

Latest Performance against Key Delivery Areas

Target not Delivered
Within 5% of target *
Target Delivered
NA = Not Available

* For measures where there is a reduction or improvement target, these will be scored red or green, except when Performance remains static. This also applies to measures with a small percentage target (10% and under), e.g. Sickness/absence, smoking cessation. For measures where the target is 0, these will only be scored red or green. Green for 0, red for anything above.

INDICATOR	Target 2019/20	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Trend	Latest all Wales comparison						
		Q4 2019/20				Q1 2020/21				Q2 2020/21				Q3 2020/21				Time period	All Wales	Hywel Dda	Rank in Wales	
Percentage of health board residents in receipt of secondary mental health services who have a valid care and treatment plan (aged under 18 years)	90%	Not previously reported				100.0%	100.0%	100.0%	100.0%	NA	NA	NA	NA	NA	NA	NA	Nov-20	86.8%	100.0%	1st out of 7		
Percentage of health board residents in receipt of secondary mental health services who have a valid care and treatment plan (18 years and over)	90%	Not previously reported				93.8%	94.9%	93.7%	92.1%	NA	NA	NA	NA	NA	NA	NA	Nov-20	87.6%	92.1%	2nd out of 7		
The percentage of adult smokers who make a quit attempt via smoking cessation services	5% annual target (cumulative)	3.45%				1.04%				1.82%				NA				↓	Q1-Q2 20/21	1.65%	1.82%	2nd out of 7
The percentage of those smokers who are Carbon Monoxide (CO) validated as quit at 4 weeks	40% annual target	43.5%				NA				NA				NA				↓	Q4 19/20	41.65%	43.50%	3rd out of 7
Percentage of children who received 3 doses of the hexavalent '6 in 1' vaccine by age 1	95%	95.5%				96.0%				93.6%				NA				↓	Q2 20/21	95.8%	93.6%	7th out of 7
Percentage of children who received 2 doses of the MMR vaccine by age 5	95%	90.0%				90.3%				90.0%				NA				↓	Q2 20/21	92.0%	90.0%	7th out of 7
European age standardised rate of alcohol attributed hospital admissions for individuals resident in Wales	4 quarter reduction trend	385				224				294.4				NA				↑	Q2 20/21	358.2	294.4	1st out of 7
Percentage of people who have been referred to health board services who have completed treatment for alcohol misuse	4 quarter improvement trend	NA				90.9%				NA				NA				NA	Q2 20/21	50.7%	69.2%	1st out of 7
% uptake of Influenza vaccination - 65 year olds and over	75% - Annual Improvement (as at Feb'21)	64.8%				73.5%												↑	2019/20	69.4%	64.8%	7th out of 7
% uptake of Influenza vaccination - Under 65's in risk groups	55% - Annual Improvement (as at Feb '21)	40.2%				49.8%												↑	2019/20	44.1%	40.2%	7th out of 7
% uptake of Influenza vaccination - Pregnant women (PHW Point of Delivery survey)	75% - Annual Improvement (as at Jul '20)	84.4%				NA												↑	2019/20	78.5%	84.4%	3rd out of 7
% uptake of Influenza vaccination - Healthcare workers with direct patient contact	60% - Annual Improvement (as at Jul '20)	49.2%				NA												↑	2019/20	58.7%	49.2%	9th out of 10
Percentage of babies who are exclusively breastfed at 10 days old	Annual improvement	Not previously reported																NA	Not Available			
Uptake of cancer screening for bowel cancer.	60%	Not previously reported																NA	2018/19	57.3%	57.8%	3rd out of 7
Uptake of cancer screening for breast cancer.	70%	Not previously reported																NA	2018/19	72.8%	73.6%	Joint 2nd out of 7
Uptake of cancer screening for cervical cancer	80%	Not previously reported																NA	2018/19	73.2%	70.9%	7th out of 7
