

CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

Annual Performance Report

2023 – 2024

IJB Audit & Risk Committee 05.11.25

Agenda Item: 6.2

Purpose: For Discussion

Supplementary Information

Health & Social Care Outcome Indicators

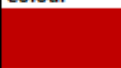
Each Integration Joint Board works toward a set of 23 Indicators that allow them to understand how they are performing in key areas of Health and Social Care.

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 we 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
			2021/2022	2023/24		2021/2022	2023/24	
Outcome indicators	NI - 1	Percentage of adults able to look after their health very well or quite well	93.4%	91.7%		90.9%	90.70%	
	NI - 2	Percentage of adults supported at home who agree that they are supported to live as independently as possible	82.5%	78.90%		78.8%	72.40%	
	NI - 3	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	72.4%	62.3%		70.6%	52.54%	
	NI - 4	Percentage of adults supported at home who agree that their health and social care services seemed to be well co-ordinated	70.8%	69.0%		66.4%	59.60%	
	NI - 5	Percentage of adults receiving any care or support who rate it as excellent or good	82.6%	76.10%		75.3%	70.00%	
	NI - 6	Percentage of people with positive experience of care at their GP practice	80.2%	85.51%		66.5%	68.52%	
	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	84.2%	67.00%		78.1%	69.80%	
	NI - 8	Percentage of carers who feel supported to continue in their caring role	41.2%	33%		29.7%	31%	
	NI - 9	Percentage of adults supported at home who agree they felt safe	88.0%	75.85%		79.7%	72.70%	
	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	N/A	N/A

Within the Western Isles, a total of 1149 people responded to the Health and Social Care Experience Survey that was issued in November 2023 to people registered with a GP Practice in October 2023. This represented a 27% response rate, down from 29% in 2021/2022.

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

National Data Indicators:

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 2 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
			2022/23	2023		2022/23	2023	
Data indicators	NI - 11	Premature mortality rate per 100,000 persons	428.3	473	↑	465.9	442	↑
	NI - 12	Emergency admission rate (per 100,000 population)*	14277	13445	↓	11273	11614	↑
	NI - 13	Emergency bed day rate (per 100,000 population)*	133554	125510	↓	119806	110257	↑
	NI - 14	Emergency readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)*	108	97	↓	102	104	↓
	NI - 15	Proportion of last 6 months of life spent at home or in a community setting*	90%	91%	↑	88.94%	89.18%	↑
	NI - 16	Falls rate per 1,000 population aged 65+ *	22	21	↓	23	23	↓
	NI - 17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	83%	90%	↑	75%	77%	↑
	NI - 18	Percentage of adults with intensive care needs receiving care at home	60%	60%	↔	65%	65%	↔
	NI - 19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	1229	1478	↑	919	902	↑
	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	

