

Item 2.1a

CQC Insight for Acute NHS Trusts

Liverpool Heart and Chest Hospital NHS Foundation Trust

What we've updated in May...

Facts and figures

Refreshed data streams:

- Activity figures – HES
- A&E – Quality Indicators

Featured data sources

Refreshed pages:

- Incidents
- A&E waiting times
- Safety thermometer
- Mortality – SHMI, HSMR, HSMR (weekday), HSMR (weekend)
- National lung cancer audit
- National Emergency Laparotomy audit
- Maternity and mortality outliers

Trust and core service analysis

Refreshed data streams:

- Trust – NRLS, STEIS, Whistleblowing, CAS, ESR, Mortality in low risk diagnosis groups, HSMR, SHMI, FFT
- A&E – A&E Quality Indicators, A&E SitReps, STEIS
- Medicine – RTT, Mortality outliers, STEIS, Lung cancer audit, FFT
- Surgery – STEIS, FFT, Cancelled Operations, RTT
- Critical Care – Bed Occupancy, STEIS
- Maternity – Maternity outliers, STEIS, ESR, FFT
- CYP – Bed occupancy, STEIS
- Outpatients – HES, STEIS, RTT, FFT, Cancer Waits database, Diagnostic Waiting times

Sharing with Trusts

Next date for sharing: week commencing 9th July 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	ACCESS AND FLOW	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, delayed transfers and referral to treatment (under development) 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 						<ul style="list-style-type: none"> Data definitions and download 				

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	12,375 Feb 16 - Jan 17	8,537 Feb 17 - Jan 18	(-31%)	
Outpatient attendances	90,600 Feb 16 - Jan 17	92,933 Feb 17 - Jan 18	(+3%)	
A&E attendances			NA	
Number of deliveries				
Number of deaths	176 Feb 16 - Jan 17	159 Feb 17 - Jan 18	(-10%)	
Capacity	Previous	Latest	Change	National comparison
National Guardian Freedom to Speak Up				
Number of general and acute beds	142 Oct 16 - Dec 16	155 Oct 17 - Dec 17	(+9%)	
Number of maternity beds			NA	
Number of critical care beds	34 Mar 17	34 Mar 18	(0%)	
Number of bed days	58,436 Feb 16 - Jan 17	45,907 Feb 17 - Jan 18	(-21%)	
Number of staff (WTE):	Not applicable	1,435		
Medical	Not applicable	144 Jan 18		
Nursing	Not applicable	479 Jan 18		
Other(s)	Not applicable	812 Jan 18		
Care hours	Data not yet available	Data not yet available		
Finance and governance	Previous	Latest	Change	National comparison
Projected surplus [£000s] (deficit)		6,868	NA	
Turnover [£000s]	123,040	128,553	(+4%)	
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		TRUST AND 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

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		Inpatient admissions					National comparison	
Under development		Previous		Latest		Change		
Registered locations		Inpatient admissions (total)		12,375		8,537 (-31%)		
• Liverpool Heart and Chest Hospital		Service		Children		NA		
Population estimate: -				Medicine		9,251 6,081 (-34%)		
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.				Surgery		3,124 2,456 (-21%)		
		Condition (Top 3)		Cardiology		8,890 5,937 (-33%)		
				Oncology		1,085 920 (-15%)		
				Respiratory medicine		1,124 775 (-31%)		
		Age group (%)		4 to 15		0.0% 0.0% (0%)		
				16 to 17		0.4% 0.2% (0%)		
				18 to 74		74.7% 74.2% (0%)		
				75 and over		24.8% 25.5% (+1%)		
		Ethnicity (%)		White		92.4% 91.2% (-1%)		
				Not stated		5.2% 6.9% (+2%)		
				Asian		0.8% 0.6% (0%)		
				Other		0.7% 0.6% (0%)		
				Black		0.4% 0.4% (0%)		
				Mixed		0.5% 0.3% (0%)		
				Feb 16 - Jan 17		Feb 17 - Jan 18		

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Locations

Insight



16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND 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

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 Feb 17 - Jan 18	8,537				
Outpatients attendances Feb 17 - Jan 18	92,933				
Number of deaths (under development)					
Location level facilities	Liverpool Heart and Chest Hospital				
Neonatal unit type	-				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Urgent and emergency care

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND 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

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, FIGURES & RATINGS			TRUST AND 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

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

Under development

Outstanding practice

Under development

Registered locations where medicine service has been rated

- Liverpool Heart and Chest Hospit...

Activity	Previous	Latest	Change	National comparison
Admissions (total)	9,251	6,081	(-34%)	
Elective admissions	1,420	1,078	(-24%)	
Emergency admissions	3,104	1,593	(-49%)	
Day case	4,727	3,410	(-28%)	
By specialty (top 3):				
Cardiology	8,046	5,213	(-35%)	
Respiratory Medicine	841	630	(-25%)	
Adult Cystic Fibrosis Service	363	238	(-34%)	
	Feb 16 - Jan 17	Feb 17 - Jan 18		
Average length of stay (days)	4.5	4.9	(+8%)	
	Feb 16 - Jan 17	Feb 17 - Jan 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	30 Jan 18		

Source(s): NHS Digital - Workforce statistics

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Surgery

16 June 2018

FACTS, FIGURES & RATINGS			TRUST AND 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

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)	2,498 Feb 16 - Jan 17	2,045 Feb 17 - Jan 18	(-18%)	
Emergency admissions (number)	403 Feb 16 - Jan 17	218 Feb 17 - Jan 18	(-46%)	
Day admissions (number)	223 Feb 16 - Jan 17	193 Feb 17 - Jan 18	(-13%)	
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	40 Jan 18		
Source(s): NHS Digital - Workforce statistics				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Facts and figures > Core services > Critical care

National Guardian
Freedom to Speak Up



16 June 2018

FACTS, FIGURES & RATINGS			TRUST AND 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

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?

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)	3,009 Feb 16 - Jan 17	2,360 Feb 17 - Jan 18	(-22%)	
Deaths (number)	91 Feb 16 - Jan 17	71 Feb 17 - Jan 18	(-22%)	
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

16 June 2018

FACTS, FIGURES & RATINGS			TRUST AND 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

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	
		Instrumental delivery rate (%)			NA	
		Non-interventional delivery rate (%)			NA	
Under development		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		NA	
		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

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND 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

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)	58	22 (-62%)		
Outstanding practice	Under 1				
	1 to 3				
	4 to 15				
	16 to 17	54	20 (-63%)		
Registered locations where children and young people service has been rated		Feb 16 - Jan 17	Feb 17 - Jan 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

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 June 2018		
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:

Liverpool Heart and Chest Hospit...

Safe

G

16/9/2016

Effective

G

16/9/2016

Caring

O

16/9/2016

Responsive

G

16/9/2016

Well led

G

16/9/2016

Overall

G


16/9/2016

Service availability		Activity	Previous	Latest	Change	National comparison
Data not yet available		In-hospital deaths (number)	176 Feb 16 - Jan 17	159 Feb 17 - Jan 18	(-10%)	
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				
		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		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		16 June 2018	
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 attendances (total)	90,600	92,933	(+3%)	
Outstanding practice	Ophthalmology				
	Dermatology				
Under development	Medical specialties	70,413	74,552	(+6%)	
Registered locations where outpatient service has been rated	Surgical specialties	17,377	17,355	(0%)	
	Oncology	2,653	562	(-79%)	
	Other(s)	157	464	(+196%)	
		Feb 16 - Jan 17	Feb 17 - Jan 18		
	Number of outpatient clinics held per week	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					
Under development					
Source(s):					

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		16 June 2018		Commissioner	
TRUST	LOCATION	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	RATINGS	
<p>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.</p> <p>Key messages</p> <p>Intelligence indicates that</p> <ul style="list-style-type: none">Overall performance for this trust is about the sameSafe, Well led, Effective, Responsive, Caring performance is stableMedical care performance is improvingCritical care performance is decliningOutpatients and diagnostic imaging, Surgery performance is stable											

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Overview

National Guardian
Freedom to Speak Up



16 June 2018

FACTS, FIGURES & RATINGS	TRUST AND 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

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 Mar-17 to Jun-18

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

Outliers, trust wide and core service indicators

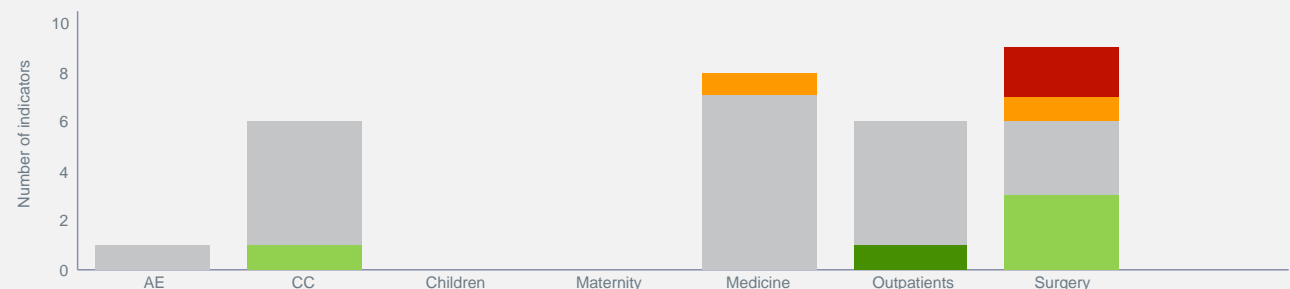
- There are currently 0 active outliers for maternity and 2 for mortality. For maternity 0 are with the panel and 0 are with the regional team. For mortality 1 are with the panel and 1 are with the regional team.

