

Area	Type	Indicator	Goal	Alert	Red Flag	Data Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Meeting Our Vision	Satisfaction Rates	Family and friends test net promoter score - 36 week appointment	>=86	66 - 85	<=65	Johanna Ashworth	74	90	86	80	83	91	94	91	95	87	92	100		
		Family and friends test net promoter score - Labour ward	>=86	66 - 85	<=65	Johanna Ashworth	89	91	82	99	81	82	79	71	92	86	84	98		
		Family and friends test net promoter score - Maternity ward	>=86	66 - 85	<=65	Johanna Ashworth	86	97	80	94	92	73	77	72	92	89	74	96		
		Family and friends test net promoter score - Community	>=86	66 - 85	<=65	Johanna Ashworth		97	88	100	100	96	100	84	83	100	95	100		
A Healthy Organisation	Clinical Outcomes	Number of never events	0	1 per quarter	>1 per quarter	Di Williams			0			0			0			0		
		Number of complaints	<=8	9-13	>13	John Molyneux	1	2	3	3						3	3	0	4	
		Complaints response rate	>90%	70% - 90%	<70%	John Molyneux	100%	100%	100%	100%	100%	100%	100%			N/A	0%	100%	100%	
		Number of MRSA infections	0	0	>=1	Tracey Bills	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Number of CDI/FI infections	<2	2-3	>3	Tracey Bills	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Total number of completed RCA's non-STEIS				Tracey Bills	0	1	2	0	0	0	1	0	3	1	0	0	0	
		Number of completed RCA's non-STEIS received <=25 days	100%	<=50%	0% (>=1)	Tracey Bills	0	0	1	0	0	1	0	2	1	0	0	0		
		Number of completed RCA's non-STEIS received >45 days	0%	N/A	100%	Tracey Bills	0	1	1	0	0	0	0	0	0	0	0	0		
		Total number of completed RCA's STEIS received				Tracey Bills	0	0	0	1	1	0	0	0	1	1	0	0		
		Number of completed RCA's STEIS received <=25 days	100%	<=50%	0%	Tracey Bills	0	0	0	1	0	0	0	1	1	0	0	0		
		Number of completed RCA's STEIS received >45 days	0%	N/A	100%	Tracey Bills	0	0	0	0	0	0	0	0	0	0	0	0		
		Number of SBARS open more than three days ago	<=1	N/A	>1	Tracey Bills				0	0	0	0	0	0	0	0	0		
		Number of falls with harm	0	1	>1	Tracey Bills				0	0	0	0	0	0	0	0	0		
		Productivity	Workforce	DNA rate	<=6.0%	>6.0% and <9.0%	>9.0%	Dawn Wade	9.3%	9.8%	9.2%	5.2%	5.5%	5.9%	5.3%	5.3%	6.5%	6.5%	5.7%	6.7%
				Staff attendance rate for rolling twelve months	>=96%	>=95.3% and <96%	<95.3%	Gary Price	94.76%	94.72%	94.66%	94.54%	94.59%	94.61%	94.67%	94.78	95.28	95.24	95.24	
				Percentage of qualified nurse/midwifery vacancies	<2.5%	2.5% - 3%	>3%	Sue Anderson (Farrell)												1.2%
Activity	Scheduled Bookings	Number of referrals for maternity care made	320 - 362	<320 or >362	<=299 or >=383	Gary Price	462	331	370	371	373	350						221		
		Number of bookings completed (CEMACH)	257 - 299	<257 or >299	<=236 or >=320	Gary Price	290	301	307	231	268	241	256						217	
		Percentage of women referred after 12-6 weeks gestation (CEMACH)	<=5%	>5% and <10%	>=10%	Gary Price	5.2%	3.0%	4.6%	3.5%	3.0%	2.5%	4.3%						4.52%	
		Percentage of women booked on or before 12-6 weeks gestation (PCT)	>=90%	>75% and <90%	<=75%	Gary Price	80.3%	80.4%	80.8%	82.3%	86.2%	86.3%	83.6%							83.26%
		Percentage of women booked on or before 12-6 weeks gestation (CEMACH)	>=80%	N/A	<80%	Gary Price	80.3%	80.4%	80.8%	82.3%	86.2%	86.3%	83.6%							83.26%