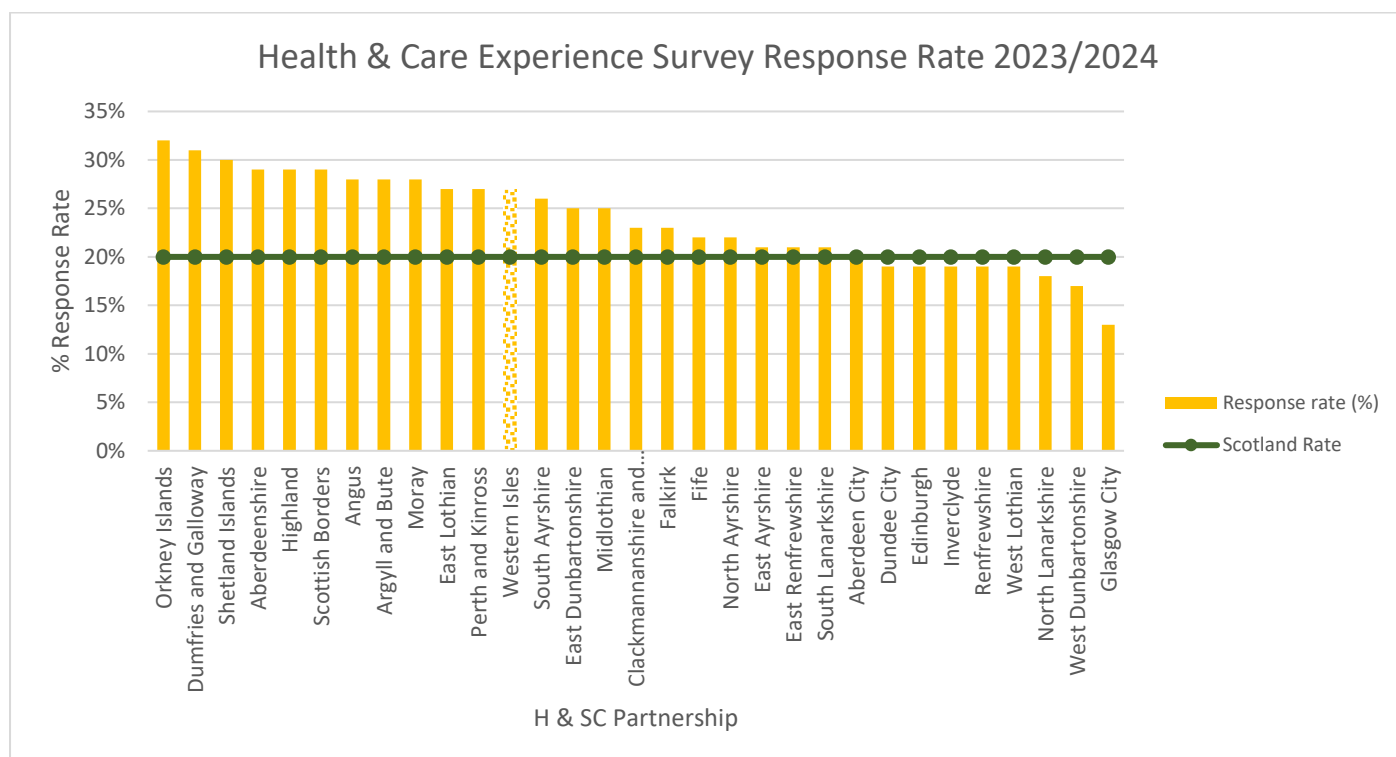
* The primary source of data for these indicators are Scottish Morbidity Records (SMRs) which are nationally collected discharge-based hospital records. In accordance with the recommendations made by Public Health Scotland (PHS) and communicated to all Health and Social Care Partnerships, the most recent reporting period available with complete and robust data is calendar year 2023. Reporting on 2023 calendar year rather than 2023/24 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 onward 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

Within the Western Isles, a total of 1149 people responded to the Health and Social Care Experience Survey that was issued in November 2023 to people registered with a GP Practice in October 2023. This represented a 27% response rate, down from 29% in 2021/2022.