Of the 62 trust wide indicators, 3 (5%) are categorised as much better, 16 (26%) as better, 1 (2%) as worse and 0 (0%) as much worse. 53 indicators have been compared to data from 12 months previous, of which 5 (9%) have shown an improvement and 1 (2%) 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 Sick days for medical and dental staff- [set target 3.5%] (%) Staff appraised in last 12 months (%) 		<ul style="list-style-type: none"> Active professional registration (medical and dental) (%) Never Events (total events with rule-based risk assessment) Ratio of occupied beds to nursing staff Support from immediate managers (1-5) Turnover rate for medical and dental staff (%) 	<ul style="list-style-type: none"> Turnover rate for other clinical staff (%)

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

16 June 2018

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

OVERVIEW

TRUST COMPOSITE
INDICATOR

TRUST WIDE

URGENT &
EMERGENCY

MEDICAL
CARE

SURGERY

CRITICAL
CARE

MATERNITY

CHILDREN & YOUNG
PEOPLE

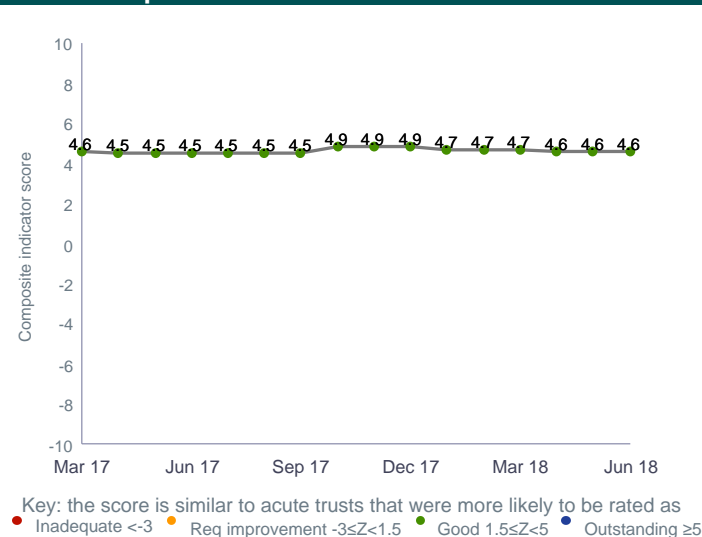
END OF LIFE
CARE

OUTPATIENTS

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 Mar-17 to Jun-18



Performance compared to acute trusts in Jun-18

Lowest Median Highest
 -6.67 -0.29 6.61



• This trust

Indicator	Performance			National comparison
	Previous	Latest	Change	
Cancelled operations as a percentage of elective activity (%) Department of Health (DH) - Cancelled Operations (QMCO) (07 Jun 2018)	2.3% Jan 17 - Mar 17	3.4% Jan 18 - Mar 18	➡	W
Flu vaccination uptake (%) Department of Health - HCW Seasonal Influenza Vaccination Programme (07 Jun 2017)	64.8% Sep 15 - Feb 16	68.8% Sep 16 - Feb 17	➡	S
Patient-led assessment of privacy, dignity, and well being (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)	87.2% Feb 16 - Jun 16	89.3% Mar 17 - Jun 17	➡	S
Support from immediate managers (1-5) NHS England - NHS Staff Survey (05 Apr 2018)	3.86 Sep 16 - Dec 16	3.95 Sep 17 - Dec 17	⬆	B
Communication between senior management and staff (%) NHS England - NHS Staff Survey (05 Apr 2018)	48.6% Sep 16 - Dec 16	45.5% Sep 17 - Dec 17	➡	B
Fairness and effectiveness of reporting (1-5) NHS England - NHS Staff Survey (05 Apr 2018)	3.97 Sep 16 - Dec 16	3.98 Sep 17 - Dec 17	➡	B
Treatment with respect and dignity CQC - Inpatient survey (30 May 2017)	9.7 Jun 15 - Aug 15	9.7 Jun 16 - Aug 16	➡	B
Confidence and trust in the doctors CQC - Inpatient survey (30 May 2017)	9.8 Jun 15 - Aug 15	9.7 Jun 16 - Aug 16	➡	B

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

National Guardian
Freedom to Speak Up

16 June 2018

FACTS, FIGURES & RATINGS

TRUST AND 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
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What's the current performance of trust wide indicators?

Safe: 21
Effective: 6
Caring: 9
Responsive: 1
Well led: 21

No. of indicators

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

% of indicators

Jun 17, Sep 17, Dec 17, Mar 18, Jun 18

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	Flu vaccination uptake (%) Department of Health - HCW Seasonal Influenza Vaccination Programme (07 Jun 2017)	67.3%	64.8% Sep 15 - Feb 16	68.8% Sep 16 - Feb 17	➡	S
	S1	Patient-led assessment of cleanliness of environment (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)	98.5%	99.0% Feb 16 - Jun 16	98.8% Mar 17 - Jun 17	➡	S
	S1	Patient-led assessment of environment for dementia care (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)	76.1%	81.4% Feb 16 - Jun 16	80.2% Mar 17 - Jun 17	➡	S
	S1	Patient-led assessment of facilities (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)	93.8%	95.3% Feb 16 - Jun 16	96.9% Mar 17 - Jun 17	➡	S
	S2	Ratio of consultant to non-consultant doctors Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.73	0.95 Nov 15 - Oct 16	1.04 Jan 17 - Dec 17	➡	S
	S2	Ratio of occupied beds to medical and dental staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	4.36	4.00 Nov 15 - Oct 16	3.86 Jan 17 - Dec 17	➡	S
	S2	Ratio of occupied beds to nursing staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	2.18	1.21 Nov 15 - Oct 16	1.21 Jan 17 - Dec 17	⬆	MB
	S2	Ratio of occupied beds to other clinical staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	1.89	1.40 Nov 15 - Oct 16	1.40 Jan 17 - Dec 17	➡	S
	S2	Ratio of senior staff nurses to staff nurses Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.50	0.35 Nov 15 - Oct 16	0.36 Jan 17 - Dec 17	➡	S
	S2	Ratio of ward manager nurses to senior and staff nurses Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.20	0.22 Nov 15 - Oct 16	0.19 Jan 17 - Dec 17	➡	S
	S2	Sick days for medical and dental staff- [set target 3.5%] (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	1.13%	0.72% Nov 15 - Oct 16	0.59% Jan 17 - Dec 17	➡	MB
	S2	Sick days for non-clinical staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	4.19%	2.90% Nov 15 - Oct 16	3.00% Jan 17 - Dec 17	➡	B
	S2	Sick days for nursing and midwifery staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	4.22%	3.88% Nov 15 - Oct 16	5.25% Jan 17 - Dec 17	➡	S

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

National Guardian
Freedom to Speak Up

Insight
Care Quality
Commission

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS				FEATURED DATA SOURCES		DEFINITIONS		16 June 2018		Commissioner
OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS		
		Key question	KLOE	Indicator		National average	Performance				National comparison	
						Previous	Latest	Change				
			S2	Sick days for other clinical staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)		4.62%	4.46% Nov 15 - Oct 16	3.56% Jan 17 - Dec 17	➡	S		
			S2	Ward staff who are registered nurses (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)		66.0%	74.1% Nov 15 - Oct 16	73.5% Jan 17 - Dec 17	➡	S		
			S5	Never Events (total events with rule-based risk assessment) NHS Improvement - STEIS (23 May 2018)		-	2 May 16 - Apr 17	0 May 17 - Apr 18	⬆	S		
			S6	CAS alerts closed late in preceding 12 months Medicines and Healthcare products Regulatory Agency (MHRA) - Central Alerting System (10 May 2018)			< 25% of alerts closed late Feb 16 - Jan 17	< 25% of alerts closed late Apr 17 - Mar 18	➡	S		
			S6	CAS alerts not closed by the trust in the preceding 12 months Medicines and Healthcare products Regulatory Agency (MHRA) - Central Alerting System (10 May 2018)			NA	0 alerts still open Apr 17 - Mar 18	NA	S		
			S6	CAS alerts not closed by the trust more than 12 months before Medicines and Healthcare products Regulatory Agency (MHRA) - Central Alerting System (10 May 2018)			NA	0 alerts still open Jan 12 - Mar 17	NA	S		
			S6	Fairness and effectiveness of reporting (1-5) NHS England - NHS Staff Survey (05 Apr 2018)		-	3.97 Sep 16 - Dec 16	3.98 Sep 17 - Dec 17	➡	B		
			S6	NRLS - Consistency of reporting National Reporting Learning System (NRLS) - National Reporting Learning System (NRLS) (06 Apr 2018)			6 months of reporting Apr 16 - Sep 16	6 months of reporting Apr 17 - Sep 17	➡	S		
		Effective			E1	Help with eating CQC - Inpatient survey (30 May 2017)		-	8.8 Jun 15 - Aug 15	8.8 Jun 16 - Aug 16	➡	B
					E1	Patient-led assessment of food (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)		89.6%	95.1% Feb 16 - Jun 16	98.5% Mar 17 - Jun 17	➡	S
					E3	Active professional registration (medical and dental) (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)		99.4%	93.8% Oct 16	100.0% Dec 17	⬆	S
					E3	Active professional registration (nursing and midwifery) (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)		98.5%	95.1% Oct 16	96.1% Dec 17	➡	S
					E3	Overall trainee satisfaction (trust score compared to doctors scores) General Medical Council - National Training Surveys (24 Jul 2017)			In middle 50% of scores Mar 16 - May 16	In middle 50% of scores Mar 17 - May 17	➡	S
					E3	Staff appraised in last 12 months (%) NHS England - NHS Staff Survey (05 Apr 2018)		-	93.3% Sep 16 - Dec 16	96.2% Sep 17 - Dec 17	➡	MB

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

National Guardian
Freedom to Speak Up



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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	
		Key question	KLOE	Indicator	National average	Performance			National comparison		
						Previous	Latest	Change			
	E3	Support from immediate managers (1-5) NHS England - NHS Staff Survey (05 Apr 2018)	-	3.86 Sep 16 - Dec 16	3.95 Sep 17 - Dec 17	↑	B				
	Caring	C1	Confidence and trust in the doctors CQC - Inpatient survey (30 May 2017)	-	9.8 Jun 15 - Aug 15	9.7 Jun 16 - Aug 16	→	B			
		C1	Confidence and trust in the nurses CQC - Inpatient survey (30 May 2017)	-	9.6 Jun 15 - Aug 15	9.5 Jun 16 - Aug 16	→	B			
		C1	Emotional support from hospital staff CQC - Inpatient survey (30 May 2017)	-	8.8 Jun 15 - Aug 15	8.2 Jun 16 - Aug 16	→	B			
		C1	Overall experience as an inpatient CQC - Inpatient survey (30 May 2017)	-	9.0 Jun 15 - Aug 15	9.1 Jun 16 - Aug 16	→	B			
		C1	Patients recommending the trust - Inpatients (%) NHS England - Friends and Family Test (13 Jun 2018)	-	99.2% Jan 17 - Mar 17	99.2% Jan 18 - Mar 18	→				
		C1	Speaking to staff about worries and fears CQC - Inpatient survey (30 May 2017)	-	7.6 Jun 15 - Aug 15	7.3 Jun 16 - Aug 16	→	B			
		C2	Involvement in decisions CQC - Inpatient survey (30 May 2017)	-	8.4 Jun 15 - Aug 15	8.6 Jun 16 - Aug 16	→	B			
		C3	Pain control by staff CQC - Inpatient survey (30 May 2017)	-	9.3 Jun 15 - Aug 15	9.0 Jun 16 - Aug 16	→	B			
		C3	Patient-led assessment of privacy, dignity, and well being (%) Information Centre for Health & Social Care (IC) - Patient-led assessments of the care environment (29 Aug 2017)	82.7%	87.2% Feb 16 - Jun 16	89.3% Mar 17 - Jun 17	→	S			
		C3	Treatment with respect and dignity CQC - Inpatient survey (30 May 2017)	-	9.7 Jun 15 - Aug 15	9.7 Jun 16 - Aug 16	→	B			
	Responsive	R3	Ratio of delayed transfers and number of occupied beds NHS England - Delayed Transfers of Care (07 Mar 2018)	0.02	0.05 Oct 16 - Dec 16	0.04 Oct 17 - Dec 17	→	S			
	Well led	W3	Communication between senior management and staff (%) NHS England - NHS Staff Survey (05 Apr 2018)	-	48.6% Sep 16 - Dec 16	45.5% Sep 17 - Dec 17	→	B			
		W3	Sick days due to back problems (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.23%	0.31% Nov 15 - Oct 16	0.27% Jan 17 - Dec 17	→	S			
		W3	Sick days due to stress (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.82%	1.05% Nov 15 - Oct 16	0.90% Jan 17 - Dec 17	→	S			
		W3	Stability of Medical and Dental staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.93	0.87 Nov 15 - Oct 16	0.96 Jan 17 - Dec 17	→	S			

