

The Outcomes Framework is designed to give a high level snapshot of data across Wakefield District to enable Board members to see how well we are achieving our outcomes and better understand how the system working. If areas of concern are identified "deep dive" data exercises can then explore these areas in more detail.



	Indicator	Gender	Age Group	Latest Time Period	Wakefield Latest Compared to previous time	Wakefield Trend	Previous Time period	Wakefield Previous Value	England Latest Wakefield Latest compared to England latest
Outcome 1: People can access information and advice that is clear, up to date	Patient Care records are available at the appropriate level to all who need it					-----			
	Mystery shopper score on a patients ability to find information/advice in the system					-----			
	% Positive answers to CollaborATE questions measuring the volume and quality of shared decision making (See footnote)					-----			
	If several different people were involved in your care in looking after you, did you find that everyone worked well together?					-----			
	Proportion of people who use services who find it easy to find information on those services					-----			
Outcome 2: Care and Support is responsive, timely and joined up	Proportion of staff who report being able to find the information they need to do their job easily					-----			
	Number of A& E attendances are reduced					-----			
	Total non- elective admissions are reduced					-----			
	Total number of emergency bed days are reduced					-----			
	Average LOS in the 65 and over population is reduced					-----			
	Rate of emergency readmission within 30 days is reduced					-----			
	Emergency admissions for acute conditions that should not usually require hospital admission is reduced					-----			
	Proportion of people living with LTC who report having a care plan is increased					-----			
	Number of patients discharged by 1pm from Mid Yorkshire Hospital Trust increases					-----			
	% of available beds with midnight occupancy					-----			
	Number of referrals to Emergency dept. for Mental Health					-----			
	Time taken from first contact to suitable connecting care intervention					-----			
	No. of days spent in hospital once considered medically fit for discharge					-----			
Outcome 3: Support is provided by caring, considerate people with right skills.	Social Care assessments are timely					-----			
	Did you get the help and care when you needed it, or did you have to wait? - National Voices					-----			
	Were you treated with kindness and compassion?					-----			
	Health related quality of life for carers					-----			
	Support for carers with skills/training/respite (placeholder measuring support services for carers)					-----			
Outcome 4: People live in safe and positive communities	Staff report they have the training they need (self reported)					-----			
	Staff are happy in their job (self reported)					-----			
	Thinking about your family and friends who care for you, do you feel that they have had as much support from Health and Social services as they needed? - National Voices					-----			
	Would you say that you feel safe living at home? - National Voices	Persons	18+ yrs	2014/15	44.7		2013/14	43.9	44.8
	% adult social care users who have as much social contact as they would like	Persons	<75 yrs	2012 - 14	86.87		2011 - 13	88.19	75.72
	Under 75 CVD mortality gap between the most deprived and least deprived is reduced					-----			
	% Of people active increases					-----			
Outcome 5: People are encouraged and supported to be healthy (and independent?)	People die in their place of residence					-----			
	Increasing community assets (Social wellbeing service)					-----			
	Alcohol related admissions decrease					-----			
	% Population volunteering					-----			
	Employment of people with long term conditions					-----			
	% of eligible patients have a care plan					-----			
	Smoking prevalence is reduced					-----			
	Falls admission and repeat fallers is reduced					-----			
	% of population with uncontrolled high pressure					-----			
	People with a longstanding health condition who feel they are supported to manage their condition					-----			
	Flu vaccination uptake in at risk population					-----			
	Permanent admissions of older people (65+) to residential and nursing care homes per 100,000 population					-----			
Outcome 6: People are assured service and resources are efficient	% of eligible patients leaving hospital who have a review in primary care within 3 days					-----			
	Health related quality of life for people with a long term mental health condition					-----			
	Percentage of people who feel Socially Isolated					-----			
	Health related quality of life for people with a long term condition					-----			
	Time spent in hospital during the last 6 months of life					-----			
Outcome 6: People are assured service and resources are efficient	Did Not Attend appointments is reduced					-----			
	Proportion of cancelled appointments					-----			
	Patient perception: time wasted (See CollaborATE and additional questions)					-----			
	SROI measure					-----			
	Community equipment is supplied in a timely manner					-----			
% Technological solutions used to assist consulting and monitoring					-----				

**CollaboRATE and additional questions**

We will be asking patients/ service users the following:

- 1 If several people were involved in looking after you did you find that everyone worked well together? (National Voices)
- 2 How much effort was made to help you understand your health issues? (CollaboRATE)
- 3 How much effort was made to listen to the things that matter most to you about your health issues? (CollaboRATE)
- 4 How much effort was made to include what matters most to you in choosing what to do next? (CollaboRATE)
- 5 Did you get the help and care when you needed it, or did you have to wait? (NV)
- 6 Thinking about your family and friends who care for you, do you feel that they have had as much support from health and social care services as they need? (NV)
- 7 Would you say that you feel safe living at home? (NV)
- 8 Do you have as much social contact as you would like?

**integRATE Questions**

1. How often did you have to do or explain something because people did not share information with each other?

Never  A little  A lot  Always

Never A little A lot Always

2. How often were you confused because people gave you conflicting information or advice?

Never  A little  A lot  Always

Never A little A lot Always

3. How often did you feel uncomfortable because people did not get along with each other?

Never  A little  A lot  Always

Never A little A lot Always

4. How often were you unclear whose job it was to deal with a specific question or concern?

Never  A little  A lot  Always

Never A little A lot Always