

Item 2.2a

CQC Insight for Acute NHS Trusts

Liverpool Heart and Chest Hospital NHS Foundation Trust

What's new?

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

12 October 2019

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

Facts and figures

Refreshed data streams:

Trust	Bed numbers, Workforce Statistics, Turnover (updated to 2018/19), HES - activity
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Featured data sources

Refreshed pages:

Trust	Ambulance Turnaround, A&E Sitreps, Incidents, FFT, Outliers, Safety Thermometer
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New content:

Trust and core service analysis

Refreshed data streams:

Trust	STEIS Never Events, Whistleblowing, NRLS, DTOC, GMC Enhanced Monitoring, SOF, CAS Alerts, CDIFF, MRSA
A&E	A&E Sitreps, A&E Quality, Ambulance Turnaround, FFT, STEIS Never Events, CAS
Medicine	FFT, STEIS Never Events, Outliers, RTT
Surgery	STEIS Never Events, Outliers, RTT
Critical Care	STEIS Never Events, Critical Care Bed Occupancy
Maternity	FFT, STEIS Never Events, Outliers
CYP	STEIS Never Events, Critical Care Bed Occupancy
Outpatients	Diagnostic Waiting Times, STEIS Never Events, RTT, FFT

Sharing with Trusts

Next date for sharing: week commencing 18 November 2019

Please note:

The SSNAP feature page is currently under review. If you would like to view the SSNAP clinical audit results, you can access them [here](#).

The continued suitability of including the pilot Trust Composite Indicator in Insight is currently being reviewed. Please bear this in mind when using it to monitor Trust performance.

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
Activity levels at trust, location and core service level Capacity (staffing, beds) Financial information						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
Intelligence overview of key messages Trust composite indicator						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	WRES
Incident reporting (NRLS) Safety thermometer Maternity and Mortality Outliers Mortality (SHMI and HSMR)				National Clinical Audits (HQIP) A&E waits WRES Surveys - NHS Staff Survey, Staff friends and family and Inpatient Survey				

Definitions

FACTS, FIGURES & RATINGS		TRUST & CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
KEY							
Key of symbols and colours							

Facts and figures > Trust level

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS	

Trust level rating:

Date of last inspection: 07/02/2019

Safe	Effective	Caring	Responsive	Well led	Overall
G 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019

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	10,280 Jul 17 - Jun 18	10,258 Jul 18 - Jun 19	(0%)	
Outpatient appointments	90,794 Jul 17 - Jun 18	101,491 Jul 18 - Jun 19	(+12%)	
A&E attendances			NA	
Number of deliveries				
Number of deaths	198 Jul 17 - Jun 18	189 Jul 18 - Jun 19	(-5%)	
Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Number of general and acute beds	154 Apr 18 - Jun 18	148 Apr 19 - Jun 19	(-3%)	
Number of maternity beds			NA	
Number of critical care beds	34 Jul 18	30 Jul 19	(-12%)	
Number of bed days	58,827 Jul 17 - Jun 18	54,819 Jul 18 - Jun 19	(-7%)	
Number of staff (WTE):		1,501		
Medical		147 Jun 19		
Nursing		517 Jun 19		
Other(s)		837 Jun 19		
Care hours	Data not yet available			
Finance and governance	Previous	Latest	Change	National comparison
Projected surplus [£000s] (deficit)		17,343	NA	
Turnover [£000s]	144,594	156,915	(+9%)	
NHSI financial special measures	No	No	NA	
NHSI Single Oversight Framework segmentation	NA	Providers with maximum autonomy.	NA	

Facts and figures > Trust level inpatient admissions

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019		
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Trust level rating:

Date of last inspection: 07/02/2019

Safe	Effective	Caring	Responsive	Well led	Overall
G 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019

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)	10,280	10,258	(0%)	
Service	Children			193	NA	
	Medicine		7,321	7,394	(+1%)	
	Surgery		2,959	2,670	(-10%)	
Condition (Top 3)	Cardiology		7,135	7,077	(-1%)	
	Respiratory medicine		1,022	1,026	(0%)	
	Oncology		1,055	945	(-10%)	
Age group (%)	4 to 15		0.0%	0.0%	(0%)	
	16 to 17		0.3%	0.3%	(0%)	
	18 to 74		74.3%	74.7%	(0%)	
	75 and over		25.4%	25.1%	(0%)	
Ethnicity (%)	White		94.6%	93.8%	(-1%)	
	Not stated		3.3%	3.5%	(0%)	
	Asian		0.7%	1.2%	(0%)	
	Other		0.8%	0.8%	(0%)	
	Mixed		0.4%	0.4%	(0%)	
	Black		0.2%	0.3%	(0%)	
			Jul 17 - Jun 18	Jul 18 - Jun 19		

Facts and figures > Locations

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES			DEFINITIONS		12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS	

Location level rating:

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	G 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019
Liverpool Heart and Chest Hospit...	G 3/7/2019	G 3/7/2019	O 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019

Activity	Liverpool Heart and Chest Hospital				
Inpatient admissions Jul 18 - Jun 19	10,258				
Outpatient appointments Jul 18 - Jun 19	101,490				
Number of deaths (under development)					
Location level facilities	Liverpool Heart and Chest Hospital				
Neonatal unit type	-				

Facts and figures > Core services > Urgent and emergency care

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019		
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

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):				

Facts and figures > Core services > Medical care

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS	FEATURED DATA SOURCES			DEFINITIONS			12 October 2019
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)	7,321	7,394 (+1%)		
	Elective admissions	1,409	1,510 (+7%)		
	Emergency admissions	1,478	1,703 (+15%)		
	Day case	4,434	4,181 (-6%)		
	By specialty (top 3):				
	Cardiology	6,202	6,301 (+2%)		
	Respiratory medicine	749	721 (-4%)		
	Adult Cystic Fibrosis Service	370	372 (+1%)		
		Jul 17 - Jun 18	Jul 18 - Jun 19		
	Average length of stay (days)	5.0	4.9 (-3%)		
		Jul 17 - Jun 18	Jul 18 - Jun 19		
	Source(s): Hospital Episode Statistics				
Outstanding practice	Capacity	Previous	Latest	Change	National comparison
Under development	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)		38.4 Jun 19		
	Source(s): NHS Digital - Workforce statistics				
Registered locations where medicine service has been rated					
• Liverpool Heart and Chest Hospit...					

Facts and figures > Core services > Surgery

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Location ratings for surgery:

Liverpool Heart and Chest Hospit...

Safe	Effective	Caring	Responsive	Well led	Overall
G 3/7/2019	G 3/7/2019	O 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019

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)	2,613 Jul 17 - Jun 18	2,282 Jul 18 - Jun 19	(-13%)	
Emergency admissions (number)	116 Jul 17 - Jun 18	90 Jul 18 - Jun 19	(-22%)	
Day admissions (number)	230 Jul 17 - Jun 18	298 Jul 18 - Jun 19	(+30%)	
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)		20 Jun 19		
Source(s): NHS Digital - Workforce statistics				

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Location ratings for critical care:

Liverpool Heart and Chest Hospit...

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

Is there a critical care outreach team?		Activity	Previous	Latest	Change	National comparison
Data not available		Discharges (number)	3,022 Jul 17 - Jun 18	2,703 Jul 18 - Jun 19	(-11%)	
Current enforcement and regulatory action		Deaths (number)	91 Jul 17 - Jun 18	84 Jul 18 - Jun 19	(-8%)	
Under development		Source(s): Hospital Episode Statistics				
Outstanding practice		Capacity	Previous	Latest	Change	National comparison
Under development		Beds (total)	Data not yet available	Data not yet available		
Registered locations where critical care service has been rated		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				

Facts and figures > Core services > Maternity

FACTS, FIGURES & RATINGS			TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
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)				
		Consultant obstetricians/gynaecologists (WTE)				
		Source(s): NHS Digital - Workforce statistics				


Facts and figures > Core services > Children and young people

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Location ratings for children and young people:

Liverpool Heart and Chest Hospit...

Safe	Effective	Caring	Responsive	Well led	Overall
NA	NA	NA	NA	NA	NA

Current enforcement and regulatory action	Activity	Previous	Latest	Change	National comparison
Under development	Admissions (total)	27	29	(+7%)	
Outstanding practice	Under 1				
	1 to 3				
	4 to 15				
	16 to 17	26	27	(+4%)	
Under development		Jul 17 - Jun 18	Jul 18 - Jun 19		
Registered locations where children and young people service has been rated	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)				
	Paediatric nurses (WTE)				
	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				

Facts and figures > Core services > End of life care

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES			DEFINITIONS	12 October 2019	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

Location ratings for end of life care:

	Safe	Effective	Caring	Responsive	Well led	Overall
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

Service availability		Activity	Previous	Latest	Change	National comparison
Data not yet available		In-hospital deaths (number)	198 Jul 17 - Jun 18	189 Jul 18 - Jun 19	(-5%)	
Current enforcement and regulatory action		Referrals to specialist palliative care team (number)	Data not yet available	Data not yet available		
Under development		Cancer referrals (number)	Data not yet available	Data not yet available		
Outstanding practice		Non-cancer referrals (number)	Data not yet available	Data not yet available		
Under development		Source(s): Hospital Episode Statistics				
Registered locations where end of life care service has been rated		Capacity	Previous	Latest	Change	National comparison
• Liverpool Heart and Chest Hospit...		National Guardian Freedom to Speak Up		0		
		Specialist palliative care consultants (WTE)				
		Specialist palliative care nurses (WTE)	Data not yet available	Data not yet available		
		Source(s): NHS Digital - Workforce statistics				

Facts and figures > Core services > Outpatients

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019		
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS

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 appointments (total)	90,794	101,491	(+12%)	
Outstanding practice	Ophthalmology				
	Dermatology				
Under development	Medical specialties	73,177	76,568	(+5%)	
	Surgical specialties	16,876	19,255	(+14%)	
Registered locations where outpatient service has been rated	Oncology	254	465	(+83%)	
	Other(s)	487	5,203	(+968%)	
		Jul 17 - Jun 18	Jul 18 - Jun 19		
	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):					

Ratings overview

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		12 October 2019			
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS		
<div>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.</div> <div>Key messages</div> <div>Intelligence indicates that</div> <div><ul style="list-style-type: none">Overall performance for this trust is about the sameCaring, Effective, Responsive, Safe, Well led performance is stableCritical care, Outpatients and diagnostic imaging, Surgery performance is stable</div>		Overall			Safe	Effective	Caring	Responsive	Well led	Overall		
					→	→	→	→	→	→	→	
					G 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	
		Urgent and emergency care			Liverpool Heart and Chest Hospit...	NA	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 3/7/2019	G 3/7/2019	O 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	→
		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	→		

FACTS, FIGURES & RATINGS	TRUST AND CORE SERVICE ANALYSIS				FEATURED DATA SOURCES		DEFINITIONS			12 October 2019
OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS

Trust level rating:

Date of last inspection: 07/02/2019

Safe	Effective	Caring	Responsive	Well led	Overall
G 3/7/2019	G 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019	O 3/7/2019

Trust composite of key indicators Jul-18 to Oct-19

- 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

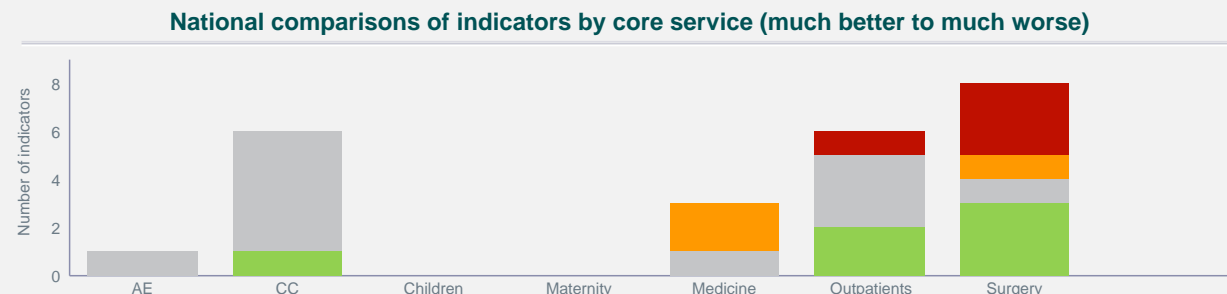
Outliers, trust wide and core service indicators

- 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 0 are with the panel and 4 are with the regional team.

