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|------------------------------|---|-------------|----------------------------|
| <b>Report Title:</b>         | The Hospital Combined Performance Score (HCPS)      |             |                            |
| <b>Sponsoring Executive:</b> | Dave Baker, Director of Partnerships and Innovation |             |                            |
| <b>Report Author:</b>        | Dave Baker, Director of Partnerships and Innovation |             |                            |
| <b>Meeting:</b>              | Trust Board (Public)                                | <b>Date</b> | 2 <sup>nd</sup> March 2022 |

**1. Suggested discussion points** *[two or three issues you consider the Trust Board should focus on]*

In January 2022 the Board received an internal report stating that our HCPS had dropped significantly more than other Black Country Trusts since June 2019. Whilst an explanation was provided, a more detailed review was requested. This work has now been completed by “Public View”, the company that provides the benchmarking. The three key outcomes identified were:

- Whilst SWBT has traditionally been a relatively low performer on a number of HCPS metrics it has been a very strong performer on RTT and 62-day Cancer. RTT took a real hit during Covid (particularly wave 1). 62-day cancer has had a more-steady decline during the full Covid period;
- Whilst most NHS Trust complaint rates went down by ~25% during Covid, ours went up by 25%. Outpatients services was responsible for the majority of the increase.
- Whilst our overall c.difficile infection levels remained relatively stable, our Hospital onset c.difficile increased.

The other conclusion reached was that the decline in the HCPS has been relatively smooth with no single data point identifiable as being a significant trigger for change.

The Public View report has highlighted some further areas for discussion and consideration and will be discussed further at Performance Management Committee in March.

**2. Alignment to our Vision** *[indicate with an ‘X’ which Strategic Objective this paper supports]*

| Our Patients                                       |   | Our People   |   | Our Population  |  |
|--|---|--|---|---|--|
| To be good or outstanding in everything that we do | X | To cultivate and sustain happy, productive and engaged staff | X | To work seamlessly with our partners to improve lives |  |

**3. Previous consideration** *[where has this paper been previously discussed?]*

Follow up to Board in January 2022

**4. Recommendation(s)**

The Board is asked to:

- NOTE** the report
- CONSIDER** any further actions that may support the delivery of our strategic objectives

| 5. Impact <i>[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]</i> |                   |                      |  |   |   |                       |
|---|-------------------|----------------------|--|---|---|-----------------------|
| Trust Risk Register   |                   |                      |  |   |   |                       |
| Board Assurance Framework   | X                 | Across the BAF Risks |  |   |   |                       |
| Equality Impact Assessment  | Is this required? | Y                    |  | N | X | If 'Y' date completed |
| Quality Impact Assessment   | Is this required? | Y                    |  | N | X | If 'Y' date completed |