

# CÙRAM IS SLÀINTE NAN EILEAN SIAR

## WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

2022 - 2023

### Supplementary Information

#### Health & Social Care Outcome Indicators







Each Integration Joint Board works toward a set of 23 Indicators that allow them to understand how they are performing in key areas of Health and Social Care.

The indicators are divided into Outcome Indicators and Data Indicators.

Information for Outcome Indicators is gathered every two years as part of the Health & Care Experience Survey. This is a survey that is sent to a random selection of people who have used GP Services within the 12 months prior to the Survey Questions being sent out.



















Data indicators measure the performance of a variety of Health & Social Care Services that have been identified as key indicators of how services are performing.

Key:

Arrow Direction	Colour
 Increase	 Decrease /below
 No change	 No change
 Decrease	 Improvement /above

The following tables provide a snapshot of the indicators with the Western Isles and Scotland performance. National performance is included as this allows us to see how we are performing against Scotland overall, and it also helps us to identify where our performance is below our desired level, whether this is local to the Western Isles or a picture that is seen across Scotland as a whole.

## National Outcome Indicators:

	Indicator No.	Description	Western Isles		Trend (Local)	Scotland		Performance vs National
			2019/2020	2021/2022		2019/2020	2021/2022	
Outcome indicators	NI - 1	Percentage of adults able to look after their health very well or quite well	94	93		93	91	
	NI - 2	Percentage of adults supported at home who agree that they are supported to live as independently as possible	81	83		81	79	
	NI - 3	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	70	72		75	71	
	NI - 4	Percentage of adults supported at home who agree that their health and social care services seemed to be well co-ordinated	80	71		74	66	
	NI - 5	Percentage of adults receiving any care or support who rate it as excellent or good	86	83		80	75	
	NI - 6	Percentage of people with positive experience of care at their GP practice	87	80		79	67	
	NI - 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	86	84		80	78	
	NI - 8	Percentage of carers who feel supported to continue in their caring role	39	41		34	30	
	NI - 9	Percentage of adults supported at home who agree they felt safe	86	88		83	80	
	NI - 10	Percentage of staff who say they would recommend their workplace as a good place to work	N/A	N/A		N/A	N/A	

Within the Western Isles, a total of 1106 people responded to the Health and Social Care Experience Survey that was issued in November 2021 to people registered with a GP Practice in October 2021. The majority of responses to the Survey were positive and scored above Scotland overall. When compared to the previous survey that was undertaken in 2019/2020 we have seen a reduction in 4 out of 9 measures with less people responding positively to these questions. This downward trend is seen across Scotland for all measures, with the Western Isles seeing less of a reduction than the National average. Information surrounding performance in each of these measures are provided with further detail within the document.

***There are no updates to the Health and Care Experience (HACE) survey this year (2022-2023). This is usually updated every other year and the next update is due in May 2024. A review of the HACE questionnaire is being undertaken and any comments on this should be sent to [patientexperience@gov.scot](mailto:patientexperience@gov.scot).***

The Data Indicators are presented in the same manner as the Outcome Indicators.

Positive progress on last years' performance has been seen in 6 of the 10 updated measures, 1 remaining constant and 3 showing a drop in performance against last year.

Information surrounding performance in each of these measures are provided with further detail in the document.

Data Indicators:

	Indicator No.	Description	Western Isles		Trend (Local)	Scotland		Performance vs National
			2021/2022	2022		2021/2022	2022	
Data indicators	NI - 11	Premature mortality rate per 100,000 persons	428	Jul-23		466	Jul-23	
	NI - 12	Emergency admission rate (per 100,000 population)*	14127	14667	↑	11636	11120	↑
	NI - 13	Emergency bed day rate (per 100,000 population)*	127079	135762	↑	111293	111371	↑
	NI - 14	Emergency readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)*	107	110	↑	106	101	↑
	NI - 15	Proportion of last 6 months of life spent at home or in a community setting*	91	90	↓	90	89	↑
	NI - 16	Falls rate per 1,000 population aged 65+ *	27	25	↓	23	22	↑
	NI - 17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	79	Jul-23		76	Jul-23	
	NI - 18	Percentage of adults with intensive care needs receiving care at home **	60	60	↔	65	64	↓
	NI - 19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	1305	1229	↓	761	919	↑
	NI - 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	N/A	N/A		N/A	N/A	

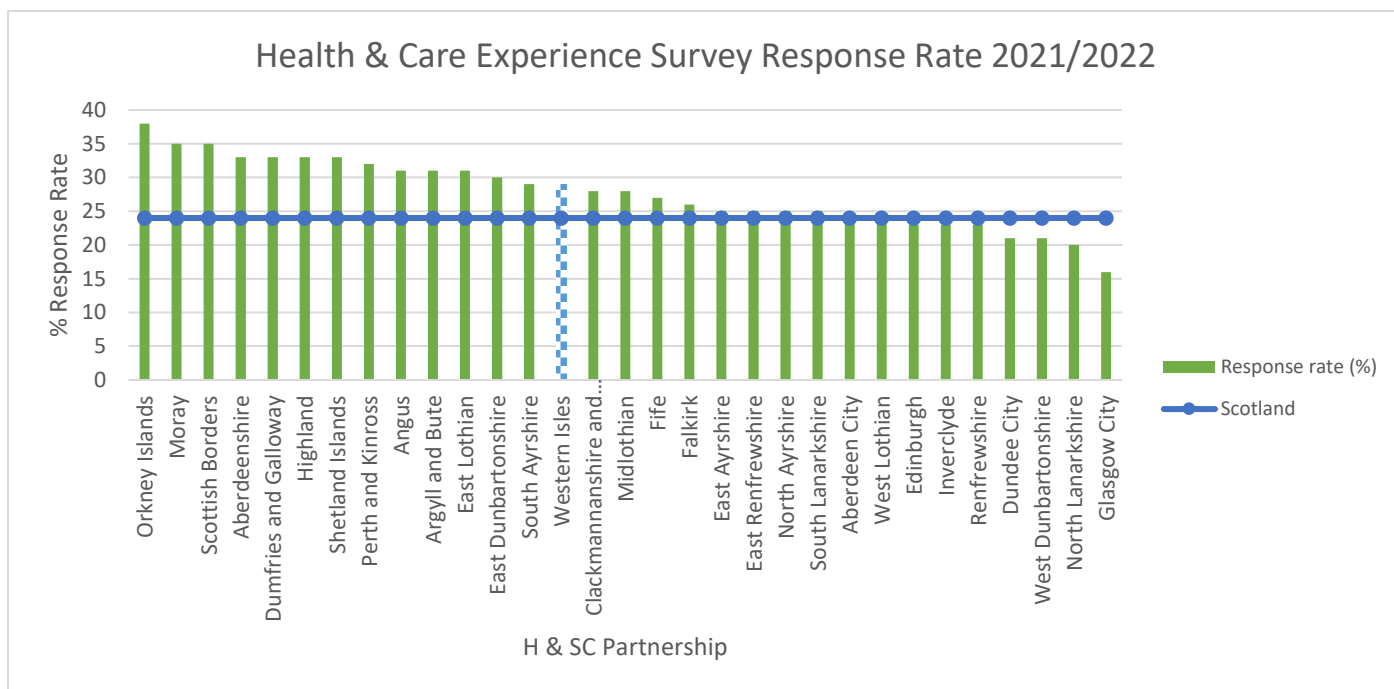
\* The primary source of data for these indicators are Scottish Morbidity Records (SMRs) which are nationally collected discharge-based hospital records. In accordance with the recommendations made by Public Health Scotland (PHS) and communicated to all Health and Social Care Partnerships, the most recent reporting period available with complete and robust data is calendar year 2022. Reporting on 2022 calendar year rather than 2022/23 financial year may not fully reflect local activity, however, this is still recommended due to data completeness levels.

\*\* The primary data source for indicator 18 is the Source return to PHS submitted by Partnerships each quarter. At present, the most recent reporting period available is calendar year 2022. Reporting on 2022 calendar year rather than 2022/23 financial year may not fully reflect local activity, however, this is still recommended due to data completeness levels.

For indicator 20, NHS Boards were not able to provide detailed cost information for 2020/21 due to changes in service delivery during the pandemic. As a result, PHS have not provided information for indicator 20 beyond 2019/20. PHS previously published information to calendar year 2020 using costs from 2019/20 as a proxy but, given the impact of the COVID-19 pandemic on activity and expenditure, PHS no longer consider

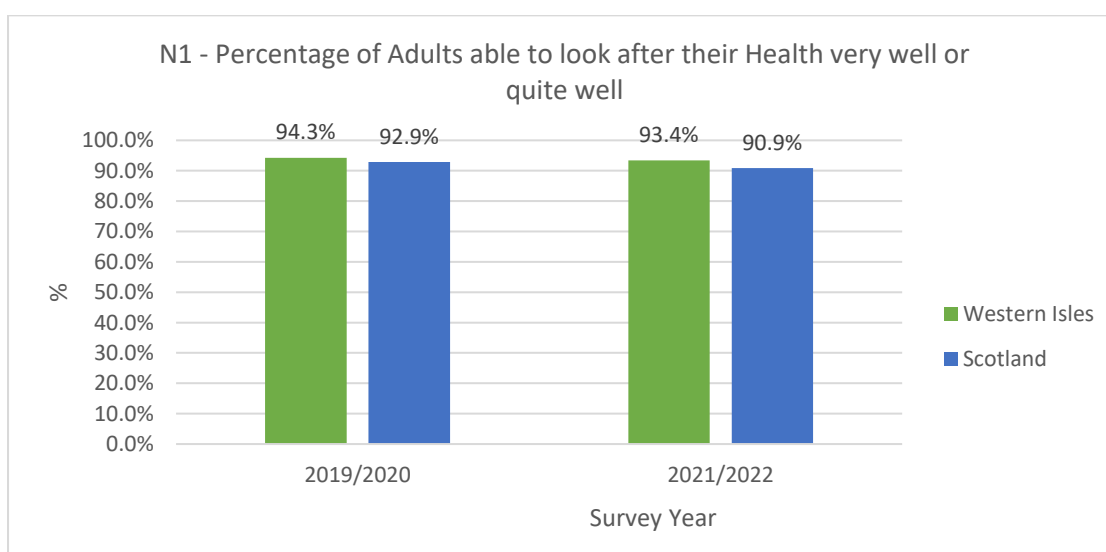
## Outcome Indicators – Individual Analysis

The Health & Care Experience Survey is undertaken every two years, and sent to a random selection of patients who are registered with a GP in Scotland on 6<sup>th</sup> October 2021. In the Western Isles, a total of 4030 surveys were issued with 1163 responses received, giving a response rate of 29%.



While the survey has been in existence since 2009, changes in the range of questions and methodology for the 2019/2020 survey mean that for the purposes of this report only data for 2019/2020 and 2021/2022 will be presented to allow equitable comparison.