Of the 64 trust wide indicators, 8 (13%) are categorised as much better, 15 (23%) as better, 1 (2%) as worse and 0 (0%) as much worse. 58 indicators have been compared to data from 12 months previous, of which 9 (16%) have shown an improvement and 2 (3%) have shown a decline

Much better compared nationally	Much worse compared nationally	Improved	Declined
<ul style="list-style-type: none"> Ratio of occupied beds to nursing staff Safety Culture Staff Engagement Health & wellbeing Sick days for medical and dental staff-[set target 3.5%] (%) Safe Environment - Bullying & Harassment Immediate managers Quality of care 		<ul style="list-style-type: none"> Digital maturity capabilities score (%) Digital maturity infrastructure score (%) Inpatient response rate (%) Patient-led assessment of environment for dementia care (%) Patient-led assessment of privacy, dignity, and well being (%) Digital maturity readiness score (%) Ratio of occupied beds to nursing staff Safety Culture Ratio of consultant to non-consultant doctors 	<ul style="list-style-type: none"> Never Events (total events with rule-based risk assessment) Help with eating

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:



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

12 October 2019

OVERVIEW

TRUST COMPOSITE
INDICATOR

TRUST WIDE

URGENT &
EMERGENCY

MEDICAL
CARE

SURGERY

CRITICAL
CARE

MATERNITY

CHILDREN & YOUNG
PEOPLE

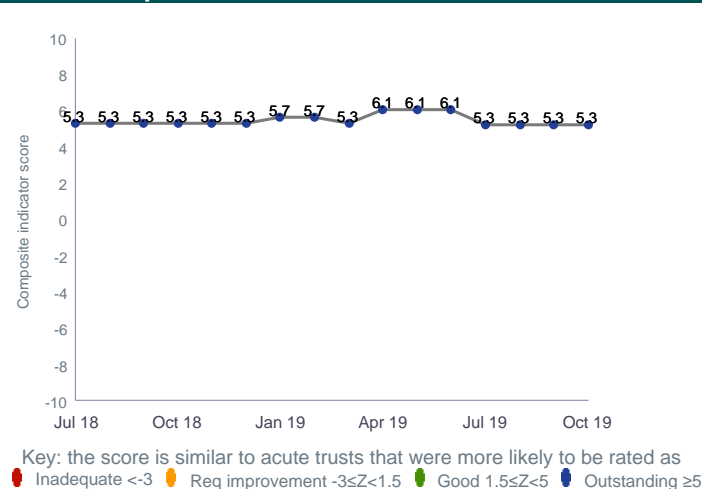
END OF LIFE
CARE

OUTPATIENTS

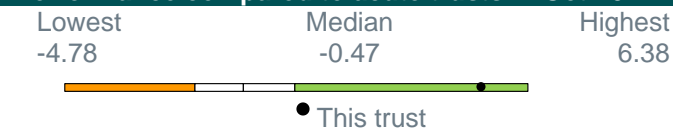
The trust composite is a pilot indicator created from 12 specific indicators within Insight. The composite indicator score helps to assess a trust's overall performance but it is not a rating nor a judgement. The composite should be used alongside other evidence in monitoring trusts.

- The latest trust rating is outstanding published on 3/7/2019 (last inspection date 07/02/2019)
- This trust's composite score is among the highest 25% of acute trusts

Trust composite indicator score Jul-18 to Oct-19



Performance compared to acute trusts in Oct-19



Indicator	Performance			National comparison
	Previous	Latest	Change	
Cancelled operations as a percentage of elective activity (%) NHS England - Cancelled Operations (21 Aug 2019)	3.6% Apr 18 - Jun 18	3.2% Apr 19 - Jun 19	➡	MB
Flu vaccination uptake (%) NHS England - Flu Vac (03 Jun 2019)	81.0% Sep 17 - Feb 18	76.8% Sep 18 - Feb 19	➡	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
Fairness and effectiveness of reporting (1-5) NHS Staff Surveys - NHS Staff Survey Weighted (29 Apr 2019)	3.98 Sep 17 - Dec 17	4.11 Sep 18 - Dec 18	⬆	MB
Communication between senior management and staff (%) NHS Staff Surveys - NHS Staff Survey Unweighted (01 May 2019)	45.5% Sep 17 - Dec 17	52.1% Sep 18 - Dec 18	⬆	MB
Confidence and trust in the doctors PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	9.8 Jul 17	9.6 Jul 18	➡	B
Treatment with respect and dignity PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	9.7 Jul 17	9.7 Jul 18	➡	B

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

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TRUST AND CORE SERVICE ANALYSIS

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12 October 2019

OVERVIEW

TRUST COMPOSITE INDICATOR

TRUST WIDE

URGENT & EMERGENCY

MEDICAL CARE

SURGERY

CRITICAL CARE

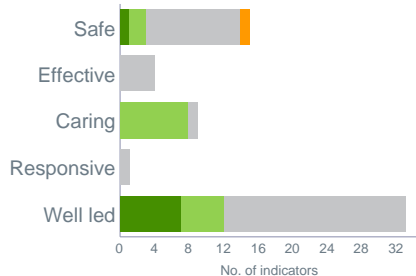
MATERNITY

CHILDREN & YOUNG PEOPLE

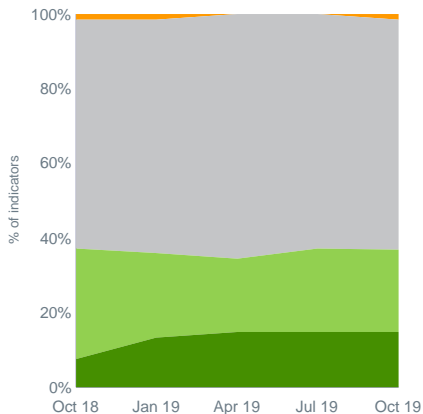
END OF LIFE CARE

OUTPATIENTS

What's the current performance of trust wide indicators?



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



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 (21 Aug 2019)	0.75	1.09 Jun 18	1.31 Jun 19	↑	B
	S2	Ratio of occupied beds to medical and dental staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (25 Aug 2019)	4.13	3.82 Jul 17 - Jun 18	3.49 Jul 18 - Jun 19	→	S
	S2	Ratio of occupied beds to nursing staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (25 Aug 2019)	2.09	1.16 Jul 17 - Jun 18	1.06 Jul 18 - Jun 19	↑	MB
	S2	Ratio of occupied beds to other clinical staff Electronic Staff Record - ESR: Contracted FTEs - All Staff (25 Aug 2019)	1.75	1.36 Jul 17 - Jun 18	1.25 Jul 18 - Jun 19	→	S
	S2	Ratio of senior staff nurses to staff nurses Electronic Staff Record - ESR: Contracted FTEs - Nursing and Midwifery (20 Aug 2019)	0.54	0.38 Jun 18	0.37 Jun 19	→	S
	S2	Ratio of ward manager nurses to senior and staff nurses Electronic Staff Record - ESR: Contracted FTEs - Nursing and Midwifery (20 Aug 2019)	0.21	0.19 Jun 18	0.22 Jun 19	→	S
	S2	Ward staff who are registered nurses (%) Electronic Staff Record - ESR: Contracted FTEs - All Staff (20 Aug 2019)	68.9%	74.5% Jun 18	78.9% Jun 19	→	B
	S5	Never Events (total events with rule-based risk assessment) NHS Improvement - OBIEE NRLS STEIS (06 Oct 2019)	-	0 Sep 17 - Aug 18	2 Sep 18 - Aug 19	↓	W
	S6	CAS alerts closed late in preceding 12 months MHRA - CAS Alerts (25 Sep 2019)		< 25% of alerts closed late Sep 17 - Aug 18	< 25% of alerts closed late Sep 18 - Aug 19	→	S
	S6	CAS alerts not closed by the trust in the preceding 12 months MHRA - CAS Alerts (25 Sep 2019)		NA	0 alerts still open Sep 18 - Aug 19	NA	S
	S6	CAS alerts not closed by the trust more than 12 months before MHRA - CAS Open Alerts (25 Sep 2019)		NA	0 alerts still open Jan 12 - Aug 18	NA	S

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		Key question	KLOE	Indicator	National average	Performance			National comparison	
						Previous	Latest	Change		
			S6	NRLS- Consistency of reporting NHS Improvement - NRLS OPSIR - Combined (09 Oct 2019)		6 months of reporting Oct 17 - Mar 18	6 months of reporting Oct 18 - Mar 19	➡	Ⓢ	
Effective		E1		Help with eating PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.2 Jul 17	8.1 Jul 18	⬇	Ⓢ	
		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	➡	Ⓢ	
		E3		Active professional registration (medical and dental) (%) Electronic Staff Record - ESR: Valid Registrations - Medical and Dental (20 Aug 2019)	99.1%	100.0% Jun 18	96.5% Jun 19	➡	Ⓢ	
		E3		Active professional registration (nursing and midwifery) (%) Electronic Staff Record - ESR: Valid Registrations - Nursing and Midwifery (20 Aug 2019)	98.6%	98.7% Jun 18	96.9% Jun 19	➡	Ⓢ	
Caring		C1		Confidence and trust in the doctors PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.8 Jul 17	9.6 Jul 18	➡	Ⓑ	
		C1		Confidence and trust in the nurses PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.5 Jul 17	9.5 Jul 18	➡	Ⓑ	
		C1		Emotional support from hospital staff PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	8.5 Jul 17	8.3 Jul 18	➡	Ⓑ	
		C1		Overall experience as an inpatient PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.2 Jul 17	9.0 Jul 18	➡	Ⓑ	
		C1		Patients recommending the trust - Inpatients (%) NHS England - FFT Inpatients by Trust (05 Oct 2019)	-	99.8% May 18 - Jul 18	99.9% May 19 - Jul 19	➡		
		C1		Speaking to staff about worries and fears PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	7.39 Jul 17	7.12 Jul 18	➡	Ⓑ	
		C2		Involvement in decisions PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	8.3 Jul 17	8.1 Jul 18	➡	Ⓑ	
		C3		Pain control by staff PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.1 Jul 17	9.0 Jul 18	➡	Ⓑ	
		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	⬆	Ⓢ	
		C3		Treatment with respect and dignity PICKER - Inpatient Survey - Benchmarking (02 Jul 2019)	-	9.7 Jul 17	9.7 Jul 18	➡	Ⓑ	
Responsive		R3		Ratio of delayed transfers and number of occupied beds NHS England - Delayed Transfers of Care (25 Aug 2019)	0.02	0.03 Apr 18 - Jun 18	0.02 Apr 19 - Jun 19	➡	Ⓢ	
Well led		W3		Equality, diversity & inclusion PICKER - NHS staff survey themes and questions (24 Jul 2019)	9.1	9.4 Sep 17 - Dec 17	9.4 Sep 18 - Dec 18	➡	Ⓑ	

