 - Aug 18	↑	
	R3	Cancer - First treatment in 31 days of decision to treat (%) NHS England - Cancer Waits 31 Days All Cancers (30 Aug 2018)	97.5%	98.3% Apr 17 - Jun 17	100.0% Apr 18 - Jun 18	→	MB
Responsive	R3	Cancer - Seen by specialist in 14 days of urgent GP/dentist referral (%) NHS England - Cancer Waits 14 Days All Cancers (30 Aug 2018)	91.3%	100.0% Apr 17 - Jun 17	100.0% Apr 18 - Jun 18	→	B
	R3	Patients waiting over 6 weeks for diagnostic test (%) NHS England - Diagnostics Waiting Times (17 Oct 2018)	3.2%	0.3% Aug 17	22.2% Aug 18	↓	MW
	R3	Referral to treatment, on incomplete pathways, within 18 weeks (%) NHS England - RTT Incomplete (19 Oct 2018)	86.6%	92.4% Aug 17	91.4% Aug 18	→	S
	R3	Referral to treatment, on non-admitted pathways, within 18 weeks (%) NHS England - RTT NonAdmitted (19 Oct 2018)	88.2%	85.6% Aug 17	82.9% Aug 18	→	S

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

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16 November 2018

INCIDENTS

SAFETY
THERMOMETER

MATERNITY & MORTALITY
OUTLIERS

MORTALITY

NATIONAL
CLINICAL AUDITS

A&E WAITING
TIMES

PATIENT
SURVEYS

STAFF
SURVEYS

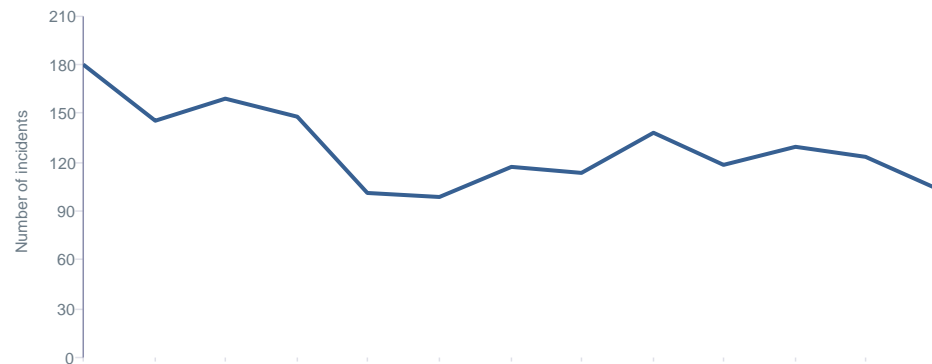
Key messages

- The median time taken to report incidents was 22 days for this organisation compared to 30 for all trusts between Oct 17 and Mar 18

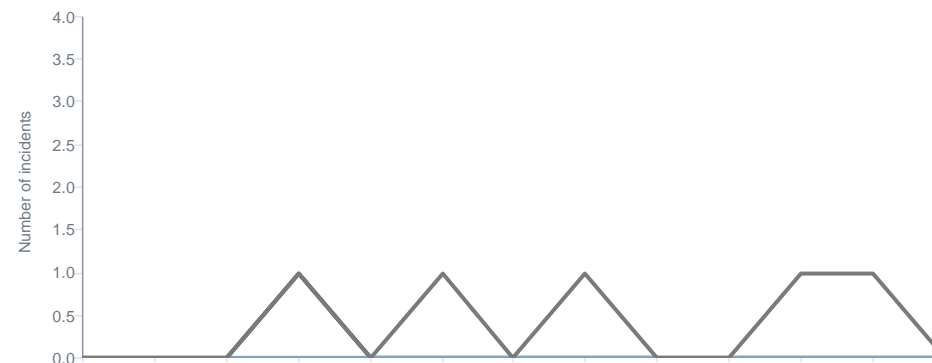
This trust
Highest 25% of reporters
Middle 50% of reporters

Lowest 25% of reporters
Median

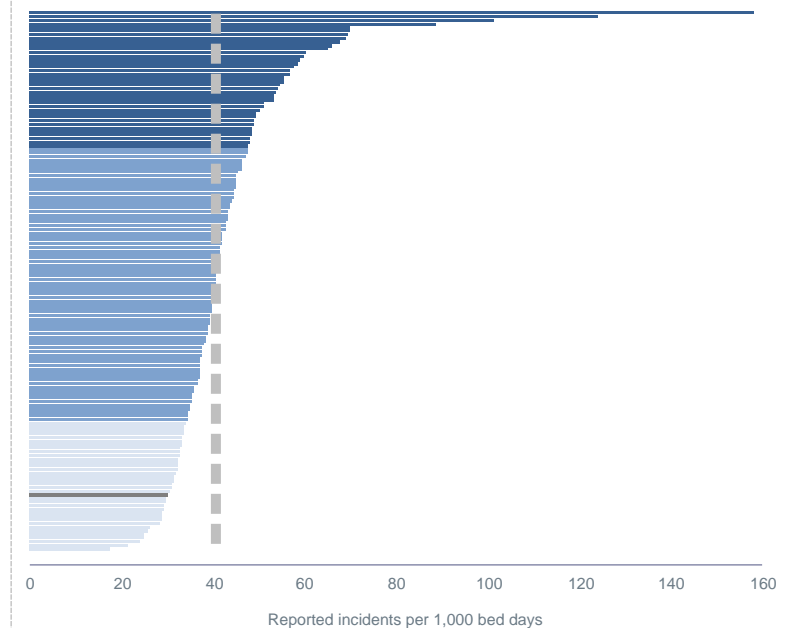
All reported incidents



Reported incidents that resulted in moderate, severe harm or death



Comparative reporting rate for incidents in all acute trusts



Indicator Trend Performance

	Year-month	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
1. Death		0	0	0	1	0	0	0	0	0	0	0	0	0
2. Severe		0	0	0	0	0	0	0	0	0	0	0	0	0
3. Moderate		0	0	0	1	0	1	0	1	0	0	1	1	0
4. Low		15	10	6	9	11	7	9	9	10	6	15	14	12
5. No Harm		165	136	153	137	90	91	108	104	128	113	114	109	92
6. Total		180	146	159	148	101	99	117	114	138	119	130	124	104

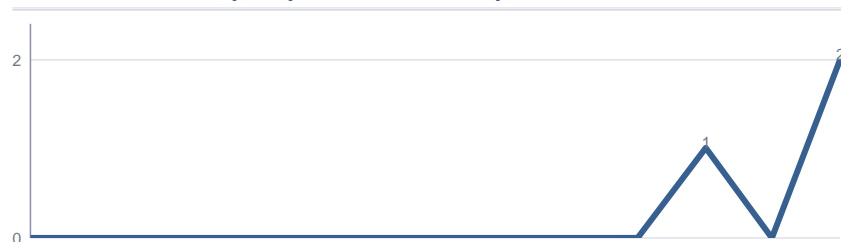
Key messages

- The ward with the highest rate of pressure ulcers is CRITICAL CARE with 0.58 per 100 patients sampled