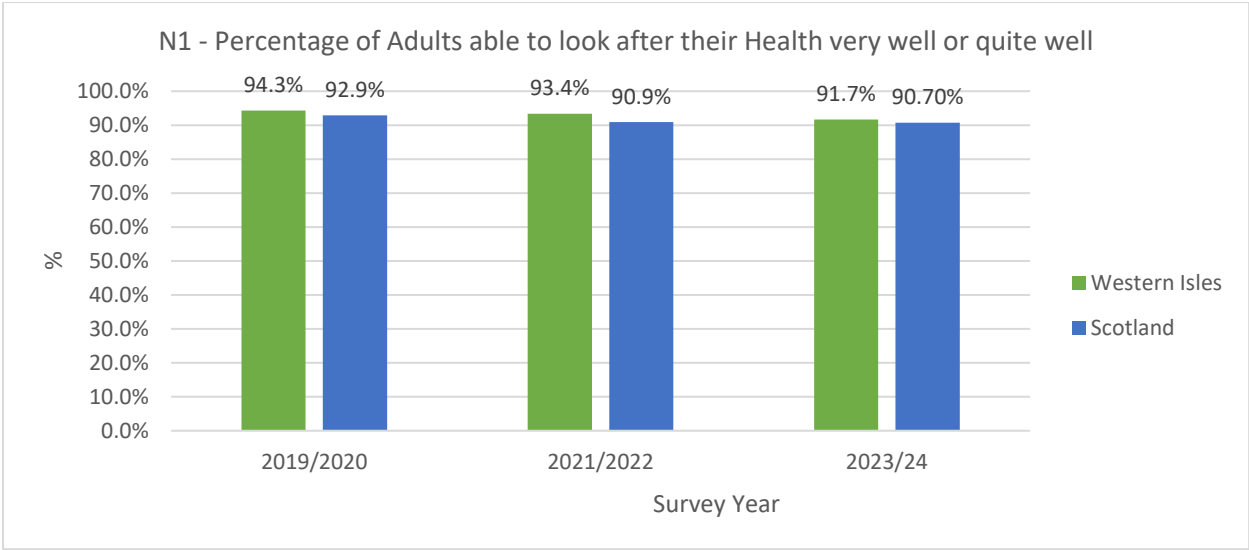
Overall, Western Isles rates continued to be above the national average and increased our position from 14th highest response rate in 2021/2022 to 12th in 2023/2024. There has been an overall decline in the National response rate from over 130,352 in 2021/2022 to 107,538 in 2023/2024, resulting in a percentage drop from 24% to 20% response rate.



The majority of responses to the Survey were positive and scored above Scotland overall. When compared to the previous survey that was undertaken in 2021/2022, we have seen a reduction in 8 out of 9 measures with less people responding positively to these questions. This downward trend is seen across Scotland for 7 out of 9 measures, the Western Isles seeing less of a reduction than the National average. The one area where Western Isles performance is lower than the Scotland average is for Measure 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.

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, 2021/2022 and 2023/2024 will be presented to allow equitable comparison.

N1 - Self-Reported Health



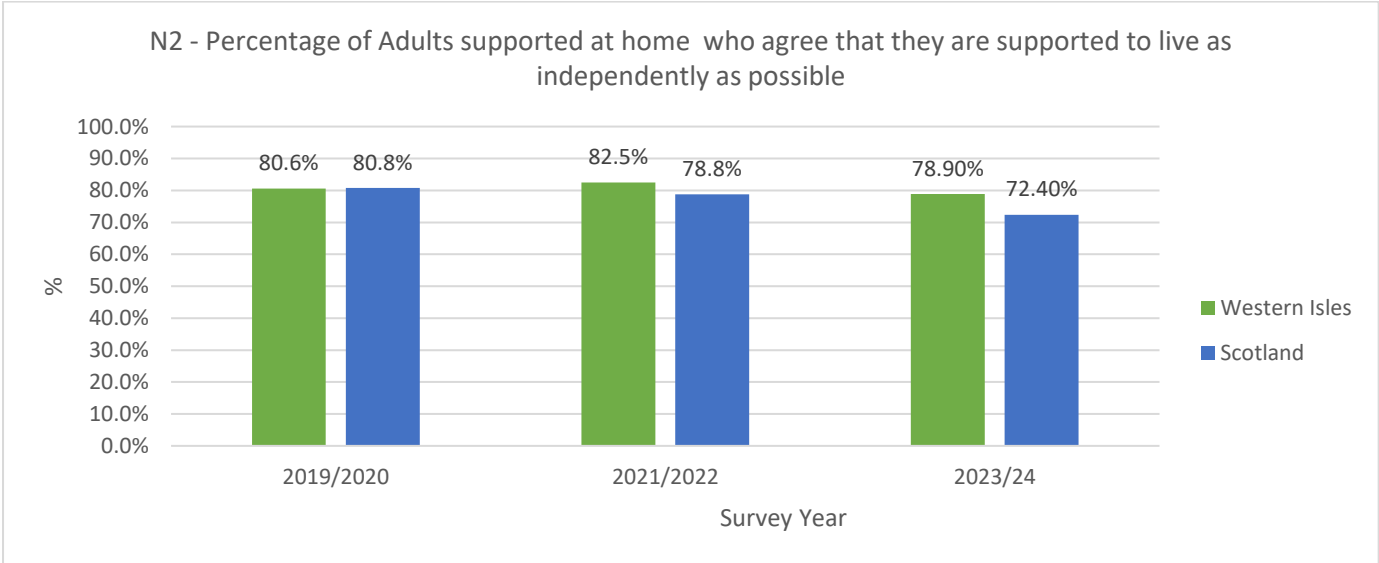
What is measured?