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			Key question	KLOE	Indicator	National average	Performance			National comparison
			Previous	Latest	Change					
			W3		Flu vaccination uptake (%) NHS England - Flu Vac (03 Jun 2019)	72.6%	81.0% Sep 17 - Feb 18	76.8% Sep 18 - Feb 19	➡	S
			W3		GMC - Enhanced monitoring General Medical Council - GMC Enhanced Monitoring (01 Oct 2019)		NA	No concerns Oct 19	NA	S
			W3		Health & wellbeing PICKER - NHS staff survey themes and questions (24 Jul 2019)	5.9	6.6 Sep 17 - Dec 17	6.6 Sep 18 - Dec 18	➡	MB
			W3		Immediate managers PICKER - NHS staff survey themes and questions (24 Jul 2019)	6.8	7.3 Sep 17 - Dec 17	7.3 Sep 18 - Dec 18	➡	MB
			W3		Morale PICKER - NHS staff survey themes and questions (24 Jul 2019)	6.1	-	6.4 Sep 18 - Dec 18	NA	B
			W3		Overall trainee satisfaction (trust score compared to doctors' scores) General Medical Council - GMC National Training Survey (23 Jul 2019)		In middle 50% of scores Mar 18 - May 18	In middle 50% of scores Mar 19 - May 19	➡	S
			W3		Quality of appraisals PICKER - NHS staff survey themes and questions (24 Jul 2019)	5.5	6.0 Sep 17 - Dec 17	6.2 Sep 18 - Dec 18	➡	B
			W3		Quality of care PICKER - NHS staff survey themes and questions (24 Jul 2019)	7.5	8.2 Sep 17 - Dec 17	8.1 Sep 18 - Dec 18	➡	MB
			W3		Safe Environment - Bullying & Harassment PICKER - NHS staff survey themes and questions (24 Jul 2019)	8.0	8.9 Sep 17 - Dec 17	8.8 Sep 18 - Dec 18	➡	MB
			W3		Safe Environment - Violence PICKER - NHS staff survey themes and questions (24 Jul 2019)	9.5	9.6 Sep 17 - Dec 17	9.7 Sep 18 - Dec 18	➡	B
			W3		Safety Culture PICKER - NHS staff survey themes and questions (24 Jul 2019)	6.7	7.4 Sep 17 - Dec 17	7.6 Sep 18 - Dec 18	⬆	MB
			W3		Sick days due to back problems (%) Electronic Staff Record - ESR: Sicknessss Absence by Reason (20 Aug 2019)	0.23%	0.21% Jul 17 - Jun 18	0.27% Jul 18 - Jun 19	➡	S
			W3		Sick days due to stress (%) Electronic Staff Record - ESR: Sicknessss Absence by Reason (20 Aug 2019)	0.96%	0.93% Jul 17 - Jun 18	1.06% Jul 18 - Jun 19	➡	S
			W3		Sick days for medical and dental staff-[set target 3.5%] (%) Electronic Staff Record - ESR: Sicknessss Absence by Staff Group (20 Aug 2019)	1.19%	0.46% Jul 17 - Jun 18	1.06% Jul 18 - Jun 19	➡	MB
			W3		Sick days for non-clinical staff (%) Electronic Staff Record - ESR: Sicknessss Absence by Staff Group (20 Aug 2019)	4.38%	3.23% Jul 17 - Jun 18	4.26% Jul 18 - Jun 19	➡	S

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		Key question	KLOE	Indicator	National average	Performance			National comparison	
						Previous	Latest	Change		
		W3		Sick days for nursing and midwifery staff (%) Electronic Staff Record - ESR: Sicknessss Absence by Staff Group (20 Aug 2019)	4.37%	5.27% Jul 17 - Jun 18	5.56% Jul 18 - Jun 19	➡	S	
		W3		Sick days for other clinical staff (%) Electronic Staff Record - ESR: Sicknessss Absence by Staff Group (20 Aug 2019)	4.82%	3.64% Jul 17 - Jun 18	4.16% Jul 18 - Jun 19	➡	S	
		W3		Stability of Medical and Dental staff Electronic Staff Record - ESR: Stability - Period End (20 Aug 2019)	0.90	0.88 Jul 17 - Jun 18	0.88 Jul 18 - Jun 19	➡	S	
		W3		Stability of non clinical staff Electronic Staff Record - ESR: Stability - Period End (20 Aug 2019)	0.85	0.89 Jul 17 - Jun 18	0.85 Jul 18 - Jun 19	➡	S	
		W3		Stability of Nursing and Midwifery staff Electronic Staff Record - ESR: Stability - Period End (20 Aug 2019)	0.87	0.88 Jul 17 - Jun 18	0.86 Jul 18 - Jun 19	➡	S	
		W3		Stability of other clinical staff Electronic Staff Record - ESR: Stability - Period End (20 Aug 2019)	0.84	0.85 Jul 17 - Jun 18	0.86 Jul 18 - Jun 19	➡	S	
		W3		Staff Engagement PICKER - NHS staff survey themes and questions (24 Jul 2019)	7.0	7.5 Sep 17 - Dec 17	7.7 Sep 18 - Dec 18	➡	MB	
		W3		Turnover rate for medical and dental staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (20 Aug 2019)	7.1%	4.1% Jul 17 - Jun 18	3.7% Jul 18 - Jun 19	➡	S	
		W3		Turnover rate for nursing and midwifery staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (20 Aug 2019)	11.4%	12.1% Jul 17 - Jun 18	12.3% Jul 18 - Jun 19	➡	S	
		W3		Turnover rate for other clinical staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (20 Aug 2019)	12.6%	12.8% Jul 17 - Jun 18	14.2% Jul 18 - Jun 19	➡	S	
		W3		Turnover rate for other non-clinical staff (%) Electronic Staff Record - ESR: Stability - Turnover Leavers All (20 Aug 2019)	12.4%	12.4% Jul 17 - Jun 18	12.5% Jul 18 - Jun 19	➡	S	
		W3		Whistleblowing alerts Care Quality Commission - OBIEE Notifications/Whistle Blowing/Complaints (10 Oct 2019)		NA	Zero Oct 19	NA	S	
		W4		Identified level of potential support needs by the provider shadow segmentation NHS Improvement - SOF (19 Sep 2019)	-	NA	Providers with maximum autonomy. Sep 19	NA	B	
		W6		Data Quality Maturity Index Percentage Score NHS Digital - NHS Digital - Data Quality Maturity Index (23 Feb 2019)	95.8%	98.9% Jul 17 - Sep 17	96.5% Jul 18 - Sep 18	➡	S	

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			Key question	KLOE	Indicator	National average	Performance			National comparison
							Previous	Latest	Change	
			W6		Digital maturity capabilities score (%) NHS England - NHS England - Digital Maturity (22 Jul 2019)	55.8%	67.0% Nov 15 - Jan 16	78.0% Aug 17	⬆️	Ⓢ
			W6		Digital maturity infrastructure score (%) NHS England - NHS England - Digital Maturity (22 Jul 2019)	75.9%	82.0% Nov 15 - Jan 16	88.0% Aug 17	⬆️	Ⓢ
			W6		Digital maturity readiness score (%) NHS England - NHS England - Digital Maturity (22 Jul 2019)	82.2%	68.0% Nov 15 - Jan 16	94.0% Aug 17	⬆️	Ⓢ
			W7		Inpatient response rate (%) NHS England - FFT Inpatients by Trust (05 Oct 2019)	-	51.4% Aug 17 - Jul 18	57.5% Aug 18 - Jul 19	⬆️	

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Urgent and emergency care indicators

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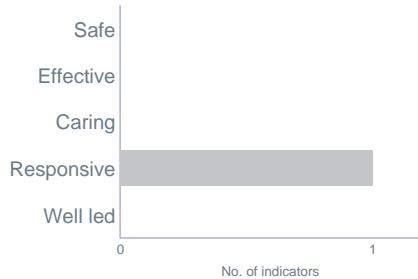
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OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS
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What's the current performance of 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 (26 Sep 2019)	-	0 Aug 18	0 Aug 19	➡	Ⓢ

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Medical care indicators

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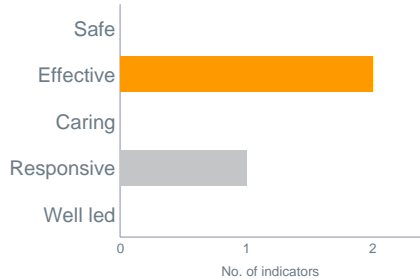
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What's the current performance of medicine indicators?		Key question	KLOE	Indicator	National average	Performance			National comparison
						Previous	Latest	Change	
Safe	Effective	S5		Falls with harm in medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Sep 2019)	-	0.0 Jun 18 - Aug 18	0.0 Jun 19 - Aug 19	NA	
		S5		New pressure ulcers in medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Sep 2019)	-	0.0 Jun 18 - Aug 18	0.0 Jun 19 - Aug 19	NA	
		S5		New UTIs in catheterised patients on medical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Sep 2019)	-	0.0 Jun 18 - Aug 18	0.0 Jun 19 - Aug 19	NA	
Effective	Well led	E2		Mortality outlier alert: Acute myocardial infarction Care Quality Commission - CQC - Outliers (03 Oct 2019)	-	NA	Action plans being followed up by CQC Oct 19	NA	W
		E2		Mortality outlier alert: Coronary atherosclerosis and other heart disease Care Quality Commission - CQC - Outliers (03 Oct 2019)	-	NA	Action plans being followed up by CQC Oct 19	NA	W
Caring		C1		Patients recommending the trust - Medical care inpatients (%) NHS England - FFT Inpatients by Ward (05 Oct 2019)	-	99.8% May 18 - Jul 18	99.9% May 19 - Jul 19	→	
Responsive		R3		Referral to treatment, on completed admitted pathways in Medicine, within 18 weeks (%) NHS England - RTT Admitted (17 Sep 2019)	87.8%	76.5% Jul 18	78.2% Jul 19	→	S
Well led		W7		Response rate - Medical inpatients (%) NHS England - FFT Inpatients by Ward (05 Oct 2019)	-	49.8% Aug 17 - Jul 18	56.9% Aug 18 - Jul 19	↑	



Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Surgery indicators

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What's the current performance of surgery indicators?

