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| Predictive  indicators | CQC best performing predictive indicators | IGZ | IVO | xxx |
|  | **NHS Acute:** |  |  |  |
|  | A&E wait time | *Yes* |  |  |
|  | Ambulance wait time |  |  |  |
|  | Cancelled operations |  |  |  |
|  | Infectious disease in-hospital mortality |  |  |  |
|  | Health worker flu vaccination |  |  |  |
|  | Advice and support from midwife |  |  |  |
|  | Treatment with respect and dignity |  |  |  |
|  | Privacy, dignity, and well being |  |  |  |
|  | Confidence and trust in doctors |  |  |  |
|  | Good staff communication |  |  |  |
|  | Open reporting culture |  |  |  |
|  | Support from managers |  |  |  |
|  | Other best performing indicators not listed: | *Use of helicopters* |  |  |
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|  | **GP’s:** |  |  |  |
|  | GP Patient Survey: % of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at treating them with care and concern |  |  |  |
|  | GP Patient Survey:% of respondents to the GP patient survey who described the overall experience of their GP surgery as fairly good or very good |  |  |  |
|  | GP Patient Survey: % of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at involving them in decisions about their care |  |  |  |
|  | Other best performing indicators not listed: |  |  |  |
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|  | **Adult Social Care:** |  |  |  |
|  | Residential Safeguarding |  |  |  |
|  | Concerns and complaints received by the CQC in the previous 12 months |  |  |  |
|  | Whistleblowing |  |  |  |
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|  | Other best performing indicators not listed: |  |  |  |
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|  | Comments: |  |  |  |
|  | We also have a project underway to gather together existing information and knowledge about early warning signs in qualitative/text based data, with the intention of developing new indicators based on these sources.  Full details of our Intelligent Monitoring approach and indicators are available on our website – this will be replaced with information about CQC Insight at some point over the next few months:   * NHS Acute hospitals monitoring: <http://www.cqc.org.uk/content/monitoring-nhs-acute-hospitals> * GP monitoring: <http://www.cqc.org.uk/content/monitoring-gp-practices> * NHS mental health services: <http://www.cqc.org.uk/content/monitoring-trusts-provide-mental-health-services> * Adult social care services: <http://www.cqc.org.uk/content/monitoring-adult-social-care-services> |  |  |  |
| Predictive indicators | **CQC quality of management/leadership indicators** | **IGZ** | **IVO** | **HAS** |
|  | **NHS Acute:** |  |  |  |
|  | NHS England Inpatients response rate from Friends and Family Test |  |  |  |
|  | Monitor risk rating for governance |  |  |  |
|  | Monitor - Continuity of service rating |  |  |  |
|  | NHS Trust Development Authority risk rating for governance |  |  |  |
|  | GMC National Training Survey – Trainee's overall satisfaction |  |  |  |
|  | NHS Staff Survey – The proportion of staff who would recommend the trust as a place to work or receive treatment |  |  |  |
|  | NHS Staff Survey – KF21. The proportion of staff reporting good communication between senior management and staff |  |  |  |
|  | Composite of two questions from the NHS Staff Survey relating to abuse from other staff |  |  |  |
|  | Composite risk rating of Electronic Staff Record items relating to staff sickness rates |  |  |  |
|  | Staff turnover rate (NHS Electronic Staff Record data) |  |  |  |
|  | Composite risk rating of Electronic Staff Record items relating to staff stability (Proportion of staff who have >1year’s service) |  |  |  |
|  | Proportion of Health Care Workers (HCW) with direct patient care that have been vaccinated against seasonal influenza |  |  |  |
|  | Snapshot of Whistleblowing alerts received by CQC |  |  |  |
|  | GMC - Enhanced monitoring |  |  |  |
|  | Other indicators not listed: |  |  |  |
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|  | **NHS Mental Health:** |  |  |  |
|  | Composite Indicator: The Proportion of Provider Closed Mental Health Act (MHA) and Hospital Inpatient Episodes out of Total Closed Patient Episodes over a 12 month period |  |  |  |
|  | Monitor: risk rating for governance |  |  |  |
|  | NHS Trust Development Authority (NHS TDA) escalation score |  |  |  |
|  | Proportion of healthcare workers with direct patient care that have been vaccinated against seasonal influenza |  |  |  |
|  | Proportion of days sick in the last 12 months for medical and dental staff |  |  |  |
|  | Proportion of days sick in the last 12 months for nursing and midwifery staff |  |  |  |
|  | Proportion of days sick in the last 12 months for other clinical staff |  |  |  |
|  | Proportion of days sick in the last 12 months for non-clinical staff |  |  |  |
|  | Proportion of staff reporting good communication between senior management and staff |  |  |  |
|  | Proportion of staff feeling pressure to attend work when feeling unwell in the last 3 months |  |  |  |
|  | General Medical Council (GMC) national training survey – trainee's overall satisfaction |  |  |  |
|  | Proportion of staff who would recommend the trust as a place to work or receive treatment |  |  |  |
|  | General Medical Council (GMC) – enhanced monitoring |  |  |  |
|  | Proportion of wards visited that have community meetings |  |  |  |
|  | Composite indicator to assess occurrence of sampling errors or non-submission of data to the two most recent iterations of the Community Mental Health Survey |  |  |  |
|  | Snapshot of whistleblowing alerts received by CQC |  |  |  |
|  | Monitor: continuity of service rating |  |  |  |
|  | Other indicators not listed: |  |  |  |
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|  | **ASC** |  |  |  |
|  | Turnover rate for all staff |  |  |  |
|  | There is a registered manager in place |  |  |  |
|  | Multiple changes in registered manager in previous 12 months |  |  |  |
|  | No serious injury, abuse/allegations of abuse or death notifications submitted since their registration |  |  |  |
|  | Other indicators not listed: |  |  |  |
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|  | **GP’s:** |  |  |  |
|  | do not have any well led indicators for GPs |  |  |  |
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|  | Other indicators not listed: |  |  |  |
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