## Self-reported Health



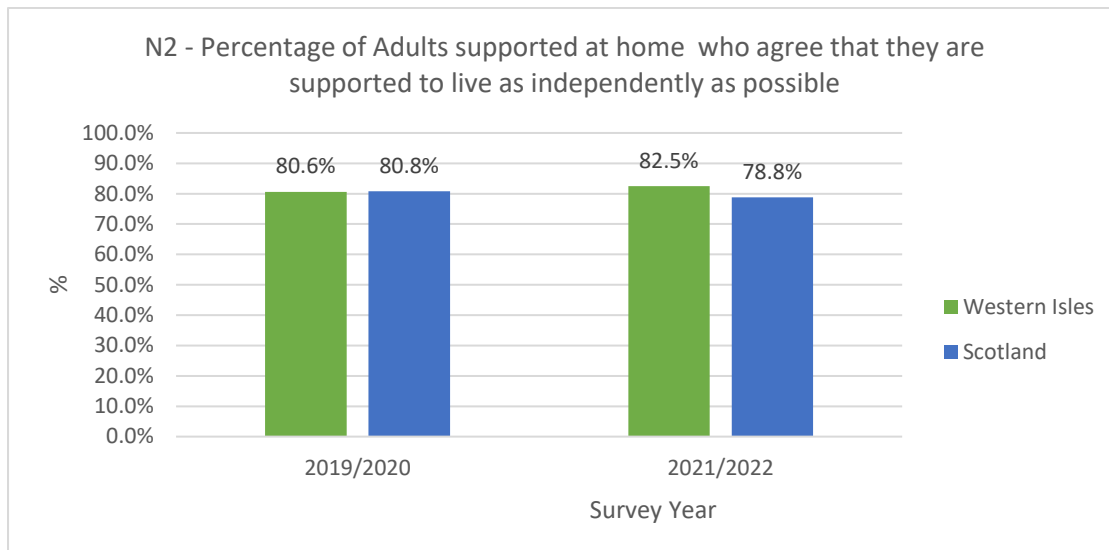
### What is measured?

This survey question asks respondents to rate their ability to look after their own health.

### What does it tell us?

Respondents in the Western Isles generally report being able to look after their own health at higher rates than the National response rate. While there is a decrease in comparison to 2019/2020, this is also seen Nationally with Western Isles reporting a smaller reduction that seen Nationally.

### Supported to remain Independent



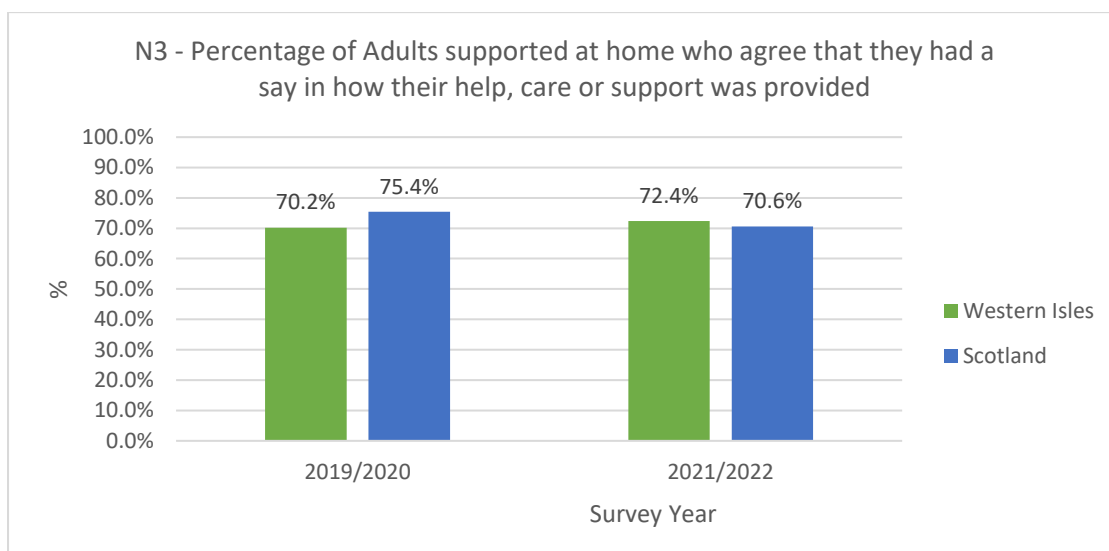
#### What is measured?

The survey asks people who live in their own home, if they feel that they are supported to live as independently as possible.

#### What does it tell us?

In 2019/2020, Western Isles responses were marginally lower than those seen Nationally. In the current survey, an improvement of 1.9% has been seen bucking the National trend which shows an overall reduction of 2%.

### Care & Support Provision



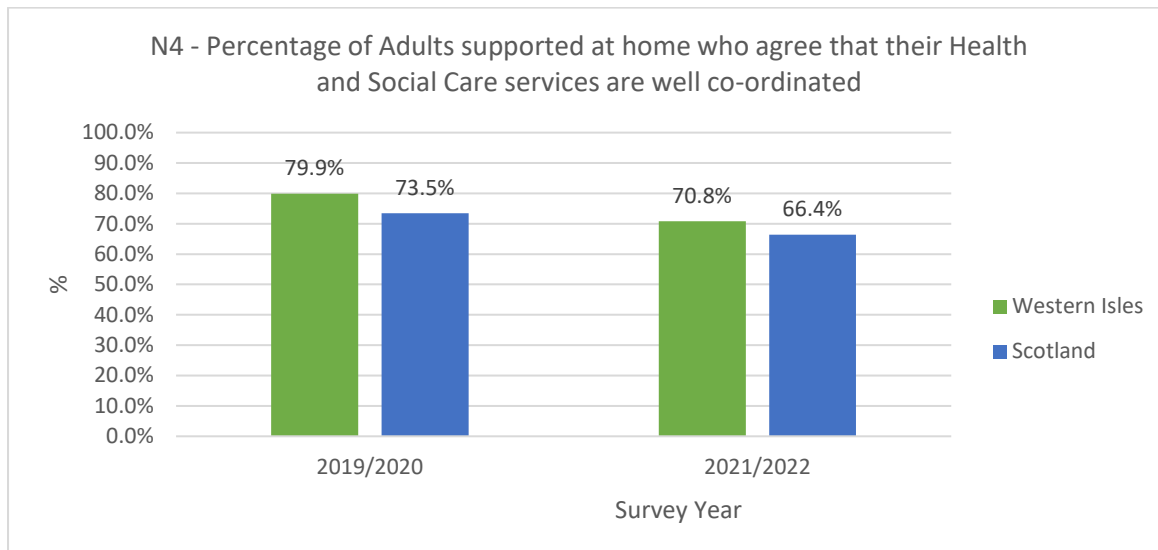
#### What is measured?

This survey question asks respondents if they were engaged in discussion surrounding how their support was provided.

#### What does it tell us?

In 2019/2020, Western Isles were below the National average but has seen a positive increase of 2.2% bucking the National trend where an overall reduction of 4.8% has been seen

### Service Co-ordination



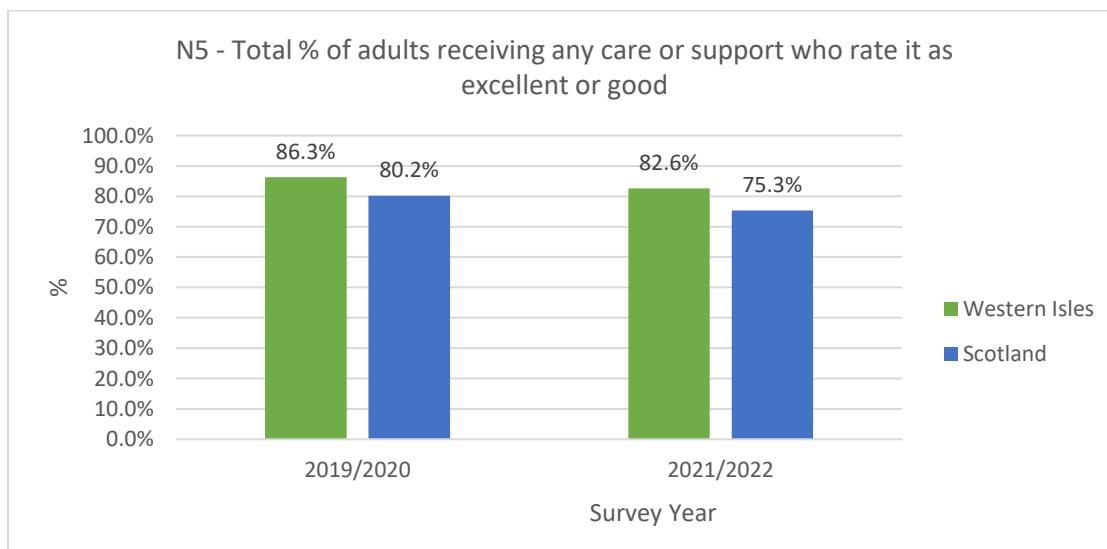
#### What is measured?

This survey question asks respondents if they feel that the services that they use work well together for them.

#### What does it tell us?

While a reduction of 9.1% can be seen on the responses received in 2019/2020, Western Isles continues to perform above the National average.

### Care Provision Rating



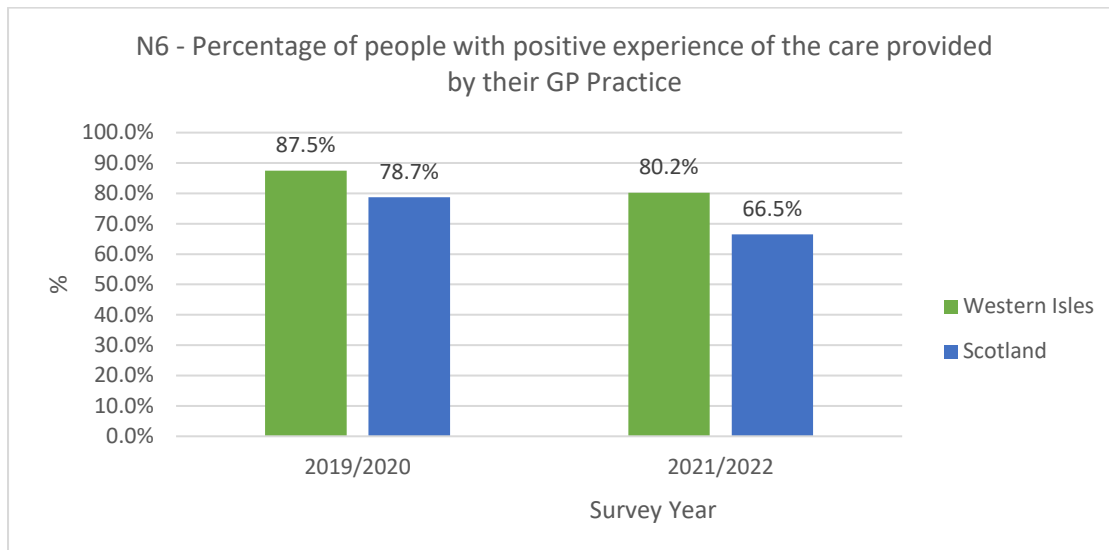
#### What is measured?

The survey question asks respondents how they would rate their care or support services

#### What does it tell us?

A drop in positive ratings of 3.7% between 2019/2020 and 2021/2022 can be seen for Western Isles which is in line with the picture seen Nationally where there has been an overall reduction of 4.9%

### GP Care Provision



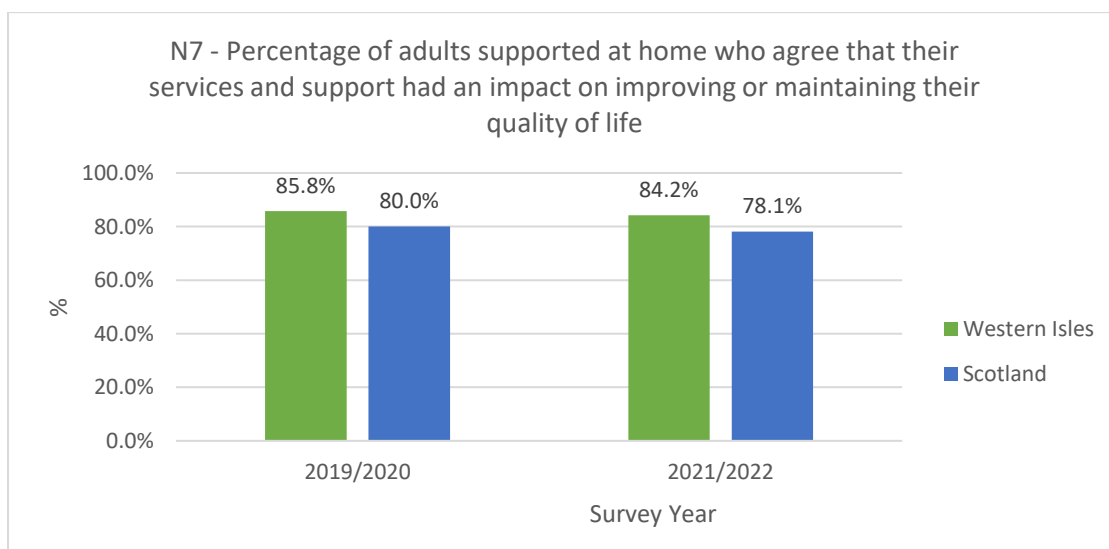
#### What is measured?