Percentage of people in Wales registered at a GP practice (age 65 years or over) who are diagnosed with dementia	Annual improvement	NA																↑	2018/19	54.7%	47.9%	6th out of 7
Cumulative rate of laboratory confirmed E.coli bacteraemia cases per 100,000 population	<= 67 cases / 100,000 pop.	105.46	104.26	99.58	78.88	76.33	69.69	75.26	74.24	79.14	81.38	82.24	80.20	77.95	↓	Apr 20 - Dec 20	60.64	80.20	6th out of 6			
Cumulative rate of laboratory confirmed C.difficile cases per 100,000 population	<= 25 cases / 100,000 pop.	37.53	37.68	37.08	31.55	36.64	39.53	38.02	40.21	37.76	34.50	34.14	34.42	34.34	↑	Apr 20 - Dec 20	28.80	34.42	5th out of 6			
Cumulative rate of laboratory confirmed S.aureus bacteraemia (MRSA and MSSA) cases per 100,000 population	<= 20 cases / 100,000 pop.	29.16	29.18	31.64	31.55	15.27	22.88	24.05	24.13	23.79	24.33	23.28	22.72	24.13	↑	Apr 20 - Dec 20	24.32	22.72	2nd out of 6			
Cumulative number of cases of Pseudomonas aeruginosa bacteraemia	10% reduction on 2019/20 baseline	25	25	26	3	3	5	5	7	11	14	19	19	20	↓	Apr 20 - Dec 20	124	19	4th out of 6			
Cumulative number of cases of Klebsiella bacteraemia	10% reduction on 2019/20 baseline	67	79	87	4	6	12	17	25	32	36	41	48	56	↓	Apr 20 - Dec 20	440	48	1st out of 6			
% of Out of Hours (OOH)/111 patients prioritised as P1CH that started their definitive clinical assessment within 1 hour of their initial call being answered	90.0%	84.4%	84.2%	86.7%	94.2%	92.9%	91.8%	92.7%	90.0%	94.5%	92.5%	93.3%	88.6%	92.3%	↑							
Percentage of eligible individuals with Hepatitis C infection who have commenced treatment	HB specific TBC	Not previously reported				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA						
The number of healthcare acquired pressure sores in a hospital setting	Reduction	59	40	20	23	19	24	29	23	31	33	68	58	81	↓	Not Available						
The number of healthcare acquired pressure sores in a Community setting	Reduction	66	60	48	57	62	73	94	58	82	73	73	69	71	↓	Not Available						
Number of reports made within the timeframe set by RIDDOR	60%	68.4%	70.0%	66.7%	0.0%	75.0%	63.3%	72.2%	68.2%	70.8%	67.9%	65.6%	63.9%	64.8%	↑	Not Available						
The number of potentially preventable hospital acquired thrombosis	4 quarter reduction trend	NA				NA				NA				NA				↑	Q4 19/20	12	0	Joint 1st out of 9
Number of hospital admissions with any mention of intentional self-harm for children and young people (aged 10-24 years) per 1,000 population	Annual reduction	NA														NA	Not Available					
Number of health board mental health delayed transfer of care	12 month reduction trend	11	16	13	11	11	9	15	11	5	14	10	5	21	↑	Feb-20	63	16	Joint 5th out of 7			
Number of health board non mental health delayed transfer of care	12 month reduction trend	33	49	46	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	↑	Feb-20	385	49	3rd out of 7			
% compliance with Hand hygiene (World Health Organisation (WHO) 5 moments)	95%	88.4%	91.7%	95.2%	97.2%	97.6%	92.3%	94.6%	94.5%	94.2%	96.0%	97.5%	96.3%	96.9%	↑	Not Available						
Percentage of Nutrition Score Completed and Appropriate Action Taken within 24 hours of admission	85%	90.5%	88.5%	89.0%	91.8%	90.0%	91.8%	93.0%	89.9%	85.4%	77.1%	80.2%	79.0%	83.8%	↓	Not Available						
The percentage of emergency responses to red calls arriving within (up to and including) 8 minutes	65%	56.2%	60.6%	56.9%	56.7%	55.8%	71.3%	62.8%	54.5%	50.6%	58.9%	47.0%	44.6%	54.0%	↓	Dec-20	53.7%	44.6%	6th out of 7			