		Percentage of women offered booking within 2 weeks if >12-6 weeks gestation at referral (CEMACH)	>=100%	N/A	<100%	Gary Price	100%	100%	100%	100%	100%	100%	100%							100%
	Readmissions	Births	Number of readmissions (can be multiple instance of the same patient)	0	1 - 2	>2	Gary Price	2	0	0	2	3	2						21	
			Number of births (benchmark to 3340 per annum, 278 pcm)	257 - 299	<257 or >299	<=236 or >=320	Di Williams	262	227	271	256	292	302	288	325	323	257	299	278	
	Caesarean Section	NVD Rate	Normal vaginal delivery rate	>=70%	>60% and <70%	<=60%	Di Williams	63.9%	61.2%	63.7%	63.2%	62.3%	67.2%	69.0%	61.5%	64.7%	61.9%	65.2%	57.9%	
			Instrumental vaginal delivery rate	>=10% and <=14%	<10% or >14%	<=9% or >=15%	Di Williams	10.3%	8.8%	10.7%	7.0%	13.6%	8.9%	12.1%	12.3%	11.7%	14.7%	12.7%	11.5%	
		Planned caesarean section rate	Unscheduled caesarean section rate	Planned caesarean section rate	<=7%	>7% and <10%	>=10%	Di Williams	11.1%	12.0%	10.4%	11.8%	6.3%	10.7%	7.7%	9.7%	10.5%	9.0%	6.4%	11.6%
				Unscheduled caesarean section rate	<=14%	>14% and <15%	>=15%	Di Williams	11.5%	17.3%	15.2%	17.8%	11.0%	13.3%	15.4%	16.3%	12.7%	14.5%	13.9%	16.0%
		Total caesarean section rate (planned and unscheduled)	Total caesarean section rate (planned and unscheduled) - Wirral patients only exc. IUT's	Total caesarean section rate (planned and unscheduled)	<=21%	>21% and <25%	>=25%	Di Williams	22.6%	29.3%	25.7%	29.6%	17.0%	24.0%	23.2%	26.1%	23.2%	23.5%	20.4%	27.7%
				Total caesarean section rate (planned and unscheduled) - Wirral patients only exc. IUT's	<=21%	>21% and <25%	>=25%	Di Williams	22.6%	29.0%	25.7%	29.6%	17.3%	24.0%	23.2%	26.1%	23.2%	23.5%	20.4%	27.4%
		Home Births	BBA's	Planned home births	>=4	4	<=3	Di Williams	4	7	2	2	5	2	4	5	1	3	5	1
				Achieved home births	>=4	3	<=2	Di Williams	5	2	1	2	4	0	2	3	1	1	3	0
Deliveries		Percentage of deliveries in Eden Suite	Number of babies born before arrival (BBA's)	<=2	3	>=4	Di Williams	3	4	2	1	4	1	3	3	5	1	5	3	
			Percentage of deliveries in Eden Suite	>=40%	>29.9% and <40%	<=29.9%	Sue Roberts							29.3%	24.2%	33.5%	27.1%	37.9%	30.7%	
	Percentage of women transferred from Eden Suite to Delivery Suite		<=40%	40% - 45%	>45%	Sue Roberts									18%	27.8%	26.6%	25%		
	Percentage of births in Eden Suite in pool		20% - 40%	<20% or >40%	<10% or >45%	Sue Roberts							21.7%	13%	40.7%	34.2%	15%	17%		
Risk	Service	Percentage of births in Eden Suite on bed/supine position	<=20%	>20% and <21%	>=21%	Sue Roberts							53%	37%	38.5%	47.1%	62.5%	54%		
		Number of time Eden Suite unable to provide service due to high acuity on Delivery Suite	<=5	5 - 6	>6	Sue Roberts								0	0	2	0	0	3	
Morbidity	Maternal Morbidity	Number of intensive care unit admissions in obstetrics	0	1 - 2	>2	Di Williams	1	0	0	0	0	0	0	0	0	0	0	0		
		Number of eclampsias	0	1 - 2	>2	Di Williams	0	0	0	0	0	0	0	0	0	0	0	0		
		Number of post partum hysterectomies	0	1 - 2	>2	Di Williams	1	1	0	0	0	1	0	0	0	0	0	0		
		Number of blood transfusions >3000mls (10 units)	0	1 - 2	>2	Di Williams	0	0	0	0	0	0	0	0	0	0	0			
	Neonatal Morbidity	Number of babies born with low birth weight (<2.5kg)	Number of babies born with low birth weight (<2.5kg)	N/A	N/A	N/A	??													
