

## NHS BORDERS – ANNUAL REVIEW 2009

### AT A GLANCE HEAT TARGET PERFORMANCE – 2008/09

The number of **3-5 year olds registered with an NHS Dentist has increased** from 64.28% in April 2008 to 66.3% in December 2008. The two new Dental Centres will help to increase the numbers of children registered.

At the end of March 2009, **31.4% of babies were being exclusively breastfed at 6-8 weeks old**, slightly below the trajectory. An Infant Feeding Advisor will be appointed to improve breastfeeding rates.

**The target of 95% of laboratory requests to include a community health index** has been mainly met throughout 2008/09 with the lowest rate in the period being 94%.

**100% of staff** now have an **agreed personal development plan** mapped to the **Knowledge & Skills Framework** in place.

**NHS Borders delivered on its cash efficiency and savings targets** in 2008/09 and future savings plans are being developed.

The target to **reduce the numbers of people attending Accident & Emergency in 2008/09 has been achieved** and an action plan is in place to meet the lower targets set for 2009/10 which also include attendances at the Minor Injury Units.

In 2008/09 the national target set was that no patient should wait longer than **15 weeks** for an outpatient appointment following GP referral from the 31<sup>st</sup> March 09. The same target was set for inpatient and day case treatment. In Borders, from March 09 no patients waited longer than **12 weeks** from GP referral or for inpatient or day case treatment.

**Progress has been made to reduce emergency in patient beds for people over 65.** A number of initiatives are underway including anticipatory care planning and a Length of Stay group has been set up to look at reducing length of stay across specialties. The discharge process is also being redesigned.

Figures for the third quarter of 2008/09 saw a **rise in anti-depressant prescribing** (when a reduction was being planned). This was seen across Scotland. Initiatives to improve access to psychological therapies have been developed to reduce future prescribing rates.

The Patient Safety Programme is on track with **improvements to the quality of healthcare experience** including for hand hygiene and hospital acquired infection rates.

At the end of March 2009, there were **no delayed discharges over 6 weeks**. NHS Borders works in partnership with Scottish Borders Council to manage discharges for people with complex care needs.

# NHS BORDERS

## Higher Smoking Cessation Rates

During 2008/09 548 people had successfully quit one month after receiving support from Borders Smoking Cessation Services

## Sickness Absence Rates are Improving

Borders		
Apr-08	Dec-08	Mar-09
4.90%	5.20%	4.20%
Scotland		
5.15%	5.61%	4.48%

## Sound Financial Performance

In 2008/09, NHS Borders achieved its financial targets including sustained recurring balance

## Better Dental Care

New Dental centres were opened in Hawick and Coldstream

## Joint Director of Public Health Appointed

Dr Eric Baijal is now in post as Joint Director of Public Health with Scottish Borders Council

## Healthy Life Expectancy is Increasing

	1994	2005
Borders - Males	75	76.1
Borders - Females	79.5	80.4
Scotland - Males	72.3	73.9
Scotland - Females	77.9	79.1

## More people seen within 4 hours at Accident & Emergency (A&E)

Throughout 2008/09 98% of patients were seen within 4 hours of arrival in A&E

## Reduced Waiting Times for Key Diagnostic Tests

Less people waiting over 4 weeks for tests such as CT scan, MRI, colonoscopy

	Apr-09	Jul-09	Oct-09	Mar-09
no waiting over 4 weeks	80	122	62	22

## Rise In Numbers of People Receiving Complex Care at Home

At the end of March 2009, there was a 28.83% increase in the number of people receiving 10 hours or more of intensive home care

## Rates of Healthcare Associated Infection Have Decreased

2008/09 has seen an overall reduction in the rate of Staph Aureus (per quarter)

Jun-08	Sep-08	Dec-08	Mar-09
8	9	10	7

Regular audits have found that hand washing rates have improved overall too

### Compliance rates

Nov-08	Jan-09	Mar-09
93%	98%	95%

## Reduced Waiting Times

In March 2009, no patients waited longer than 12 weeks for out patient appointment or day case or inpatient treatment

## Planning in Place to Ensure Services Meet our Future Needs

In 2008/09, the Strategic Change Programme was launched with the aim of ensuring our services meet the ever changing needs of local people

## Better Service for People With Dementia

More people with dementia are being diagnosed and their details added to a dementia register ensuring better management of their condition

## Faster Treatment Times for Cancer

Throughout 2008/09 over 95% of patients with an urgent cancer referral were treated within 2 months  
**Borders is one of the top performing Boards in Scotland on this**

## GP Access

100% of Borders practices offer appointments within 48 hours

## More Parking at BGH

A new car park has been created with 150 extra spaces