

1.16.10 Performance Monitoring

Please confirm how you would ensure that the CCG receives regular performance updates in addition the presentation of Key Performance Indicators. Describe the approach to provide live performance data to the CCG.

(Maximum Word Count 500)

Words used = 499

As the point of contract accountability, the Staffordshire Area Operational Director will be responsible for ensuring the CCGs receive regular performance updates in formats agreed during mobilisation. These updates will be additional to contract KPI reporting.

The Area Operational Director will be supported by our contract leads (Operations Manager, Medical Lead and Clinical Services Manager) and other members of the Staffordshire management team (Area Clinical and Medical Directors).

Corporate functions e.g. IT, governance, HR, finance, safeguarding and medicines management will also be involved. Our Business Intelligence Team will be key to helping with data reporting, including live performance data and new supporting tools/software over the contract term. This support means we can deliver richer data, learning and recommendations swiftly that account for wider national context, best practice and regulatory changes as well as our team's expert local knowledge.

1.16.10.1-Data evidencing performance including KPI achievement

As the existing provider, we have experience of systems/tools to capture and report performance data including:

- Adastra (which will be different as use of WMAS' instance is mandated).
- Datix.
- Telephony system.
- Patient-feedback platform.

We work closely with system partners to share appropriate information and triangulate it to deliver a holistic view that supports everyone to maintain service delivery across the area/region.

1.16.10.2-Regular performance updates additional to KPIs

The Area Operational Director will work closely with the CCGs during mobilisation and the contract term to understand what performance data is required, including frequency and format and how to best to share this information. We will take special consideration of sensitive information and data-protection requirements.

As well as quantitative data, the CCGs may require narrative information e.g. case studies, risk management, contingency plans and service-improvement proposals.

Examples of information we can provide as required include:

- Clinical Quality Review Meeting data.
- Patient-activity information (e.g. by location, contact type, frequency etc.).
- Exception reports.
- Workforce reports (e.g. rota fill/skill-mix split/attrition rates).
- Patient satisfaction (e.g. FFT and other feedback).
- Safeguarding information (e.g. referrals).
- Medicines management (e.g. prescribing trends).
- Referrals (e.g. secondary care/mental health/social care/safeguarding etc.).
- Incidents.
- Complaints/compliments.
- Performance and quality-improvement plans.
- Business cases/proposals to support improvement and overall strategy planning.
- Impacts of Covid-19 and other service pressures.

1.16.10.3-Live performance data to the CCGs

We will work to automate data capture and collation wherever possible and deliver it live or as near real time as possible. This feed of data will be available for the pan Staffordshire Escalation Management System (EMS) collating information from various local providers and providing automated notifications/updates to ourselves and partners to help us effectively work together and mitigate risks in the system.

Evidence of ability to feed live performance data includes that we currently feed GP-OOH service information, including available capacity in our GP-OOH Centres including wait times, clinical triage volumes. On the new contract we will also show hours provided to the WMAS CAS.

We also link into live dashboards to show real-time activity levels, wait times etc. for various services including OOHs, CAS services and NHS-111. We will make these views visible to WMAS/CCGs/system partners.