Survey respondents are asked to rate their experience of services provided by their GP Practices.

#### What does it tell us?

A reduction in patient satisfaction can be seen both Nationally and within the Western Isles between 2019/2020 and 2021/2022. The decrease while significant, is much less in the Western Isles than the National trend were a drop of 12.2% has been recorded.

### Quality of Life



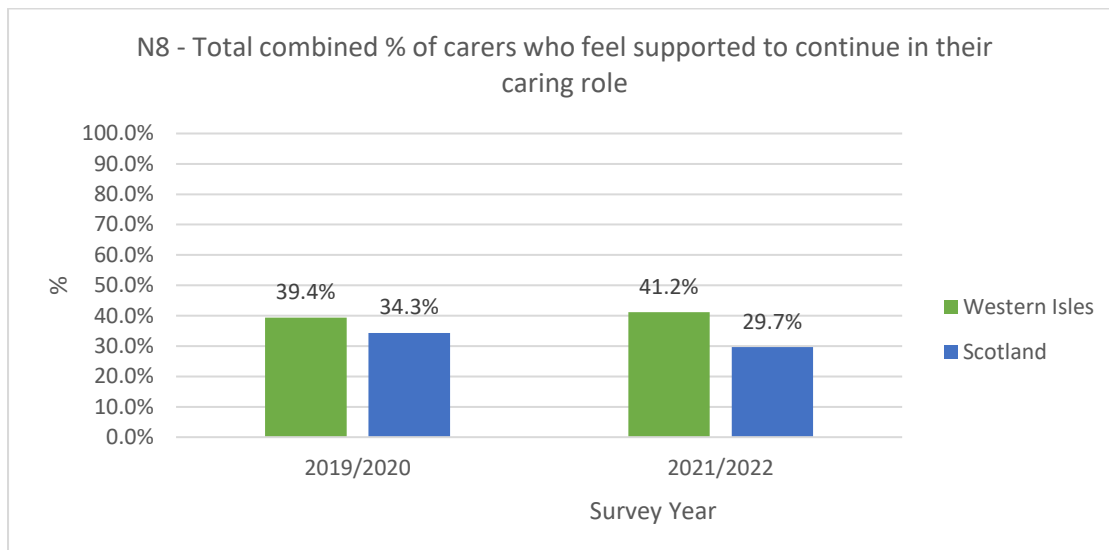
#### What is measured?

Survey respondents are asked whether services have help them to maintain or improve their quality of life.

#### What does it tell us?

A slight reduction in positive responses can be seen for the Western Isles and Nationally, with a smaller drop for the Western Isles leading to greater gap between Western Isles and Scotland overall – 5.8% in 2019/2020 and 6.1% in 2021/2022.

### Carers' support



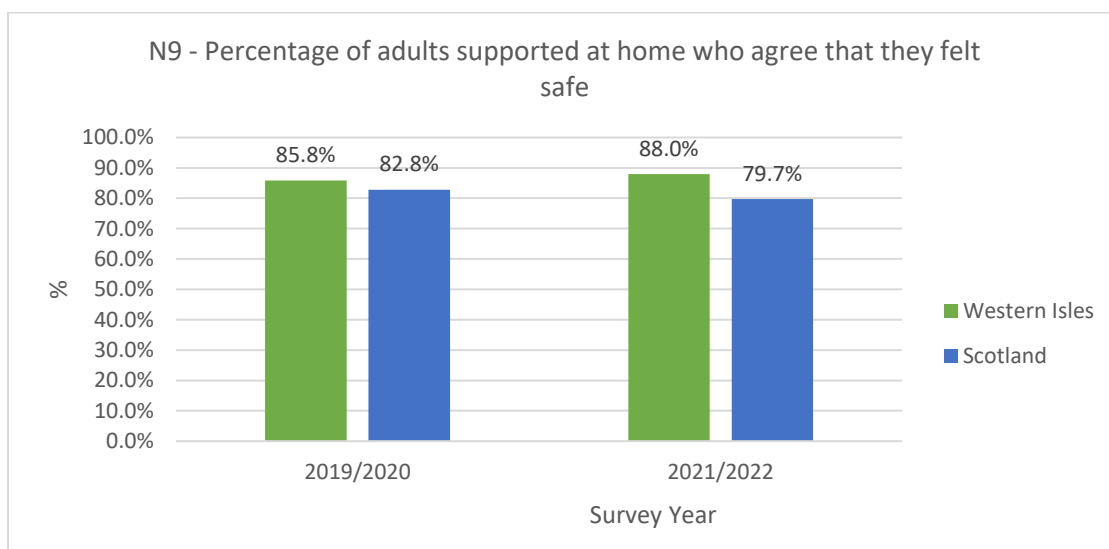
#### What is measured?

Respondents who are unpaid carers are asked if they feel that the services provided to them and the people they care for, support them in continuing to provide care.

#### What does it tell us?

Responses to this question indicate a local and national picture of Carers feeling predominantly unsupported in their role. Those in the Western Isles report higher levels of feeling supported with a positive increase in 2021/2022 against a national downward trend.

### Safety



#### What is measured?

This survey question asks respondents who receive support at home to rate how safe they feel at home.

#### What does it tell us?

Responses in 2021/2022 show an increase in positive responses in the Western Isles against the National trend, with the delta increased to 8.3%

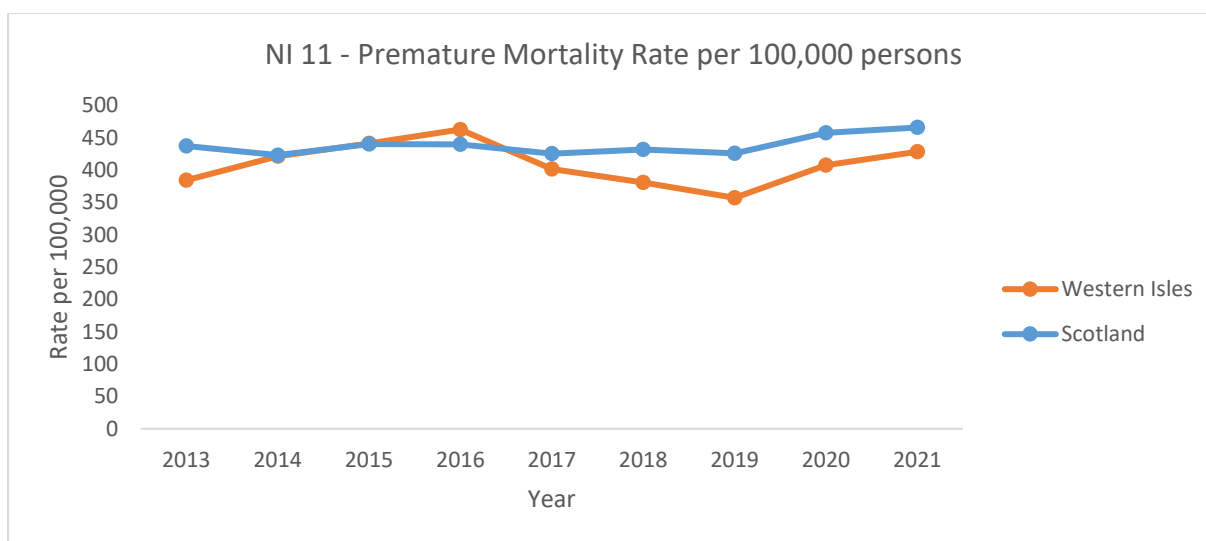


## Data Indicators – Individual Analysis

*The primary source of data for these indicators are Scottish Morbidity Records (SMRs) which are nationally collected discharge-based hospital records. In accordance with the recommendations made by Public Health Scotland (PHS) and communicated to all Health and Social Care Partnerships, the most recent reporting period available with complete and robust data is calendar year 2022. Reporting on 2022 calendar year rather than 2022/23 financial year may not fully reflect local activity, however, this is still recommended due to data completeness levels.*

For the following indicators, N12 – NI16, NI18 – NI 20, direct comparison between financial year and calendar year cannot be made though, charts are displayed including Financial Year and Calendar Year for 2022.

### N11 - Premature Mortality Rate



**\*\*\* Indicator 11 (premature mortality rate). Figures for 2022 are expected to be published by [National Records of Scotland \(NRS\)](#) in mid-July and will not be included in either the unpublished PHS Core Suite Indicators update in May or as part of the published figures released on 4 July.**

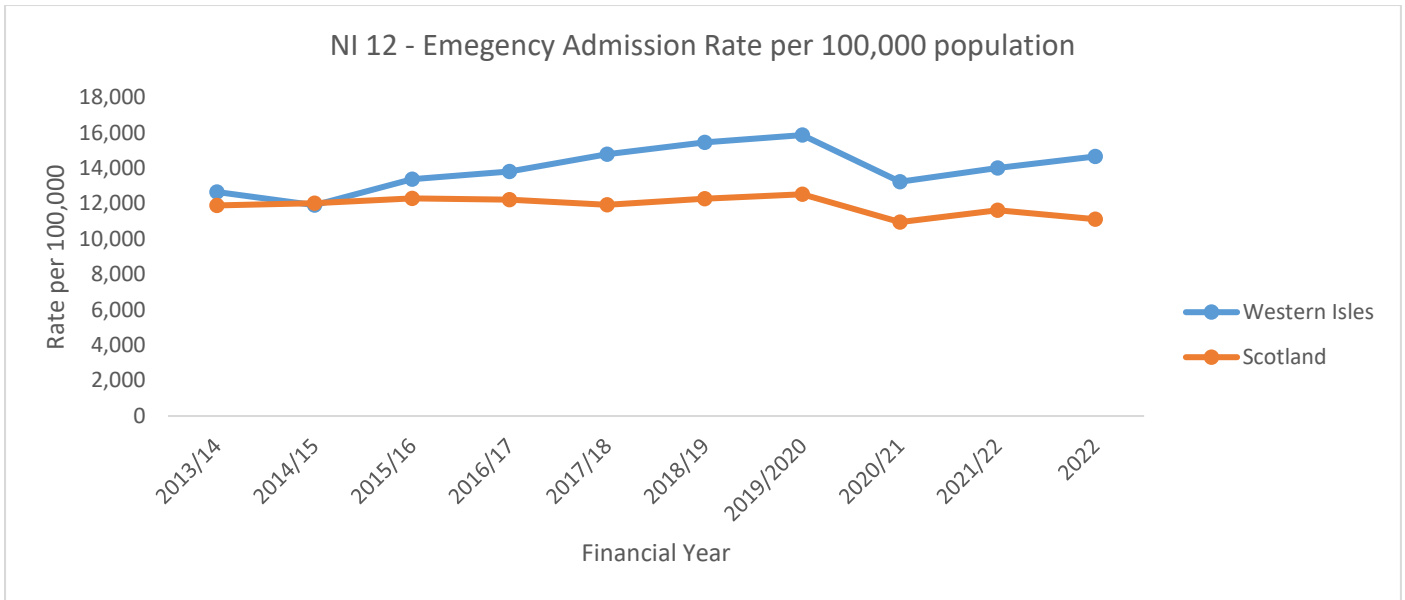
#### What is measured?