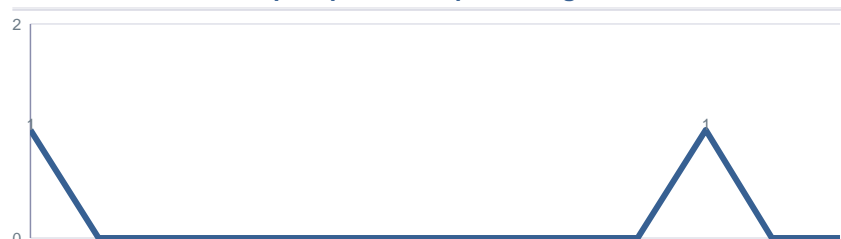
- The ward with the highest rate of falls is ELM with 0.44 per 100 patients sampled
- The ward with the highest rate of catheter acquired UTIs is ELM with 0.44 per 100 patients sampled

Indicator Summary: Under development

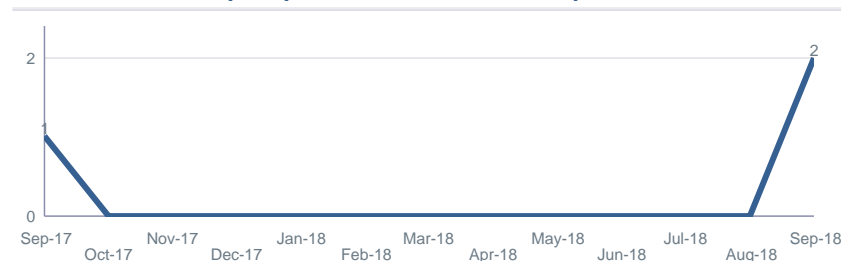
Sampled patients with new pressure ulcers



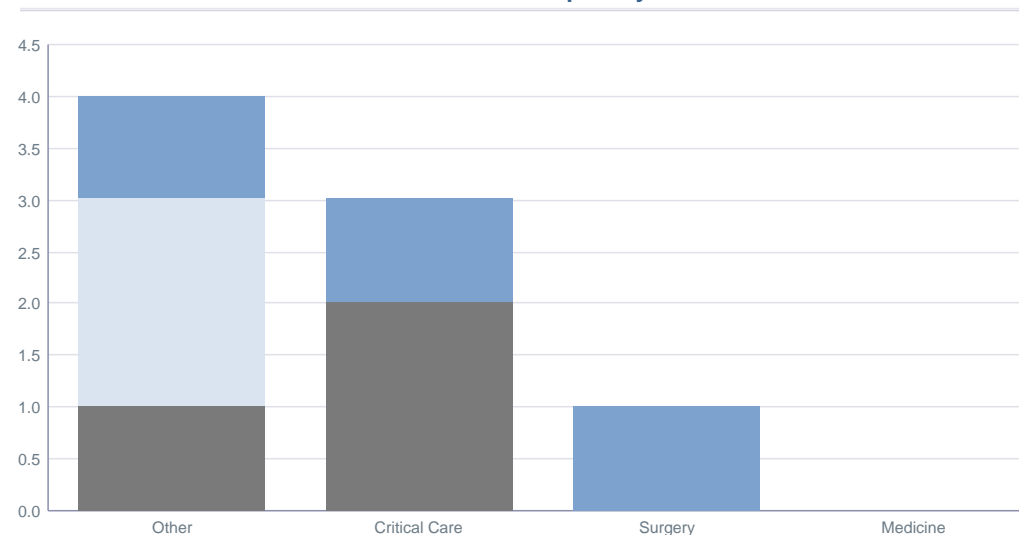
Sampled patients experiencing a fall



Sampled patients with catheter acquired UTI



Incidents recorded in samples by core service



1 Pressure ulcers, includes levels 2, 3 and 4

2 Falls with harm levels 3 to 6

3 Catheter acquired urinary tract infection level 3 only

Core service	PUs ¹	Falls ²	UTIs ³	Patients surveyed
Other	1 (0.11)	2 (0.22)	1 (0.11)	889
Critical Care	2 (0.58)	0 (0.00)	1 (0.29)	344
Surgery	0 (0.00)	0 (0.00)	1 (0.17)	593
Medicine	0 (0.00)	0 (0.00)	0 (0.00)	213

Key messages

- There are currently 0 active maternity alerts for this trust.
- There are currently 4 active mortality alerts for this trust.

Number of outlier alerts for this trust as at 5 November 18

	Active alerts			Closed cases	Total
	Cases under consideration by Outliers Panel	Cases where action plans are being followed up by local inspection team	Cases for review by inspection team		
Mortality	3	1	0	4	8
Maternity	0	0	0	0	0

Mortality outliers – Active alerts

Cases under consideration by Outliers panel

- Acute myocardial infarction (Dr Foster, Feb 18) - Panel considered - close - letter to be sent (following engagement)
- Coronary atherosclerosis and other heart disease (Dr Foster, Aug 18) - Panel considered - pursue - info request to be sent
- CABG (other) (Dr Foster, Aug 18) - Panel considered - pursue - info request to be sent

Cases where action plans are being followed up by local inspection team

- Acute myocardial infarction (Dr Foster, Jan 17) - Action plans being followed up by inspection team

