














Performance Dashboard Report 2017/18 (September 2017)







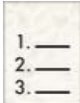

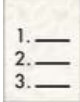


 <p>Improvement</p>  <p>Gloucestershire Clinical Commissioning Group</p>  <p>Herefordshire Clinical Commissioning Group</p>	<p>This report shows how well 2gether NHS Trust is meeting its targets.</p> <p>Targets are set by NHS Improvement and the Commissioners.</p> <p>The targets aim to make sure that we give excellent care.</p>	
	<p>109 targets are reported on in Sept 2017.</p>	
	<p>101 of the targets are being met (93%).</p> <p>This is more than the last quarterly report (92%)</p>	
	<p>8 of the targets are not being met (7%).</p> <p>This is less than the last report (8%)</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

Service Experience Report – Quarter 2














1st July 2017 to 30th September 2017









<p>Complaints</p> 	<p>19 complaints (65 separate issues) were made this quarter. This is more than last time (n=16).</p> <p>We want people to tell us about any worries about their care. This means we can make it better.</p>	
<p>Concerns</p> 	<p>44 concerns were raised through PALS. This is less than last time (n=55).</p>	
<p>Compliments</p> 	<p>449 people told us they were pleased with our service. This is more than last time (n=420). We want teams to tell us about every compliment they get.</p>	
<p>FFT</p> 	<p>88% of people said they would recommend our service to their family or friends. This is nearly the same as last time (90%).</p>	
<p>Quality Survey</p> 	<p>Gloucestershire: 28 people told us what they thought Herefordshire: 50 people told us what they thought</p> <p>Some people are telling us what they think about their care. We need to ask more people for their thoughts and views.</p>	 (number of replies)
<p>We must listen</p> 	<p>We must get in touch with people when we say we will.</p> <p>We must tell people when the staff they usually see are away. We must tell them who they will see instead.</p>	

Key





			Full assurance
↑	Increased performance/activity		Significant assurance
↔	Performance/activity remains similar		Limited assurance
↓	Reduced performance/activity		Negative assurance

Quality Report – Quarter 2 2017/18 Update






<p>Quality Report</p> 	<p>This report looks at the quality of 2gether's services.</p> <p>We agreed with our Commissioners the areas that would be looked at.</p>	
<p>Physical health</p> 	<p>We increased physical health tests and treatment for people using our services.</p> <p>We met the target.</p>	
<p>Discharge Care Plans</p> 	<p>Less people had all parts of their discharge care plan completed at the end of the quarter than previously.</p>	
<p>Care (CPA) Review</p> 	<p>Everyone moving from children's to adult services had a care review.</p> <p>We met the target.</p>	
<p>Care Plans</p> 	<p>82% of people said they felt involved in their care plan.</p> <p>This is less than the target (92%). We have not met the target. We are doing lots of work to get better at this.</p>	
<p>Crisis</p> 	<p>88% of people said they know who to contact if they have a crisis.</p> <p>This is more than the target (74%). We met the target.</p>	
<p>Activity</p> 	<p>81% of people said they had advice about taking part in activities.</p> <p>This is more than the target (69%). We met the target.</p>	

<p>Physical Health</p> 	<p>79% of people said they had advice about their physical health</p> <p>This is more than the target (76%). We met the target.</p>	
<p>Suicide</p> 	<p>There have been fewer suicides compared to this time last year.</p> <p>We have met the target. We are working hard to keep people safe.</p>	
<p>AWOL</p> 	<p>Inpatients who were absent without leave did not come to serious harm or death.</p> <p>We met the target.</p>	
<p>Face down restraint</p> 	<p>We have not reduced the number of face-down restraints this year.</p> <p>We have not met the target. We are doing lots of work to get better at this.</p>	

Key







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↑	Increased performance/activity		Significant assurance
↔	Performance/activity remains similar		Limited assurance
↓	Reduced performance/activity		Negative assurance

Checking how 2gether answers complaints Quarter 2 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>Things we do well</p> 	<p>2gether is good at:</p> <ul style="list-style-type: none"> - handling a complaint - 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 - saying why there has been a delay 	
<p>Next steps</p> 	<p>Complaints will be checked every 3 months. This report will be written again in February.</p>	<p>February 2018</p> 

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

2017 CQC survey of people who use community mental health services

<p>The CQC survey</p> 	<p>The CQC checks whether mental health services are doing a good job. They send surveys to people who use community mental health services. The survey is sent to a sample of people from all over England. Not everyone who uses community mental health services will get a survey.</p>	
<p>This report</p> 	<p>Every year some of 2gether's service users are sent a survey. The survey asks what they think about 2gether's community mental health services. This report tells you what the results were for 2gether</p>	
<p>Overall</p> 	<p>2gether's community mental health services were classed as 'better than expected'. Only 2 other Trusts in England performed as well as 2gether. This is a very good result and is better than last year.</p>	
<p>Things we do well</p> 	<p>2gether is better than most other Trusts for:</p> <ul style="list-style-type: none"> - Organising people's care - Managing changes in who people see - Managing medicines - Helping with support and wellbeing - Overall care and services 	
<p>Things we are quite good at</p> 	<p>2gether is about the same as other Trusts for:</p> <ul style="list-style-type: none"> - The quality of its staff - Planning care - Reviewing care - Crisis care - People's overall experience 	
<p>Things we can do better</p> 	<p>2gether will work hard to get better at:</p> <ul style="list-style-type: none"> - Supporting people when they are in crisis - Involving people in planning and reviewing their care - Involving family members or someone close - Helping people to find support from people with the same problems - Helping people with their physical health and taking part in local activities - Giving help and advice with money and work - 	





	Full assurance		Limited assurance
	Significant assurance		Negative assurance

Finance Report

Up until the end of October 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 plans to have £884,000 by the end of March 2018.</p>	
	<p>The Trust has as much money as it expected by 31st October (£430,000)</p>	
	<p>NHS Improvement gave the Trust an overall rating of 2.</p> <p>(1 being the best and 4 being the lowest).</p>	
<p style="color: green;">Agency staff</p> 	<p>The Trust spent £2.626m on agency staff by the end of October.</p> <p>This is less than last year but still higher than the target.</p>	
	<p>A mid-year check has been done on the Trust's money.</p> <p>Actions are in place to help us meet our targets.</p> <p>There are still a lot of risks to the Trust's finances.</p>	
	<p>Extra funds have been received for the Learning Disability service.</p>	

Key

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