This counts the number of people under the age of 75 who died within the calendar year as a rate per 100,000 of the population, in this instance Western Isles and Scotland

#### What does it tell us?

The Western Isles have seen a slight increase in the number of Premature Deaths in 2021. This remains below the Scottish average, though the increase is sharper than that seen Nationally.

#### Emergency Admissions



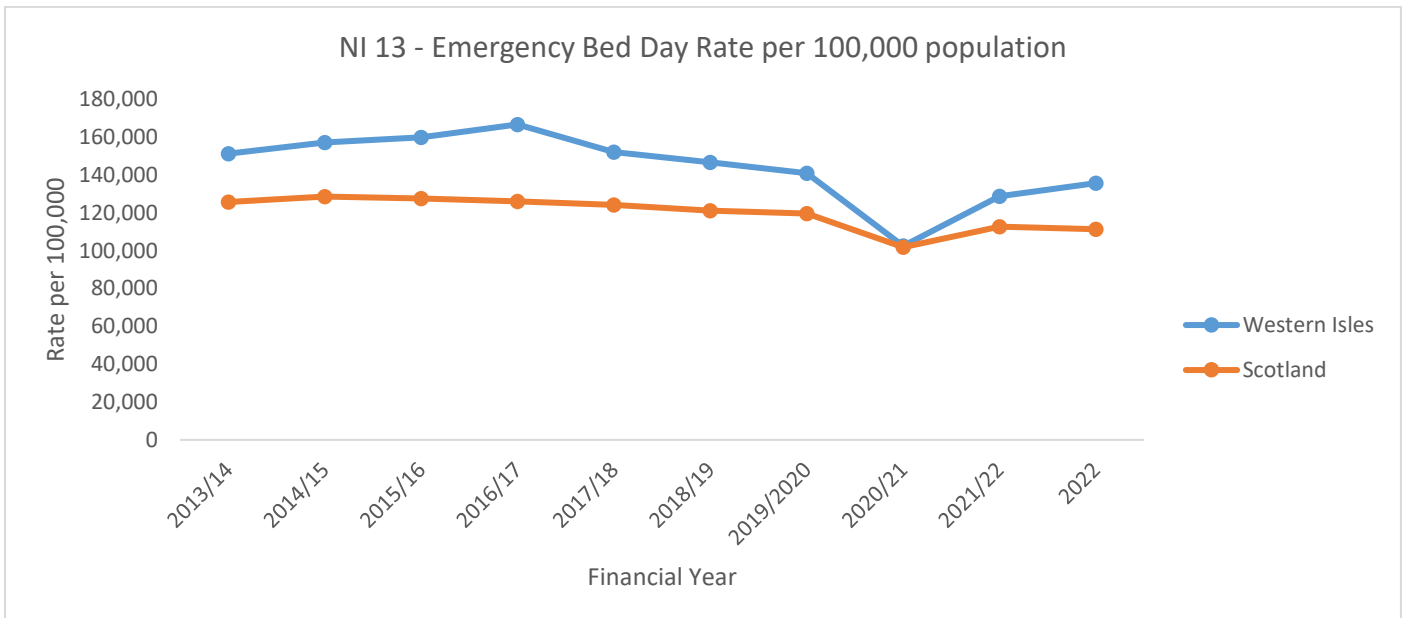
**What is measured?**

This counts the number of people who were admitted to Hospital as an Emergency as a rate per 100,000 of the population. An emergency admission is any admission to Hospital where the admission was not planned, planned admissions are procedures or operations that are scheduled in advanced such as Knee/Hip Replacements, procedures or investigation that require you to stay in hospital overnight.

**What does it tell us?**

For the 2022, Emergency Admission rates in the Western Isles remain above the National average, against the National trend indicating that there are local factors affecting increased admission rates.

**NI 13 - Emergency Bed Days**



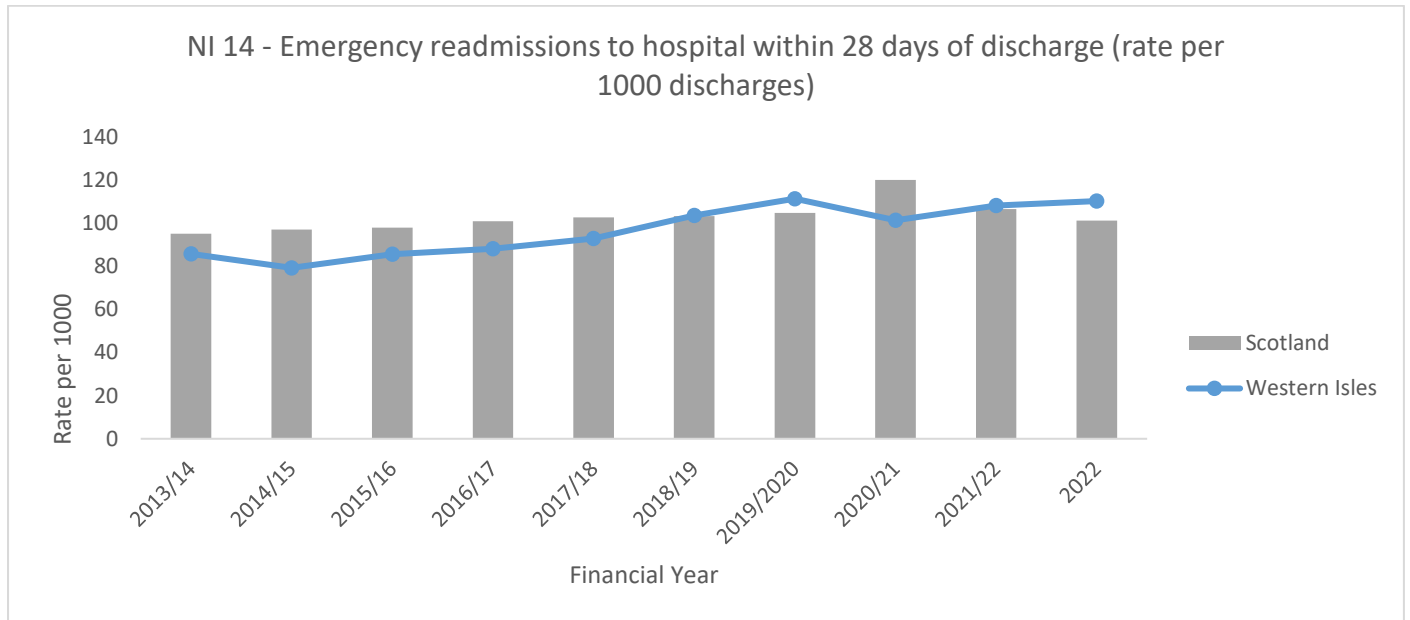
**What is measured?**

This counts the number of days that people who were admitted as an Emergency were in Hospital for, as a rate per 100,000 of the population.

**What does it tell us?**

Following a sharp reduction in the period 2019/2020 to 2020/2021, a similarly sharp increase in 2021/2022 has slowed in 2022.. The national picture shows a slight reduction in 2022 on 2021/22s' rates. Historically, increases in Emergency Bed days in the Western Isles have been closely correlated to Delayed Discharges (N19) , for 2002 this does not appear to be the case and may be influenced by the following measure - Emergency readmissions within 28 days of Discharge (N14)

**Emergency Readmissions within 28 days of Discharge**



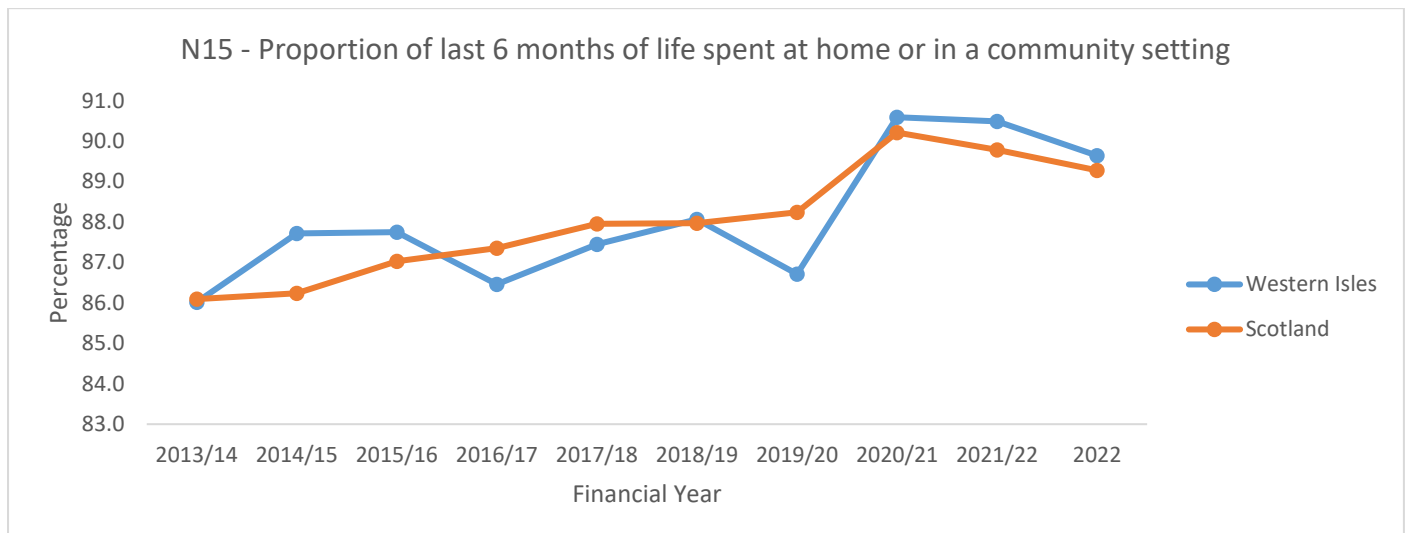
**What is measured?**

This counts the number of people who were admitted back in to hospital as an Emergency within 28 days of being discharged. This is calculated as a rate per 1000 of the population.

**What does it tell us?**

This helps us identify where people are being discharged from Hospital only to have to be readmitted within 28 days. Western Isles has shown a small but increasing trend since 2020/21 leading to levels slightly below the peak in 2019/20, whereas the National trend indicates a downward trend since the pandemic peak in 2020/21.

**Last 6 months of Life**



- Please note that this graph axis does not begin at zero, this is to allow a clearer representation of the information.*

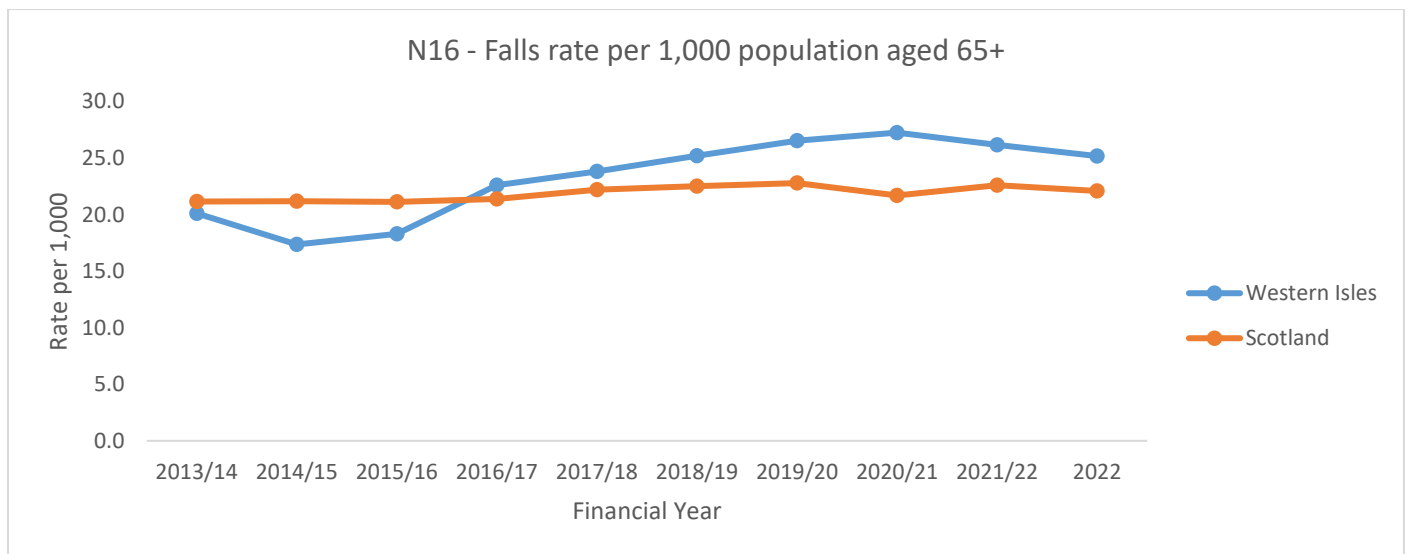
### What is measured?