% of Amber Calls responded to within 20 minutes	NA	38.2%	38.1%	34.3%	46.6%	46.4%	49.6%	41.9%	31.9%	31.2%	35.6%	27.9%	21.6%	30.8%	NA	As Above						
Number of ambulance handovers over one hour	0	751	402	288	37	21	31	95	117	222	226	374	420	404	↓	Dec-20	3648	419	2nd out of 6			
The percentage of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge	95%	77.9%	80.1%	77.9%	86.5%	86.7%	84.3%	83.4%	80.2%	78.1%	78.2%	76.1%	72.9%	72.4%	↓	Nov-20	75.1%	76.1%	3rd out of 6			
The number of patients who spend 12 hours or more in all hospital major and minor care facilities from arrival until admission, transfer or discharge	0	1066	862	540	47	56	113	195	306	491	452	614	717	818	↓	Nov-20	4,792	614	2nd out of 6			

People in Wales have better quality and accessible health and social care services, enabled by digital and supported by engagement

INDICATOR	Target 2019/20	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Trend	Latest all Wales comparison			
		Q4 2019/20			Q1 2020/21			Q2 2020/21			Q3 2020/21			Time period		All Wales	Hywel Dda	Rank in Wales	
% of patients who are diagnosed with a stroke who have a direct admission to a stroke unit within 4 hours of the patient's clock start time - HDUHB	54.0% Jan 20-Mar 20 (SSNAP UK National quarterly average)	55.9%	62.5%	59.4%	73.1%	64.4%	68.9%	59.3%	56.9%	55.4%	37.7%	45.3%	26.8%	39.0%	↓	Nov-20	27.0%	45.3%	1st out of 6
% assessed by Stroke Consultant <24 hours of the patient's clock start time - HDUHB	85.9% April 20-Jun 20 (SSNAP UK National quarterly average)	93.6%	96.7%	100.0%	100.0%	95.9%	95.1%	95.7%	96.7%	93.8%	96.6%	100.0%	97.7%	100.0%	↑	Nov-20	86.5%	100.0%	1st out of 6
% of stroke patients receiving the required minutes for speech and language therapy - HDUHB	12 month improvement trend	36.5%	32.7%	50.8%	46.3%	47.5%	20.2%	9.3%	9.6%	34.6%	52.2%	52.6%	45.9%	38.8%	↑	Nov-20	51.2%	52.6%	4th out of 6
% of stroke patients who receive a 6 month follow up assessment	Quarterly improvement trend	NA			NA			NA			NA				↑	Q3 19/20	62.2%	75.6%	2nd out of 6
% of patients starting first definitive cancer treatment within 62 days from point of suspicion	12 month improvement trend	72.0%	73.0%	79.0%	74.0%	73.0%	79.9%	79.0%	81.0%	74.3%	71%	74%	66%	NA	↓	Nov-20	63.5%	67.0%	3rd out of 6
For health boards with 111 services, the percentage of P1 calls that were logged and patients started their definitive assessment within 20 minutes of the initial calls being answered	12 month improvement trend	64.1%	62.8%	62.6%	77.2%	72.8%	71.3%	73.5%	67.4%	74.0%	72.1%	73.4%	67.3%	69.6%	↑	Mar-19	NA	62.6%	1st out of 1
For health boards with 111 services, the percentage of patients prioritised as P1 and seen (either in PCC or home visit) within 60 minutes following their clinical assessment/face to face triage	12 month improvement trend	25.0%	100.0%	100.0%	100.0%	0.0%	100.0%	NA	50.0%	NA	NA	NA	NA	0.0%	NA	Mar-19	NA	50.0%	1st out of 1
The percentage of patients waiting less than 26 weeks for treatment	95%	87.1%	88.6%	83.6%	78.7%	71.4%	66.7%	59.5%	54.5%	48.9%	53.0%	56.1%	56.9%	56.8%	↓	Nov-20	51.4%	56.1%	2nd out of 7
The number of patients waiting more than 36 weeks for treatment	0	940	883	722	2202	5,311	8,758	12,450	15,698	17,857	22,571	25,785	25,182	25,522	↓	Nov-20	231,722	25,785	2nd out of 7
RTT - Hywel Dda residents waiting over 36 weeks for treatment by other providers	0	468	463	545	679	862	1,022	1,216	1,316	1,432	1,603	1,665	1,683	NA	↓	Not available			