Cases for review by inspection team

- There are currently no mortality alerts for review by inspection team

Maternity outliers – Active alerts

Cases under consideration by Outliers panel

- There are currently no maternity alerts under consideration by Outliers panel

Cases where action plans are being followed up by local inspection team

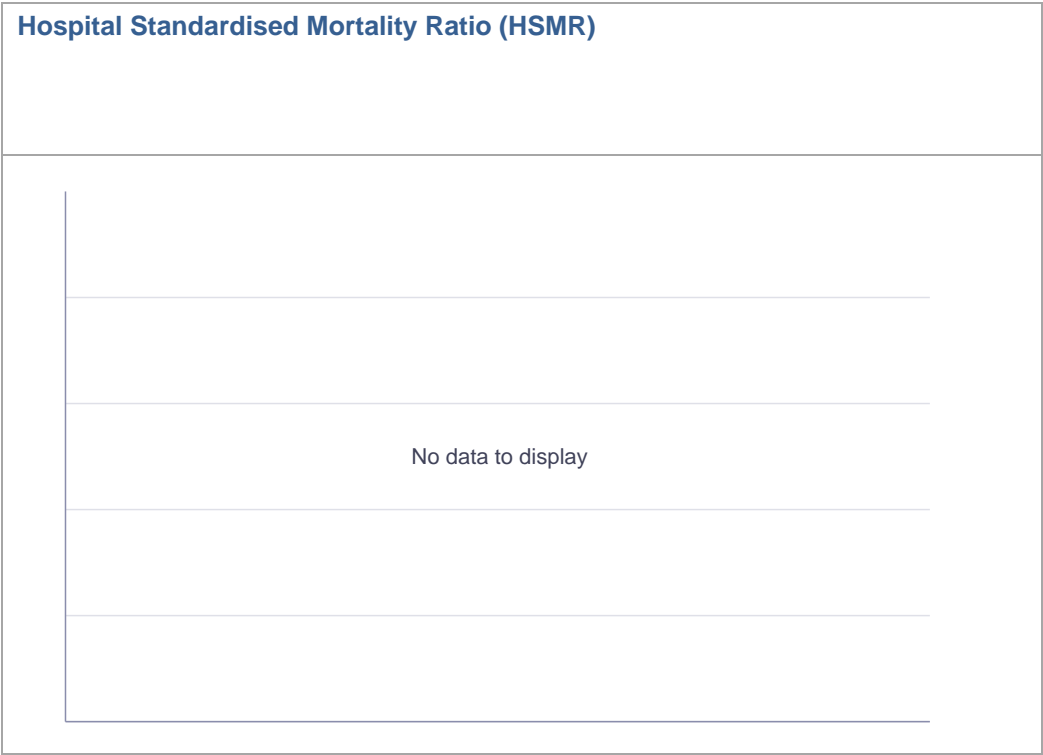
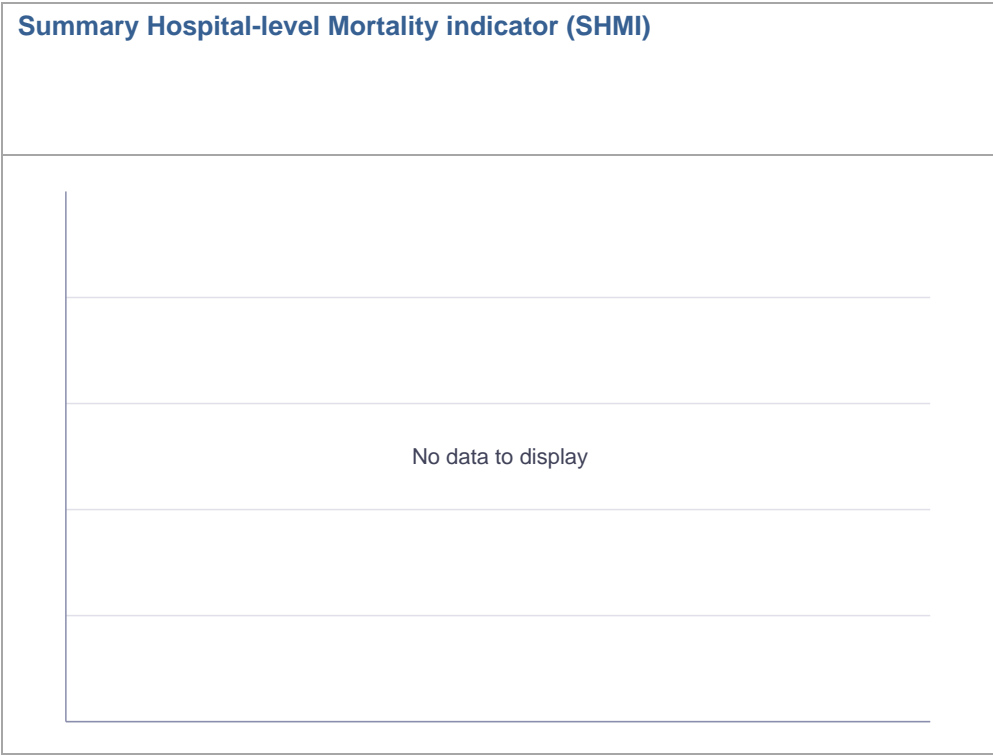
- There are currently no maternity alerts where action plans are being followed up by the local inspection team

Cases for review by inspection team

- There are currently no maternity alerts for review by inspection team

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS	FEATURED DATA SOURCES	DEFINITIONS			16 November 2018
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	

Key messages



Note: From the period July 2014 to June 2015 onwards, HSMR indicators have been updated by DFI on a quarterly, rather than annual, basis.

- England standardised mortality ratio
- This trust
- Higher than expected
- Within expected range
- Lower than expected

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

National clinical audits are priority information to inform discussions about quality improvement. The table below provides a high-level summary 'at a glance' of the key clinically relevant indicators which best reflect trust performance. Click on the links to see extra site and ward-level audit results to inform monitoring conversations.

- Audit results should be followed-up during engagement meetings:
 - Better or worse than expected performance should be used to drive quality improvement
 - Where performance is much worse than expected we would expect this to prompt an investigation by the trust
- National clinical audits are reported here only if the trust participated
- More audits will be added each quarter and inspectors will soon receive information on audit outliers and audit data quality concerns

Core Service	Audit Name	Level	Date last refreshed	Insight indicator national comparison				
				Much Worse	Worse	About the same	Better	Much Better
Medical care	National Lung Cancer Audit	Trust	11/18	0	0	4	0	0
Surgery	National Emergency Laparotomy Audit	Liverpool Heart and Chest Hospital	10/18	2	0	1	2	0
Surgery	National Oesophago-gastric Cancer Audit	Trust	02/18	0	0	1	0	0
Critical care	ICNARC	Liverpool Heart and Chest Hospital*	06/18	0	0	4	1	0

*May be an aggregate of more than one ward's results

Do you have a query or suggestion for national clinical audits? [Contact us.](#)

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Hip fracture audit



16 November 2018

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INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS




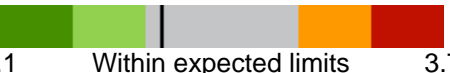
Liverpool Heart and Chest Hospital NHS Foundation Trust

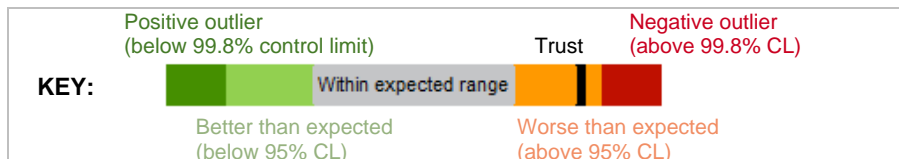
Featured data sources > National audits > Bowel cancer audit



16 November 2018

FACTS, FIGURES & RATINGS				TRUST AND CORE SERVICE ANALYSIS				FEATURED DATA SOURCES				DEFINITIONS			
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS								

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	
Liverpool Heart and Chest Hospital, Intensive Therapy Unit								
Metric	CQC Key Question	2015/16 ¹ Report	2016/17 ² Report	National Aggregate (England, Wales & N. Ireland)	National Aspirational Standard	Comparison to other hospitals		
Case Ascertainment All eligible patients	Well Led	Not reported for this audit		none	n/a			
2632 admissions	Crude non-clinical transfers	Responsive	0.4%	0.0%	0.4%	0%*		0.0 Within expected range 11.0
2335 admissions	Crude, non-delayed, out-of-hours discharge to ward proportion	Responsive	0.4%	0.2%	1.9%	0%*		0.0 Better than expected 33.0
10950 available critical care bed days	Crude delayed discharge (% bed-days occupied by patients with discharge delayed >8 hours)	Responsive	2.7%	0.4%	4.9%	0%*	Not in the worst 5% of units	
2453 admissions	Risk-adjusted hospital mortality ratio (all patients)	Effective	0.7	1.0	1.0	none		0.5 Within expected range 2.0
2307 admissions	Risk-adjusted hospital mortality ratio for patients with predicted risk of death <20% (lower risk)	Effective	0.6	0.8	1.0	none		-0.1 Within expected limits 3.71