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

National Guardian
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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	
		Key question	KLOE	Indicator	National average	Performance			National comparison		
		Previous	Latest	Change							
		W3		Stability of non clinical staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.87	0.89 Nov 15 - Oct 16	0.90 Jan 17 - Dec 17	➡	S		
		W3		Stability of Nursing and Midwifery staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.88	0.91 Nov 15 - Oct 16	0.91 Jan 17 - Dec 17	➡	S		
		W3		Stability of other clinical staff Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	0.88	0.91 Nov 15 - Oct 16	0.87 Jan 17 - Dec 17	➡	S		
		W3		Staff experiencing harassment, bullying or abuse from staff (%) NHS England - NHS Staff Survey (05 Apr 2018)	-	17.2% Sep 16 - Dec 16	17.9% Sep 17 - Dec 17	➡	B		
		W3		Staff experiencing physical violence from staff (%) NHS England - NHS Staff Survey (05 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 England - NHS Staff Survey (05 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 Data Warehouse (04 Jun 2018)	7.5%	13.2% Nov 15 - Oct 16	2.9% Jan 17 - Dec 17	⬆	S		
		W3		Turnover rate for nursing and midwifery staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	12.0%	9.7% Nov 15 - Oct 16	8.3% Jan 17 - Dec 17	➡	S		
		W3		Turnover rate for other clinical staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	13.3%	8.6% Nov 15 - Oct 16	13.8% Jan 17 - Dec 17	⬇	S		
		W3		Turnover rate for other non-clinical staff (%) Electronic Staff Record - ESR Data Warehouse (04 Jun 2018)	13.2%	12.5% Nov 15 - Oct 16	11.5% Jan 17 - Dec 17	➡	S		
		W3		Whistleblowing alerts CQC - Whistleblowing (05 Jun 2018)		NA	Zero May 18	NA	S		
		W4		Identified level of potential support needs by the provider segmentation NHS Improvement - Single Oversight Framework (SOF) (03 May 2018)		NA	Providers with maximum autonomy. Apr 18	NA	B		
		W5		GMC - Enhanced monitoring General Medical Council - Enhanced Monitoring (03 May 2018)		NA	Status: no concern with progress Mar 18	NA	W		
W6		Data Quality Maturity Index Score (%) NHS Digital - Data Quality Maturity Index (07 Mar 2018)	95.1%	NA	98.9% Jul 17 - Sep 17	NA	S				

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Trust-wide indicators

National Guardian
Freedom to Speak Up



16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS		16 June 2018		Commission
OVERVIEW	TRUST COMPOSITE INDICATOR	TRUST WIDE	URGENT & EMERGENCY	MEDICAL CARE	SURGERY	CRITICAL CARE	MATERNITY	CHILDREN & YOUNG PEOPLE	END OF LIFE CARE	OUTPATIENTS	
			Key question	KLOE	Indicator	National average	Performance			National comparison	
						Previous	Latest	Change			
			W6		Digital maturity capabilities score (%) NHS England - Digital Maturity Self Assessments (01 Jun 2017)	43.5%	NA	67.0% Nov 15 - Jan 16	NA	S	
			W6		Digital maturity infrastructure score (%) NHS England - Digital Maturity Self Assessments (01 Jun 2017)	67.5%	NA	82.0% Nov 15 - Jan 16	NA	S	
			W6		Digital maturity readiness score (%) NHS England - Digital Maturity Self Assessments (01 Jun 2017)	74.7%	NA	68.0% Nov 15 - Jan 16	NA	S	
			W7		Inpatient response rate (%) NHS England - Friends and Family Test (07 Jun 2018)	-	40.8% Apr 16 - Mar 17	42.7% Apr 17 - Mar 18	➡		
			W7		Overall engagement (1-5) NHS England - NHS Staff Survey (05 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

National Guardian
Freedom to Speak Up

16 June 2018

FACTS, FIGURES & RATINGS

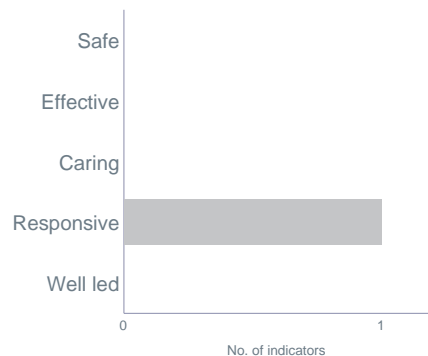
TRUST AND CORE SERVICE ANALYSIS

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
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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	
Safe	S5	Never events in urgent and emergency care NHS Improvement - STEIS (23 May 2018)	-	0 May 16 - Apr 17	0 May 17 - Apr 18	➡	
Responsive	R3	A&E Attendees spending more than 12 hours from decision to admit to admission NHS England - Monthly A&E SitReps (18 May 2018)	-	0.0 Apr 17	0.0 Apr 18	➡	S

Liverpool Heart and Chest Hospital NHS Foundation Trust

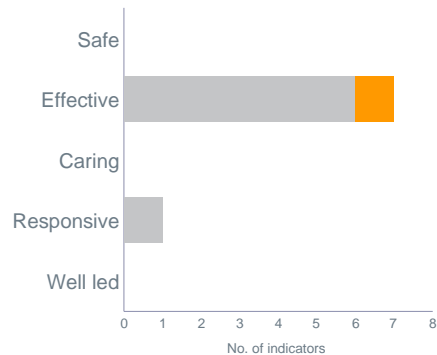
Trust and core service analysis > Medical care indicators

16 June 2018

FACTS, FIGURES & RATINGS TRUST AND 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
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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	S5	Falls with harm in medical wards (per 100 patients sampled) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.0 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
	S5	Never events in medical care NHS Improvement - STEIS (23 May 2018)	-	2 May 16 - Apr 17	0 May 17 - Apr 18	↑	
	S5	New pressure ulcers in medical wards (per 100 patients sampled) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.0 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
	S5	New UTIs in catheterised patients on medical wards (per 100 patients sampled) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.0 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
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 (16 May 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 (16 May 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 (16 May 2018)	68.0%	NA	69.0% Jan 16 - Dec 16	NA	S
	E1	Patients who received all the secondary prevention medications for which they were eligible (%) University College London - Myocardial Ischaemia National Audit Project (06 Mar 2015)	88.4%	100.0% Apr 12 - Mar 13	97.9% Apr 13 - Mar 14	→	S
	E2	Case mix adjusted one year relative survival rate (%) Royal College of Physicians - National Lung Cancer Audit (16 May 2018)	37.0%	NA	36.8% Jan 16 - Dec 16	NA	S
	E2	Mortality outlier alert: Acute myocardial infarction CQC outliers programme	-	NA May 17	Action plans being followed up by CQC May 18	NA	W

Liverpool Heart and Chest Hospital NHS Foundation Trust

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		
		Key question	KLOE	Indicator			National average	Performance			National comparison	
							Previous	Latest	Change			
			E2	Mortality outlier alert: Coronary atherosclerosis and other heart disease CQC outliers programme			-	NA May 17	For inspector to review - Case not pursued through outlier panel May 18	NA	<div>S</div>	
		Caring	C1	Patients recommending the trust - Medical care inpatients (%) NHS England - Friends and Family Test (08 Jun 2018)			-	99.2% Jan 17 - Mar 17	99.1% Jan 18 - Mar 18	➡		
		Responsive	R3	Referral to treatment, on completed admitted pathways in Medicine, within 18 weeks (%) NHS England - Referral to Treatment Waiting Times (23 May 2018)			88.9%	81.2% Mar 17	80.1% Mar 18	➡	<div>S</div>	
		Well led	W7	Response rate - Medical inpatients (%) NHS England - Friends and Family Test (08 Jun 2018)			-	41.6% Apr 16 - Mar 17	40.8% Apr 17 - Mar 18	➡		

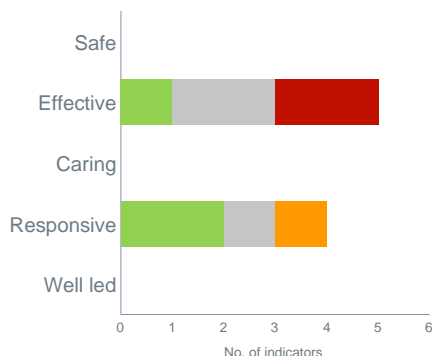
Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Surgery indicators

FACTS, FIGURES & RATINGS TRUST AND 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
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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) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.7 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
	S5	Never events in Surgery NHS Improvement - STEIS (23 May 2018) National Guardian Freedom to Speak Up	-	0 May 16 - Apr 17	0 May 17 - Apr 18	➡	
	S5	New pressure ulcers in surgical wards (per 100 patients sampled) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.0 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
	S5	New UTIs in catheterised patients on surgical wards (per 100 patients sampled) Safety thermometer - Safety thermometer (07 Mar 2018)	-	0.7 Oct 16 - Dec 16	0.0 Oct 17 - Dec 17		
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 & Chest Hospital NHS Foundation Trust (01 Nov 2017)	82.7%	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 & Chest Hospital NHS Foundation Trust (01 Nov 2017)	70.7%	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 & Chest Hospital NHS Foundation Trust (01 Nov 2017)	79.2%	36.0% Dec 14 - Nov 15	16.7% Dec 15 - Nov 16	➡	MW
	E2	Risk-adjusted 30-day mortality (%) Royal College of Anaesthetists - National Emergency Laparotomy Audit - Liverpool Heart & Chest Hospital NHS Foundation Trust (01 Nov 2017)	10.6%	13.9% Dec 13 - Nov 15	12.1% Dec 15 - Nov 16	➡	S
	E2	Risk-adjusted 90-day post-operative mortality rate(%) Health and Social Care Information Centre - National Oesophago-gastric Cancer Audit (04 Nov 2016)	3.9%	-	4.3% Apr 13 - Mar 15	NA	S
	C1	Patients recommending the trust - Surgery inpatients (%) NHS England - Friends and Family Test (08 Jun 2018)	-	97.5% Jan 17 - Mar 17	98.3% Jan 18 - Mar 18	➡	
Responsive	R3	Cancelled operations as a percentage of elective activity (%) Department of Health (DH) - Cancelled Operations (QMCO) (07 Jun 2018)	1.3%	2.3% Jan 17 - Mar 17	3.4% Jan 18 - Mar 18	➡	W

