

Balanced Scorecard

Scorecard Perspective	Health & Well Being Outcomes	National Indicators	Local Indicators
Financial & Business Perspective	Effective Resource Use To live within available financial resources and develop a sustainable financial plan.	20. Percentage of total health and care spend on hospital stays where the patient is admitted in an emergency 23. Expenditure on end of life care	<ul style="list-style-type: none"> • Achievement of a break-even revenue position • A measure of the balance of care (e.g. split between spend on institutional and community-based care) • Achievement of Quality Prescribing Indicators
Customer Perspective	Positive experiences and outcomes	4. Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated. 5. Percentage of adults receiving any care or support who rate it as excellent or good 6. Percentage of people with positive experience of care at their GP practice. 14. Readmissions to hospital within 28 days of discharge 17. Proportion of care services graded Good (4) or better in Care Inspectorate inspections 19. Number of days people spend in hospital when they are ready to be discharged 22. Percentage of people who are discharged from hospital within 72 hours of being ready.	<ul style="list-style-type: none"> • Percentage of customers satisfied with opportunities for social interaction • Complaints/Compliments
	Carers are supported	8. Percentage of carers who feel supported to continue in their caring role.	<ul style="list-style-type: none"> • Percentage of young carers accessing peer and emotional support who report they have increased confidence as result of this intervention.
Internal process perspective	Healthier Living To promote the health and well being of West Lothian citizens and reduce inequalities of health across the communities within West Lothian	1. Percentage of adults able to look after their health very well or quite well. 7. Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. 11. Premature mortality rate. 12. Rate of emergency admissions for adults 13. Rate of emergency bed days for adults	<ul style="list-style-type: none"> • Life Expectancy • Warwick-Edinburgh Mental Well-being Score • Percentage of adults with self assessed health as good/very good • Preventable hospital admissions
	Independent Living	2. Percentage of adults supported at home who agree that they are supported to live as independently as possible. 3. Percentage of adults supported at home who agree	<ul style="list-style-type: none"> • Self-Directed Support (indicators are in development) • Percentage of people aged 65+ who live in housing, rather than a care home or a hospital setting

		<p>that they had a say in how their help, care or support was provided</p> <p>15. Proportion of last 6 months of life spent at home or in a community setting</p> <p>16. Falls rate per 1000 population in over 65s</p> <p>18. Percentage of adults with intensive needs receiving care at home</p> <p>21. Percentage of people admitted from home to hospital during the year, who are discharged to a care home</p>	<ul style="list-style-type: none"> • Number of adults with learning disability provided with employment support • % of people with a learning disability supported in their own tenancies • Number of households receiving telecare
	<p>Services are safe</p> <p>To improve safety and quality across health and care services in West Lothian</p>	<p>9. Percentage of adults supported at home who agree they felt safe.</p>	<ul style="list-style-type: none"> • Achievement of Clinical Quality Indicators • Percentage of MAPPA cases where level of risk has been contained or reduced • Number of adverse events reported and proportion with harm
Learning & Growth Perspective	<p>Engaged Workforce</p> <p>Secure the integration of primary, secondary and social care to deliver sustainable and equitable improvements in quality and safety across health and social care;</p>	<p>10. Percentage of staff who say they would recommend their workplace as a good place to work</p>	<ul style="list-style-type: none"> • 85% of staff have an annual performance review and personal development plan • Achievement of 4% staff absence rate across all service areas • Staff satisfaction demonstrated through staff surveys

NHS LDP Standards

Local Delivery Plan (LDP) Standards are priorities that are set and agreed between the Scottish Government and NHS Boards. The current standards are:

Increase the proportion of people diagnosed and treated in the first stage of breast, colorectal and lung cancer by 25 per cent

95 per cent of all patients diagnosed with cancer to begin treatment within 31 days of decision to treat, and 95 per cent of those referred urgently with a suspicion of cancer to begin treatment within 62 days of receipt of referral

People newly diagnosed with dementia will have a minimum of one year's post-diagnostic support

100 per cent of patients to wait no longer than 12 weeks from the patient agreeing treatment with the hospital to treatment for inpatient or day case treatment (Treatment Time Guarantee)

90 per cent of planned/elective patients to commence treatment within 18 weeks of referral

95 per cent of patients to wait no longer than 12 weeks from referral (all sources) to a first outpatient appointment (measured on month end Census). Boards to work towards 100 per cent

At least 80 per cent of pregnant women in each SIMD quintile will have booked for antenatal care by the 12th week of gestation

90 per cent of Eligible patients to commence IVF treatment within 12 months of referral

90 per cent of young people to commence treatment for specialist Child and Adolescent Mental Health services within 18 weeks of referral

90 per cent of patients to commence Psychological therapy based treatment within 18 weeks of referral

NHS Boards' rate of Clostridium difficile in patients aged 15 and over to be 0.32 cases or less per 1,000 occupied bed days

NHS Boards' rate of staphylococcus aureus bacteraemia (including MRSA) to be 0.24 cases or less per 1,000 acute occupied bed days

90 per cent of Clients will wait no longer than three weeks from referral received to appropriate drug or alcohol treatment that supports their recovery

NHS Boards to sustain and embed alcohol brief interventions in the three priority settings of primary care, A&E and antenatal and to broaden delivery in wider settings

NHS Boards to sustain and embed successful smoking quits at 12 weeks post quit, in the 40 per cent most deprived SIMD areas (60 per cent in the Island Boards)

GPs to provide 48 Hour access or advance booking to an appropriate member of the GP team for at least 90 per cent of patients

NHS Boards to achieve a staff sickness absence rate of 4 per cent

95 per cent of patients to wait no longer than 4 hours from arrival to admission, discharge or transfer for A&E treatment. Boards to work towards 98 per cent.

NHS Boards are required to operate within their Revenue Resource Limit (RRL), their Capital Resource Limit (CRL) and meet their Cash Requirement