The number of patients waiting more than 8 weeks for a specified diagnostic	0	82	54	336	3,501	7,615	7,248	6,595	6,362	5,904	5,407	5,288	5,326	5,954	↓	Nov-20	55,697	5,288	2nd out of 7
The number of patients waiting for an outpatient follow-up (booked and not booked) who are delayed past their agreed target date (2017/18)	15% reduction against baseline of March 2019 by March 2020	32,422	33,402	33,420	33,882	35,471	35,968	36,982	38,057	38,399	40,953	40,201	39,903	38,968	↓	Not available			
The number of patients waiting for a follow-up outpatient appointment who are delayed by over 100%	20% reduction against baseline of March 2020	17,914	18,361	18,272	18,194	18,790	19,435	20,183	21,031	22,098	23,911	24,330	24,580	24,145	↓	Nov-20	201,315	24,326	3rd out of 7
The number of patients waiting for a follow-up outpatient appointment	20% reduction against baseline of March 2020	78,642	NA	NA	68,509	65,542	NA	63,777	63,929	64,473	67,876	68,239	NA	NA	NA	Nov-20	770,147	68,239	2nd out of 7
The number of patients waiting for an outpatient follow-up (booked and not booked) who are delayed past their agreed target date for planned care sub specialities	12 month reduction trend	14,785	15,299	15,478	15,694	16,389	16,883	17,827	17,814	17,658	19,037	18,373	18,226	18,076	↓	Apr-19	11,128	1,720	4th out of 7
Percentage of survival within 30 days of emergency admission for a hip fracture	12 month improvement trend	74.4%	65.8%	66.7%	89.8%	88.9%	89.5%	73.7%	78.9%	74.3%	68%	NA	NA	NA	↑	Sep-19	82.7%	76.5%	3rd out of 6
% of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health	80%	50.2%	49.3%	50.2%	45.5%	40.6%	38.1%	33.2%	28.3%	26.2%	27.3%	28.1%	26.4%	NA	↓	Nov-20	58.4%	28.1%	7th out of 7
% of children and young people waiting less than 26 weeks to start a neurodevelopment assessment	80%	28.5%	26.5%	22.9%	25.8%	22.5%	23.9%	21.6%	19.7%	17.7%	18.1%	18.7%	18.0%	NA	↓	Nov-20	26.9%	18.7%	7th out of 7
Percentage of patients waiting less than 28 days for a first outpatient appointment for Child and Adolescent Mental Health Services (CAMHS)	80%	Not previously reported			NA	95.7%	95.3%	NA	NA	100%	NA	NA	NA	NA	NA	Nov-20	52.5%	81.3%	3rd out of 6
Percentage of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (for those aged under 18 years)	80%	Not previously reported			81.1%	96.4%	100.0%	97.1%	NA	NA	NA	NA	NA	NA	NA	Nov-20	58.0%	97.1%	2nd out of 7
Percentage of mental health assessments undertaken within (up to and including) 28 days from the date of receipt of referral (18 years and over)	80%	Not previously reported			94.2%	100.0%	98.9%	96.3%	NA	NA	NA	NA	NA	NA	NA	Nov-20	81.4%	96.3%	3rd out of 7
Percentage of therapeutic interventions started within (up to and including) 28 days following assessment by LPMHSS (for those aged under 18 years)	80%	Not previously reported			81.8%	85.7%	98.9%	100.0%	NA	NA	NA	NA	NA	NA	NA	Nov-20	79.9%	100.0%	Joint 1st out of 7
Percentage of therapeutic interventions started within (up to and including) 28 days following assessment by LPMHSS (18 years and over)	80%	Not previously reported			83.9%	97.8%	98.2%	94.1%	NA	NA	NA	NA	NA	NA	NA	Nov-20	80.0%	94.1%	2nd out of 7
Perinatal - Longest Waiting times for First Assessment Appointment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Not available			
Number of patients waiting more than 14 weeks for specific therapy	0	138	81	212	880	1,528	1,613	998	946	533	659	463	423	395	↑	Nov-20	5770	463	3rd out of 7
Number of patients waiting 14 weeks plus for Art Therapy	0	0	0	0	2	4	5	5	NA	NA	NA	NA	1	NA	NA	Not available			