Liverpool Heart and Chest Hospital NHS Foundation Trust



Featured data sources > National audits > Oesophago-gastric cancer audit



16 November 2018

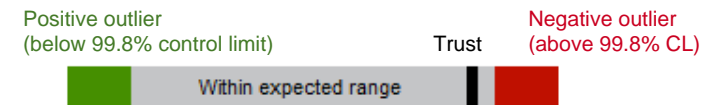
FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Cheshire and Merseyside Strategic Clinical Network

		Metric	CQC Key Question	2015 ¹ Report	2016 ² Report	National Aggregate (England & Wales)	National Aspirational Standard	Comparative performance
Trust-level metrics	Not eligible	Case ascertainment	Well Led	Not eligible	Not eligible	79%*	none	Not eligible
	-997 cases	Age and sex adjusted proportion of patients diagnosed after an emergency admission	Effective	Not reported	Not reported	13.7%	none	Not reported 
	208 cases	Risk-adjusted 90-day post-operative mortality rate	Well Led	5.3%	4.3%	3.9%	none	 0 Within expected range 11
Strategic Clinical Network-level	-997 cases	Crude proportion of patients treated with curative intent in the Strategic Clinical Network	Effective	Not reported	Not reported	37.6%	none	Not reported

National
Oesophago-
Gastric
Cancer
Audit
2016

Key:



¹ Apr 12- Mar 14

² Apr 13- Mar 15

*England only

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > National vascular registry



16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
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Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Emergency Laparotomy Audit



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

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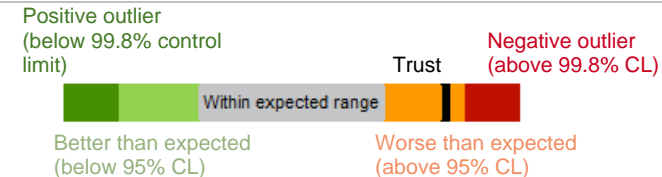
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS
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Liverpool Heart and Chest Hospital

		Metric	CQC Key Question	Year 2 ¹	Year 3 ²	National Aggregate (England & Wales)	National Standard	Hospital performance	
Proportion of patients for which each process of care was met	19 cases	Case Ascertainment	Well Led	N/A	100%	82%*	80%	Higher than 80%	
	19 cases	Crude proportion of cases with pre-operative documentation of risk of death	Effective	43%	42%	71%	80%	Less than 50%	
	19 cases	Crude proportion of cases with access to theatres within clinically appropriate time frames	Responsive	100%	100%	83%	80%	Higher than 80%	
	18 cases	Crude proportion of high-risk cases (greater than or equal to 5% predicted mortality) with consultant surgeon and anaesthetist present in theatre	Effective	36%	17%	79%	80%	Less than 50%	
	12 cases	Crude proportion of highest-risk cases (greater than 10% predicted mortality) admitted to critical care post-operatively	Safe	100%	100%	87%	80%	Higher than 80%	
	19 cases	Risk adjusted 30-day mortality	Effective	13.9% ³	12.1%	10.6%	none		



Key:



¹ Dec 14 – Nov 15

² Dec 15 – Nov 16

*England only

³Based on Year 1 and Year 2 data

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Paediatric Diabetes Audit



16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Severe Sepsis and Septic Shock Audit

16 November 2018

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INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Consultant Sign-off Clinical Audit

16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Moderate and Acute Severe Asthma – Adult and Paediatric Clinical Audit

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 November 2018
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Maternal, Newborn and Infant Clinical Outcome Review Programme



FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 November 2018
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Paediatric Intensive Care Audit

16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Neonatal Audit



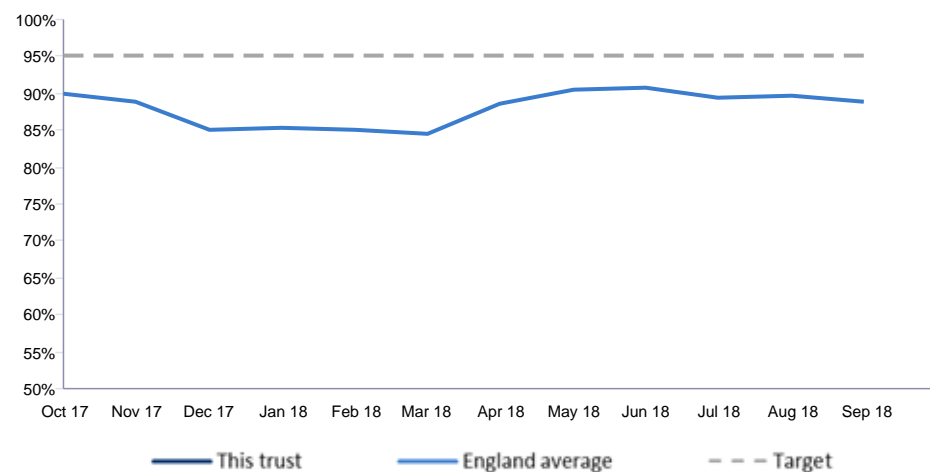
16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

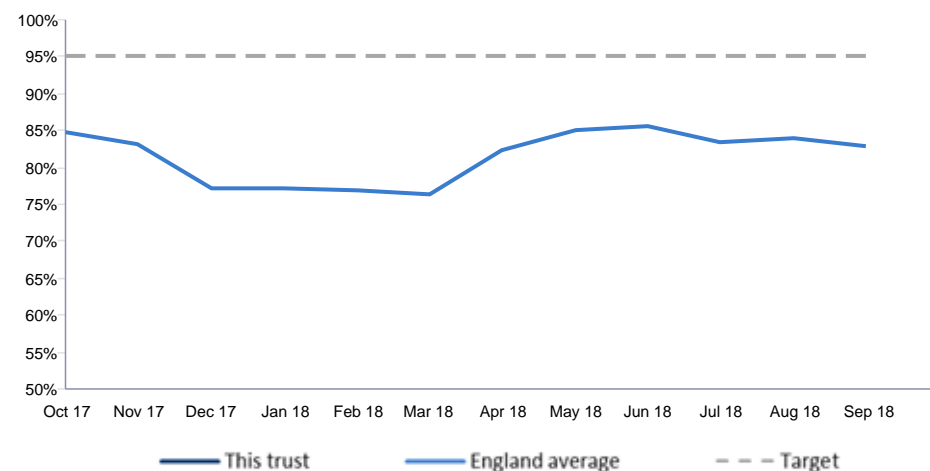
Key messages

- No data available
- No data available

Percentage of patients seen within 4 hours (all A and E types)



Percentage of patients seen within 4 hours (type 1)



The data has an insufficient number of columns.
This graph type requires at least 2 columns of data.
The data provided has 1 column.

— This trust — — England average

Time from ambulance arrival to initial assessment



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

16 November 2018

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS
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Concern status:

2015

2016

2017

No concern
Concern
High concern

Click [here](#) to contact the Surveys Team to discuss survey data

Concerns are flagged where a high proportion of people told us their experience of care was in line with the worst possible answer to a wide range of questions across the entire survey.

Concerns live	Escalated to inspector	Action taken	Closed
Under development			

Feedback from adult inpatients (aged 16 or over) who spent at least one night in hospital during July 2017

Where has patient experience improved from 2016 to 2017?