Safe
Effective
Caring
Responsive
Well led

0 1 2 3 4
No. of 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 Sep 2019)	-	0.0 Jun 18 - Aug 18	0.0 Jun 19 - Aug 19	NA	
	S5	New pressure ulcers in surgical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Sep 2019)	-	0.0 Jun 18 - Aug 18	1.0 Jun 19 - Aug 19	NA	
	S5	New UTIs in catheterised patients on surgical wards (per 100 patients sampled) NHS Digital - Safety Thermometer (17 Sep 2019)	-	0.0 Jun 18 - Aug 18	0.0 Jun 19 - Aug 19	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 (14 Aug 2019)	82.0%	100.0% Dec 15 - Nov 16	50.0% Dec 16 - Nov 17	↓	MW
	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 (14 Aug 2019)	74.6%	42.1% Dec 15 - Nov 16	100.0% Dec 16 - Nov 17	↑	B
	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 (14 Aug 2019)	82.5%	16.7% Dec 15 - Nov 16	50.0% Dec 16 - Nov 17	→	MW
	E2	Mortality outlier alert: CABG (other) Care Quality Commission - CQC - Outliers (03 Oct 2019)	-	NA	Action plans being followed up by CQC Oct 19	NA	W
Caring	C1	Patients recommending the trust - Surgery inpatients (%) NHS England - FFT Inpatients by Ward (05 Oct 2019)	-	99.7% May 18 - Jul 18	99.8% May 19 - Jul 19	→	
Responsive	R3	Cancelled operations as a percentage of elective activity (%) NHS England - Cancelled Operations (21 Aug 2019)	1.0%	3.6% Apr 18 - Jun 18	3.2% Apr 19 - Jun 19	→	MW
	R3	Cancelled operations not treated within 28 days of non-clinical cancellation (%) NHS England - Cancelled Operations (21 Aug 2019)	8.6%	0.0% Apr 18 - Jun 18	0.0% Apr 19 - Jun 19	→	B

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Trust and core service analysis > Surgery indicators

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			Key question	KLOE	Indicator	National average	Performance			National comparison	
							Previous	Latest	Change		
			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 (14 Aug 2019)	86.8%	100.0% Dec 15 - Nov 16	100.0% Dec 16 - Nov 17	➡	B		
			R3	Referral to treatment, on completed admitted pathways in Surgery, within 18 weeks (%) NHS England - RTT Admitted (17 Sep 2019)	63.9%	80.8% Jul 18	76.9% Jul 19	➡	S		
Well led		W7	Response rate - Surgery inpatients (%) NHS England - FFT Inpatients by Ward (05 Oct 2019)	-	57.0% Aug 17 - Jul 18	59.5% Aug 18 - Jul 19	➡				

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Trust and core service analysis > Critical care indicators

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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 (23 Feb 2019)	1.00	1.00 Apr 16 - Mar 17	0.94 Apr 17 - Mar 18	➡	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 (23 Feb 2019)	1.00	0.82 Apr 16 - Mar 17	0.84 Apr 17 - Mar 18	➡	S
		E4		Crude, non-delayed, out-of-hours discharge to ward proportion (%) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (23 Feb 2019)	2.0%	0.2% Apr 16 - Mar 17	0.2% Apr 17 - Mar 18	➡	B
	Responsive	R1		Crude non-clinical transfers (%) ICNARC - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (23 Feb 2019)	0.30%	0.04% Apr 16 - Mar 17	0.00% Apr 17 - Mar 18	➡	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 (23 Feb 2019)	4.6%	0.4% Apr 16 - Mar 17	0.2% Apr 17 - Mar 18	➡	S
		R3		Full bed occupancy levels for adult critical care beds NHS England - Critical Care Bed Occupancy (26 Sep 2019)		0-1 month of full occupancy May 18 - Jul 18	0-1 month of full occupancy May 19 - Jul 19	➡	S

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Maternity indicators



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 maternity indicators?



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

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Children and young people indicators

National Guardian

Freedom to Speak Up

CareQuality

Commission

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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 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

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What's the current performance of end of life care indicators?	Key question	KLOE	Indicator	National average	Performance			National comparison
					Previous	Latest	Change	

Under development



No. of indicators

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Outpatients indicators

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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 (17 Sep 2019)	-	98.3% May 18 - Jul 18	97.0% May 19 - Jul 19	→	
	Responsive	R3	Cancer - First treatment in 31 days of decision to treat (%) NHS England - Cancer Waits 31 Days All Cancers (20 Aug 2019)	96.1%	100.0% Apr 18 - Jun 18	100.0% Apr 19 - Jun 19	→	B
		R3	Cancer - Seen by specialist in 14 days of urgent GP/dentist referral (%) NHS England - Cancer Waits 14 Days All Cancers (20 Aug 2019)	90.2%	100.0% Apr 18 - Jun 18	100.0% Apr 19 - Jun 19	→	B
		R3	Outpatient DNAs (%) Hospital Episode Statistics - HES Outpatients (10 Oct 2019)	7.5%	11.1% Jun 18	9.9% Jun 19	→	S
		R3	Patients waiting over 6 weeks for diagnostic test (%) NHS England - Diagnostics Waiting Times (01 Oct 2019)	3.6%	19.3% Jul 18	26.3% Jul 19	↓	MW
		R3	Referral to treatment, on incomplete pathways, within 18 weeks (%) NHS England - RTT Incomplete (17 Sep 2019)	85.1%	92.1% Jul 18	92.7% Jul 19	→	S
		R3	Referral to treatment, on non-admitted pathways, within 18 weeks (%) NHS England - RTT NonAdmitted (17 Sep 2019)	85.9%	81.9% Jul 18	89.0% Jul 19	↑	S

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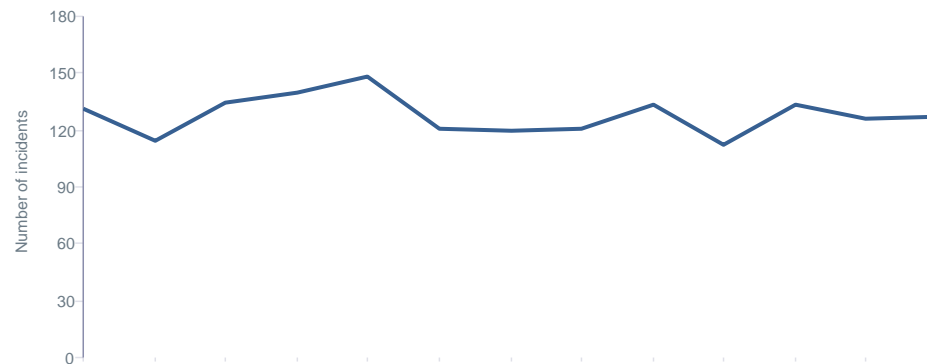
Key messages

- The median time taken to report incidents was 28 days for this organisation compared to 29 for all trusts between Oct 18 and Mar 19

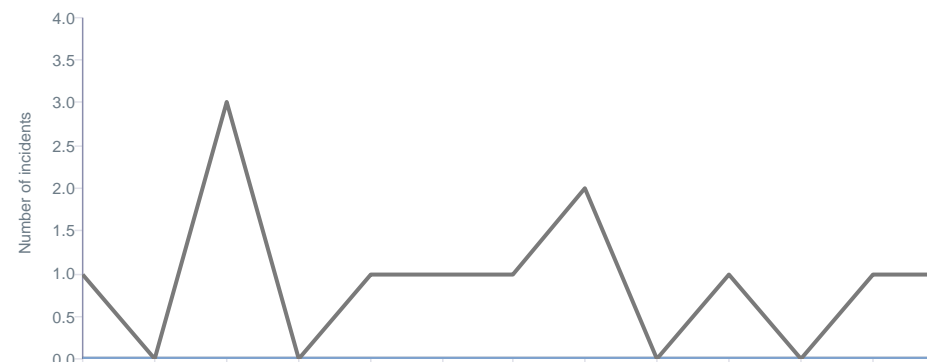
This trust
Highest 25% of reporters
Middle 50% of reporters

Lowest 25% of reporters
Median

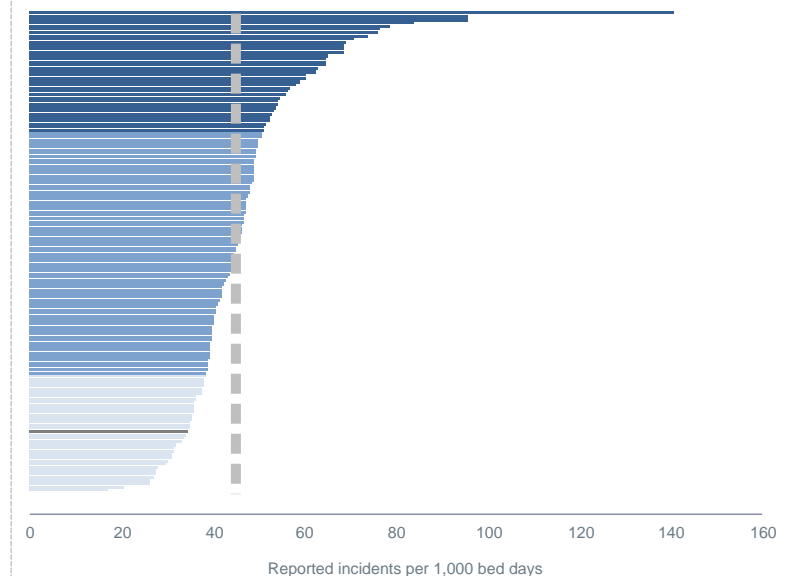
All reported incidents



Reported incidents that resulted in moderate, severe harm or death



Comparative reporting rate for incidents in all acute trusts



Indicator	Trend	Performance
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	Year-month	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
1. Death		0	0	0	0	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		1	0	3	0	1	1	1	2	0	1	0	1	1
4. Low		14	13	9	10	10	10	12	11	14	9	20	9	15
5. No Harm		116	101	122	130	137	110	107	108	119	102	113	116	111
6. Total		131	114	134	140	148	121	120	121	133	112	133	126	127

Featured data sources > Safety Thermometer

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Key messages

- The ward with the highest rate of pressure ulcers is CRITICAL CARE with 0.66 per 100 patients sampled