Number of patients waiting 14 weeks plus for Audiology	0	1	0	0	2	157	402	401	490	338	237	145	122	163	↓	Not available			
Number of patients waiting 14 weeks plus for Dietetics	0	0	1	0	0	0	1	0	0	0	0	0	0	0	↑	Not available			
Number of patients waiting 14 weeks plus for Occupational Therapy (excludes MHLd)	0	7	1	23	48	91	136	121	116	104	101	100	108	95	↓	Not available			
Number of patients waiting 14 weeks plus for Physiotherapy	0	127	59	62	336	780	437	15	4	1	2	3	1	1	↑	Not available			
Number of patients waiting 14 weeks plus for Podiatry	0	0	18	127	487	489	623	449	336	350	319	215	189	133	↑	Not available			
Number of patients waiting 14 weeks plus for Speech and Language Therapy	0	0	0	0	1	2	3	2	0	0	0	0	1	1	↑	Not available			
Number of patients waiting 6 weeks plus for Clinical Musculoskeletal Assessment and Treatment	0	0	0	9	282	61	0	2	1	0	0	1	2	1	↑	Not available			
Number of patients waiting 14 weeks plus for Lymphoedema	0	0	0	0	0	0	0	0	0	0	0	0	0	0	↔	Not available			
Number of patients waiting 14 weeks plus for Pulmonary Rehab	0	225	247	259	227	291	281	271	255	252	233	232	230	202	↑	Not available			
% of ophthalmology R1 patients to be seen by their clinical target date or within 25% in excess of their clinical target date for their care or treatments	95%	62.3%	63.4%	57.1%	52.5%	44.6%	42.1%	42.8%	43.8%	40.4%	37.7%	38.7%	38.8%	NA	↓	Nov-20	44.5%	38.7%	6th out of 7

INDICATOR	Target 2019/20	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Trend	
		Q4 2019/20			Q1 2020/21			Q2 2020/21			Q3 2020/21					
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		
Percentage of children regularly accessing NHS primary dental care	4 quarter improvement	64.4%			NA			NA			NA				↑	
Individual Patient Funding Request (IPFR) - Total number received	N/A	8			7			5			8				NA	
Individual Patient Funding Request (IPFR) - Total number approved	N/A	8			<5			<5			5				NA	
Individual Patient Funding Request (IPFR) - Total number declined	N/A	<5			<5			<5			<5				NA	
Number of CHC packages delivered	N/A	460			469			473			453				NA	
Total Health board CHC spend	N/A	£20.5m			£23.4m			£23.2m			£24.1				NA	
Rate of hospital admissions with any mention of intentional self harm for children and young people (aged 10-24 years) per 1,000 population	Annual reduction															NA
Percentage of practices that have achieved all standards set out in the National Access Standards for In-Hours GMS Services	100%	77.10%														↑
Access Times for Re-Accessing Audiology Services - Total number of patients waiting 14 weeks and over	0	2,015			2,343			2,354			2,253				↓	
Access Times for Re-Accessing Audiology Services - Longest wait in weeks	14 weeks	104			129			142			132				↓	
The percentage of concerns that have received a final reply (under Regulation 24) or an interim reply (under Regulation 26) up to and including 30 working days from the date the concern was first received by the organisation.	75%	72.2%	70.1%	68.9%	61.0%	63.0%	75.0%	62.0%	70.0%	63.0%	69.0%	67.0%	62.0%	75.0%	↑	
Percentage of adults (age 16+) who reported that they were very satisfied or fairly satisfied about the care that is provided by their GP/family doctor	Annual Improvement															↓
The average rating given by the public (age 16+) for the overall satisfaction with health services in Wales	Annual Improvement															↑
Percentage of sickness absence rate of staff	12 month reduction trend	5.08%	5.08%	5.19%	5.29%	5.35%	5.33%	5.28%	5.26%	5.23%	5.19%	5.17%	5.23%	NA	↓	