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Surgery 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	
			Key question	KLOE	Indicator	National average	Performance			National comparison	
			Previous	Latest	Change						
				R3	Cancelled operations not treated within 28 days of non-clinical cancellation (%) Department of Health (DH) - Cancelled Operations (QMCO) (07 Jun 2018)	11.6%	0.0% Jan 17 - Mar 17	0.0% Jan 18 - Mar 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 & Chest Hospital NHS Foundation Trust (01 Nov 2017)	86.6%	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 - Referral to Treatment Waiting Times (23 May 2018)	67.4%	75.6% Mar 17	79.4% Mar 18	➡	S	
Well led		W7	Response rate - Surgery inpatients (%) NHS England - Friends and Family Test (08 Jun 2018)	-	38.5% Apr 16 - Mar 17	49.2% Apr 17 - Mar 18	⬆				

Liverpool Heart and Chest Hospital NHS Foundation Trust

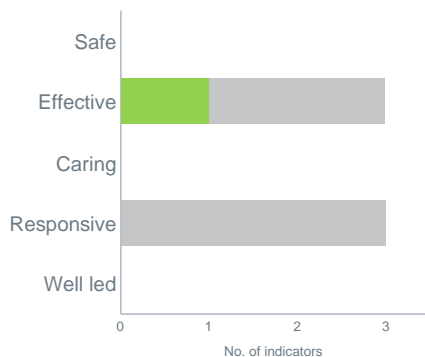
Trust and core service analysis > Critical care indicators

16 June 2018

FACTS, FIGURES & RATINGS	TRUST AND CORE SERVICE ANALYSIS	FEATURED DATA SOURCES	DEFINITIONS
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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 critical care indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Never events in critical care NHS Improvement - STEIS (23 May 2018) National Guardian Freedom to Speak Up	-	0 May 16 - Apr 17	0 May 17 - Apr 18	→	
Effective	E2	Risk-adjusted hospital mortality ratio Intensive Care National Audit and Research Centre - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (27 Feb 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) Intensive Care National Audit and Research Centre - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (27 Feb 2018)	1.00	0.64 Apr 15 - Mar 16	0.82 Apr 16 - Mar 17	↓	S
	E4	Crude proportion of out of hours discharges to the ward (not delayed) (%) Intensive Care National Audit and Research Centre - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (27 Feb 2018)	1.9%	0.4% Apr 15 - Mar 16	0.2% Apr 16 - Mar 17	→	B
	R1	Crude proportion of non-clinical transfers (%) Intensive Care National Audit and Research Centre - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (27 Feb 2018)	0.39%	0.38% Apr 15 - Mar 16	0.04% Apr 16 - Mar 17	→	S
Responsive	R3	Crude delayed discharge (bed-days occupied by patients with discharge delayed >8 hours) (%) Intensive Care National Audit and Research Centre - ICNARC - Liverpool Heart and Chest Hospital, Intensive Therapy Unit (27 Feb 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 Capacity (23 May 2018)		0-1 month of full occupancy Jan 17 - Mar 17	0-1 month of full occupancy Jan 18 - Mar 18	→	S

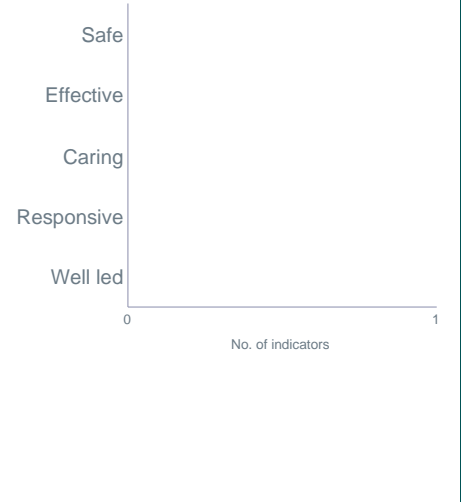
Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Maternity indicators

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS			FEATURED DATA SOURCES		DEFINITIONS			16 June 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 maternity indicators?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Never events in maternity NHS Improvement - STEIS (23 May 2018) National Guardian Freedom to Speak Up	-	0 May 16 - Apr 17	0 May 17 - Apr 18	➡	

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

Q

Care Quality Commission

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

16 June 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

No. of indicators

1

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Never events in children and young people NHS Improvement - STEIS (23 May 2018)	-	0 May 16 - Apr 17	0 May 17 - Apr 18	➡	

30

Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > End of life care indicators

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND 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

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							

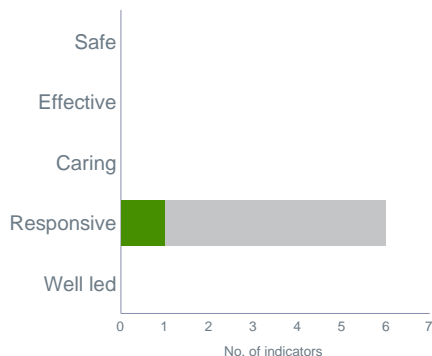
Liverpool Heart and Chest Hospital NHS Foundation Trust

Trust and core service analysis > Outpatients indicators

16 June 2018

FACTS, FIGURES & RATINGS		TRUST AND 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

What's the current performance of outpatients indicators?



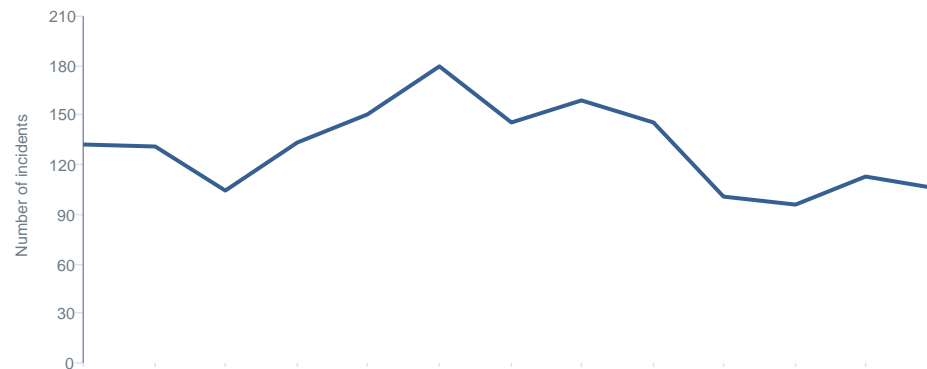
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S5	Never events in outpatients and diagnostic imaging NHS Improvement - STEIS (23 May 2018) National Guardian Freedom to Speak Up	-	0 May 16 - Apr 17	0 May 17 - Apr 18	→	
Caring	C1	Patients recommending the trust - Outpatients (%) NHS England - Friends and Family Test (07 Jun 2018)	-	83.6% Jan 17 - Mar 17	100.0% Jan 18 - Mar 18	↑	
Responsive	R3	Cancer - First treatment in 31 days of decision to treat (%) NHS England - Cancer waiting times (07 Jun 2018)	97.2%	100.0% Jan 17 - Mar 17	99.3% Jan 18 - Mar 18	→	S
	R3	Cancer - Seen by specialist in 14 days of urgent GP/dentist referral (%) NHS England - Cancer waiting times (07 Jun 2018)	94.0%	100.0% Jan 17 - Mar 17	100.0% Jan 18 - Mar 18	→	MB
	R3	Outpatient DNAs (%) HES - Outpatients (23 May 2018)	7.8%	12.2% Jan 17	10.8% Jan 18	→	S
	R3	Patients waiting over 6 weeks for diagnostic test (%) NHS England - Diagnostics Waiting Times (16 May 2018)	1.6%	0.6% Feb 17	4.5% Feb 18	→	S
	R3	Referral to treatment, on incomplete pathways, within 18 weeks (%) NHS England - Referral to Treatment Waiting Times (23 May 2018)	86.7%	92.4% Mar 17	92.1% Mar 18	→	S
	R3	Referral to treatment, on non-admitted pathways, within 18 weeks (%) NHS England - Referral to Treatment Waiting Times (23 May 2018)	88.7%	88.0% Mar 17	84.1% Mar 18	→	S

Key messages

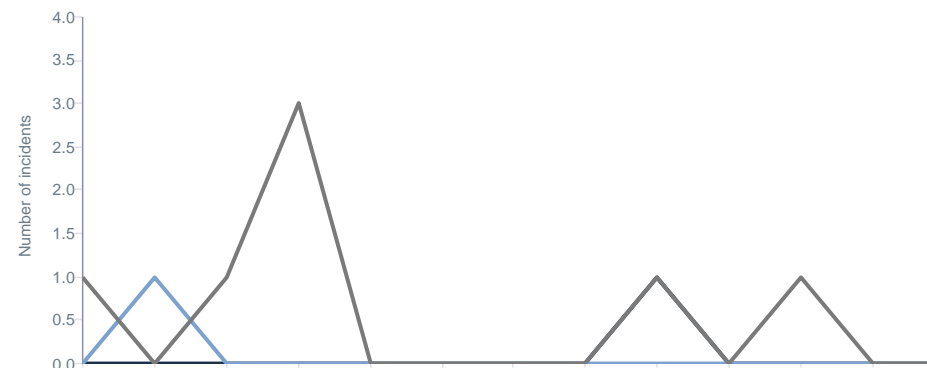
- The median time taken to report incidents was 54 days for this organisation compared to 24 for all trusts between Oct 16 and Mar 17

