

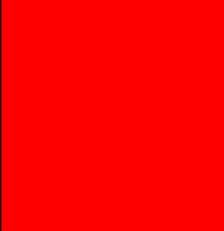
Performance Dashboard Report 2017/18 (July 2017)

 Improvement  Gloucestershire Clinical Commissioning Group  Herefordshire Clinical Commissioning Group	<p>This report shows how well 2gether NHS Trust is meeting its targets.</p> <p>Targets are set by NHS Improvement and the Commissioners.</p> <p>The targets aim to make sure that we give excellent care.</p>	
	<p>86 targets are reported on in July 2017.</p>	
	<p>79 of the targets are being met (92%).</p> <p>This is more than the last quarterly report (86%)</p>	
	<p>7 of the targets are not being met (8%).</p> <p>This is less than the last report (14%)</p>	
	<p>The report shows that targets are being checked.</p> <p>This report explains why some targets have not been met.</p> <p>The report says what is being done to make performance better.</p>	
<p>Level of assurance:</p> <p>significant</p>	<p>This means that the Trust is fairly happy about how it is doing.</p>	

Key

			Full assurance
↑	Improved performance/activity		Significant assurance
↔	Performance/activity about the same		Limited assurance
↓	Less performance/activity		Negative assurance

Checking how 2gether answers complaints Quarter 1 2017/18

<p>This report</p> 	<p>This report looks at how 2gether Trust answers complaints. The checking is done by a Non-Executive Director (Non-Exec). The Non-Exec's job is to check that 2gether does things well. The Non-Exec checks to see if:</p> <ol style="list-style-type: none"> 1. 2gether answers the complaint quickly enough 2. 2gether looks into what has happened properly 3. 2gether writes a good quality letter to the person who complained 4. 2gether learns from the complaints that we get 	
<p>Making things better</p> 	<p>The Non-Exec found some ways to make the complaint answers even better. 2gether will make these changes.</p>	
<p>Things we do well</p> 	<p>2gether is good at:</p> <ul style="list-style-type: none"> - the way it helps the Non-Exec to check the complaints (the process) - writing a sensitive response letter - being honest and thorough - saying sorry 	
<p>Things we can do better</p> 	<p>2gether can get better at:</p> <ul style="list-style-type: none"> - being clear about what was found - being clear about what was learnt - being clear about what will be done - clearly labelling the issues 	
<p>Next steps</p> 	<p>Complaints will be checked every 3 months. This report will be written again in November.</p>	

	Full assurance		Limited assurance		Doing well
	Significant assurance		Negative assurance		Not doing well

Infection Control Report

Yearly report 2016/17

	<p>This report is about how 2gether NHS Trust prevents and controls infections.</p> <p>The report shows how 2gether follows national guidance.</p>
	<p>The Trust has an infection prevention and control team and committee.</p> <p>There are infection control and clean hands champions across the Trust</p>
	<p>2gether did an audit after MRSA was found on a ward.</p> <p>Changes were made to make checks better on admission.</p>
	<p>There were 3 cases of diarrhoea from the C-difficile bug in 2016/17. 2gether looked into the cases and made changes to make things better.</p> <p>Another diarrhoea/sickness bug meant that we had to close a ward 4 times.</p>
	<p>75% of staff had the flu jab.</p> <p>1 of our services had a flu outbreak.</p>
	<p>Wards and sites have done infection control and clean hand audits.</p> <p>Every service has plans and actions to fix any problems.</p>
	<p>2gether got high scores for food hygiene checks</p>
<p>Level of assurance: significant</p>	<p>This means that the Trust is fairly happy</p>

Key

			Full assurance
↑	More spend/activity		Significant assurance
↔	Spend/activity about the same		Limited assurance
↓	Less spend/activity		Negative assurance

Finance Report

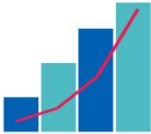
Up until the end of August 2017

	<p>This report is about how 2gether NHS Trust manages its money.</p> <p>The report shows what the targets are and if they were met.</p>	
	<p>The Trust has as much money as it expected by 31st August (£286,000).</p>	
	<p>NHS Improvement has given the Trust an overall rating of 2.</p> <p>(1 is the best and 4 is the worst)</p>	
<p>Agency staff</p> 	<p>The trust spent £1,821,000 on agency staff by the end of August.</p> <p>This is less than last year but still higher than the target.</p>	
	<p>The Trust is doing another review of its finances.</p> <p>This is to manage any cost pressures.</p>	

Key

			Full assurance
↑	More spend/activity		Significant assurance
↔	Spend/activity about the same		Limited assurance
↓	Less spend/activity		Negative assurance

Finance Strategy 2017-2019

	<p>This strategy is about how 2gether NHS Trust wants to manage its money.</p> <p>A good Finance Strategy is important for good quality services.</p>
	<p>The Strategy will inform other plans in 2gether. It helps make sure that budgets, contracts and services are well planned.</p> <p>There will be Revenue, Capital and Cash Plans each year.</p> <p>These help 2gether to deliver its Strategic and Operational Plans.</p>
	<p>2gether must make savings each year.</p> <p>The Strategy seeks to ensure that savings never lead to poor quality care.</p>
	<p>2gether will compare its costs and performance to other Trusts in England.</p> <p>This helps to show where 2gether can do better</p>
	<p>2gether are developing Service Line Reporting (SLR).</p> <p>This will use a Patient Level Information Costing System (PLICS).</p> <p>These will help 2gether to better understand services, performance and costs.</p>
	<p>There will be monthly Finance reports to the Board.</p> <p>There will be regular reports and accounts sent to NHS Improvement.</p> <p>These help to check that the plans are on track.</p>
	<p>There are internal and external audits and other checks to ensure that 2gether stays on track.</p>