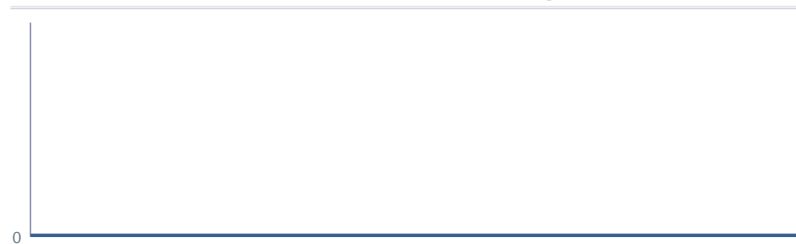
- The ward with the highest rate of falls is CEDAR with 0.00 per 100 patients sampled
- The ward with the highest rate of catheter acquired UTIs is CRITICAL CARE with 0.33 per 100 patients sampled

Indicator Summary: Under development

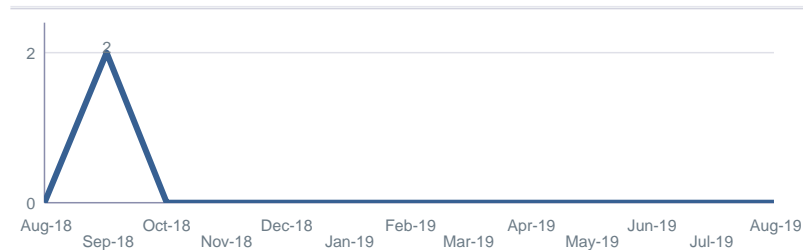
Sampled patients with new pressure ulcers



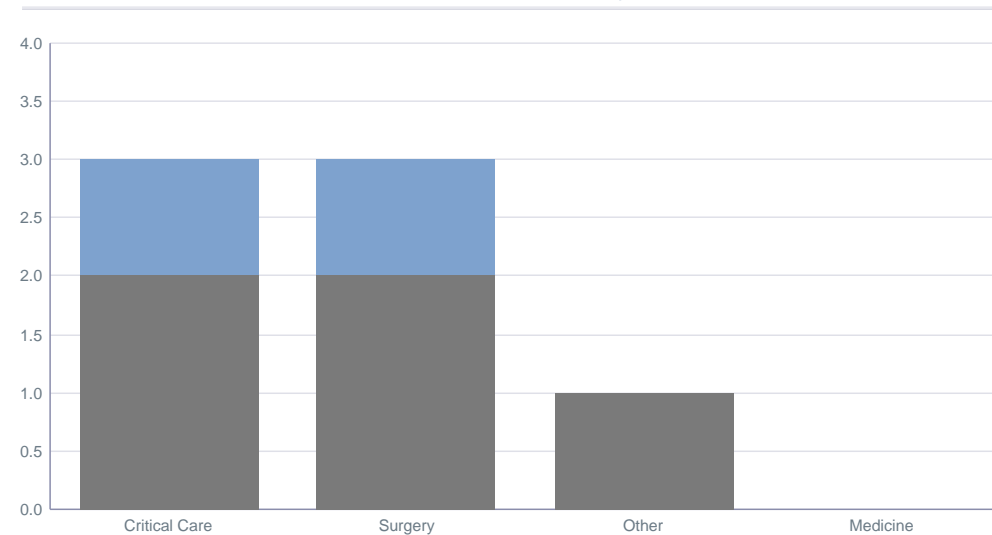
Sampled patients experiencing a fall



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
Critical Care	2 (0.66)	0 (0.00)	1 (0.33)	301
Surgery	2 (0.37)	0 (0.00)	1 (0.18)	544
Other	1 (0.14)	0 (0.00)	0 (0.00)	727
Medicine	0 (0.00)	0 (0.00)	0 (0.00)	211

Featured data sources > Maternity and mortality outliers

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Key messages

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

Number of outlier alerts for this trust as at 2 October 19

	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	0	4	0	5	9
Maternity	0	0	0	0	0

Mortality outliers – Active alerts

Cases under consideration by Outliers panel

- There are currently no active mortality alerts

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
- Coronary atherosclerosis and other heart disease (Dr Foster, Aug 18) - Action plans being followed up by inspection team
- CABG (other) (Dr Foster, Aug 18) - Action plans being followed up by inspection team
- Acute myocardial infarction (Dr Foster, Feb 19) - Panel considered - close - letter to be sent (no previous contact); case to be recorded as a known concern

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

Featured data sources > Mortality

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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

Featured data sources > National clinical audits

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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	Location	Date last refreshed	Insight indicator national comparison				
				Much Worse	Worse	About the same	Better	Much Better
Surgery	National Emergency Laparotomy Audit	Liverpool Heart and Chest Hospital	08/19	2	0	0	2	0
Surgery	National Oesophago-gastric Cancer Audit	Liverpool Heart and Chest Hospital NHS Foundation Trust	09/18	see link	see link	see link	see link	see link
Critical care	ICNARC	Liverpool Heart and Chest Hospital*	02/19	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 > Lung cancer audit



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Featured data sources > National audits > Bowel cancer audit

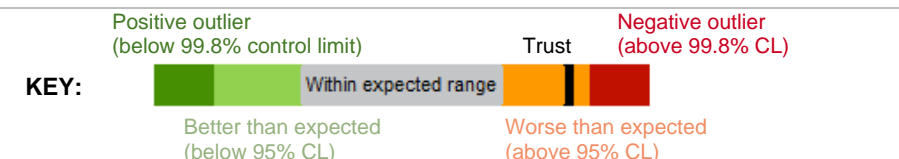


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Liverpool Heart and Chest Hospital, Intensive Therapy Unit

	Metric	CQC Key Question	2016/17 ¹ Report	2017/18 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
2033 admissions	Crude non-clinical transfers	Responsive	0.0%	0.0%	0.3%	0%*	<div><div></div><div></div><div></div></div> <div>0.0Within expected range10.0</div>
1819 admissions	Crude, non-delayed, out-of-hours discharge to ward proportion	Responsive	0.2%	0.2%	2.0%	0%*	<div><div></div><div></div><div></div><div></div><div></div></div> <div>0.0Better than expected100.0</div>
8250 available critical care bed days	Crude delayed discharge (% bed-days occupied by patients with discharge delayed >8 hours)	Responsive	0.4%	0.2%	4.6%	0%*	Not in the worst 5% of units <div><div></div></div>
1881 admissions	Risk-adjusted hospital mortality ratio (all patients)	Effective	1.0	0.9	1.0	none	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0.3Within expected range2.0</div>
1786 admissions	Risk-adjusted hospital mortality ratio for patients with predicted risk of death <20% (lower risk)	Effective	0.8	0.8	1.0	none	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>-0.2Within expected range5.0</div>



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Featured data sources > National audits > National vascular registry



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Featured data sources > National audits > Emergency Laparotomy Audit



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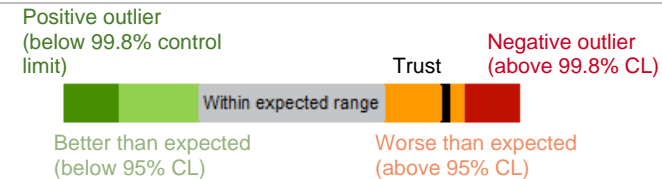
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Liverpool Heart and Chest Hospital

		Metric	CQC Key Question	Year 3 ¹	Year 4 ²	National Aggregate (England & Wales)	National Standard	Hospital performance	
Proportion of patients for which each process of care was met	2 cases	Case Ascertainment	Well Led	100%	50%	82.7%*	85%	Not eligible	
	2 cases	Crude proportion of cases with pre-operative documentation of risk of death	Effective	42%	100%	74.6%	85%	Not eligible	
	2 cases	Crude proportion of cases with access to theatres within clinically appropriate time frames	Responsive	100%	50%	82.0%	85%	Not eligible	
	2 cases	Crude proportion of high-risk cases (greater than or equal to 5% predicted mortality) with consultant surgeon and anaesthetist present in theatre	Effective	17%	50%	82.5%	85%	Not eligible	
	2 cases	Crude proportion of highest-risk cases (greater than 10% predicted mortality) admitted to critical care post-operatively	Safe	100%	100%	86.8%	85%	Not eligible	



Key:



¹ Dec 15 - Nov 16

² Dec 16 - Nov 17

*England only

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Paediatric Diabetes Audit



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

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



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

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Featured data sources > National audits > Paediatric Intensive Care Audit