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

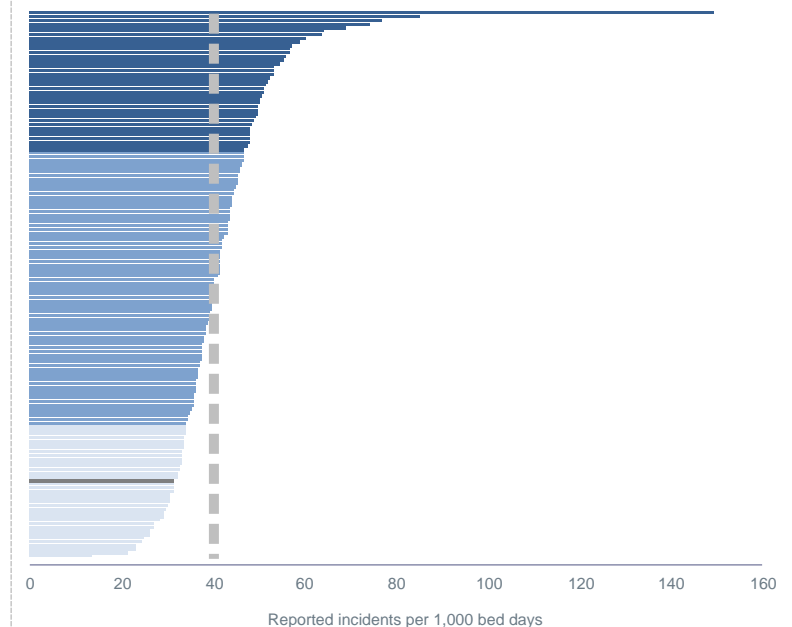
All reported incidents



Reported incidents that resulted in moderate, severe harm or death



Comparative reporting rate for incidents in all acute trusts



Indicator Trend Performance

	Year-month	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
1. Death		0	0	0	0	0	0	0	0	1	0	0	0	0
2. Severe		0	1	0	0	0	0	0	0	0	0	0	0	0
3. Moderate		1	0	1	3	0	0	0	0	1	0	1	0	0
4. Low		13	13	12	11	11	15	10	6	9	11	6	9	7
5. No Harm		118	117	91	120	139	164	136	153	135	90	89	104	98
6. Total		132	131	104	134	150	179	146	159	146	101	96	113	105

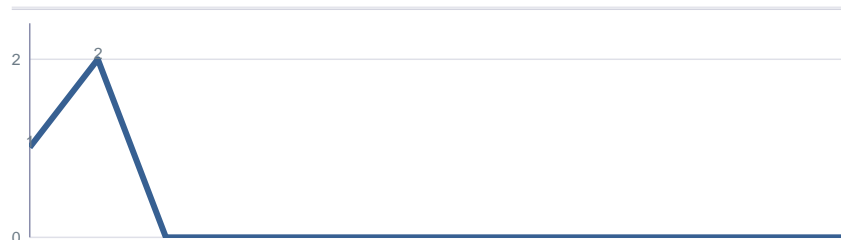
Key messages

- The ward with the highest rate of pressure ulcers is CORONARY CARE with 0.97 per 100 patients sampled

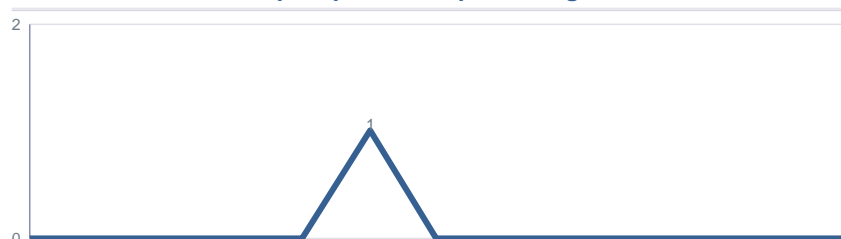
- The ward with the highest rate of falls is BIRCH with 0.20 per 100 patients sampled
- The ward with the highest rate of catheter acquired UTIs is CORONARY CARE with 0.97 per 100 patients sampled

Indicator Summary: Under development

Sampled patients with new pressure ulcers



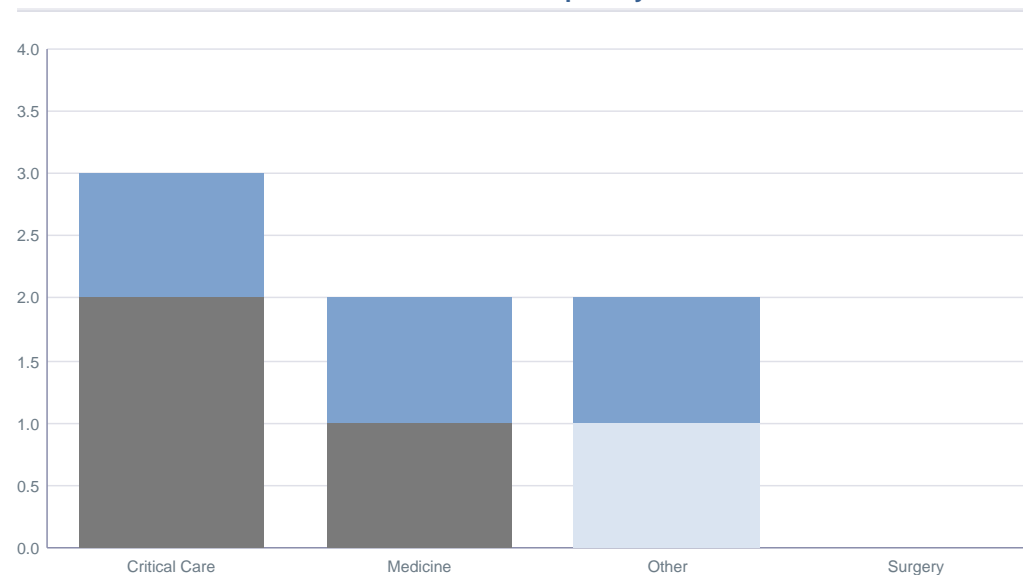
Sampled patients experiencing a fall



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 (0.60)	0 (0.00)	1 (0.30)	335
Medicine	1 (0.45)	0 (0.00)	1 (0.45)	223
Other	0 (0.00)	1 (0.11)	1 (0.11)	949
Surgery	0 (0.00)	0 (0.00)	0 (0.00)	602

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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Key messages

- There are currently 2 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 29 May 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	1	1	1	3	6
Maternity	0	0	0	0	0

Mortality outliers – Active alerts

Cases under consideration by Outliers panel

- Acute myocardial infarction (Dr Foster, Feb 18) - Response received (to Dr Foster letter) - pending consideration

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

- Coronary atherosclerosis and other heart disease (CQC, May 16) - For inspector to review - Case not pursued through outlier panel

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

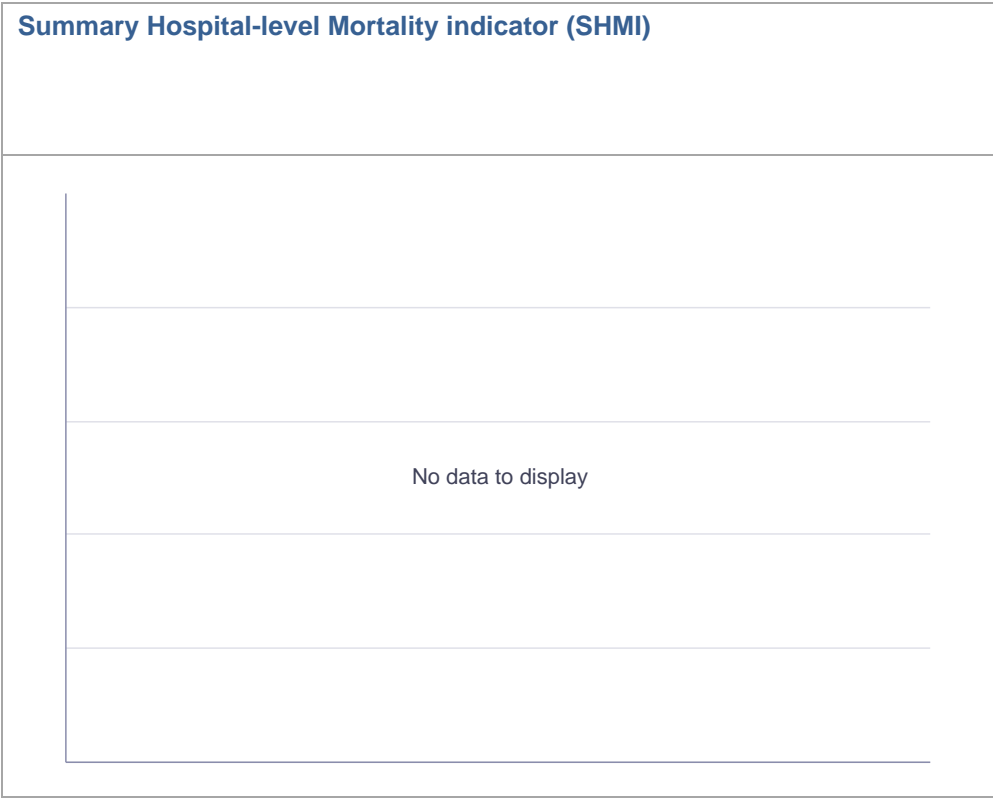
Cases for review by inspection team

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

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

Key messages

Summary Hospital-level Mortality indicator (SHMI)



Hospital Standardised Mortality Ratio (HSMR)



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		16 June 2018	
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	ACCESS AND FLOW	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
Critical care	ICNARC	Liverpool Heart & Chest Hospital NHS Foundation Trust*	02/18	0	0	4	1	0
Surgery	National Emergency Laparotomy Audit	Liverpool Heart & Chest Hospital NHS Foundation Trust	11/17	2	0	1	2	0
Surgery	National Oesophago-gastric Cancer Audit	Trust	11/16	0	0	1	0	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



16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest NHS Foundation Trust

	Metric	CQC Key Question	Report ¹	Report ²	National Aggregate (England and Wales)	National Audit Standard	Comparison to other hospitals
All patients 387 cases	Crude proportion of patients seen by a Cancer Nurse Specialist	Responsive	50.6%	84.8%	n/a	90%*	Does not meet the audit aspirational standard of 90%
	Case mix adjusted one year relative survival rate	Effective	Not significantly different from the national level	36.8%	37.0%	none	Within expected range
NSCLC 387 cases	Case mix adjusted percentage of patients with Non Small Cell Lung Cancer (NSCLC) receiving surgery	Effective	Not significantly different from the national level	18.9%	17.5%	17%*	Within expected range
NSCLC 57 cases	Case mix adjusted percentage of fit patients with advanced Non Small Cell Lung Cancer (NSCLC) receiving Systemic Anti-Cancer Treatment	Effective	Not significantly different from the national level	62.7%	62.0%	65%*	Within expected range
SCLC 45 cases	Case mix adjusted percentage of patients with Small Cell Lung Cancer (SCLC) receiving chemotherapy	Effective	Not significantly different from the national level	69.0%	68.0%	70%*	Within expected range

All trusts in England participate in the audit, and data is submitted for approximately 100% of patients. Case ascertainment is therefore not presented separately.



Important: Liverpool Lung Cancer Centre is a partnership between Liverpool Heart and Chest NHS Foundation Trust and Liverpool and Broadgreen University Hospital NHS Trust for management of lung cancer. This means that results must not be attributed to an individual trust; results are included here for information only.