This measure looks at the percentage of time a person spends in their last 6 months of life – whether in Hospital, at Home/Care Home or Hospice.

### What does it tell us?

This measure tells us if we are supporting people appropriately within their last 6 months of life, In particular where someone has a life-limiting condition or diagnosis that is now reaching the palliative and end of life stages. The intention is to ensure that people can spend as much of this time at “home” (Home or Care Home) as possible with friends and family rather than in Hospital. For 2022, Western Isles is marginally above National performance by 0.1% , local data indicates that finalised data for 2022/23 will see a 1% increase in the percentage of time spent in the Community for western Isles.

### Over 65 Falls



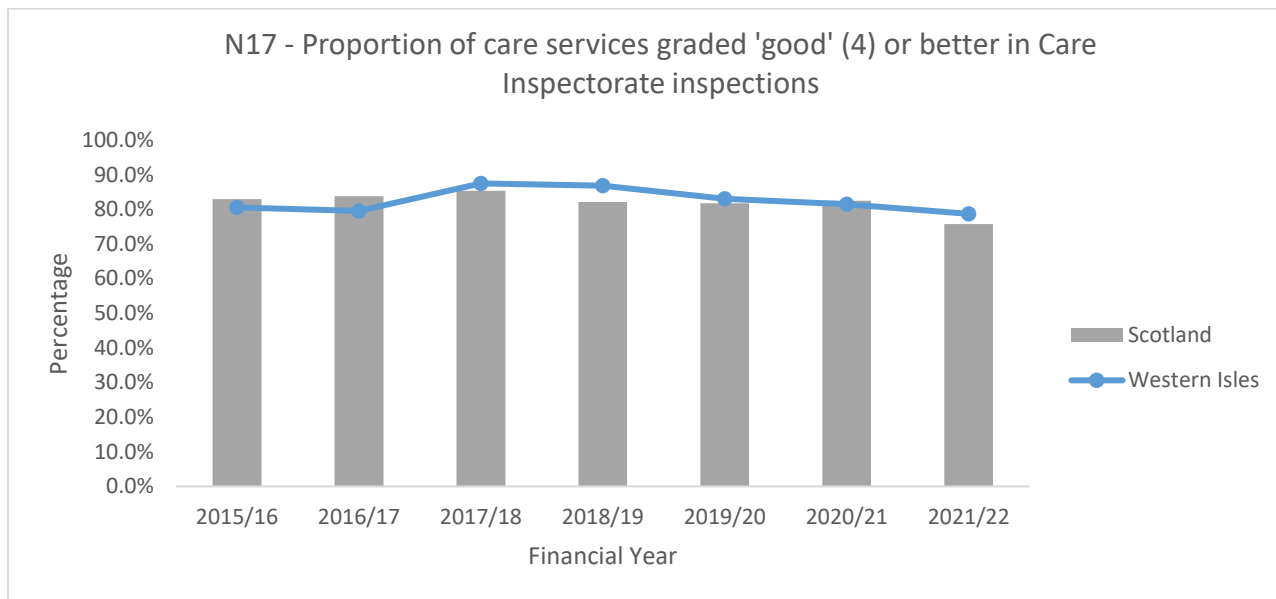
### What is measured?

This measures the number of Emergency Hospital Admissions for people 65 and over as a rate per 1000 of the population.

### What does it tell us?

Falls amongst people over 65 in the Western Isles show a slight reduction on previous year in line with the National trend, though rates remain above National levels.

## Care Services graded 'Good' or above



\*Indicator 17 (the proportion of care services graded good or better) will be updated to 31 March 2023 as part of the published figures in July.

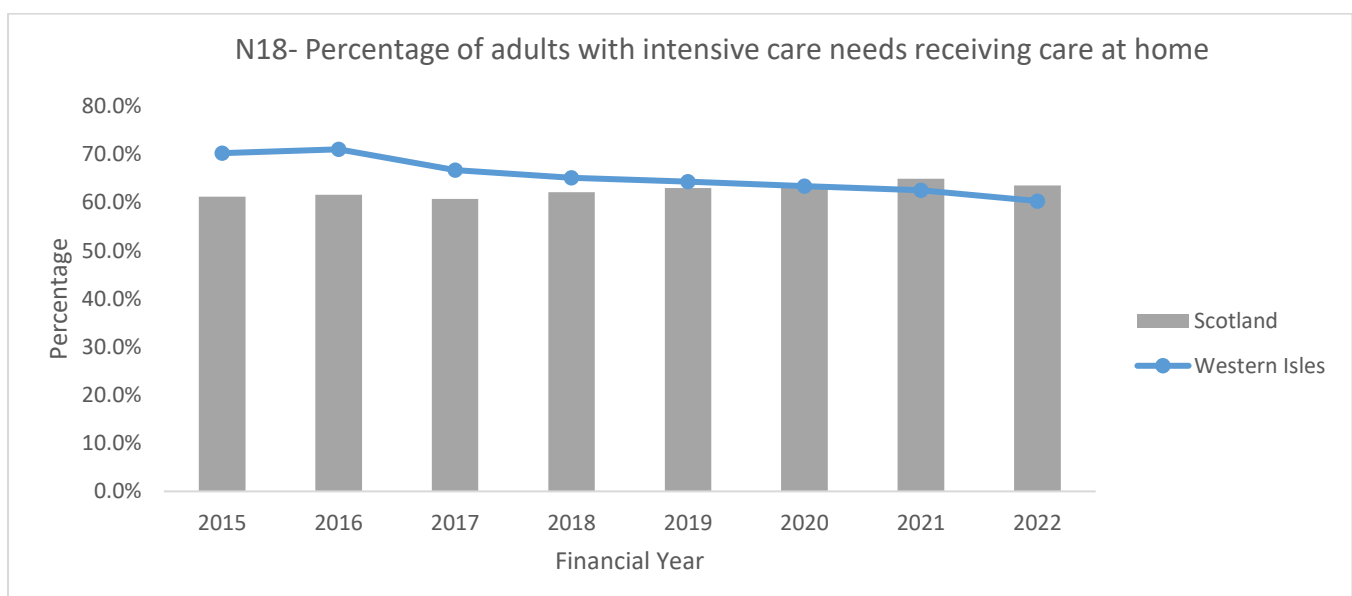
### What is measured?

This measure is based on Care Inspectorate Inspections of Care Services in the Western Isles – this includes Residential Care Homes, Care at Home, Day Care and Support Services. This includes Local Authority, 3<sup>rd</sup> Sector and Private services.

### What does it tell us?

Care Services in the Western Isles continue to score above the National average. While a decrease had be seen over the last 4 years, for 2021/2022, the reduction is not as significant as seen Nationally.

## Intensive Care Needs at Home



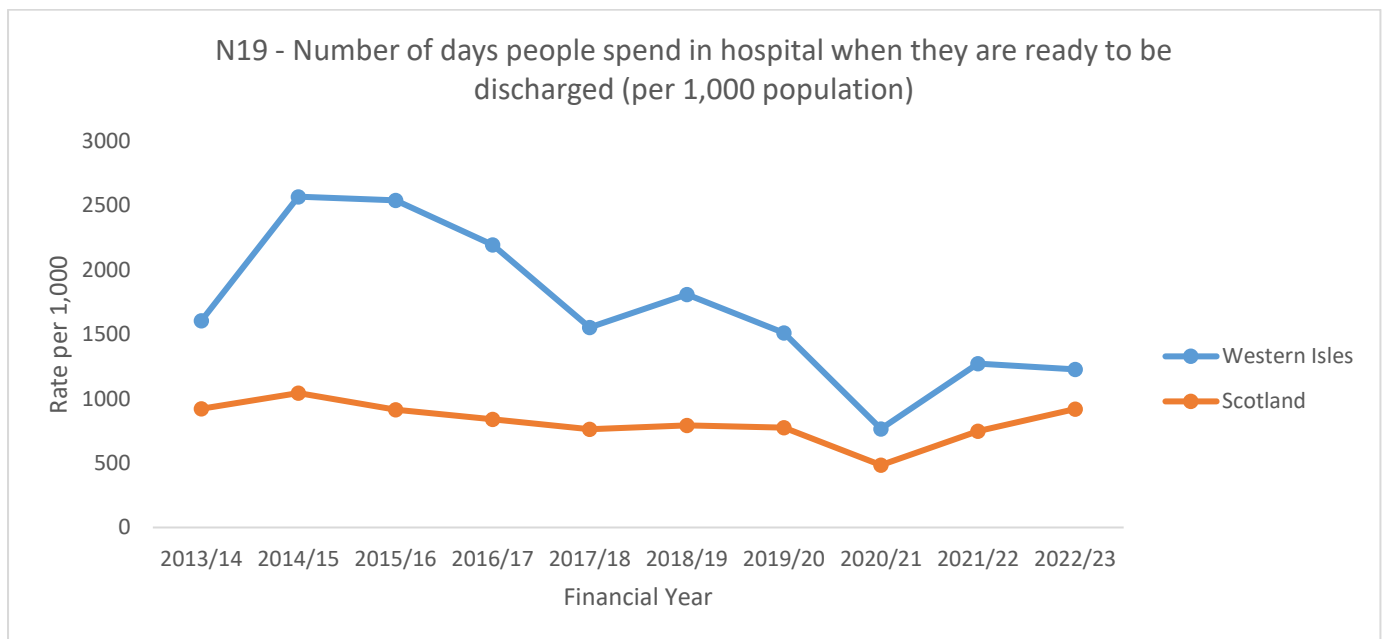
### What is measured?

This measure counts the percentage of people that are receiving Care at Home as a percentage of people that are receiving help with their personal care across all settings such as Care/Nursing Homes and Continuous care in Hospital

### What does it tell us?

This measure provides us with information on how we are providing services to people who need support with Personal care, enabling them to live in their own homes or supported accommodation for longer. As can be seen, the Western Isles has dropped below the National average, this is against the trend seen Nationally which has been rising since 2018.

### Delayed Discharge Bed Days



### What is measured?

This measure counts the number of days a person (Over 18) remains in hospital when they are clinically ready for discharge as a rate per 1000 of the population

### What does it tell us?

While a person is safe and cared for while in Hospital, a prolonged delay when they are clinically well enough to leave can lead to them losing skills and confidence in activities for daily living making it harder for them to return home and to their previous levels of function physically and mentally. Following a significant reduction in 2020/2021 and an increase in 2021/22, Western Isles, while above National rates has seen a reduction on the previous year and against the National trend.

