

**Orthotics**

Monthly Report - Sep 15 to Aug 16  
Version Control V1

**Balanced Scorecard**

**Commissioner lead:** \_\_\_\_\_ **Provider lead -** \_\_\_\_\_

Key Performance Indicators	Target																Consequence of Breach		
		Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16						
% of Patients to be contacted within 3 working days of receipt of referral	100%															100%	99-95%	<95%	In line with General Condition 9
% of New referrals seen within 15 working days of receipt of referral	100%															100%	99-95%	<95%	In line with General Condition 9
All patients to be given advice with clear documented evidence	100%															100%	99-95%	<95%	In line with General Condition 9
Number of level 4 & 5 devices offered fitting within 40 working days from assessment	100%															100%	99-95%	<95%	In line with General Condition 9
Number of level 1 Orthotics that could be given at first appointment against actual given.	100%															100%	99-95%	<95%	In line with General Condition 9
Number of patients attending for level 1 & 2 Orthotic devices discharged	100%															100%	99-95%	<95%	In line with General Condition 9
% of patients reporting an improvement in symptoms and/or quality of life due to appliance	80%															80%	80-55	<55%	In line with General Condition 9
Number of Level 2 devices fitted within 10 working days	100%															100%	99-95%	<95%	In line with General Condition 9
Number of Level 3-5 devices fully fitted within 10 working days from first assessment	100%															100%	99-95%	<95%	In line with General Condition 9
Service user survey to be offered to 100% of patients. Minimum completion rate is 50% (50% minimum completion rate - reports at month 6 and 12)	100%															100%	99-95%	<95%	In line with General Condition 9
Number of DNAs as percentage of total appointments	5%															<5%	6-10%	>11%	In line with General Condition 9
Achieve a monthly cancellation rate of 5%	5%															<5%	6-10%	>11%	In line with General Condition 9

Activity	Reporting													Consequence of Breach		
		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16			
Number of new referrals to service per month	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of children assessed at special schools	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of new referrals contacted within 3 working days to offer first appointment	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of new referrals offered an appointment within 15 working days from date contacted.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients requiring a Level 1 device.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients requiring a Level 2 device.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients requiring a Level 3-4 device.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients requiring a Level 5 device.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of wigs fitted, broken down by cost and type (acrylic/partial/human hair)	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of level 1 devices fitted on the day	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number and Level of devices fitted to children attending special schools in Wirral	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients who have been given advice leaflets related to the their device	Monthly figure															In line with Service Condition 28 (Information Requirements)
Number of patients discharged.	Monthly figure															In line with Service Condition 28 (Information Requirements)
Quality of Life/Pain scale	Number of patients with reduced pain scale and/or improved QOL															In line with Service Condition 28 (Information Requirements)
<b>Total activity</b>	Monthly figure															
<b>Outcomes</b>																
An annual clinical audit plan will be agreed with the provider and commissioner by the end of Q1. Performance and governance audit report required by the end of Q3.	Annual															In line with General Condition 9

Provider is granted relief from the highlighted indicators between September 2015 and November 2015, at the discretion of Wirral CCG.