

**UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

**Trust Board Bulletin – 28 May 2012**

The following reports are attached to this Bulletin as items for noting, and are circulated to UHL Trust Board members and recipients of public Trust Board papers accordingly:-

- **Update on Choose and Book.** Lead contact point – Mrs A Hinchliffe, Chief Operating Officer/Chief Nurse (0116 258 5488) – **paper 1**, and
- **Updated declaration of interests from Mr M Hindle, Trust Chairman.** Lead contact point – Mr S Ward, Director of Corporate and Legal Affairs (0116 258 8615).

**It is intended that these papers will not be discussed at the formal Trust Board meeting on 28 May 2012, unless members wish to raise specific points on the reports.**

This approach was agreed by the Trust Board on 10 June 2004 (point 7 of paper Q). Any queries should be directed to the specified lead contact point in the first instance. In the event of any further outstanding issues, these may be raised at the Trust Board meeting with the prior agreement of the Chairman.

## Trust Board Bulletin 28 May 2012 – paper 1

<b>To:</b>	<b>Trust Board</b>		
<b>From:</b>	Suzanne Hinchliffe		
<b>Date:</b>	<b>28<sup>th</sup> May 2012</b>		
<b>CQC regulation:</b>	N/A		
<b>Title:</b>	<b>Choose and Book</b>		
<b>Author:</b> Head of Performance Improvement / <b>Responsible Director:</b> Chief Operating Officer			
<b>Purpose of the Report:</b> To provide members with an update on the recent and current choose and book performance, advise on local commissioner targets and penalties for 2012/13. To inform members on actions being taken to resolve underperformance.			
<b>The Report is provided to the Board for:</b>			
Decision		Discussion	
Assurance		Endorsement	
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<b>Summary / Key Points:</b>			
The key choose and book performance indicator is appointment slot issues (ASI)			
<ul style="list-style-type: none"> <li>❖ There is a national ASI target of no more than 4% (there is currently no penalty for underachieving this)</li> <li>❖ Commissioners have introduced contractual quarterly incremental thresholds during 2012/13, measured cumulatively in Q1- Q3 , but monthly in Q4</li> <li>❖ In Q1- Q3 there are no financial penalties, but during Q4 failure to comply will result in a graduated penalty structure</li> <li>❖ The inability to book an appointment via choose and book leads to poor patient experience and GP dissatisfaction</li> <li>❖ UHL's current cumulative performance during Q1 is below the required the local commissioner threshold, recurrent improvement is required to achieve this and future forthcoming thresholds and targets</li> <li>❖ Approximately 80% of the issues are within 5 specialties where plans to increase capacity in outpatients in both the short and longer term are in progress</li> </ul>			
<b>Recommendations:</b>			
The Trust Board is asked to:-			
<ul style="list-style-type: none"> <li>- Note the local Commissioner contractual requirements including the targets and financial consequences of failure</li> <li>- Note the specialties where there are greatest appointment slot issues (ASI)</li> <li>- Note and support the actions being taken to resolve the ASI</li> <li>- Acknowledge the actions that General surgery have taken and are continuing to take to resolve the pressures in their service.</li> </ul>			
<b>Considered at another UHL corporate Committee ?</b> yes – Finance and Performance Committee 23 May 2012			
<b>Strategic Risk Register</b>		<b>Performance KPIs year to date</b>	
N/A		N/A	
<b>Resource Implications (eg Financial, HR)</b>			
N/A			
<b>Patient and Public Involvement (PPI) Implications</b>			
Potential impact on experience			
<b>Equality Impact</b>			
N/A			

<b>Information exempt from Disclosure</b>
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N/A
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<b>Requirement for further review ?</b> Monthly within Quality & performance report
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## UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

**REPORT TO:** TRUST BOARD

**DATE:** 28<sup>th</sup> MAY 2012

**REPORT BY:** CHARLIE CARR, HEAD OF PERFORMANCE IMPROVEMENT

**SUBJECT:** CHOOSE AND BOOK

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### **1.0 Introduction**

The purpose of this paper is to update the Trust Board on recent developments in relation to the choose and book system, these include:-

- The Trust's current and recent performance in respect of managing the appointment slot issues (ASI) and plans to improve the current performance and patient experience
- Local commissioner incremental targets in relation to ASI and the financial consequences of under achievement

The Trust Board is asked to support the plans to resolve the ASI problem on an ongoing basis to ensure best patient experience, GP satisfaction and avoid financial penalties.

### **2.0 Local Commissioner contractual requirements**

#### **2.1 Appointment slot issues (ASI)**

The inability of patients and GP's to book into UHL clinics on first attempt leads to a poor patient experience, user frustration, administrative delays and will result in financial penalties.