## **Health & Care spending on Emergency Admissions**

*For indicator 20, NHS Boards were not able to provide detailed cost information for 2020/21 due to changes in service delivery during the pandemic. As a result, PHS have not provided information for indicator 20 beyond 2019/20. PHS previously published information to calendar year 2020 using costs from 2019/20 as a proxy but, given the impact of the COVID-19 pandemic on activity and expenditure, PHS no longer consider this appropriate.*

## **Ministerial Strategic Group (MSG) for Health & Social Care - Integration Indicators**

The MSG Integration indicators are 6 indicators that cross Health and Social Care, which have been identified as key indicators that provide an overview of how the Board is performing in a way that is easier to monitor on a monthly/quarterly/annual basis than the Outcome Indicators. Each year, Boards undertake work to provide a target on how the plans they have developed will impact on these measures.

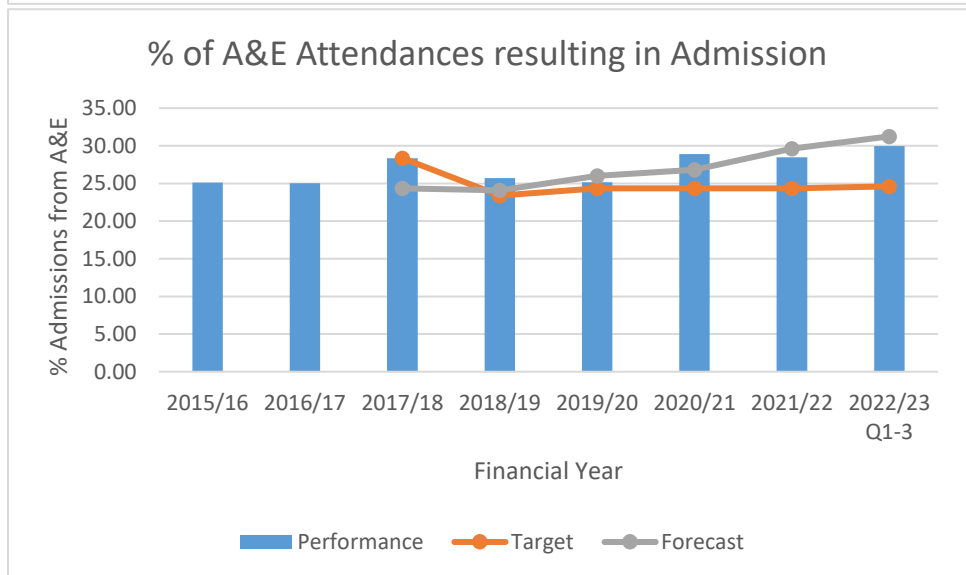
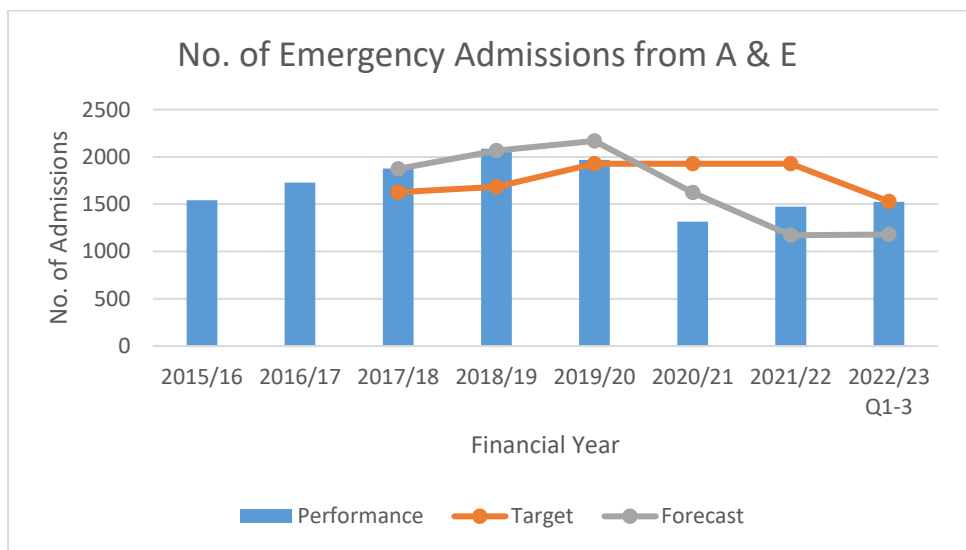
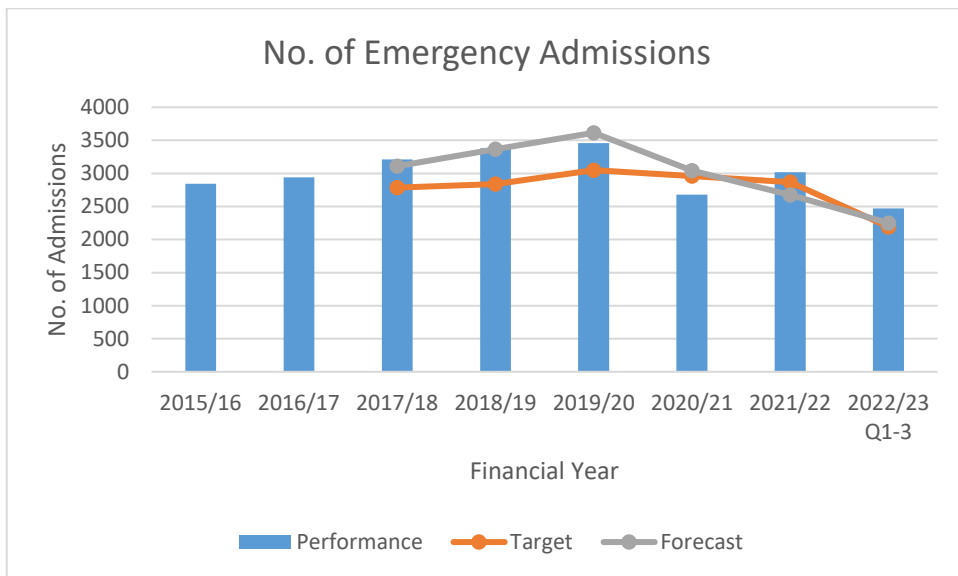
Due to the Covid-19 Pandemic, the decision was taken to continue working towards the targets developed in 2019/2020. As services focussed on preparedness and subsequent remobilisation, the information detailed below will not be aligned with projects/initiatives as it has been in previous years. Forecast performance information has been included but is heavily impacted by Pandemic based actions in 2020/2021 and subsequent remobilisation.

The impacts of actions taken during the pandemic period can be seen most acutely in 2020/2021, and also within 2021/2022 alongside remobilisation of services and a gradual return to pre-pandemic life for the Island.

As data for 2022/23 is reviewed, the impact of the Pandemic period can be seen on rolling forecast targets. This currently creates an artificially lower performance target for 2022/23 as 2020/21 data is incorporated into the overall forecast calculation.

On the following pages, information on how we performed against our targets for each of the Indicators are provided. For 2022/23, current validated National data is only available to the period Dec-2022. As such, the same pattern is followed as for our Integration indicators with the associated targets and forecasts running to Dec-2022 to allow a balanced view of performance to date.

### 1. Emergency Admissions

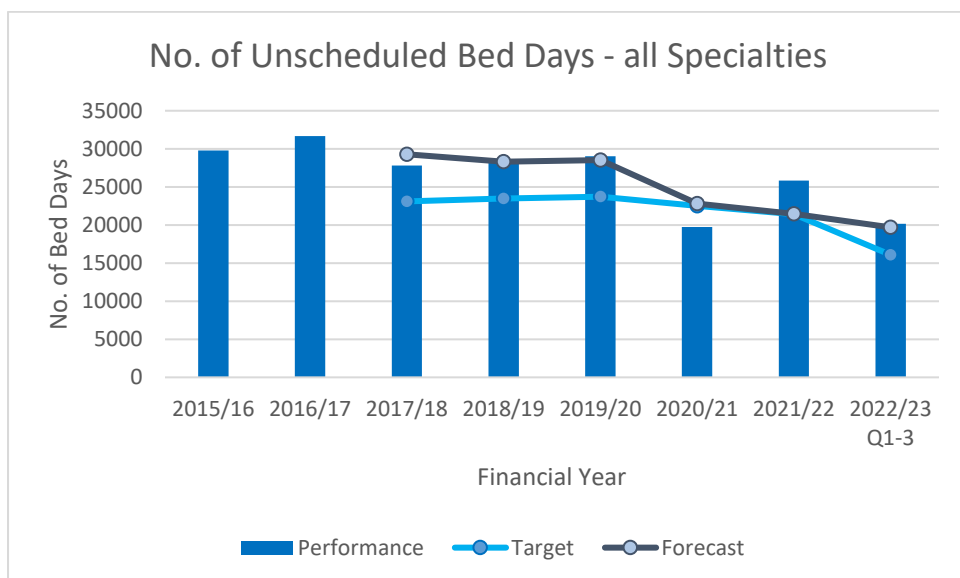
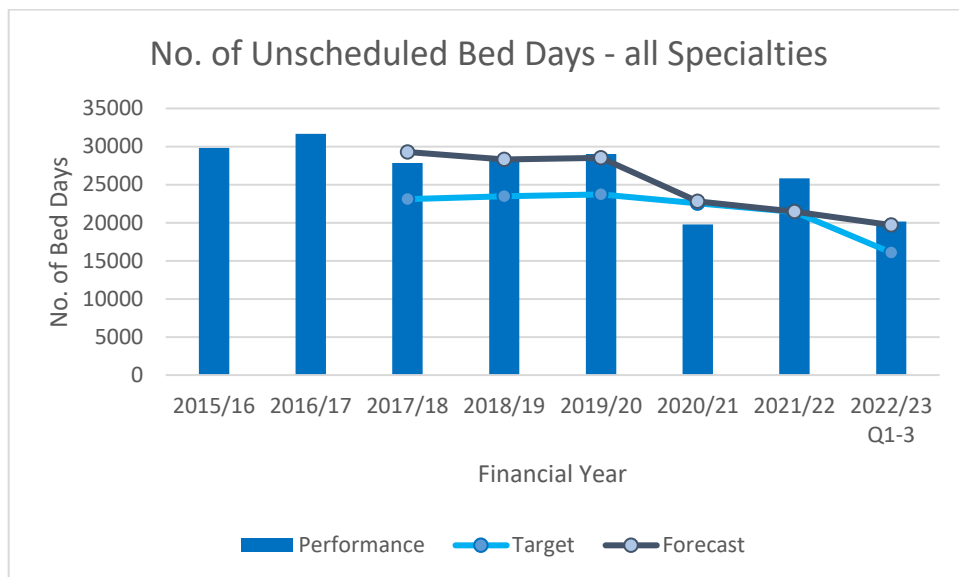




Our target for Indicator 1 – Emergency Admissions was to reduce the number of Emergency Admissions by 3%, and those from A& E by 5%, the targets were continued since 2019/20 due to the Covid-19 Pandemic.