2 areas have improved:

- Knowing which nurse is in charge of care
- Hospital changing admission date

Where has patient experience declined from 2016 to 2017?

2 areas have declined:

- Getting understandable answers to questions from doctors
- Involved in decisions about care & treatment

Where has patient experience continued to be better?

40 areas once again performed better than expected:

- Cleanliness of room or ward
- Enough nurses on duty to provide care
- Being offered a choice of food
- Patients liking hospital food
- Receiving enough help to eat meals
- Staff work well together
- Staff doing everything they could to control pain
- Nurses talking as if patients weren't there
- Enough privacy when being examined
- Enough privacy when discussing treatment / condition
- Got enough help from staff to wash & clean self
- Treated with respect & dignity
- Written information provided about medication
- Written instructions provided for after leaving hospital
- Getting understandable answers to questions from doctors
- Getting understandable answers to questions from nurses
- Being told about danger signs to look out for
- Being told how to take medication
- Confidence and trust in doctors
- Confidence and trust in nurses
- Confidence in decisions made about care & treatment
- Overall experience
- Staff discussing further health or social care service needs
- Home situation accounted for during discharge planning
- Information given about care & treatment

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS
						<ul style="list-style-type: none"> Involved in decisions about care & treatment Involved in decisions about discharge Knowing which nurse is in charge of care Staff explaining how operation/procedure had gone Staff explaining purpose of medication Staff explaining side effects of medication Staff giving conflicting information Told who to contact if worried about condition or treatment Emotional support received from staff Having someone to talk to about worries & fears Bothered by noise at night from hospital staff Bothered by noise at night from other patients Time between arrival and getting a bed on a ward Notice given about discharge Told how to make a complaint about care 	
Where has patient experience <u>continued to be worse</u> ?							
There were no areas worse than expected in both years							

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

16 November 2018

INCIDENTS

SAFETY
THERMOMETER

MATERNITY & MORTALITY
OUTLIERS

MORTALITY

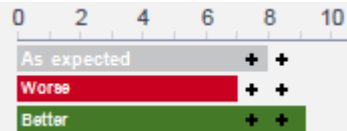
NATIONAL
CLINICAL AUDITS

A&E WAITING
TIMES

PATIENT
SURVEYS

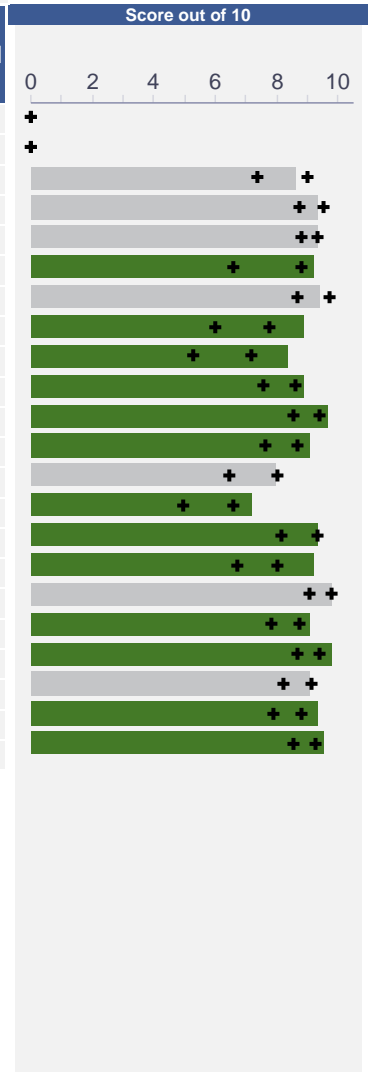
STAFF
SURVEYS

Key:



➡ No significant change
 ↓ 2017 score is **significantly lower** than 2016 score
 ↑ 2017 score is **significantly higher** than 2016 score

Question	2014	2015	2016	2017		Trend
	Score out of 10				Threshold between 'As expected' and	
					Worse Better	
Q3. While you were in the A&E Department, how much information about your condition or treatment was given to you?	-	-	-	-	-	NA
Q4. Were you given enough privacy when being examined or treated in the A&E Department?	-	-	-	-	-	NA
Q6. How do you feel about the length of time you were on the waiting list before your admission to hospital?	9.2	9.1	8.8	8.6	7.4	9.0 ➡
Q7. Was your admission date changed by the hospital?	9.5	9.3	9.0	9.3	8.8	9.5 ↑
Q8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.4	9.4	9.5	9.3	8.8	9.3 ➡
Q9. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	9.4	9.6	9.4	9.2	6.6	8.8 ➡
Q11. While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	-	-	-	9.4	8.7	9.7 NA
Q13. Did the hospital staff explain the reasons for being moved in a way you could understand?	-	-	-	8.8	6.0	7.8 NA
Q14. Were you ever bothered by noise at night from other patients?	8.7	8.5	8.3	8.3	5.3	7.2 ➡
Q15. Were you ever bothered by noise at night from hospital staff?	9.1	9.1	9.1	8.9	7.6	8.6 ➡
Q16. In your opinion, how clean was the hospital room or ward that you were in?	9.7	9.7	9.6	9.7	8.5	9.4 ➡
Q17. Did you get enough help from staff to wash or keep yourself clean?	-	-	9.0	9.1	7.6	8.7 ➡
Q18. If you brought your own medication with you to hospital, were you able to take it when you needed to?	-	-	7.4	8.0	6.5	8.0 ➡
Q19. How would you rate the hospital food?	6.7	7.3	7.5	7.2	5.0	6.6 ➡
Q20. Were you offered a choice of food?	9.4	9.3	9.5	9.4	8.2	9.3 ➡
Q21. Did you get enough help from staff to eat your meals?	8.4	8.8	8.8	9.2	6.7	8.0 ➡
Q22. During your time in hospital, did you get enough to drink?	-	-	-	9.8	9.1	9.8 NA
Q23. When you had important questions to ask a doctor, did you get answers that you could understand?	9.1	9.3	9.3	9.0	7.8	8.7 ↓
Q24. Did you have confidence and trust in the doctors treating you?	9.7	9.8	9.7	9.8	8.7	9.4 ➡
Q25. Did doctors talk in front of you as if you weren't there?	9.3	9.3	9.3	9.1	8.2	9.1 ➡
Q26. When you had important questions to ask a nurse, did you get answers that you could understand?	9.2	9.3	9.2	9.3	7.9	8.8 ➡
Q27. Did you have confidence and trust in the nurses treating you?	9.4	9.6	9.5	9.5	8.5	9.3 ➡



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

16 November 2018

INCIDENTS

SAFETY
THERMOMETER

MATERNITY & MORTALITY
OUTLIERS

MORTALITY

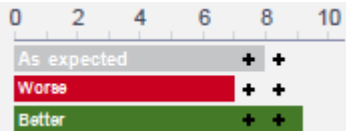
NATIONAL
CLINICAL AUDITS

A&E WAITING
TIMES

PATIENT
SURVEYS

STAFF
SURVEYS

Key:



→ No significant change



2017 score is **significantly lower** than 2016 score



2017 score is **significantly higher** than 2016 score

Question	2014	2015	2016	2017		Trend	Score out of 10						
	Score out of 10			Threshold between 'As expected' and			0	2	4	6	8	10	
	Worse	Better											
Q28. Did nurses talk in front of you as if you weren't there?	9.5	9.6	9.4	9.4	8.6	9.4	➡	<div><div></div></div>					
Q29. In your opinion, were there enough nurses on duty to care for you in hospital?	9.0	9.1	9.0	8.9	6.8	8.2	➡	<div><div></div></div>					
Q30. Did you know which nurse was in charge of looking after you?	-	-	7.6	8.2	5.7	7.6	⬆	<div><div></div></div>					
Q31. Did you have confidence and trust in any other clinical staff treating you?	-	-	-	9.4	8.3	9.1	NA	<div><div></div></div>					
Q32. In your opinion, did the members of staff caring for you work well together?	-	9.6	9.5	9.5	8.3	9.1	➡	<div><div></div></div>					
Q33. Did a member of staff say one thing and another say something different?	9.1	9.2	9.1	8.9	7.7	8.6	➡	<div><div></div></div>					
Q34. Were you involved as much as you wanted to be in decisions about your care and treatment?	8.5	8.4	8.6	8.3	6.9	7.9	⬇	<div><div></div></div>					
Q35. Did you have confidence in the decisions made about your condition or treatment?	9.4	9.4	9.4	9.3	8.0	8.8	➡	<div><div></div></div>					
Q36. How much information about your condition or treatment was given to you?	9.1	9.3	9.2	9.6	8.6	9.2	NA	<div><div></div></div>					
Q37. Did you find someone on the hospital staff to talk to about your worries and fears?	7.5	7.6	7.3	7.4	4.9	6.5	➡	<div><div></div></div>					
Q38. Do you feel you got enough emotional support from hospital staff during your stay?	8.8	8.8	8.2	8.5	6.5	7.9	➡	<div><div></div></div>					
Q39. Were you given enough privacy when discussing your condition or treatment?	9.4	9.3	9.3	9.4	8.2	8.9	➡	<div><div></div></div>					
Q40. Were you given enough privacy when being examined or treated?	9.8	9.8	9.8	9.7	9.3	9.7	➡	<div><div></div></div>					
Q42. Do you think the hospital staff did everything they could to help control your pain?	9.1	9.3	9.0	9.1	7.9	8.8	➡	<div><div></div></div>					
Q43. If you needed attention, were you able to get a member of staff to help you within a reasonable time?	-	-	-	9.1	7.2	8.5	NA	<div><div></div></div>					
Q45. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	9.1	9.0	9.3	9.3	8.7	9.3	➡	<div><div></div></div>					
Q46. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	7.6	7.8	7.5	7.6	7.1	8.0	➡	<div><div></div></div>					
Q47. Afterwards, did a member of staff explain how the operation or procedure had gone?	8.6	9.0	8.9	8.7	7.7	8.5	➡	<div><div></div></div>					
Q48. Did you feel you were involved in decisions about your discharge from hospital?	7.9	8.0	8.0	7.9	6.4	7.6	➡	<div><div></div></div>					
Q49. Were you given enough notice about when you were going to be discharged?	8.3	8.1	8.2	8.2	6.7	7.8	➡	<div><div></div></div>					
Q51. Discharge delayed due to wait for medicines/to see doctor/for ambulance	6.7	6.5	6.6	6.7	5.6	7.2	➡	<div><div></div></div>					
Q52. How long was the delay?	7.9	7.7	7.9	7.9	6.9	8.3	➡	<div><div></div></div>					

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

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OUTLIERS

MORTALITY

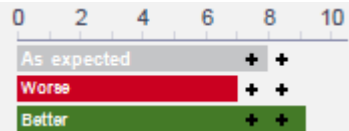
NATIONAL
CLINICAL AUDITS

A&E WAITING
TIMES

PATIENT
SURVEYS

STAFF
SURVEYS

Key:



→ No significant change

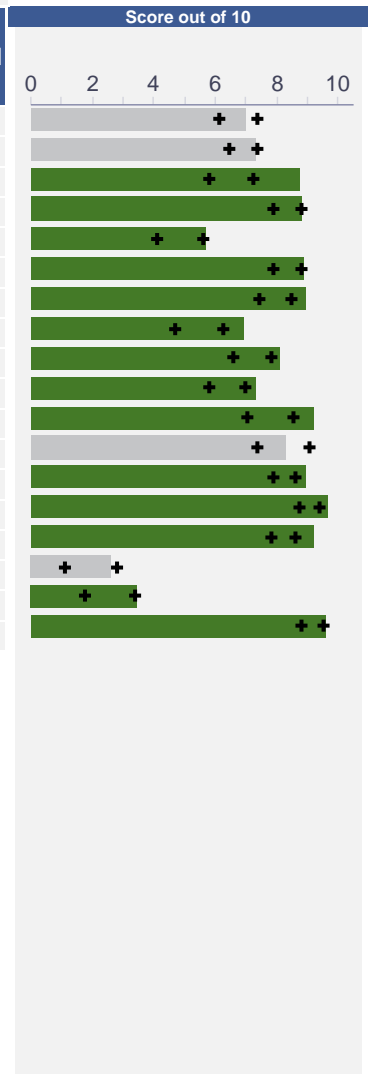


2017 score is **significantly lower** than 2016 score



2017 score is **significantly higher** than 2016 score

Question	2014	2015	2016	2017		Trend	Score out of 10					
	Score out of 10			Threshold between 'As expected' and			0	2	4	6	8	10
				Worse	Better							
Q54. Did you get enough support from health or social care professionals to help you recover and manage your condition?	-	7.8	7.2	7.0	6.1	7.3	➡					
Q55. When you left hospital, did you know what would happen next with your care?	-	-	7.1	7.3	6.4	7.4	➡					
Q56. Were you given any written or printed information about what you should or should not do after leaving hospital?	9.1	8.9	9.0	8.8	5.8	7.3	NA					
Q57. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	9.1	8.9	9.0	8.8	7.9	8.8	➡					
Q58. Did a member of staff tell you about medication side effects to watch for when you went home?	6.0	5.9	5.7	5.7	4.1	5.6	➡					
Q59. Were you told how to take your medication in a way you could understand?	8.9	8.9	9.0	8.9	7.9	8.8	➡					
Q60. Were you given clear written or printed information about your medicines?	9.1	8.9	9.0	9.0	7.5	8.5	➡					
Q61. Did a member of staff tell you about any danger signals you should watch for after you went home?	6.9	7.1	6.8	6.9	4.7	6.3	➡					
Q62. Did hospital staff take your family or home situation into account when planning your discharge?	8.4	8.1	8.0	8.1	6.6	7.9	➡					
Q63. Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	-	-	-	7.3	5.8	7.0	NA					
Q64. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	9.5	9.3	9.4	9.2	7.1	8.5	➡					
Q65. Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	8.8	8.0	8.2	8.3	7.4	9.1	➡					
Q66. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	9.2	9.0	8.9	8.9	7.9	8.6	➡					
Q67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.7	9.7	9.7	9.7	8.8	9.4	➡					
Q68. Overall experience	9.1	9.0	9.1	9.2	7.8	8.6	➡					
Q69. During your hospital stay, were you ever asked to give your views on the quality of your care?	2.1	2.3	2.1	2.6	1.1	2.8	➡					
Q70. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	3.2	3.3	3.7	3.4	1.7	3.4	➡					
Q71. Did you feel well looked after by the non-clinical hospital staff?	-	-	-	9.6	8.8	9.6	NA					



FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 November 2018
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Site level results - key messages

- A high proportion of results were better than expected for Liverpool Heart and Chest Hospital

	Number of questions:		
	Worse	As expected	Better
Liverpool Heart and Chest Hospital	0	14	46

Full site level results are available [here](#).