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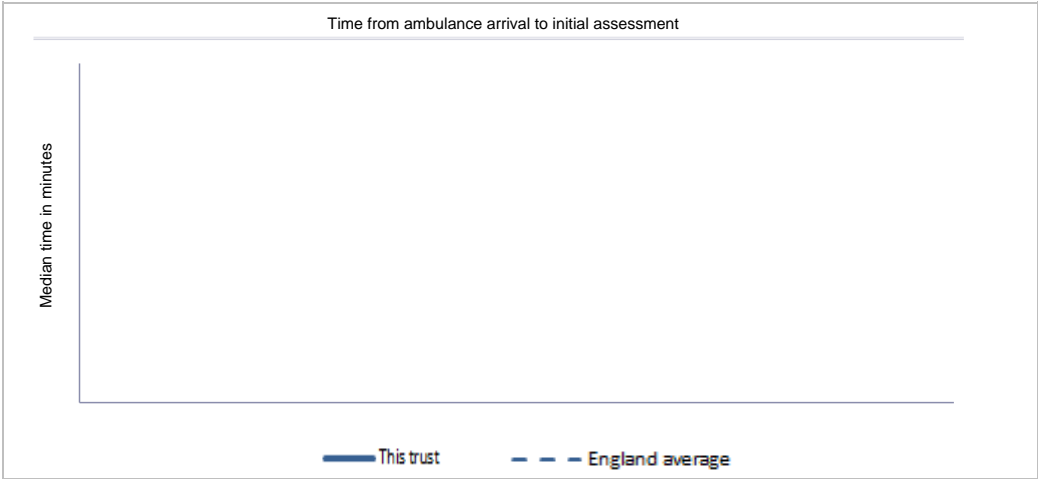
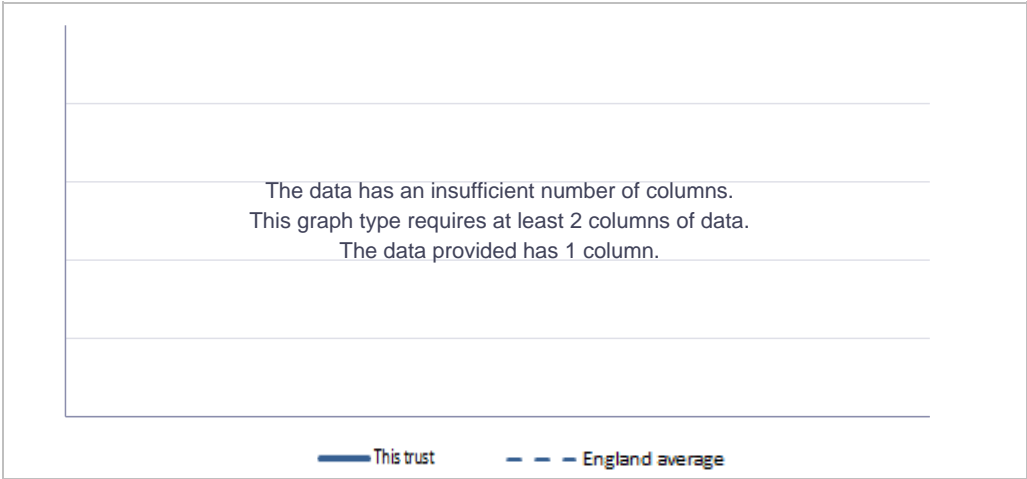
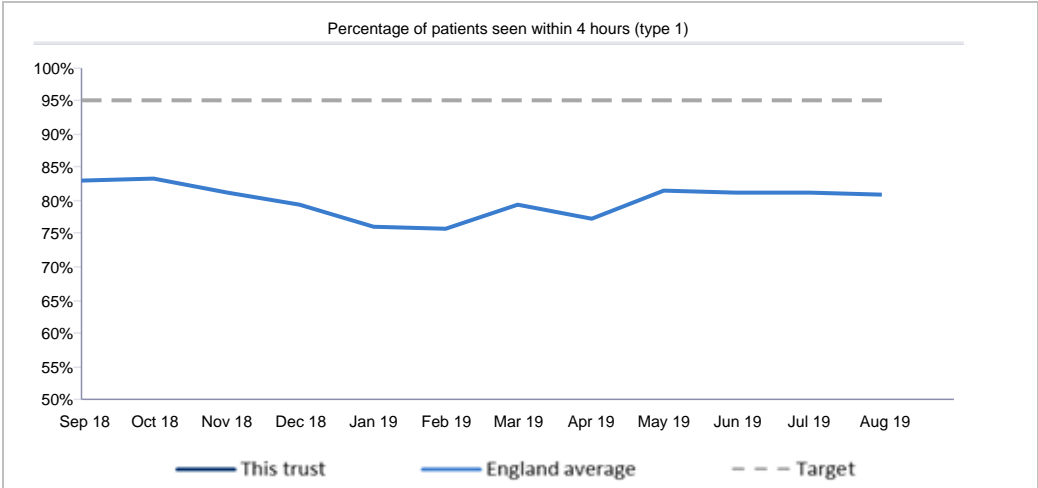
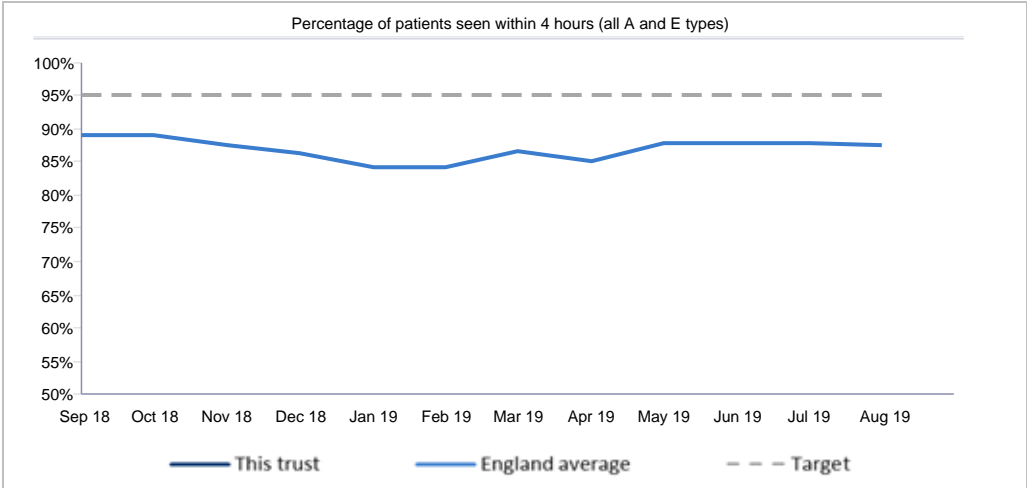
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Featured data sources > A&E waiting times

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Key messages

- No data available
- No data available



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Concern status:

2016

2017

2018

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 2018

Where has patient experience improved from 2017 to 2018?

There were no areas that have improved

Where has patient experience declined from 2017 to 2018?

3 areas have declined:

- ↓ Patients liking hospital food
- ↓ Receiving enough help to eat meals
- ↓ Asked to give views on quality of care

Where has patient experience continued to be better?

43 areas once again performed better than expected:

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

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						<ul style="list-style-type: none"> Staff explaining how operation/procedure had gone Staff explaining purpose of medication Staff explaining side effects of medication Staff discussing further health or social care service needs Confidence and trust in doctors Confidence and trust in nurses 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 Staff explaining why they had to change wards at night 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 Feeling well looked after by non-clinical staff 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								

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OUTLIERS

MORTALITY

NATIONAL
CLINICAL AUDITS

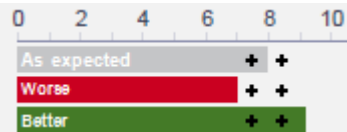
A&E WAITING
TIMES

PATIENT
SURVEYS

STAFF
SURVEYS

WRES

Key:



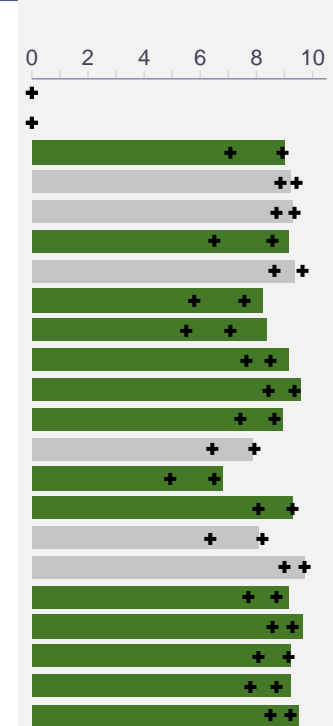
➡ No significant change

↓ 2018 score is **significantly lower** than 2017 score

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Question	2015	2016	2017	2018		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?	9.1	8.8	8.6	9.0	7.1	8.9 ➡
Q7. Was your admission date changed by the hospital?	9.3	9.0	9.3	9.2	8.8	9.4 ➡
Q8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.4	9.5	9.3	9.3	8.7	9.4 ➡
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?	9.6	9.4	9.2	9.2	6.5	8.6 ➡
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	9.4	8.7	9.6 ➡
Q13. Did the hospital staff explain the reasons for being moved in a way you could understand?	-	-	8.8	8.2	5.8	7.6 ➡
Q14. Were you ever bothered by noise at night from other patients?	8.5	8.3	8.3	8.4	5.5	7.1 ➡
Q15. Were you ever bothered by noise at night from hospital staff?	9.1	9.1	8.9	9.1	7.7	8.5 ➡
Q16. In your opinion, how clean was the hospital room or ward that you were in?	9.7	9.6	9.7	9.5	8.4	9.4 ➡
Q17. Did you get enough help from staff to wash or keep yourself clean?	-	9.0	9.1	9.0	7.5	8.6 ➡
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	7.9	6.4	8.0 ➡
Q19. How would you rate the hospital food?	7.3	7.5	7.2	6.8	4.9	6.5 ↓
Q20. Were you offered a choice of food?	9.3	9.5	9.4	9.3	8.1	9.3 ➡
Q21. Did you get enough help from staff to eat your meals?	8.8	8.8	9.2	8.1	6.3	8.2 ↓
Q22. During your time in hospital, did you get enough to drink?	-	-	9.8	9.7	9.0	9.7 ➡
Q23. When you had important questions to ask a doctor, did you get answers that you could understand?	9.3	9.3	9.0	9.2	7.7	8.7 ➡
Q24. Did you have confidence and trust in the doctors treating you?	9.8	9.7	9.8	9.6	8.6	9.3 ➡
Q25. Did doctors talk in front of you as if you weren't there?	9.3	9.3	9.1	9.2	8.1	9.1 ➡
Q26. When you had important questions to ask a nurse, did you get answers that you could understand?	9.3	9.2	9.3	9.2	7.8	8.7 ➡
Q27. Did you have confidence and trust in the nurses treating you?	9.6	9.5	9.5	9.5	8.5	9.2 ➡

Score out of 10



FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

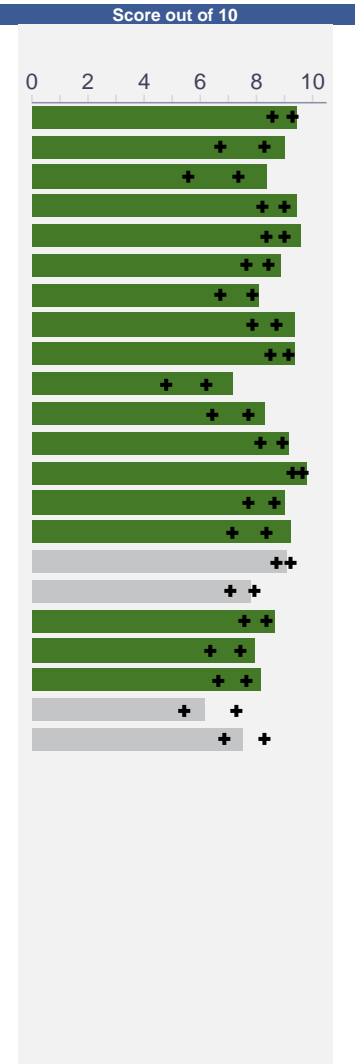
12 October 2019

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	WRES
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Key:	0	2	4	6	8	10	
	As expected						+
	Worse						+
	Better						+

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Question	2015	2016	2017	2018		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?	9.6	9.4	9.4	9.4	8.6	9.3	➡	<div><div></div></div>				
Q29. In your opinion, were there enough nurses on duty to care for you in hospital?	9.1	9.0	8.9	9.0	6.7	8.3	➡	<div><div></div></div>				
Q30. Did you know which nurse was in charge of looking after you?	-	7.6	8.2	8.4	5.6	7.3	➡	<div><div></div></div>				
Q31. Did you have confidence and trust in any other clinical staff treating you?	-	-	9.4	9.4	8.2	9.0	➡	<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	9.6	8.3	9.0	➡	<div><div></div></div>				
Q33. Did a member of staff say one thing and another say something different?	9.2	9.1	8.9	8.8	7.6	8.5	➡	<div><div></div></div>				
Q34. Were you involved as much as you wanted to be in decisions about your care and treatment?	8.4	8.6	8.3	8.1	6.7	7.8	➡	<div><div></div></div>				
Q35. Did you have confidence in the decisions made about your condition or treatment?	9.4	9.4	9.3	9.4	7.9	8.7	➡	<div><div></div></div>				
Q36. How much information about your condition or treatment was given to you?	9.3	9.2	9.6	9.4	8.5	9.1	➡	<div><div></div></div>				
Q37. Did you find someone on the hospital staff to talk to about your worries and fears?	7.6	7.3	7.4	7.1	4.8	6.2	➡	<div><div></div></div>				
Q38. Do you feel you got enough emotional support from hospital staff during your stay?	8.8	8.2	8.5	8.3	6.4	7.7	➡	<div><div></div></div>				
Q39. Were you given enough privacy when discussing your condition or treatment?	9.3	9.3	9.4	9.2	8.2	8.9	➡	<div><div></div></div>				
Q40. Were you given enough privacy when being examined or treated?	9.8	9.8	9.7	9.8	9.3	9.6	➡	<div><div></div></div>				
Q42. Do you think the hospital staff did everything they could to help control your pain?	9.3	9.0	9.1	9.0	7.7	8.7	➡	<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	9.2	7.1	8.4	➡	<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?	9.0	9.3	9.3	9.1	8.7	9.2	➡	<div><div></div></div>				
Q46. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	7.8	7.5	7.6	7.8	7.1	7.9	➡	<div><div></div></div>				
Q47. Afterwards, did a member of staff explain how the operation or procedure had gone?	9.0	8.9	8.7	8.7	7.6	8.4	➡	<div><div></div></div>				
Q48. Did you feel you were involved in decisions about your discharge from hospital?	8.0	8.0	7.9	7.9	6.4	7.4	➡	<div><div></div></div>				
Q49. Were you given enough notice about when you were going to be discharged?	8.1	8.2	8.2	8.2	6.6	7.6	➡	<div><div></div></div>				
Q51. Discharge delayed due to wait for medicines/to see doctor/for ambulance	6.5	6.6	6.7	6.1	5.5	7.3	➡	<div><div></div></div>				
Q52. How long was the delay?	7.7	7.9	7.9	7.5	6.8	8.3	➡	<div><div></div></div>				