			Number of meconium aspirations	0	1 - 2	>2	Di Williams	0	0	0	0	1	2	1	0	1	0	0	1	
Risk Management	Risk	Number of hypoxic encephalopathy (grade 2 and 3)	0	1 - 2	>2	Di Williams	1	0	1	0	0	1	0	1	1	0	1	0		
		Number of SI's scored as orange	<=5	6 - 7	>=8	Di Williams	0	0	0	1	1	1	0	2	0	1	1	0		
		Number of SI's scored as red	<=2	3	>=4	Di Williams	0	0	0	0	0	0	0	0	0	0	0	0		
		Failed instrumental delivery rate	<=1%	>1% and <3%	>=3%	Di Williams	0.4%	2.2%	1.1%	0.3%	0.0%	0.3%	0.3%	0.6%	0.6%	0.8%	0.6%	0.4%		
		Number of massive PPH >2 litres	<=10	11 - 14	>=15	Di Williams	6	1	3	5	2	7	3	1	5	1	4	2		
		Number of shoulder dystocia	<=6	7 - 9	>=10	Di Williams	2	2	2	0	0	0	4	1	4	3	1	2		
		3rd and 4th degree tear rate	<=4%	>4% and <7%	>=7%	Di Williams	2.7%	2.2%	1.4%	0.3%	1.3%	1.3%	1.4%	1.8%	2.1%	1.6%	2.3%	1.8%		
		Neonates readmitted within 28 days due to feeding problem	<=2	2 - 3	>=3	Fiona Fenina	3	5	6	3	4	8	2	4	4	4	2	3		
		Pressure sores	>=95%	>89% and <95%	<=89%	Di Williams	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
		Apgar score 7 @ 5mins	0	1	>=2	Di Williams	0	2	5	2	5	4	4	4	4	6	8	3		
		Apgar score 4 @ 1 mins	0	1	>=2	Di Williams	0	0	1	5	7	9	7	4	5	3	8	5		
		Attendance	Percentage of labour ward forum representation	>=60%	>40% and <60%	<=40%	Libby Shaw	75%	75%	66%	58%	75%	75%	66%						75%
		Thank You's	Number of thank you letters received	N/A	N/A	N/A	Lynn Fletcher	26	2	18	19	105	75	6	54	88	37	33	84	
		Health and Lifestyle	Smoking	Smoking at booking rate	<=25%	>25% and <30%	>=30%	Lynsey Gorman	12.8%	10.1%	11.3%	10.7%	10%	14.7%						
				Smoking at delivery rate	<=20%	>20% and <25%	>=25%	Lynsey Gorman	6.2%	13.1%	10.3%	13.3%	10.2%	14.8%						
			BMI	Percentage of patients with a BMI greater than 30 at booking	N/A	N/A	N/A	Di Williams	12.2%	18.5%	20.2%	24.6%	20.5%	22.8%	23.6%	19.4%	22.3%	23.5%	24.4%	25.5%
Percentage of patients with a BMI greater than 35 at booking	N/A			N/A	N/A	Di Williams	5.7%	5.7%	11%	10.9%	8.2%	9.5%	9.7%	8.4%	7.4%	9.2%	8.8%	14.2%		
Breast Feeding	Breast feeding initiation rate		>=62%	>52% and <62%	<=52%	Fiona Fenina	57.0%	54.5%	59.6%	51.1%	57.9%	53.9%	54.1%	57.0%	58.8%	56.2%	62.5%	57.7%		
	Breast feeding rate at 10-14 days		>=35%	30% - 35%	<=30%	??														
Workforce	Staffing Levels	Number of women referred for breast feeding support	N/A	N/A	N/A	??														
		Number of hours per week of consultant cover on labour ward	>=60	N/A	<60	Lynsey Gorman	60	60	60	60	60	60	60	60	60	60	60	60		
		Midwife to birth ratio	1:25 - 1:30	<1:25 or >1:30	<=1:20 or >=1:35	Debbie Edwards	1:28	1:28	1:28	1:28	1:28	1:28	1:28	1:28	1:28	1:26	1:26	1:26		
	Supervisor to midwife ratio	<=1:15	1:16 - 1:19	>=1:20	Debbie Edwards	1:16	1:16	1:16	1:16	1:16	1:16	1:16	1:16	1:16	1:17	1:23	1:15			

Please note: Caesarean section rate is calculated by dividing the number of caesarean sections by the total number of mothers  
Normal vaginal delivery rate is calculated by dividing the number of vaginal deliveries by the total number of babies  
Instrumental delivery rate is calculated by dividing the number of instrumentals by the total number of babies  
Births include births in hospital, home deliveries and BBA's

Figures not collated or meetings not held during these months  
Labour ward forum cancelled in these months  
Awaiting updated data from source