INCIDENTS

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STAFF
SURVEYS

Liverpool Heart and Chest Hospital

46 questions were better than expected:

- . Receiving enough help to eat meals
- . Getting enough to drink
- . Confidence and trust in doctors
- . Getting understandable answers to questions from doctors
- . Cleanliness of room or ward
- . Got enough help from staff to wash & clean self
- . Bothered by noise at night from hospital staff
- . Patients liking hospital food
- . Bothered by noise at night from other patients
- . Staff explaining why they had to change wards at night
- . Sharing a sleeping area with patients of the opposite sex
- . Time between arrival and getting a bed on a ward
- . Enough privacy when discussing treatment / condition
- . Enough privacy when being examined
- . Staff doing everything they could to control pain
- . Getting help from staff in a reasonable time
- . Information given about care & treatment
- . Involved in decisions about care & treatment
- . Confidence in decisions made about care & treatment
- . Emotional support received from staff
- . Having someone to talk to about worries & fears
- . Doctors talking as if patients weren't there
- . Nurses talking as if patients weren't there
- . Getting understandable answers to questions from nurses
- . Confidence and trust in nurses
- . Knowing which nurse is in charge of care
- . Enough nurses on duty to provide care
- . Confidence and trust in other clinical staff
- . Staff giving conflicting information
- . Staff work well together
- . Feeling well looked after by non-clinical staff
- . Told how to make a complaint about care
- . Overall experience
- . Treated with respect & dignity
- . Staff discussing further health or social care service needs
- . Told who to contact if worried about condition or treatment
- . Written information provided about medication

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- . Being told how to take medication
- . Being told about danger signs to look out for
- . Family/friends/carers given information to continue care
- . Home situation accounted for during discharge planning
- . Notice given about discharge
- . Involved in decisions about discharge
- . Staff explaining how operation/procedure had gone
- . Staff explaining side effects of medication
- . Written instructions provided for after leaving hospital

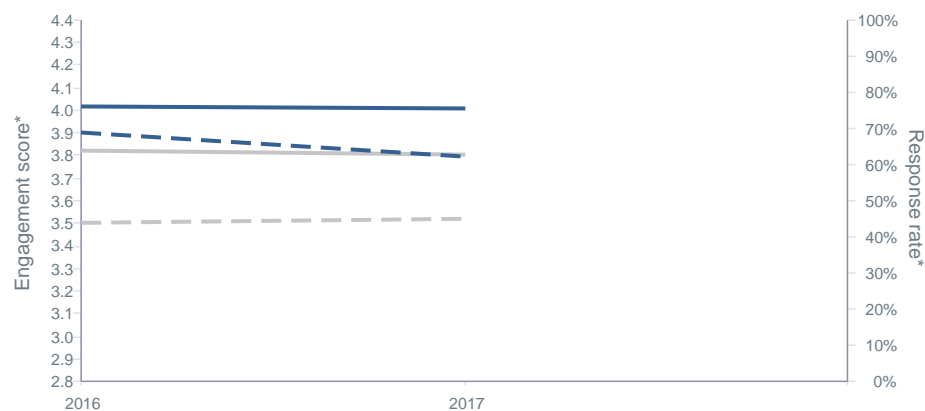
There were no questions worse than expected

Key messages

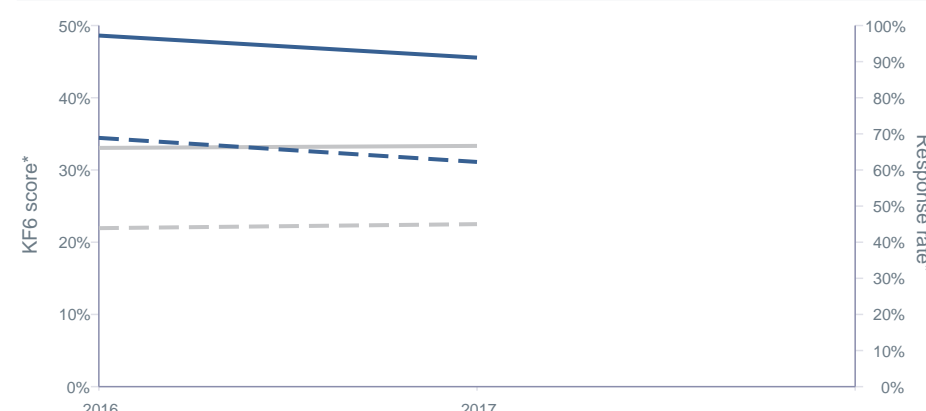
Comparing 2017 results for Liverpool Heart and Chest Hospital NHS Foundation Trust to all acute trusts:

- Recommendation rates were 'higher'
- Engagement score was 'higher'
- Bullying and harassment was 'lower'
- Communication was 'higher'

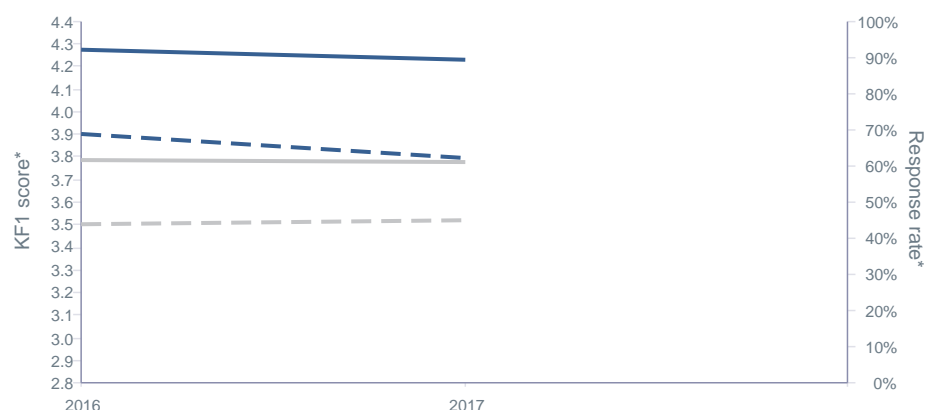
Overall engagement score



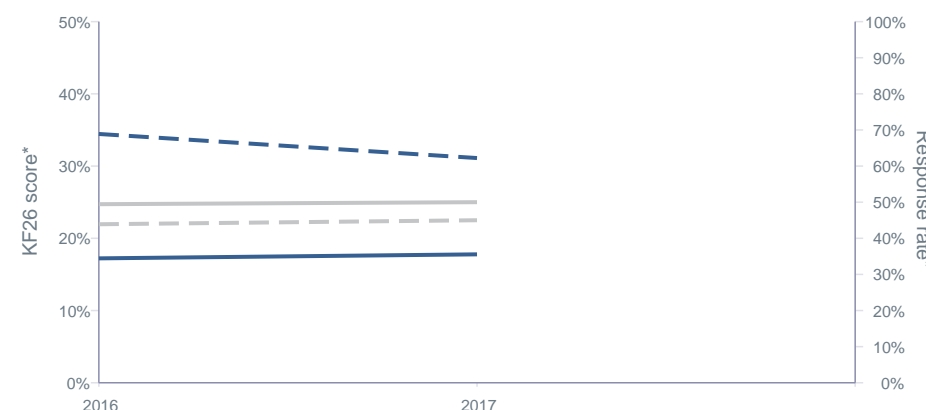
KF6. % staff reporting good communication