Percentage of headcount by organisation who have had a Personal Appraisal and Development Review (PADR)/medical appraisal in the previous 12 months (excluding doctors and dentists in training)	85%	75.0%	76.0%	67.4%	69.2%	67.4%	70.4%	71.6%	71.6%	69.0%	69.0%	68.5%	68.4%	66.7%	↓	
Percentage compliance for all completed Level 1 competencies within the Core Skills and Training Framework by organisation	85%	82.0%	83.2%	82.9%	83.6%	82.7%	83.5%	84.5%	85.0%	84.2%	84.4%	83.9%	83.6%	83.3%	↑	
Overall staff engagement score – scale score method	Annual Improvement															NA
Percentage of staff who would be happy with the standards of care provided by their organisation if a friend or relative needed treatment	Annual Improvement															NA
Percentage of in-patients with a positive sepsis screening who have received all elements of the 'Sepsis Six' first hour care bundle within one hour of positive screening	12 month improvement trend	90.3%	66.7%	67.0%	100.0%	50.0%	87.5%	88.2%	79.2%	90.9%	81.0%	100.0%	87.5%	81.3%	↑	
Percentage of patients who presented to the Emergency Department with a positive sepsis screening who have received all elements of the 'Sepsis Six' first hour care bundle within one hour of positive screening	12 month improvement trend	92.9%	84.6%	85.0%	86.0%	86.2%	80.4%	86.4%	87.6%	86.7%	88.1%	90.7%	88.0%	95.1%	↑	
Percentage of deaths scrutinised by an independent medical examiner	Quarter on quarter improvement	NA			NA			NA			NA			NA	NA	NA
Crude hospital mortality rate (74 years of age or less) Excludes Daycases.	12 month reduction trend	1.2%	1.2%	1.2%	1.3%	1.3%	1.3%	1.4%	NA	NA	NA	NA	NA	NA	↑	
Percentage of patients (age 60 years and over) who presented with a hip fracture that received an orthogeriatrician assessment within 72 hours	12 month improvement trend	50.5%	53.0%	57.8%	58.50%	56.60%	55.30%	54.90%	54.10%	51.50%	49.60%	49.80%	NA	NA	↓	
Total antibacterial items per 1,000 STAR-PU's (specific therapeutic group age related prescribing unit)	A quarterly reduction of 5% against a baseline of April 2018 – March 2019	310.4			225.9			223.6			NA				↑	
Opioid average daily quantities per 1,000 patients	4 quarter reduction trend	4951.7			4896.5			4861.0			NA				↑	
Number of patients aged 65 years or over prescribed an antipsychotic	4 quarter reduction trend	1207			1241			1247			NA				↓	
Number of women of child bearing age prescribed valproate as a percentage of all women of child bearing age	Quarter on Quarter reduction	NA			7.07%			6.83%			NA				NA	
All new medicines recommended by AWMSG and NICE, including interim recommendations for cancer medicines, must be made available where clinically appropriate, no later than two months from the publication of the NICE Final Appraisal Determination and the AWMSG appraisal recommendation	100%	99.6%			100.0%			100.0%			100.0%				↑	
Number of patients recruited in Health and Care Research Wales clinical research portfolio studies	10% annual improvement (Cumulative - as at Dec20)	953			534										↓	
Number of patients recruited in Health and Care Research Wales commercially sponsored studies	5% annual improvement (Cumulative - as at Dec' 20)	20			3										↓	
Percentage of clinical coding accuracy attained in the NWIS national clinical coding accuracy audit programme	Annual improvement	90.90%													↑	
Quantity of biosimilar medicines prescribed as a percentage of total 'reference' product including biosimilar (for a selected basket of biosimilar medicines)	Quarter on quarter improvement target	74.4%			77.0%			77.0%			NA				↑	