¹
²

*Audit standard based on NICE guideline

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Hip fracture audit



16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS							

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Bowel cancer audit



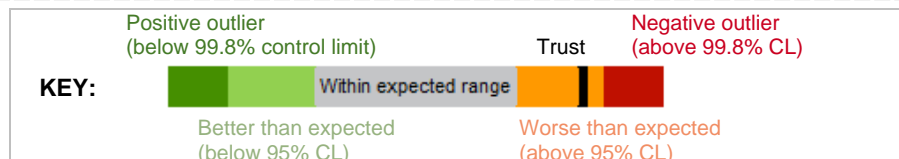
16 June 2018

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	ACCESS AND FLOW	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	ACCESS AND FLOW	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%	0.4%	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	1	none	 0.3 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	none	 - Within expected range 4.0 0.05



Liverpool Heart and Chest Hospital NHS Foundation Trust

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



16 June 2018

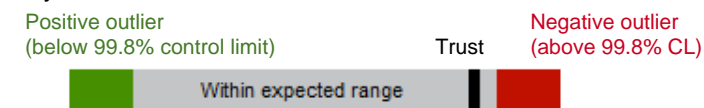
FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS		
INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

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
	Not reported	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	Not reported	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 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Emergency Laparotomy Audit



16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

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	 Within expected range	



Key:		Positive outlier (below 99.8% control limit)	Trust	Negative outlier (above 99.8% CL)

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 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

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



16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

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



16 June 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	ACCESS AND FLOW	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



16 June 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	ACCESS AND FLOW	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



16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > National audits > Paediatric Intensive Care Audit

16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Foundation Trust

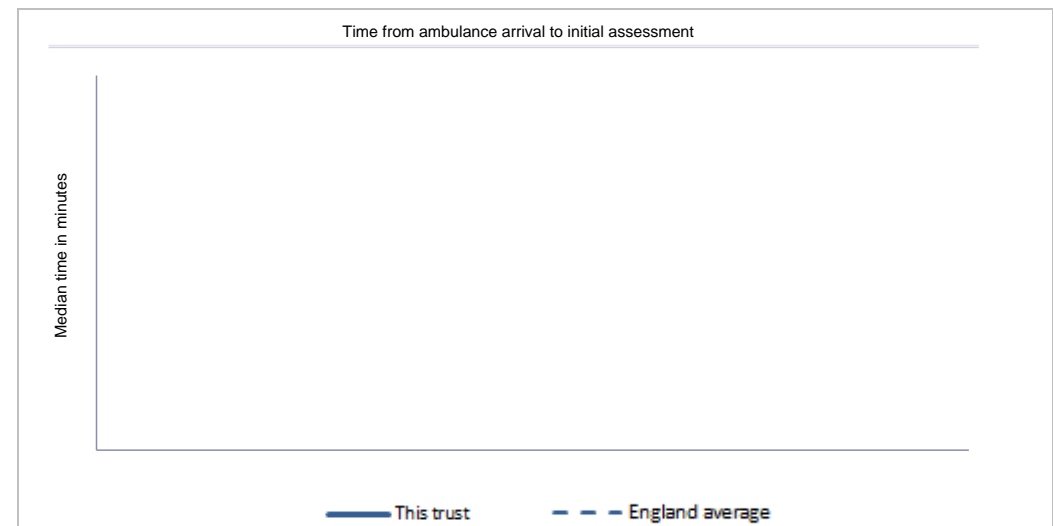
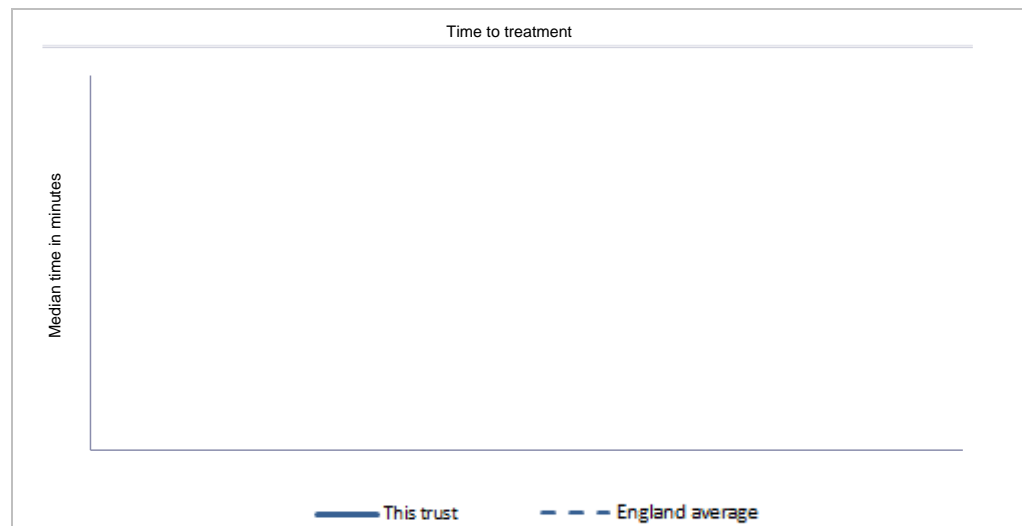
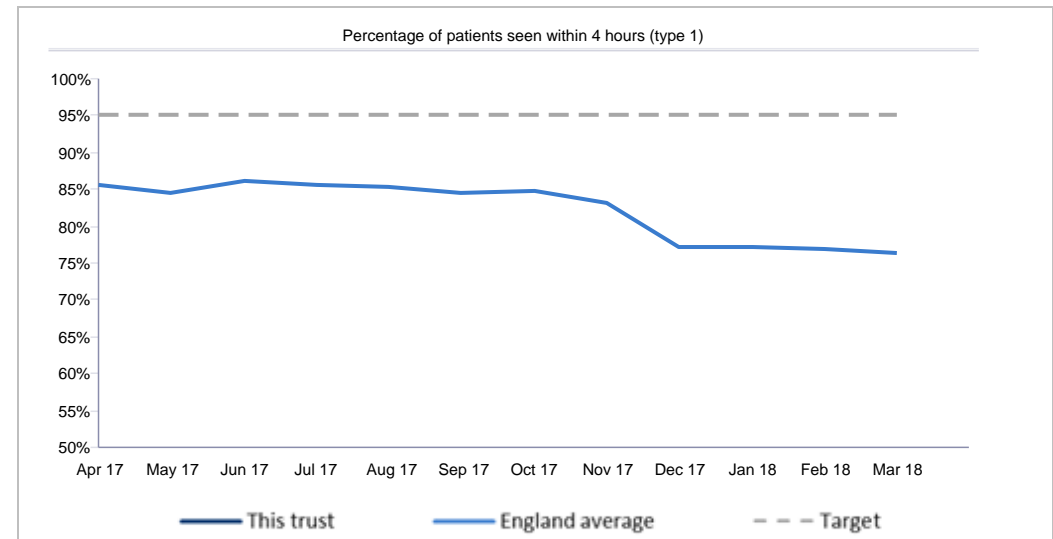
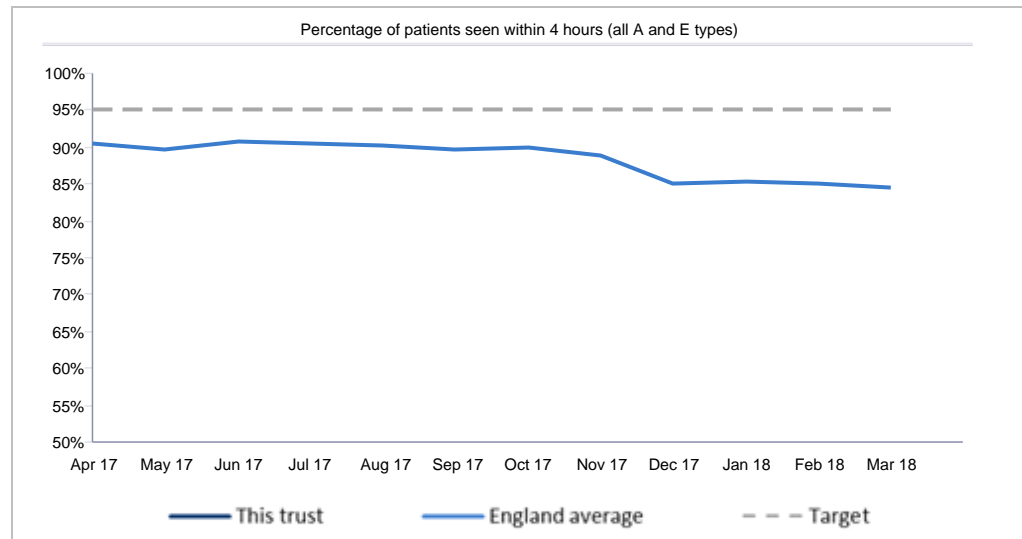
Featured data sources > National audits > Neonatal Audit

16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Key messages

- No data available
- No data available



Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Access and flow> Bed occupancy

16 June 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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Under development

Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Access and flow> Delayed transfers of care

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	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS

Under development

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

2014

2015

2016

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 2016

Where has patient experience improved from 2015 to 2016?

There were no areas that have improved

Where has patient experience declined from 2015 to 2016?

3 areas have declined:

- ↓ Emotional support received from staff
- ↓ Support received from health or social care professionals after leaving hospital
- ↓ Hospital changing admission date

Where has patient experience continued to be better?

42 areas once again performed better than expected:

- Cleanliness of room or ward
- Cleanliness of toilets and bathrooms
- Enough nurses on duty to provide care
- Patients liking hospital food
- Receiving enough help to eat meals
- Specialist given necessary information from referring staff
- Staff work well together
- Treated with respect & dignity
- 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
- Doctors talking as if patients weren't there
- Being well looked after by staff
- Confidence and trust in doctors
- Confidence and trust in nurses
- Confidence in decisions made about care & treatment
- Being told about danger signs to look out for
- Being told how to take medication
- Family/friends given information to continue care
- Getting understandable answers to questions from doctors
- Getting understandable answers to questions from nurses
- 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

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS
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- Staff explaining how operation/procedure had gone
- Staff explaining purpose of medication
- Staff explaining side effects of medication
- Staff giving conflicting information
- Staff discussing further health or social care service needs
- Written information provided about medication
- Written instructions provided for after leaving hospital
- Told who to contact if worried about condition or treatment
- Having someone to talk to about worries & fears
- Emotional support received from staff
- 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
- Call button response time
- Notice given about discharge

Where has patient experience continued to be worse?

