

APPENDIX 2 TRAFFORD PCT
QUARTERLY KEY PERFORMANCE INDICATORS FOR RISK
April 2007 to March 2008

Main Topic	Detail	Times per year	Apr - Jun 07	Jul - Sept 07	Oct-Dec 07	Jan - March 08
Risk Register	Risk Register Update Number of open cases on the corporate risk register reported to the IGC	3	n/a	49	47	
	Risk Register Update Number of high risks (using the definition of the Australian and New Zealand Risk Management Standard) on the Corporate Risk Register reported to Board.	3	n/a	11	9	
Assurance Framework	Assurance Framework Self Assessment report to SHA – number of key components where the PCT does not meet reasonable achievement	2	n/a	n/a	n/a	
Incident Reporting¹	Number of Incidents Reported within the PCT Occurring during the quarter for the following staff groups					
	Administration	4	28	24	21	28
	Allied Health Professionals	4	107	63	27	13
	Community Dental	4	3	5	1	6
	Community Equipment Services	4	7	2	4	1
	District Nurses and Health Visitors	4	35	30	34	28
	Learning Disability Services	4	0	0	2	3
	Rehabilitation - NTCCC	4	28	17	14	12
	Other Services	4	6	9	10	14
	Total for the PCT	4	214	150	113	105
	Lessons learnt /action taken resulting from incidents reported to IGC (Y/N)	4	Y	Y	Y	Y
	Number of RIDDOR incidents reported	4	0	0	1	0
	Number of new Serious Untoward Incidents from Strategic Executive Information System (STEIS) reports	4	2	1	2	0
Independent Contractors	Number concerns brought to the attention of the Local Performance Panel(s)	4	n/a	3	1	1
Complaints	Number of written Complaints received ⁴	4	34	24	31	19
	Quarterly Report on Complaints to the Board? (Yes / No)	4	Y	Y	Y	N
	Annual External Report on Complaints circulated? (Yes / No)	1	n/a	Y	n/a	n/a
Annual Health Check	Annual Health Check KPIs exceptions to the Board (Yes / No)	6	Y	Y	Y	Y
Clinical Governance	Clinical Governance Development Plan Exception Reported to the Integrated Governance Committee	6	Y	Y	Y	Y

APPENDIX 2 TRAFFORD PCT
QUARTERLY KEY PERFORMANCE INDICATORS FOR RISK
April 2007 to March 2008

Claims	Number of new Claims Reported to Integrated Governance Committee	6	0	3	0	0
Patient Information	Patient Editorial Board: number of patient information leaflets approved	4	3	20	0	9
Freedom of Information	Number of requests received ²	4	32	18	28	26
	Percentage responded to within 20 working days	4	94	100	82	85

APPENDIX 2 TRAFFORD PCT
QUARTERLY KEY PERFORMANCE INDICATORS FOR RISK
April 2007 to March 2008

Main Topic	Detail	Times per year	Apr - Jun 07	Jul - Sept 07	Oct-Dec 07	Jan - March 08	
Human Resources	Percentage of staff Staff turnover ³	4	2.8	2.4			
	Percentage of staff Absence ³	4	6.3	5.2			
	Percentage of staff who are non-white ³	4	6.9	6.2			
	Percentage of staff Female ³	4	88.4	88.5			
	Percentage of staff aged 50 and over ³	4	32.7	35.4			
	Percentage of staff compliant with mandatory and statutory training ³						
	Basic Life Support	4	52	67	79	87	
	Child Protection	4	71	36	33	90	
	Conflict Resolution	4	97	99	89	95	
	Food Hygiene Training	4	80	80	46	38	
	Incident Reporting Training Clinical Staff	4	46	66	47	95	
	Incident Reporting Training Non Clinical Staff	4	50	67	54	96	
	Infection Control	4	76	80	90	92	
	Information Governance - Clinical Staff	4	42	59	43	95	
	Information Governance Non Clinical Staff	4	50	59	49	94	
	Fire Training	4	90	86	83	90	
	Manual Handling, Office and Load	4	88	84	90	92	
	Manual Handling, Patient	4	81	63	57	56	
		Percentage of staff with Personal Development Plans and Appraisals	4	48	53	n/a	n/a
	Attendance Record	Percentage of attendances at the Integrated Governance Committee Meetings by eligible Non Executive Directors	6	50	67	67	67
Percentage of attendances at the Integrated Governance Committee Meetings by eligible Executive Directors		6	90	93	79	92	

Key to Footnotes

1 The figures quoted are updated from those reported at the time to the Integrated Governance Committee to include incident reports received in individual quarterly reports.

2 The PCT responded to all requests within 20 working days and provided, where possible, all the information requested. For the requests received after the 20 working day deadline, the time taken to respond to internal requests exceeded the 20 working day deadline.

3 Not available this quarter because of the change to the Personnel recording System (IPS to ERS)

4 There has been a change in the criteria for dealing with letters from MPs, resulting in a decrease in the number of complaints for the January quarter. Previously all letters from MPs were recorded as complaints. The change in handling has now led to letters containing general inquiries being recorded as general enquiries rather than complaints made by an MP on behalf of a constituent.

**APPENDIX 2 TRAFFORD PCT
 QUARTERLY KEY PERFORMANCE INDICATORS FOR RISK
 April 2007 to March 2008**

Trafford PCT(s) Selected Key Performance indicators for Risk April 2005 to March 20

