

CQUINs 2014/15

Goal Number	Indicator Number	Indicator Name	Achievement Criteria
1	1	Implementation of staff Friends and Family Test (FFT) (Acute)	Wye Valley NHS Trust to demonstrate to commissioning that staff FFT has been delivered across all staff groups as outline in the national guidance
1	2	Early implementation of patient FFT (Acute)	Full delivery of FFT across all services delivered by the provider as outlined in guidance
1	3	Response rates in A&E and inpatient (Acute)	A response rate for Quarter 4 that is at least 20% for A&E services and at least 30% for inpatient services
1	4	FFT - Increased Response Rate in acute inpatient services (Acute)	A response rate of 40% (or more) for the month of March 2015
1	5	Implementation of staff FFT (Community)	Wye Valley NHS Trust to demonstrate to commissioning that staff FFT has been delivered across all staff groups as outline in guidance
1	6	Early implementation of patient FFT (Community)	Full delivery of FFT across all services delivered by the provider as outlined in guidance
1	7	Full implementation of patient FFT across all areas (Community)	Full delivery of the nationally set milestones
2	8	NHS Safety Thermometer improvement goal (Reduction in pressure ulcers)	Achievement of 95% or greater of the agreed improvement goal (shown through special cause)
3	9	Dementia - Find, Assess, Investigate and Refer	Aspirational target stretch >95% Payment threshold >90%
3	10	Dementia - Clinical Leadership	Development of the training programme and submission to commissioning and achievement of the agreed number of staff trained to each element of the training plan

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3	11	Dementia - Supporting Carers of People with Dementia	Wye Valley NHS Trust must demonstrate that they have undertaken a monthly audit of carers of people with dementia to test whether they feel supported and reported the results monthly to their Board
4	12	Development of personalised self management plan to support transition of young people with long term conditions to the adult pathway	>90% of young people with a long term condition have a personalised self-management plan that contain self-directed goals, an education plan to support self-care and independence, anticipatory care plan and identification of informal/family carers.
5	13	Embedding care bundles across the acute hospital to ensure that patients consistently receive effective clinical care	(1) Increase or maintain on previous quarters performance as per target agreed (per care bundle) between provider and commissioner at outturn of previous quarter (2) Increase or maintain on previous quarters performance as per target agreed (per care bundle) between provider and commissioner at outturn of previous quarter Results to be reported per care bundle, report to commissioning
6	14	Demonstrate improvement in quality of services as a result of acting upon the 'Child's Voice'	Demonstrate improvement in quality of services as a result of acting upon the Child's voice
7	15	Reduction in all falls across Community Hospitals and Intermediate Care Centre (All falls - Regardless of whether injury sustained)	10% yearly reduction from 2013-14 data per 1,000 occupied bed days for all falls across Community Hospitals and Intermediate Care Centre. All falls to be included regardless of whether injury sustained. Trajectory chart to have been developed and to have been presented quarterly to commissioning. Any variance from the trajectory a recovery plan had to have been submitted from provider to commissioning
8	16	Improve the experience of maternity service users by promoting the increase in supernumerary time of midwives on the delivery suite	>90% of clinical shifts over quarter 4 have an experienced (Band 7 or above) supernumerary co-coordinator.

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9	17	Improvement in the quality and timeliness of issue of outpatient letters to General Practices	>70% compliance (20% of agreed specialties) at quarter 4 audit stage meeting agreed quality and timeliness