KF1. Staff recommendation of the organisation score



KF26. % staff experiencing harassment, bullying or abuse from other staff



Acute trusts

This trust

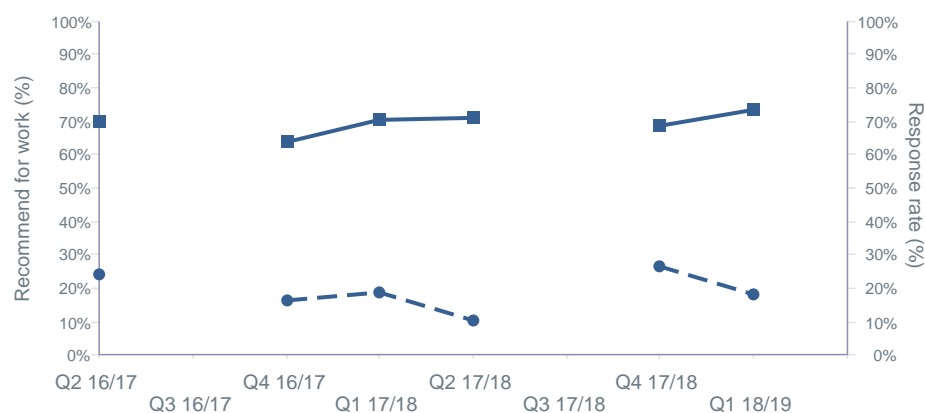
Response rate for acute trusts

Response rate for this trust

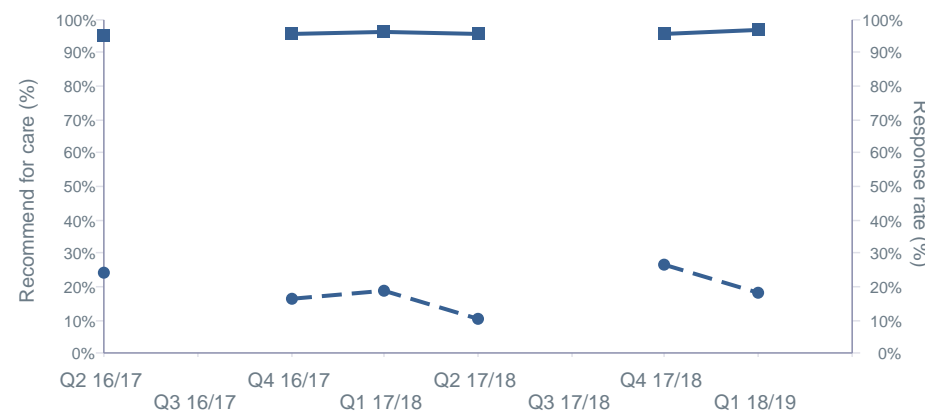
Key messages

- The percentage of staff that would recommend this trust as a place to work in Q1 18/19 stayed about the same when compared to the same time last year.
- The percentage of staff that would recommend this trust as a place to receive care in Q1 18/19 stayed about the same when compared to the same time last year.

Staff (%) that would recommend trust for work



Staff (%) that would recommend trust for care



■ This trust

■ ■ ■ ■ Response rate for this trust

Please note: Data is not collected during Q3 each year because the Staff Survey is conducted during this time

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Staff surveys > Workforce race equality standard

National Guardian
Freedom to Speak Up



16 November 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS

Key messages

- In the previous and latest survey this trust used a census which sends the survey to all staff in the trust
- The total response rate was higher than both the England average and the minimum recommended response rate of 50%

NHS Staff Survey Indicator		Proportion of respondents answering "Yes"		% difference between BME and white staff	
		BME staff	White staff		
KF25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	Trust	10.7%	13.1%		2.4%
	England	27.7%	26.7%		-1.0%
KF26. Percentage of staff experiencing harassment, bullying or abuse from staff the last 12 months	Trust	17.3%	17.8%		0.5%
	England	28.6%	24.2%		-4.4%
KF21. Percentage of staff believing that the trust provides equal opportunities for career progression or promotion	Trust	81.6%	90.0%		8.4%
	England	71.6%	87.1%		15.5%
Q17b. In the last 12 months have you personally experienced discrimination at work from a manager / team leader or other colleagues?	Trust	5.4%	5.1%		-0.3%
	England	15.5%	6.6%		-8.9%

Key for % difference between BME and white staff

- Statistically significant
- Not statistically significant
- Statistical analysis of results was not undertaken due to the low number of BME respondents (<50)

		Previous	Latest			BME		White		Total
Sampling method	Trust	Census	Census	Average number of respondents across the 4 WRES questions	Trust	68	(8.5%)	732	(91.5%)	800
Total number of recipients *(ineligible staff removed)	Trust	1,477	1,483		England	50,805	(17.1%)	246,456	(82.9%)	297,261
Response rate from total recipients	Trust	69.1%	62.0%							
	England	42.7%	43.7%							

Trusts are encouraged to perform a census rather than a basic or extended sample in order to understand experiences for different staff groups. We encourage the trust to get more respondents to really understand issues affecting staff. It would also be helpful for inspection staff to follow up on what the trust is doing to understand the potential underlying causes and improve the experience for staff.

KEY

Performance level

- MB Much better
- B Better
- S About the same
- W Worse
- MW Much worse
- ! Non-submission
- No data

Performance change

- ↑ Improving
- About the same
- ↓ Declining

Ratings

- O Outstanding
- G Good
- RI Requires improvement
- I Inadequate
- NR* Inspected but not formally rated
- NA Not rated

Others

National Guardian
Freedom to Speak Up

Data that is relevant
for 'speaking up'

Understanding data

What do these boxes show?



The boxes represent all Acute NHS trusts from smallest to largest in five groups, or quintiles. The purple highlighted box shows you where this trust lies relative to the other trusts. If the smallest box is highlighted this trust is in the group of the smallest trust or lowest activity level, and if the second largest box is highlighted the trust is in the second largest group, or quintile, for higher activity levels.

What do N/A, *, and - mean when they are used for data values?

- n/a** Value is not applicable
- Data is not available for trust or time period.
- *** Suppressed values between 1 and 5. We apply a strict statistical disclosure control in accordance with the HES protocol to all published data. This requires that small numbers are suppressed to prevent individuals being identified and to ensure that patient confidentiality is maintained.