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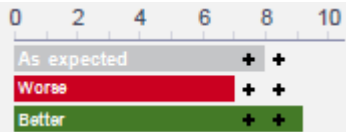
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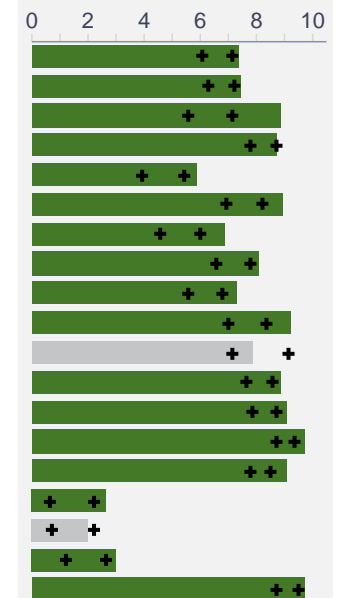
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Question	2015	2016	2017	2018		Trend	Score out of 10	
	Score out of 10			Threshold between "As expected" and				
				Worse	Better			
Q54. Did you get enough support from health or social care professionals to help you recover and manage your condition?	7.8	7.2	7.0	7.4	6.1	7.1	➡	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></d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Score out of 10



FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	WRES	

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	12	49

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

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		12 October 2019	
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Liverpool Heart and Chest Hospital

49 questions were better than expected:

- Feeling well looked after by non-clinical staff
- Expected care and support was available
- Discussed taking part in a research study
- 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
- Family/friends/carers given information to continue care
- Home situation accounted for during discharge planning
- Written instructions provided for after leaving hospital
- Written information provided about medication
- Staff explaining side effects of medication
- Being told about danger signs to look out for
- Staff explaining how operation/procedure had gone
- Involved in decisions about discharge
- Getting help from staff in a reasonable time
- Staff doing everything they could to control pain
- Notice given about discharge
- Support received from health or social care professionals after leaving hospital
- Know what would happen with care once discharged
- Cleanliness of room or ward
- Bothered by noise at night from hospital staff
- Patients liking hospital food
- Got enough help from staff to wash & clean self
- Getting enough to drink
- Staff explaining why they had to change wards at night
- Bothered by noise at night from other patients
- Sharing a sleeping area with patients of the opposite sex
- Length of time on waiting list before being admitted to hospital
- Time between arrival and getting a bed on a ward
- Enough privacy when discussing treatment / condition
- Emotional support received from staff
- Having someone to talk to about worries & fears
- Enough privacy when being examined
- Staff giving conflicting information
- Involved in decisions about care & treatment

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<ul style="list-style-type: none"> Confidence in decisions made about care & treatment Information given about care & treatment Knowing which nurse is in charge of care Confidence and trust in other clinical staff Staff work well together Nurses talking as if patients weren't there Enough nurses on duty to provide care Doctors talking as if patients weren't there Confidence and trust in doctors Getting understandable answers to questions from doctors Confidence and trust in nurses Getting understandable answers to questions from nurses <p>There were no questions worse than expected</p>								

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Staff surveys > Staff Friends and Family Test

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MATERNITY & MORTALITY
OUTLIERS

MORTALITY

NATIONAL
CLINICAL AUDITS

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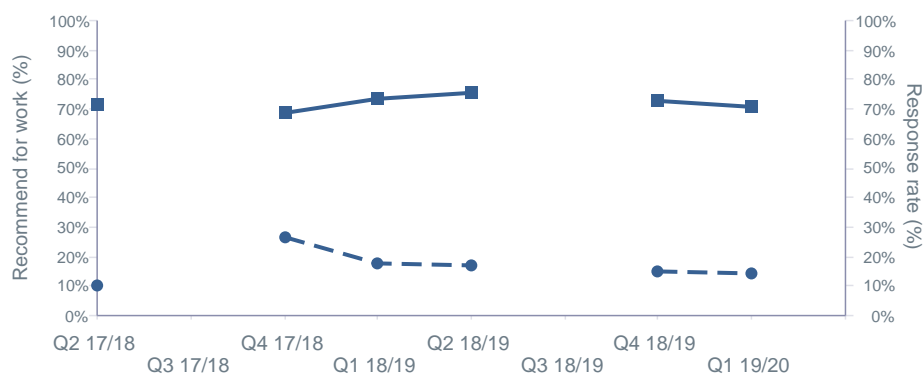
STAFF
SURVEYS

WRES

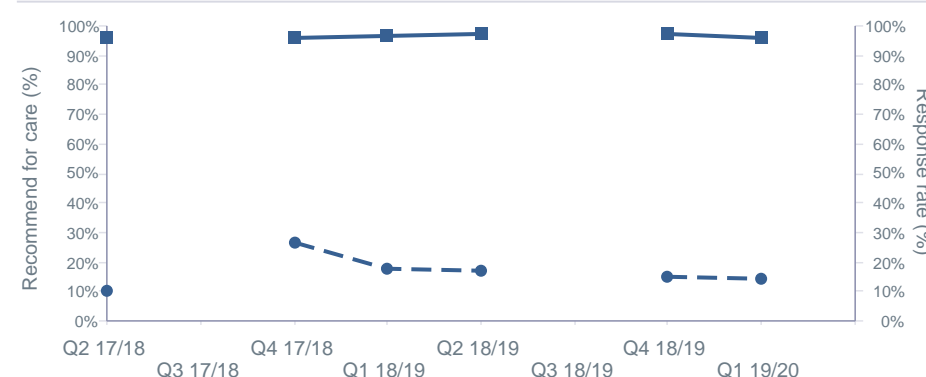
Key messages

- The percentage of staff that would recommend this trust as a place to work in Q1 19/20 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 19/20 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

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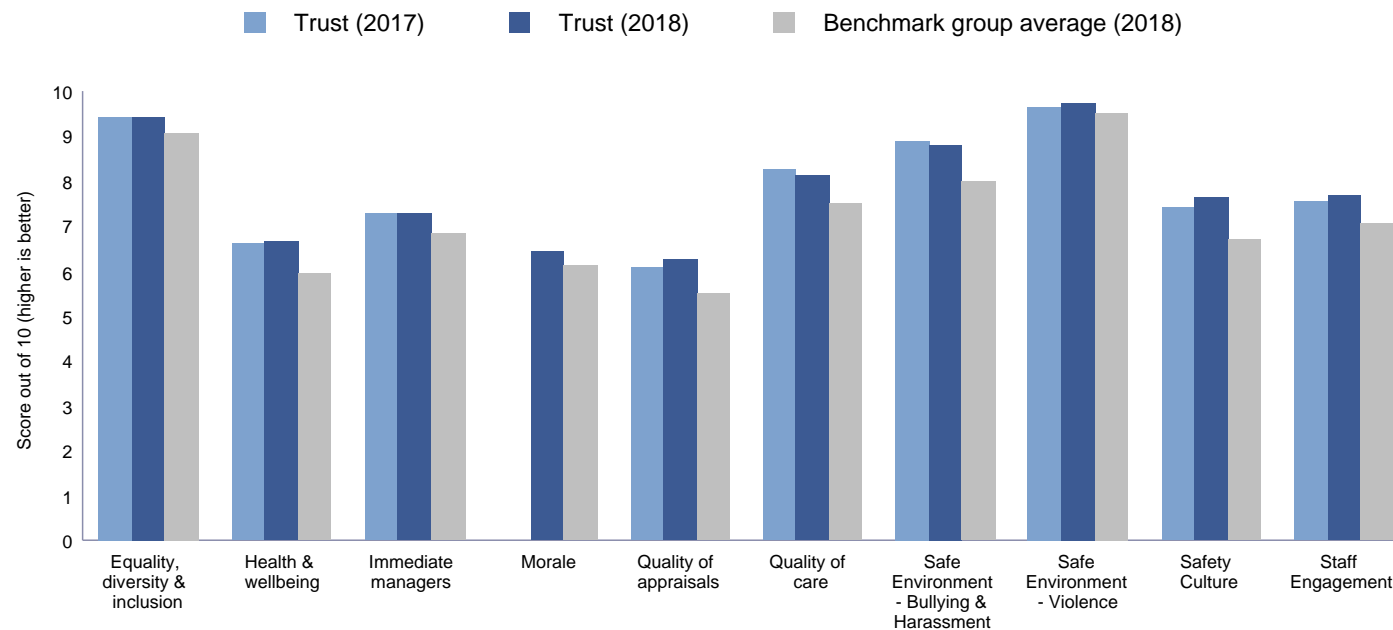
WRES

Key messages

- The providers's staff survey results are being compared to a group of 148 Acute trusts across ten themes all scored 0-10 with 0 the worst possible score and 10 the best.
- The provider scored significantly above average for Safe Environment - Violence; Quality of care; Morale; Equality, diversity & inclusion; Health & wellbeing; Quality of appraisals; Staff Engagement; Immediate managers; Safe Environment - Bullying & Harassment; Safety Culture and significantly below average for no themes.

[See the full benchmark report on the NHS staff survey website](#)

Sampling approach
Census
Response rate
59%
Average response rate for similar trusts
44%
Completed Questionnaires
915



Score	9.4	6.6	7.3	6.4	6.2	8.1	8.8	9.7	7.6	7.7
Trend	→	→	→	NEW	→	→	→	→	↑	→
Rank* (out of 148, 1 is best)	10	2	6	22	5	3	1	11	1	2
National comparison	B	MB	MB	B	B	MB	MB	B	MB	MB

Key to tables

- Statistically significant improvement
- No statistically significant change
- Statistically significant deterioration
- MB Much better
- B Better
- S About the same
- W Worse
- MW Much worse

*Rank and national comparison are based on the peer group of 148 Acute trusts (Isle of Wight is included, but only staff from this sector).