There were no areas worse than expected in both years

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

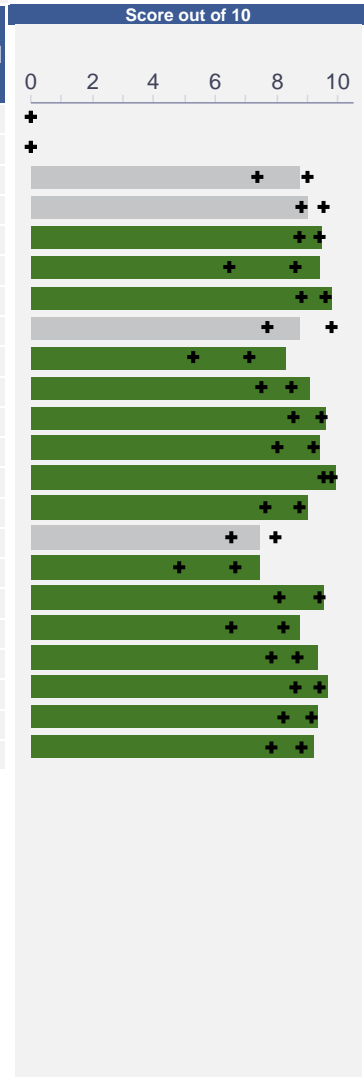
FEATURED DATA SOURCES

DEFINITIONS

INCIDENTS	SAFETY THERMOMETER	MATERNITY & MORTALITY OUTLIERS	MORTALITY	NATIONAL CLINICAL AUDITS	A&E WAITING TIMES	ACCESS AND FLOW	PATIENT SURVEYS	STAFF SURVEYS
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Question	2013	2014	2015	2016		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?	9.0	9.2	9.1	8.8	7.4	9.0 ➡
Q7. Was your admission date changed by the hospital?	9.4	9.5	9.3	9.0	8.8	9.5 ↓
Q8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.6	9.4	9.4	9.5	8.8	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?	9.3	9.4	9.6	9.4	6.5	8.6 ➡
Q11. Did you ever share a sleeping area with patients of the opposite sex?	9.6	9.5	9.5	9.8	8.8	9.6 ➡
Q14. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?	8.8	8.2	8.7	8.7	7.7	9.8 ➡
Q15. Were you ever bothered by noise at night from other patients?	8.0	8.7	8.5	8.3	5.3	7.1 ➡
Q16. Were you ever bothered by noise at night from hospital staff?	9.1	9.1	9.1	9.1	7.5	8.5 ➡
Q17. In your opinion, how clean was the hospital room or ward that you were in?	9.6	9.7	9.7	9.6	8.5	9.4 ➡
Q18. How clean were the toilets and bathrooms that you used in hospital?	9.2	9.1	9.5	9.4	8.0	9.2 ➡
Q19. Did you feel threatened during your stay in hospital by other patients or visitors?	9.9	9.9	9.8	9.9	9.5	9.8 ➡
Q20. Did you get enough help from staff to wash or keep yourself clean?	-	-	-	9.0	7.6	8.8 NA
Q21. If you brought your own medication with you to hospital, were you able to take it when you needed to?	-	-	-	7.4	6.5	8.0 NA
Q22. How would you rate the hospital food?	7.0	6.7	7.3	7.5	4.9	6.6 ➡
Q23. Were you offered a choice of food?	9.4	9.4	9.3	9.5	8.1	9.4 ➡
Q24. Did you get enough help from staff to eat your meals?	8.5	8.4	8.8	8.8	6.5	8.2 ➡
Q25. When you had important questions to ask a doctor, did you get answers that you could understand?	9.3	9.1	9.3	9.3	7.8	8.7 ➡
Q26. Did you have confidence and trust in the doctors treating you?	9.5	9.7	9.8	9.7	8.6	9.4 ➡
Q27. Did doctors talk in front of you as if you weren't there?	9.3	9.3	9.3	9.3	8.2	9.1 ➡
Q28. When you had important questions to ask a nurse, did you get answers that you could understand?	9.1	9.2	9.3	9.2	7.8	8.8 ➡



Liverpool Heart and Chest Hospital NHS Foundation Trust

Featured data sources > Patient surveys > Inpatient survey

National Guardian
Freedom to Speak Up

16 June 2018

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

INCIDENTS

SAFETY THERMOMETER

MATERNITY & MORTALITY OUTLIERS

MORTALITY

NATIONAL CLINICAL AUDITS

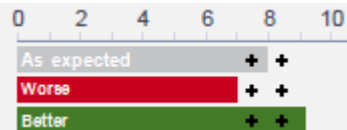
A&E WAITING TIMES

ACCESS AND FLOW

PATIENT SURVEYS

STAFF SURVEYS

Key:



➡ No significant change

↓ 2016 score is **significantly lower** than 2015 score

↑ 2016 score is **significantly higher** than 2015 score

Question	2013	2014	2015	2016		Trend	Score out of 10						
	Score out of 10			Threshold between 'As expected' and			0	2	4	6	8	10	
				Worse	Better								
Q29. Did you have confidence and trust in the nurses treating you?	9.3	9.4	9.6	9.5	8.5	9.2	➡						
Q30. Did nurses talk in front of you as if you weren't there?	9.5	9.5	9.6	9.4	8.6	9.3	➡						
Q31. In your opinion, were there enough nurses on duty to care for you in hospital?	8.8	9.0	9.1	9.0	6.8	8.3	➡						
Q32. Did you know which nurse was in charge of looking after you?	-	-	-	7.6	5.5	7.5	NA						
Q33. In your opinion, did the members of staff caring for you work well together?	-	-	9.6	9.5	8.3	9.1	➡						
Q34. Did a member of staff say one thing and another say something different?	9.1	9.1	9.2	9.1	7.8	8.6	➡						
Q35. Were you involved as much as you wanted to be in decisions about your care and treatment?	8.4	8.5	8.4	8.6	6.8	7.9	➡						
Q36. Did you have confidence in the decisions made about your condition or treatment?	-	9.4	9.4	9.4	7.9	8.8	➡						
Q37. How much information about your condition or treatment was given to you?	9.2	9.1	9.3	9.2	7.5	8.6	➡						
Q38. Did you find someone on the hospital staff to talk to about your worries and fears?	7.7	7.5	7.6	7.3	4.9	6.5	➡						
Q39. Do you feel you got enough emotional support from hospital staff during your stay?	8.8	8.8	8.8	8.2	6.5	7.9	⬇						
Q40. Were you given enough privacy when discussing your condition or treatment?	9.0	9.4	9.3	9.3	8.1	8.9	➡						
Q41. Were you given enough privacy when being examined or treated?	9.8	9.8	9.8	9.8	9.3	9.7	➡						
Q43. Do you think the hospital staff did everything they could to help control your pain?	8.9	9.1	9.3	9.0	7.8	8.7	➡						
Q44. How many minutes after you used the call button did it usually take before you got the help you needed?	7.5	7.8	7.8	7.6	5.6	6.7	➡						
Q46. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	9.1	9.3	9.2	9.4	8.7	9.3	➡						
Q47. Beforehand, did a member of staff explain what would be done during the operation or procedure?	9.0	9.0	8.8	9.0	8.3	8.9	➡						
Q48. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	9.0	9.1	9.0	9.3	8.5	9.1	➡						
Q49. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	7.9	7.6	7.8	7.5	6.8	7.8	➡						
Q51. Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	8.8	8.9	8.9	8.9	8.8	9.5	➡						
Q52. Afterwards, did a member of staff explain how the operation or procedure had gone?	9.0	8.6	9.0	8.9	7.6	8.4	➡						
Q53. Did you feel you were involved in decisions about your discharge from hospital?	7.9	7.9	8.0	8.0	6.4	7.6	➡						

FACTS, FIGURES & RATINGS

TRUST AND CORE SERVICE ANALYSIS

FEATURED DATA SOURCES

DEFINITIONS

INCIDENTS

SAFETY
THERMOMETER

MATERNITY & MORTALITY
OUTLIERS

MORTALITY

NATIONAL
CLINICAL AUDITS

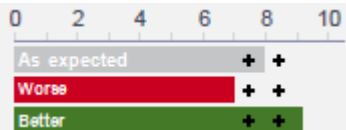
A&E WAITING
TIMES

ACCESS AND
FLOW

PATIENT
SURVEYS

STAFF
SURVEYS

Key:

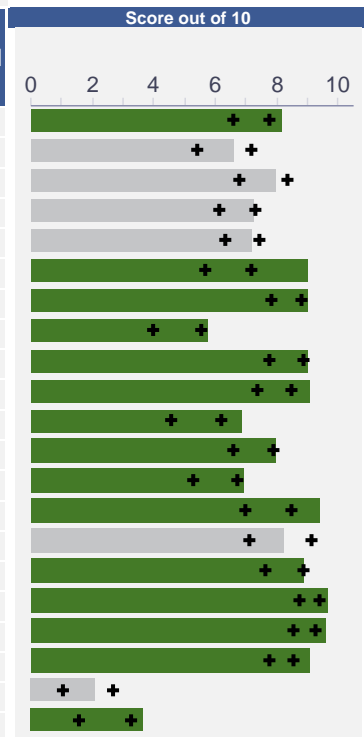


➡ No significant change

↓ 2016 score is **significantly lower** than 2015 score

↑ 2016 score is **significantly higher** than 2015 score

Question	2013	2014	2015	2016		Trend	Score out of 10	
	Score out of 10			Threshold between 'As expected' and			0	10
	Worse	Better						
Q54. Were you given enough notice about when you were going to be discharged?	8.1	8.3	8.1	8.2	6.6	7.8	➡	<div><div></div></div>
Q56. Discharge delayed due to wait for medicines/to see doctor/for ambulance	5.9	6.7	6.5	6.6	5.4	7.2	➡	<div><div></div></div>
Q57. How long was the delay?	7.2	7.9	7.7	7.9	6.8	8.4	➡	<div><div></div></div>
Q59. Did you get enough support from health or social care professionals to help you recover and manage your condition?	-	-	7.8	7.2	6.2	7.3	⬇	<div><div></div></div>
Q60. When you left hospital, did you know what would happen next with your care?	-	-	-	7.1	6.3	7.4	NA	<div><div></div></div>
Q61. Were you given any written or printed information about what you should or should not do after leaving hospital?	8.9	9.1	8.9	9.0	5.6	7.2	➡	<div><div></div></div>
Q62. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	9.3	9.1	8.9	9.0	7.8	8.8	➡	<div><div></div></div>
Q63. Did a member of staff tell you about medication side effects to watch for when you went home?	6.4	6.0	5.9	5.7	4.0	5.6	➡	<div><div></div></div>
Q64. Were you told how to take your medication in a way you could understand?	9.1	8.9	8.9	9.0	7.8	8.8	➡	<div><div></div></div>
Q65. Were you given clear written or printed information about your medicines?	9.2	9.1	8.9	9.0	7.4	8.5	➡	<div><div></div></div>
Q66. Did a member of staff tell you about any danger signals you should watch for after you went home?	7.6	6.9	7.1	6.8	4.6	6.2	➡	<div><div></div></div>
Q67. Did hospital staff take your family or home situation into account when planning your discharge?	8.3	8.4	8.1	8.0	6.6	7.9	➡	<div><div></div></div>
Q68. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?	7.6	7.2	7.2	6.9	5.3	6.7	➡	<div><div></div></div>
Q69. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	9.6	9.5	9.3	9.4	7.0	8.5	➡	<div><div></div></div>
Q70. Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	9.2	8.8	8.0	8.2	7.1	9.1	➡	<div><div></div></div>
Q71. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	9.3	9.2	9.0	8.9	7.6	8.8	➡	<div><div></div></div>
Q72. 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	➡	<div><div></div></div>
Q73. During your time in hospital did you feel well looked after by hospital staff?	-	9.6	9.7	9.6	8.5	9.3	➡	<div><div></div></div>
Q74. Overall experience	9.1	9.1	9.0	9.1	7.7	8.5	➡	<div><div></div></div>
Q75. During your hospital stay, were you ever asked to give your views on the quality of your care?	2.4	2.1	2.3	2.1	1.1	2.7	➡	<div><div></div></div>
Q76. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	3.2	3.2	3.3	3.7	1.6	3.3	➡	<div><div></div></div>