% of critical care bed days lost to delayed transfer of care (ICNARC definition)	Quarter on quarter improvement towards the target of no more than 5%	19.3%			10.4%			NA			NA				↑	
% of adult dental patients in the health board population re-attending NHS primary dental care between 6 and 9 months	4 quarter reduction trend	31.0%			NA			NA			NA				↑	
The percentage of patients who had their procedures postponed on more than one occasion for non clinical reasons with less than 8 days notice and are subsequently carried out within 14 calendar days or at the patient's earliest convenience	12 month improvement trend	NA	NA	NA	NA	NA	NA	NA	0%	33.0%	100%	0%	25%	NA	NA	
Number of procedures postponed either on the day or the day before for specified non-clinical reasons	A reduction of no less than 5% of the total number of the health board's postponements for the previous financial year	260	113	1,072	700	12	6	15	10	30	33	44	28	NA	↑	
Agency spend as a percentage of total pay bill	12 month reduction trend	5.25%	6.63%	4.30%	3.35%	3.19%	3.49%	3.97%	4.43%	4.95%	5.68%	5.82%	5.78%	6.64%	↓	
Financial balance: Expenditure does not exceed the aggregate of the funding allotted to it over a period of 3 financial years (as agreed by the Planned Care Board; cumulative year to date)	Agreed balance	£30.210m deficit	£32.247m deficit	£34.943m deficit	£6.288m deficit	£14.734m deficit	£16.228m deficit	£25.243m deficit	£31.769m deficit	£12.542m deficit	£14.583m deficit	£16.667m deficit	£18.750m deficit	£20.833m deficit	↑	
Financial balance: Stay Within Capital Resource Limit (cumulative year to date position)	<=0	0	0	0	0	0	0	0	0	0	0	0	0	0	↔	
Cash Expenditure is less than the Cash Limit	Year end forecast	£14.968m shortfall	£1.000m surplus	£1.000m surplus	Not reported in M1	£4.496m surplus	£1.473m surplus	£2.927m surplus	£3.122m surplus	£1.9022m surplus	£2.698m surplus	£2.287m surplus	£2.310m surplus	£3.849m surplus	↓	

Time period	Latest all Wales comparison			Rank in Wales
	All Wales	Hywel Dda	Rank in Wales	
Q4 19/20	68.6%	64.4%	5th out of 7	
Not Available				
2019/20	4.0	3.0	2nd out of 7	
2019/20	59.7%	77.1%	2nd out of 7	
Not Available				
Q2 20/21	71.9%	64.7%	7th out of 9	
2019/20	88.6%	89.7%	2nd out of 7	
2018/19	6.31	6.25	4th out of 7	
Aug-20	5.92%	5.26%	4th out of 10	
Aug-20	61.9%	71.6%	2nd out of 10	
Aug-20	80.2%	85.0%	3rd out of 10	
2018	3.82	3.85	5th out of 10	
2018	73%	71%	Joint 8th out of 10	
Sep-20	0.0%	90.9%	1st out of 4	
Sep-20	62.0%	86.7%	1st out of 6	
Not available				
Nov-20	0	0	5th out of 6	
Nov-20	60.0%	49.8%	5th out of 6	
Q1 20/21	226.8	225.9	4th out of 7	
Q1 20/21	4,382.9	4,896.5	6th out of 7	
Q1 20/21	9,936	1,241	3rd out of 7	
Not available				
Q1 20/21	98.1%	99.6%	1st out of 7	
Q1 20/21	3,486	243	5th out of 10	
Q1 20/21	19	0	Joint 4th out of 10	
2019/20	93.9%	90.9%	8th out of 8	
Q1 20/21	80.9%	70.8%	5th out of 6	
Q1 20/21	5.3%	10.4%	6th out of 6	
Q3 19/20	32.2%	34.1%	5th out of 7	
Mar-18	25.9%	24.1%	4th out of 6	
Oct-20	10,073	1,653	5th out of 7	
Aug-20	4.21%	4.41%	7th out of 10	
Not Available				

INDICATOR	Target 2019/20	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Trend	Latest all Wales comparison			
		Q4 2019/20			Q1 2020/21			Q2 2020/21			Q3 2020/21			Time period		All Wales	Hywel Dda	Rank in Wales	
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21					
The Savings Plan is on target (cumulative year to date position)	100%	89.1%	88.7%	90.1%	30.6%	35.0%	41.3%	40.6%	39.3%	49.0%	48.5%	55.8%	53.6%	56.7%	↓				