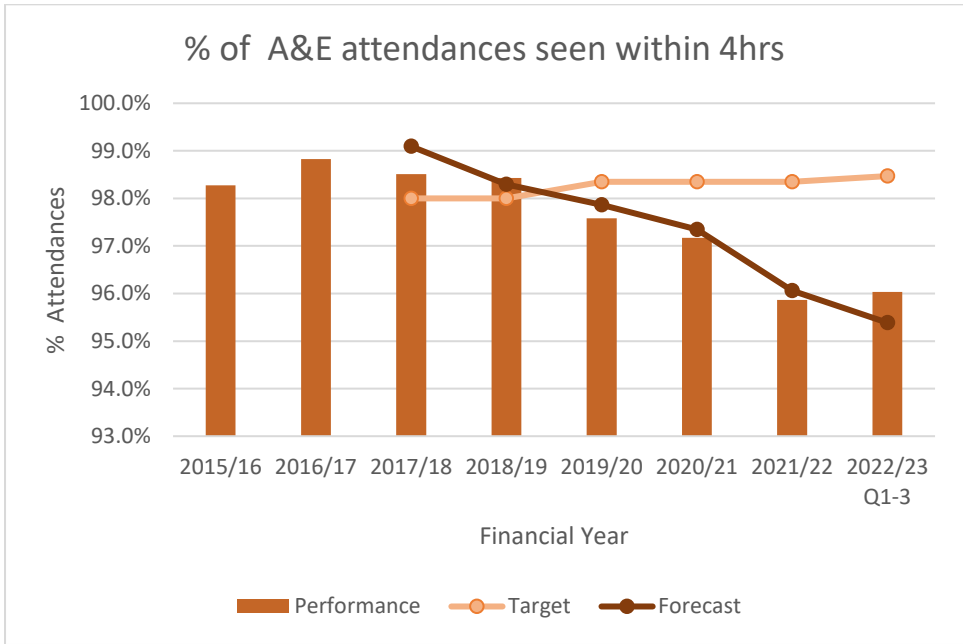
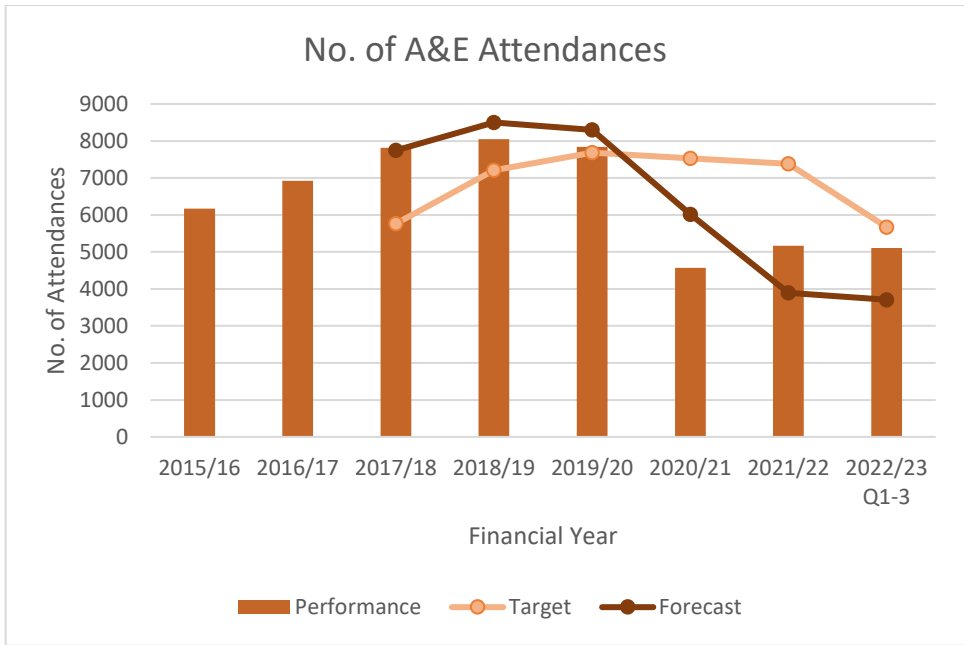
In the period 2022/2023 Q3, we can see that the number of Emergency Admissions exceeds both our forecast and target; Admissions from A & E while above target remain under forecast as is also reflected in the percentage of A & E attendances resulting in admission.

## 2. Unscheduled Bed Days



Our target for Indicator 2 – Unscheduled Bed Days, was to reduce by 12% across all specialities. Both Target and Forecast are exceeded to December 2022, with the expectation that for the year as a whole, numbers will be above both forecast and target. Additional measures specifically included within this indicator are for Mental Health and Geriatric Long Stay bed. In the Western Isles, we do not have a specific Geriatric Long Stay speciality, as such no target is set for this measure. Our target for Mental Health Bed days allowed for an increase based target average over the last three years, our actual performance showed a reduction against target and slightly elevation over forecast.

## 3. A& E Performance

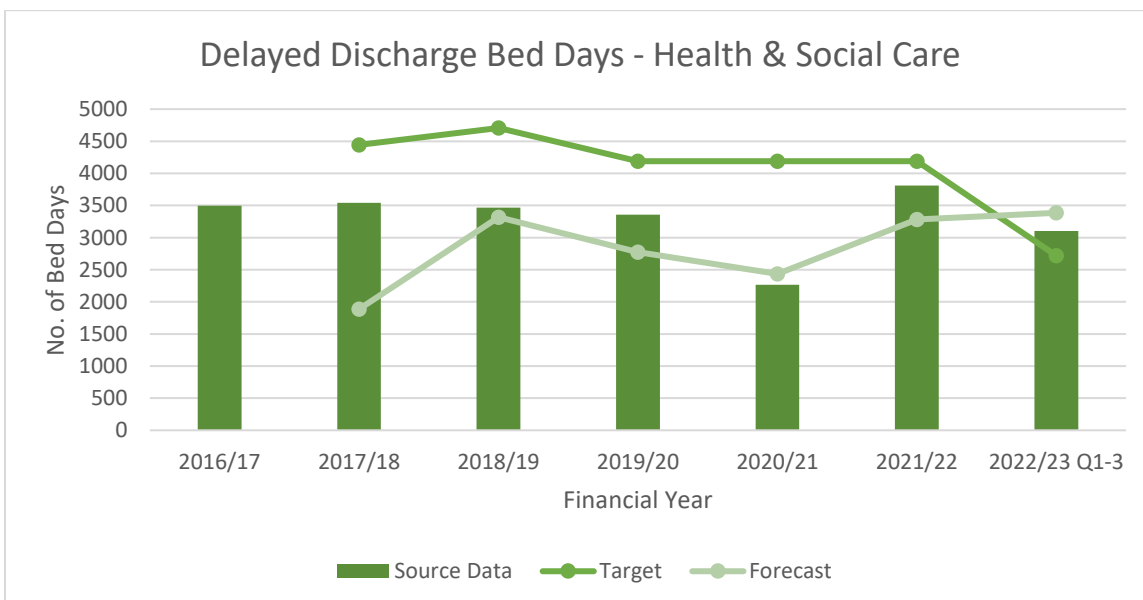
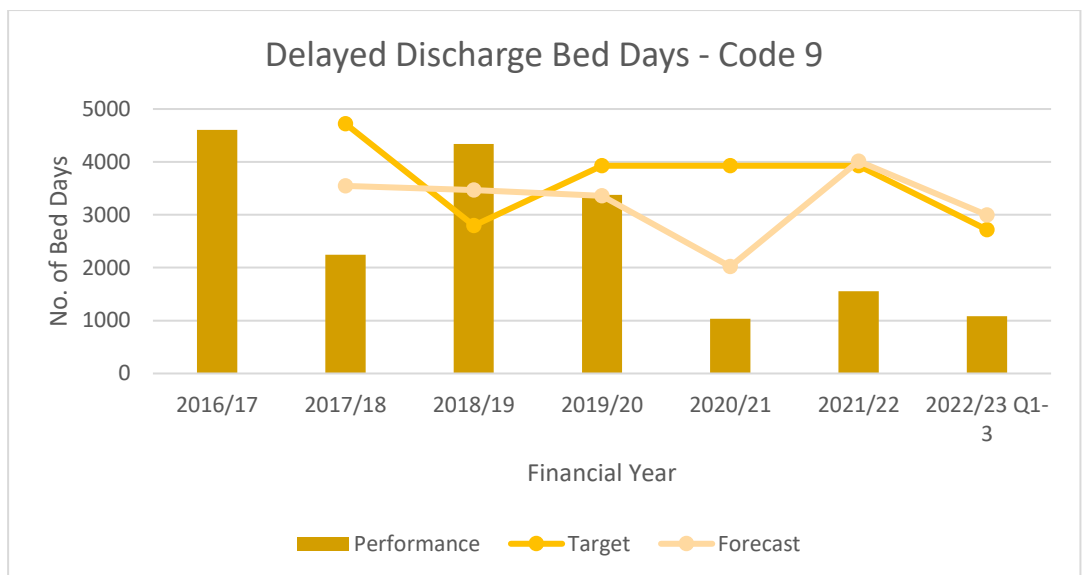
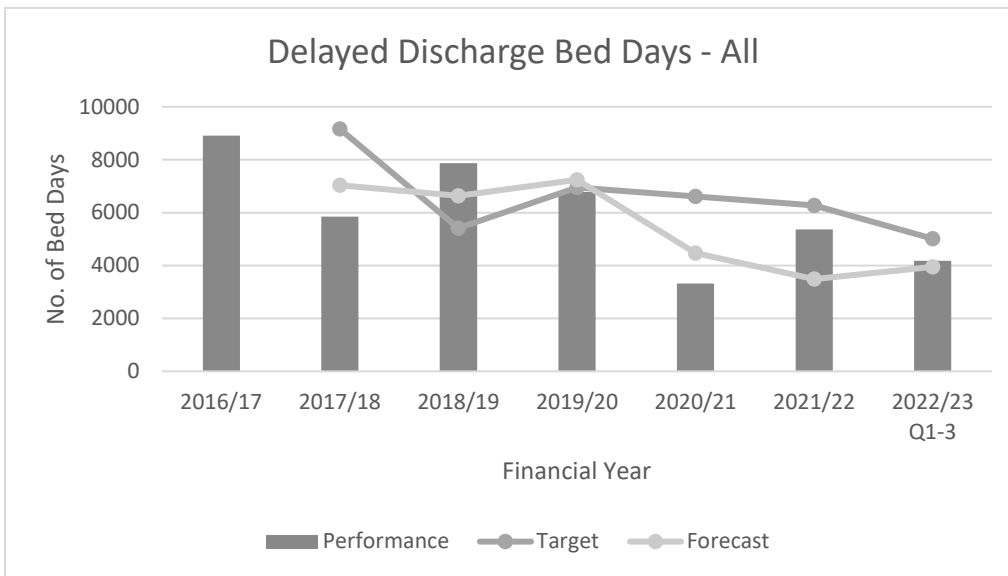