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

Site level results - key messages

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

	Number of questions:		
	Worse	As expected	Better
Liverpool Heart and Chest Hospital NHS Trust Hq	0	15	48

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

FACTS, FIGURES & RATINGS		TRUST AND CORE SERVICE ANALYSIS		FEATURED DATA SOURCES		DEFINITIONS	
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							STAFF SURVEYS

Liverpool Heart and Chest Hospital NHS Trust Hq

48 questions were better than expected:

- Specialist given necessary information from referring staff
- Time between arrival and getting a bed on a ward
- Sharing a sleeping area with patients of the opposite sex
- Bothered by noise at night from other patients
- Bothered by noise at night from hospital staff
- Cleanliness of room or ward
- Overall experience
- Told how to make a complaint about care
- Home situation accounted for during discharge planning
- Family/friends given information to continue care
- Told who to contact if worried about condition or treatment
- Treated with respect & dignity
- Being well looked after by staff
- Written instructions provided for after leaving hospital
- Staff explaining purpose of medication
- Staff explaining side effects of medication
- Being told how to take medication
- Written information provided about medication
- Being told about danger signs to look out for
- Staff answering questions before operation/procedure
- Staff explaining how operation/procedure had gone
- Involved in decisions about discharge
- Notice given about discharge
- Enough privacy when discussing treatment / condition
- Enough privacy when being examined
- Staff doing everything they could to control pain
- Call button response time
- Risks & benefits explained before operation/procedure
- Explanation of what would be done before operation/procedure
- Involved in decisions about care & treatment
- Confidence in decisions made about care & treatment
- Information given about care & treatment
- Having someone to talk to about worries & fears
- Emotional support received from staff
- Confidence and trust in nurses
- Enough nurses on duty to provide care
- Staff work well together

INCIDENTS

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- Staff giving conflicting information
- Being offered a choice of food
- Receiving enough help to eat meals
- Getting understandable answers to questions from doctors
- Confidence and trust in doctors
- Doctors talking as if patients weren't there
- Getting understandable answers to questions from nurses
- Cleanliness of toilets and bathrooms
- Feeling threatened by by other patients or visitors
- Got enough help from staff to wash & clean self
- Patients liking hospital food

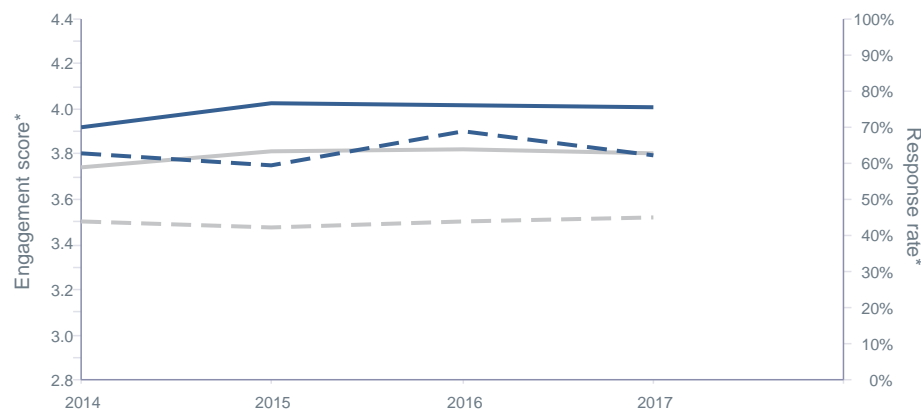
There were no questions worse than expected

Key messages

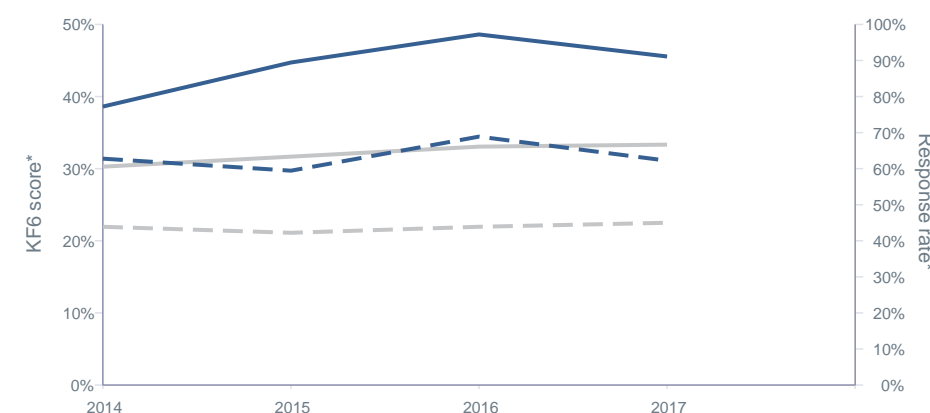
Comparing 2017 results for Liverpool Heart and Chest Hospital NHS Foundation Trust to all acute trusts:

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

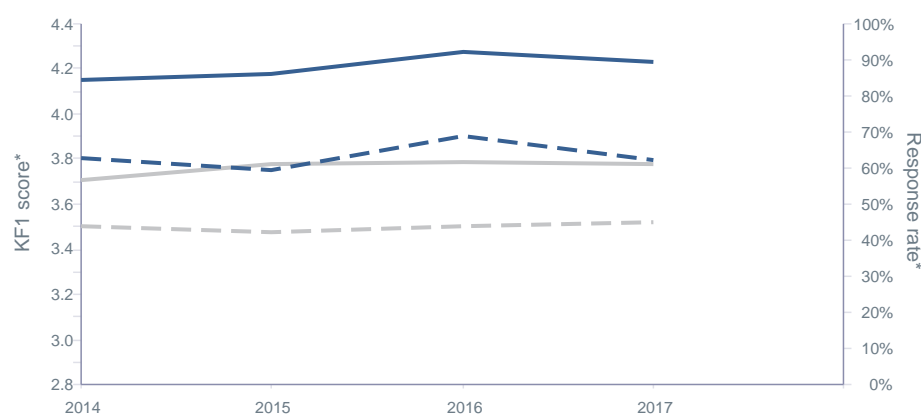
Overall engagement score



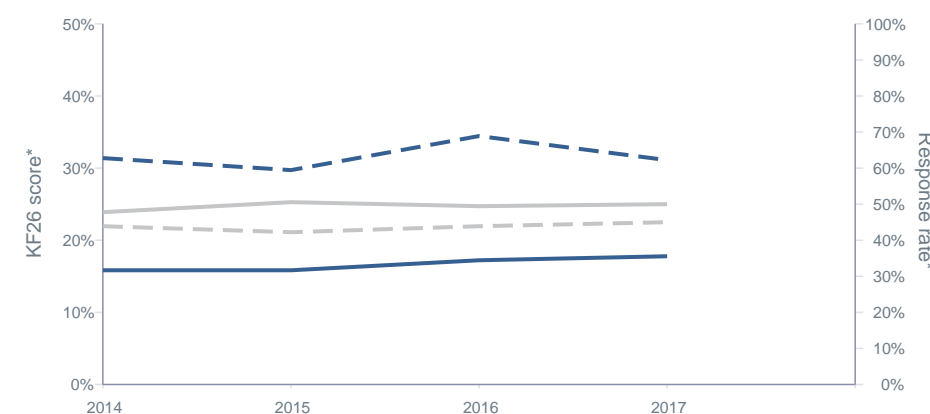
KF6. % staff reporting good communication



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

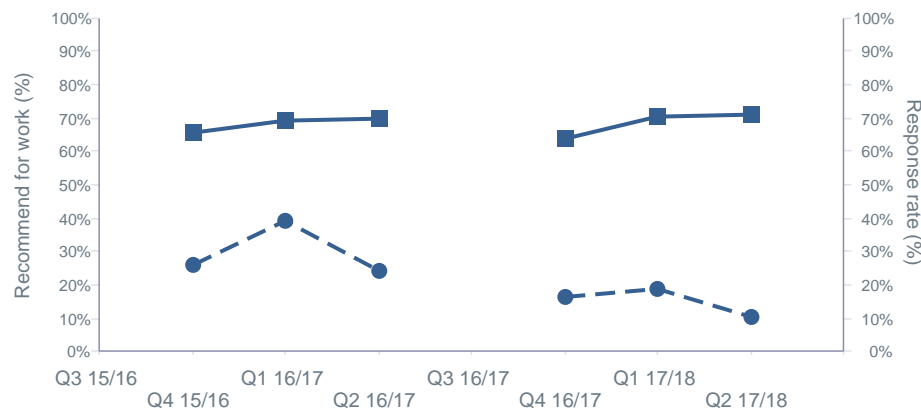
Response rate for this trust

Key messages

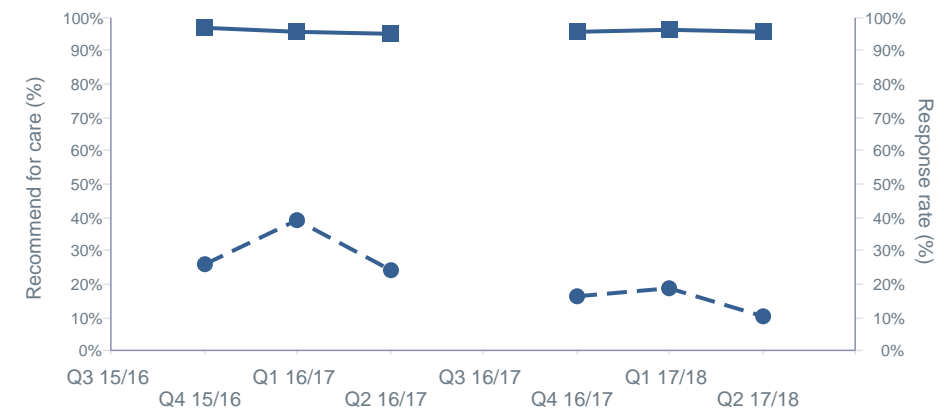
- The percentage of staff that would recommend this trust as a place to work in Q2 17/18 stayed about the same when compared to the same time last year

- The percentage of staff that would recommend this trust as a place to receive care in Q2 17/18 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 June 2018

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

Key messages

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

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.