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Workforce race equality standard > Introduction

National Guardian
Freedom to Speak Up



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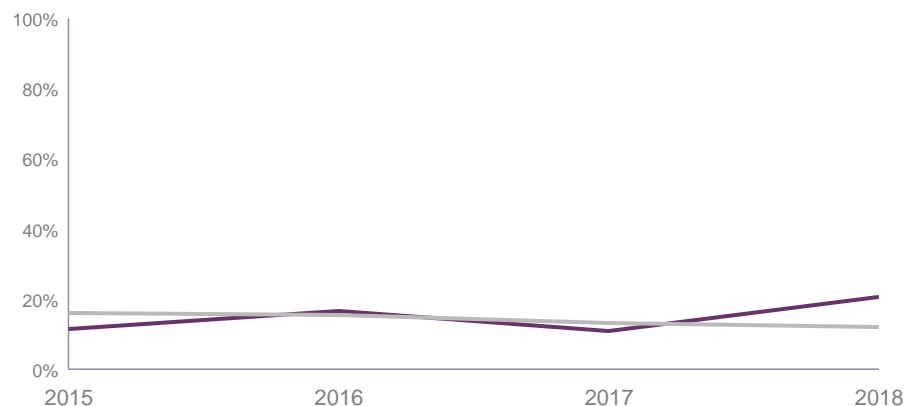
STAFF
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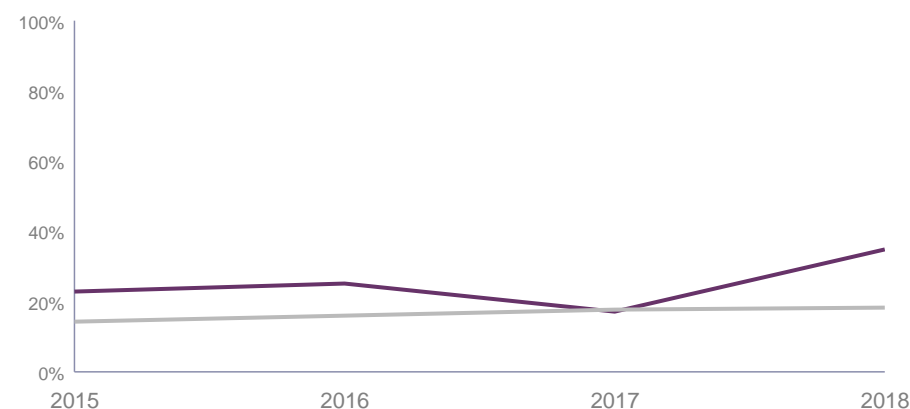
Key messages

These graphs show how BME and White staff at this trust have answered the four WRES staff survey questions over time. See the WRES section of Insight for additional analysis

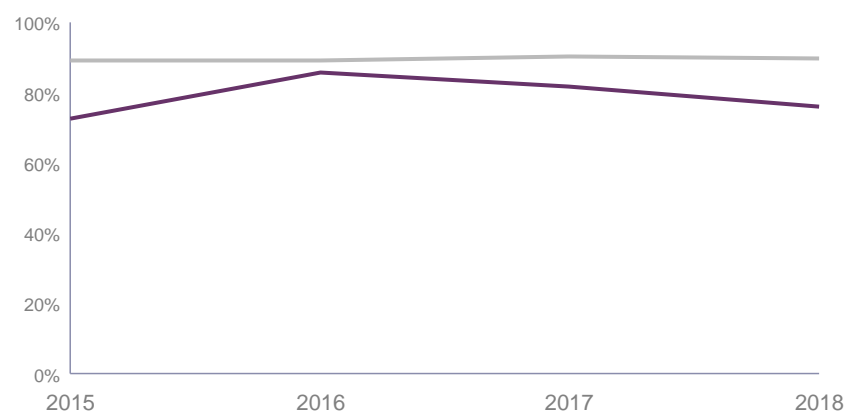
Staff who experienced harassment, bullying or abuse from patients, relatives or the public



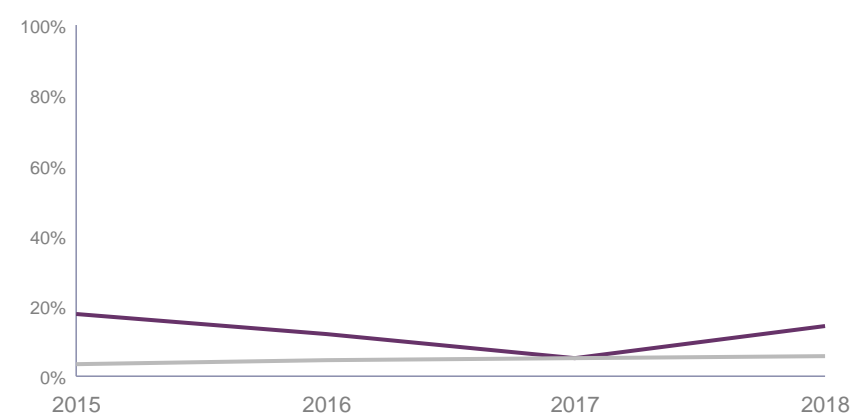
Staff who experienced harassment, bullying or abuse from staff



Staff believing the trust offers equal opportunities for career progression and promotion



Staff experiencing discrimination from their manager and/or colleagues



— BME Staff — White Staff

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

The Workforce Race Equality Standard (WRES) now includes HR indicators derived from Electronic Staff Records (ESR) in addition to findings from the NHS Staff Survey, see box 1 for more details.

This page includes key messages from the WRES indicators which are detailed on the following page. The last WRES page includes some background staffing data and information about the NHS Staff Survey for the trust.

Key Messages

- The difference between the experiences of BME and White staff was significant for 4 indicators at this trust (out of 9)
- When compared with other trusts in its peer group, Acute Specialist Trusts, for the four staff survey indicators, this trust had 3 positive findings and 0 negative findings.
- The experiences of BME staff at this trust have significantly improved for 0 indicators and significantly deteriorated for 1 indicator
- The table (next page) shows whether the experiences of BME and White staff were significantly different for each indicator. The presence of a statistically significant difference between the experiences of BME and White staff may be caused by a variety of factors. Whether such differences are of regulatory significance will depend on individual trusts' circumstances.

Indicator 4, access to non-mandatory training and CPD, is not included in the above summary due to data quality concerns.

Box 1: The 9 WRES Indicators

- 1a Proportion of clinical (nursing and midwifery) staff in senior roles, band 8a+
- 1b Proportion of non-clinical staff in senior roles, band 8+
- 2 Proportions of shortlisted staff being appointed to positions
- 3 Proportion of staff entering formal disciplinary processes
- 4 Proportion of staff accessing non-mandatory training and CPD
- 5 Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
- 6 Staff experiencing harassment, bullying or abuse from staff in the last 12 months
- 7 Staff believing that the trust provides equal opportunities for career progression or promotion
- 8 Staff experiencing discrimination at work from a manager / team leader or other colleague
- 9 Board compared to overall staff demographic

Sources: 1 to 4 and 9: ESR, 5 - 8 : NHS Staff Survey

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Workforce race equality standard > Indicators

National Guardian
Freedom to Speak Up



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DEFINITIONS

12 October 2019

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	PATIENT SURVEYS	STAFF SURVEYS	WRES
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WRES Indicators from ESR (HR data) ^(*)		BME Staff		White Staff	Are there statistically significant difference between...		
					BME and White staff?	Last year and this year? (BME staff)	
1a. Proportion of clinical (nursing and midwifery) staff in senior roles, band 8a+		5.3%		7.1%	<div><div></div></div>	1.7%	<div><div></div></div>
1b. Proportion of non-clinical staff in senior roles, band 8+		8.3%		11.0%	<div><div></div></div>	8.3%	<div><div></div></div>
2. Proportions of shortlisted candidates being appointed to positions		21.2%		23.9%	<div><div></div></div>	9.0%	<div><div></div></div>
3. Proportion of staff entering formal disciplinary processes		0.5%		0.3%	<div><div></div></div>	0.5%	<div><div></div></div>
4. Proportion of staff accessing non-mandatory training and CPD		91.8%		88.4%	Not assessed		
WRES Indicators from the NHS staff survey ^(**)		Proportion of respondents answering "Yes"			Are there significant differences between...		
		BME staff	White staff	All staff	BME and white staff?	This trust and its peer group?	Last year and this year? (BME)
5. Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	Trust	20.7%	12.2%	12.4%	<div><div></div></div>	<div><div></div></div>	10.0% <div><div></div></div>
	Peer group	19.4%	20.5%	20.0%			
6. Staff experiencing harassment, bullying or abuse from staff in the last 12 months	Trust	34.9%	18.3%	20.2%	<div><div></div></div>	<div><div></div></div>	17.6% <div><div></div></div>
	Peer group	28.9%	23.8%	24.9%			
7. Staff believing that the trust provides equal opportunities for career progression or promotion	Trust	75.9%	89.8%	88.2%	<div><div></div></div>	<div><div></div></div>	-5.8% <div><div></div></div>
	Peer group	73.4%	87.9%	85.4%			
8. Staff experiencing discrimination at work from a manager / team leader or other colleague?	Trust	14.1%	5.7%	6.8%	<div><div></div></div>	<div><div></div></div>	8.7% <div><div></div></div>
	Peer group	13.9%	6.1%	7.7%			
Trust staffing numbers ^(*)		2018			2017		
9. [BME Voting Board Members] and Board compared to overall staff demographic		[1]		<div><div></div></div>	[1]		<div><div></div></div>

Key	
	Statistically significant or negative finding
	Not statistically significant
	Positive finding
	Statistical analysis not undertaken as less than 30 BME staff responded
	Statistically significant improvement
	No statistically significant change
	Statistically significant deterioration

(*) SOURCES: NHS England (31/03/2018)

(**) SOURCES: NHS Staff Survey (2018)

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Workforce race equality standard > Contextual data

National Guardian
Freedom to Speak Up



12 October 2019

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	WRES	

Trust staffing numbers (*)	2018	2017
BME staff	182	165
White staff	1,385	1,400
BME Voting Board Members	1	1
White Voting Board Members	9	8

NHS Staff Survey Details (**)		2018	2017
Sampling method	Trust	Census	Census
Total number of recipients (ineligible staff removed)	Trust	1,564	1,483
Response rate from total recipients (rec. min. 50%)	Trust	58.5%	62.0%
	Peer group	52.7%	49.4%

Trusts are encouraged to perform a census rather than a basic or extended sample in order to best understand experiences of different staff groups and to get more of their staff to participate in the survey so the trust can better understand issues affecting their staff. CQC inspection staff should follow up on what the trust is doing to understand the potential underlying causes and improve the experience of staff.

(*) SOURCES: NHS England (31/03/2018)

(**) SOURCES: NHS Staff Survey (2018)

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.