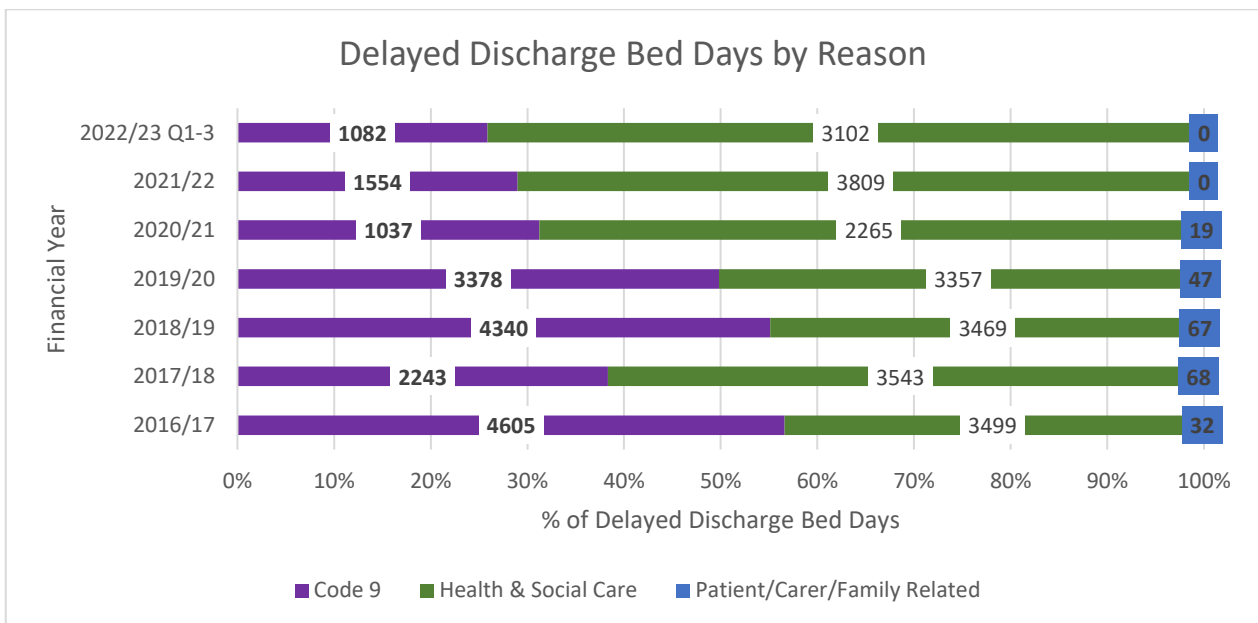
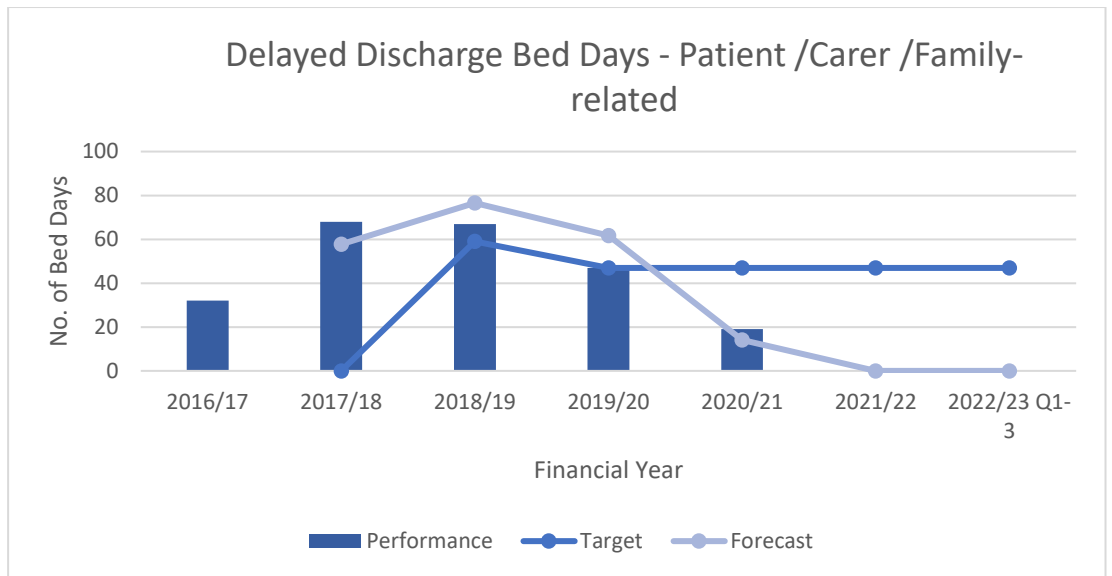
- **Please note that this graph axis does not begin at zero, this is to allow a clearer representation of the information.**

Our Target for indicator 3 – A & E Performance, was to maintain our performance against 2019/2020 levels. Attendances at A & E continue to rise on the previous two financial years, with attendances to December 2022 exceeding 2021/22 attendances for the financial year.

We have continued to maintain high levels of performance with 96% of people attending A&E seen within 4 hours though this is below our stated target of 98.4% but above our forecast performance of 95.4%

#### 4. Delayed Discharges





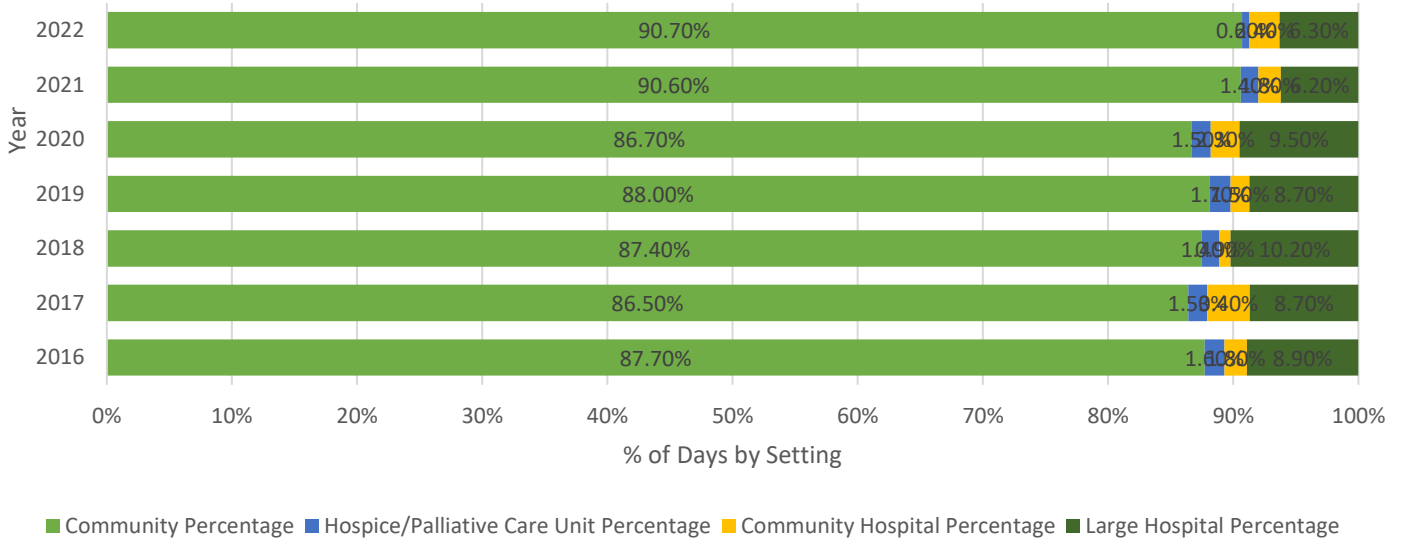
Our target for indicator 4 – Delayed Discharge Bed Days was to reduce delayed discharge bed days by 5%.

Overall Bed Days remain at a similar level to 2021/22, and while above forecast, remain below target for the expected period. While Health & Social Care reasons remain highest, rates for code 9 - Complex waits remain significantly below forecast and target, with no bed days attributed to patient/carer/family related reasons.

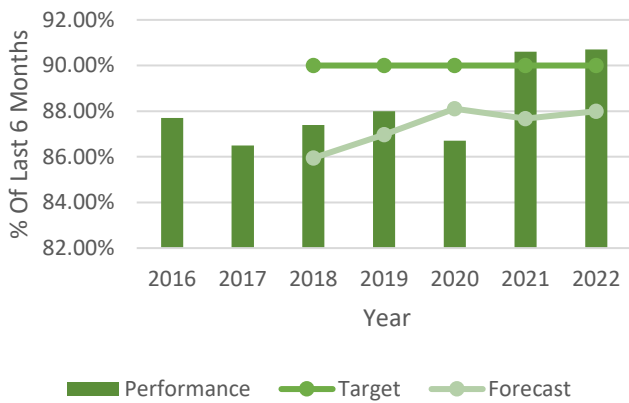
#### 5. Last 6 Months of Life

As data is only available to Dec-2022, this measure is presented as Calendar Year.

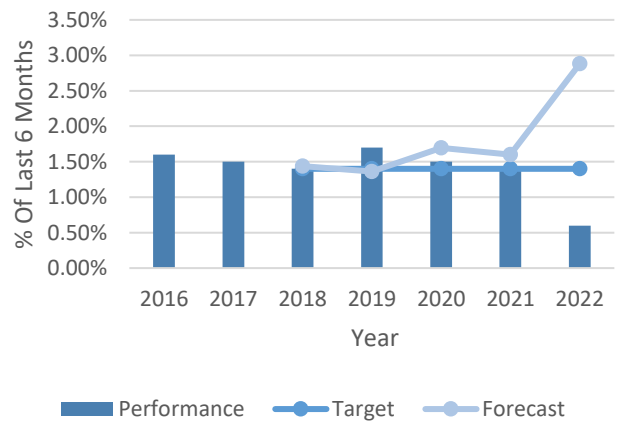
## Last 6 months of Life by Setting



### % of Last 6 months of Life by Setting - Community

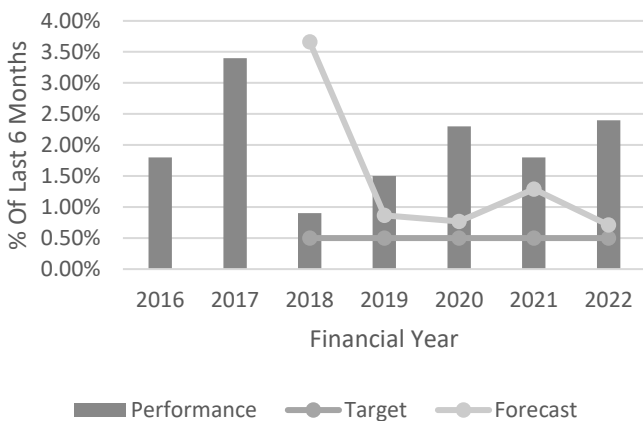


### % of Last 6 months of Life by Setting - Palliative/Hospice

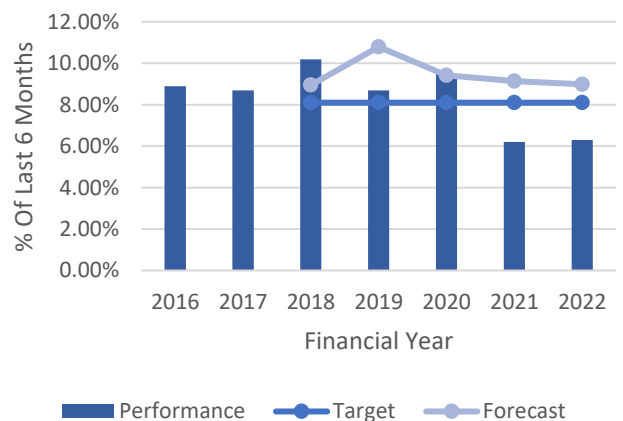


\* Please note that this graph axis does not begin at zero, this is to allow a clearer representation of the information.

### % of Last 6 months of Life by Setting - Community Hospital



### % of Last 6 months of Life by Setting - Large Hospital



Our target for Indicator 5- Last 6 months of life, was to increase the percentage of time spent in the Community by 5%.

The percentage of time spent in the Community has exceed both forecast and target values for 2022, and increased by 0.1% on the previous year. There has been a reduction of time spent in large hospitals, despite increases seen in measures such as Delayed Discharge Bed Days, Emergency Admissions and Unscheduled Bed Days which may in part contribute to the increase seen in Community Hospital bed days.. Further investigation of Palliative Care / Hospice data is required to understand if there are any currently unrecorded data completeness issues

## **6. Balance of Care**

- Data not available

At the time of publication, data required to calculate the Balance of Care for people in the Western Isles is undergoing validation and verification with National teams. As such, information on our performance on this measure has not been provided.

### **Data Sources:**

The information used to populate National and Ministerial Group measures have been externally verified and produced in conjunction with Public Health Scotland – Data & Intelligence

<https://www.isdscotland.org/Health-Topics/Health-and-Social-Community-Care/>

Publication of Health & Care Experience Survey

<https://www.gov.scot/publications/health-care-experience-survey-2021-22-national-results/documents/>

Core Suite of Indicators Data can be found at:

Additional Health & Social Care Information can be found at PHS Scotland

<https://publichealthscotland.scot/publications/>