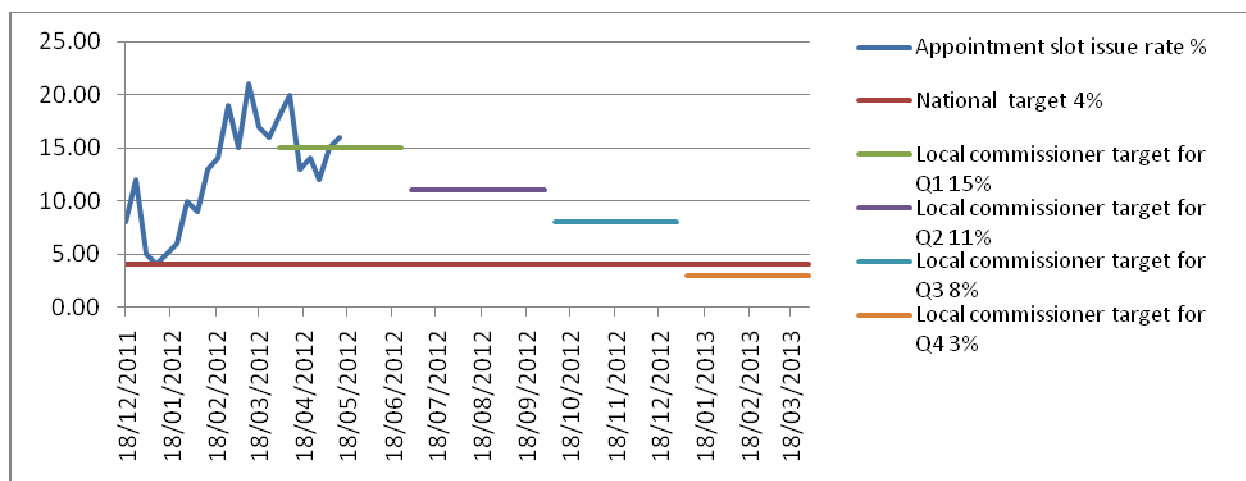
Commissioners have detailed contractual requirements for an incremental reduction in the % of ASI over 2012/13 as follows:-

- Quarter 1, ASI rate shall be no greater than 15% measured cumulatively
- Quarter 2, ASI rate shall be no greater than 11% measured cumulatively
- Quarter 3, ASI rate shall be no greater than 8% measured cumulatively
- Quarter 4, ASI rate shall be no greater than 3% measured monthly

During quarter 4, 2012 / 13 failure to comply with the ASI target will result in substantial financial consequences. Which based on current performance could potentially be circa £100,000 per month.

### **3.0 UHL recent and current ASI performance**

The graph below illustrates UHL's recent and current ASI performance showing the local commissioner targets with incremental improvements required quarter by quarter.



For quarter 1 the Trust is slightly below the required cumulative position of no more than 15% ASI (at 15.43%) and therefore requires continued improved performance for this and future quarters are to be achieved.

Approximately 80% of the ASI is accounted for by the specialties detailed in the section below.

#### 4.0 Key specialties and actions to resolve ASI

Specialty	Short term plan	Impact date	Long term plan	Impact date
ENT	Additional clinics	1 <sup>st</sup> June	X2 locum consultants to be appointed	Sept 2012
Gastroenterology	X1 locum appointed	30 <sup>th</sup> June	Substantive appointment	TBC
General , colorectal surgery	X1 locum appointment (interview 21 <sup>st</sup> May)	31 <sup>st</sup> July	See commentary below	-
Ophthalmology	Additional clinics	31 <sup>st</sup> May	X4 Fellows Business case development to increase consultant posts	August 2012 Sept 2012
Orthopaedics (backs)	Additional clinics	June	Ongoing discussions with Commissioners / Right care re provision of non acute hospital back pain service	Not confirmed

General Surgery remains the speciality under the greatest risk due to:-

- One surgeon on sick leave for a period of 8 to 12 weeks from mid May.
- One Surgeon who has been on maternity leave returning in July.

The service has interviewed 4 times to cover the maternity leave without success. 2 agency locum consultants were sequentially temporarily appointed whilst trying to recruit into a fixed term contract but neither was found to be suitable. If the appointment of the locum is successful in May it will still leave a deficit of clinical capacity until the two consultants currently on leave return to work.

ASI performance is reported within the Trust's Quality and Performance report and Divisional Heat maps. Weekly monitoring of performance takes place at the

Access meeting Chaired by the Planned Care Divisional Manager where action to resolve issues will be addressed.

## **5.0 Recommendations**

The Trust Board is asked to:-

- Note the local Commissioner contractual requirements for choose and book, including the targets and financial consequences of failure
- Note the specialties where there are greatest appointment slot issues (ASI)
- Note and support the actions being taken to resolve the ASI
- Acknowledge the actions that General surgery have taken and are continuing to take to resolve the pressures in their service.

**UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

**REPORT TO: TRUST BOARD**

**DATE: 28 MAY 2012**

**REPORT BY: DIRECTOR OF CORPORATE AND LEGAL AFFAIRS**

**SUBJECT: MR M HINDLE, CHAIRMAN : UPDATED  
DECLARATION OF INTERESTS**

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1. The Trust Board is asked to note that Mr M Hindle, Chairman, has updated his declaration of interests to include:
  - his recent appointment to the Advisory Board of the University of Bradford School of Management; and
  - his recent appointment to the Council of the University of Leicester for an initial three year period, effective from 1 April 2012.
  
2. The Trust Board is asked to note the updated declaration.

Stephen Ward  
Director of Corporate and Legal Affairs

22<sup>nd</sup> May 2012