Variable pay (Agency, Locum, Bank & Overtime; monthly position)	Reduction on 2016/17	£4.946m	£5.285m	£5.863m	£4.576m	£4.535m	£4.581m	£4.028m	£4.116m	£4.156m	£5.125m	£5.327m	£5.571m	£5.894m	↓				
Non NHS Invoices by Number are Paid within 30 Days (cumulative year to date position)	95%	96.2%			95.1%			94.3%			95.4%				↓	Not Available			
The percentage of completed Planned Preventative Maintenance (PPM) - high risk	95%	85.00%	77.0%	84.0%	83.0%	82.0%	85.0%	87.0%	79.0%	85%	87%	77%	NA	NA	↑				
The percentage of completed Planned Preventative Maintenance (PPM) - general	70%	69.00%	53.0%	67.0%	72.0%	76.0%	72.0%	74.0%	72.0%	72.0%	71.0%	66%	NA	NA	↑				
Catering Patient Satisfaction - % of audits to achieve good/very good/excellent scores	95%	98.0%	100.0%	NA	NA	NA	97.5%	91.0%	98.0%	99.1%	98.0%	98.3%	100.0%	95.0%	NA				
Number of overdue fire risk assessments by Hywel Dda University Health Board (HB)	0%	0	0	5	26	24	13	9	15	1	9	2	16	25	↓				
Facilities Standards of Cleanliness (C4C) - % (VHR) Very High Risk Audits - Soft FM	98%	88.0%	95.3%	95.0%	NA	93.0%	91.0%	94.0%	94.0%	92.0%	95.0%	95.0%	96.0%	96.0%	NA				
Facilities Standards of Cleanliness (C4C) - % (VHR) Very High Risk Audits - Hard FM	98%	62.0%	69.5%	56.0%	NA	81.0%	86.0%	69.0%	70.0%	72.0%	67.0%	67.0%	64.0%	65.0%	NA				
Facilities Standards of Cleanliness (C4C) - % (HR) High Risk Audits - Soft FM	95%	87.0%	92.0%	92.0%	NA	93.0%	91.0%	99.0%	94.0%	95.0%	95.0%	95.0%	96.0%	96.0%	NA				
Facilities Standards of Cleanliness (C4C) - % (HR) High Risk Audits - Hard FM	95%	58.0%	63.6%	61.0%	NA	87.0%	80.0%	65.0%	66.0%	60.0%	65.0%	64.0%	62.0%	60.0%	NA				
Clinical Engineering - Acute % completed HIGH Planned Preventative Maintenance (PPM)	100%	NA	NA	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	NA				
Clinical Engineering - Acute % completed MEDIUM Planned Preventative Maintenance (PPM)	75%	52.0%	56.0%	44.0%	8.0%	61.0%	71.0%	48.0%	62.0%	70.0%	52.0%	43.0%	31.0%	25.0%	↓				
Clinical Engineering - Acute % completed LOW Planned Preventative Maintenance (PPM)	40%	22.0%	33.0%	26.0%	13.0%	40.0%	40.0%	36.0%	35.0%	48.0%	64.0%	35.0%	24.0%	23.0%	↑				
Clinical Engineering - Community % completed HIGH Planned Preventative Maintenance (PPM)	100%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
Clinical Engineering - Community % completed MEDIUM Planned Preventative Maintenance (PPM)	75%	46.0%	33.0%	43.0%	48.0%	37.0%	29.0%	48.0%	32.0%	34.0%	27.0%	32.0%	21.0%	46.0%	↓				
Clinical Engineering - Community % completed LOW Planned Preventative Maintenance (PPM)	40%	25.0%	46.0%	17.0%	12.0%	16.0%	16.0%	13.0%	20.0%	12.0%	28.0%	21.0%	21.0%	57.0%	↑				
Consultants/SAS Doctors with a job plan	90%	88.0%	89.0%	90.0%	90.0%	90.0%	90.0%	90.0%	87.0%	85.0%	86.0%	84.0%	84.0%	84.0%	↓				
Consultants/SAS Doctors with an up to date job plan (reviewed with the last 12 months)	90%	64.0%	74.0%	78.0%	78.0%	58.0%	58.0%	35.0%	42.0%	36.0%	38.0%	34.0%	33.0%	29.0%	↓				
Number of National Intelligent Integrated Audit Solution (NIAS) notifications for Own Record	8	10	7	15	4	8	8	10	13	14	7	15	21	11	↓				
Number of National Intelligent Integrated Audit Solution (NIAS) notifications for Family Record	13	10	12	8	9	9	9	2	7	7	8	7	10	9	↑				
% of Server infrastructure patched with the latest updates	90%	69.2%	96.0%	71.0%	84.0%	71.0%	72.0%	79.0%	62.0%	95.0%	89.0%	68.0%	71.0%	65.0%	↓				
% of Desktop infrastructure patch with the latest updates	90%	75.8%	98.0%	87.0%	91.0%	85.0%	83.0%	91.0%	74.0%	83.0%	88.0%	87.0%	83.0%	72.0%	↓				