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 and 2021/2022, this is also seen though Western Isles have seen a greater reduction in 2023/2024 than seen Nationally.

N2 - Supported to remain Independent



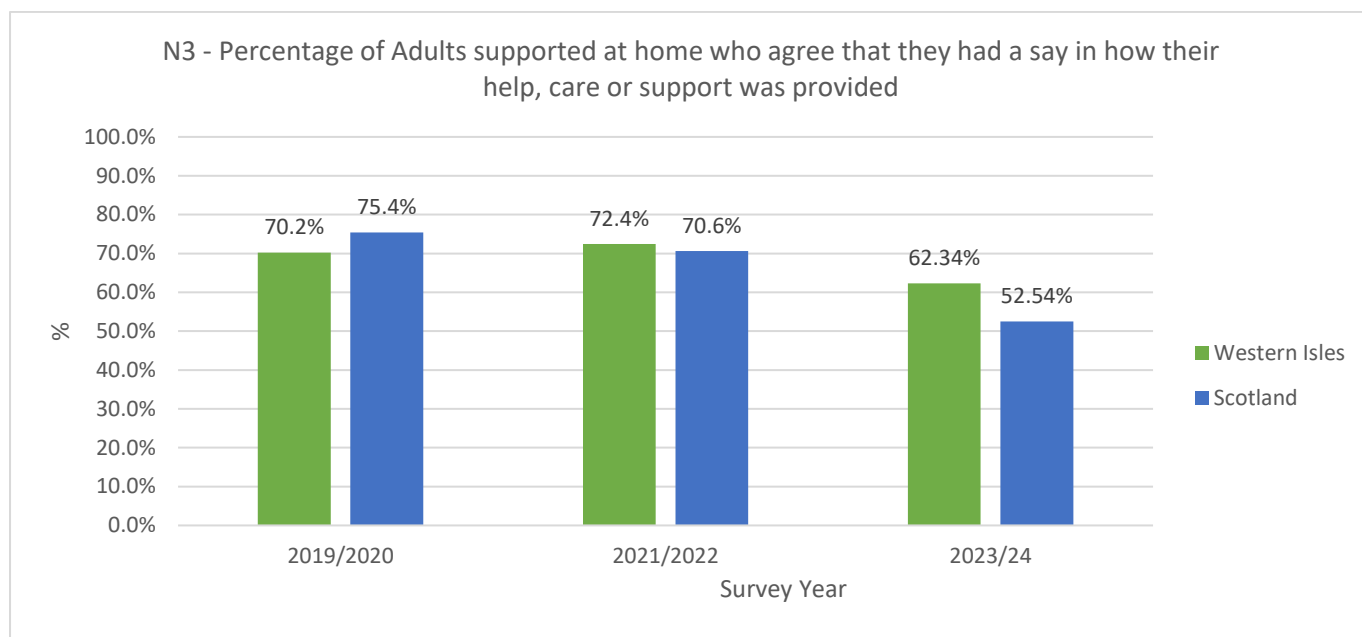
What is measured?

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 2021/2022, Western Isles positive responses were higher than those seen Nationally. In the current survey, a reduction of 4% has been seen for Western Isles, though this is a smaller reduction than that seen in Nationally of 6% .

N3 - Care & Support Provision



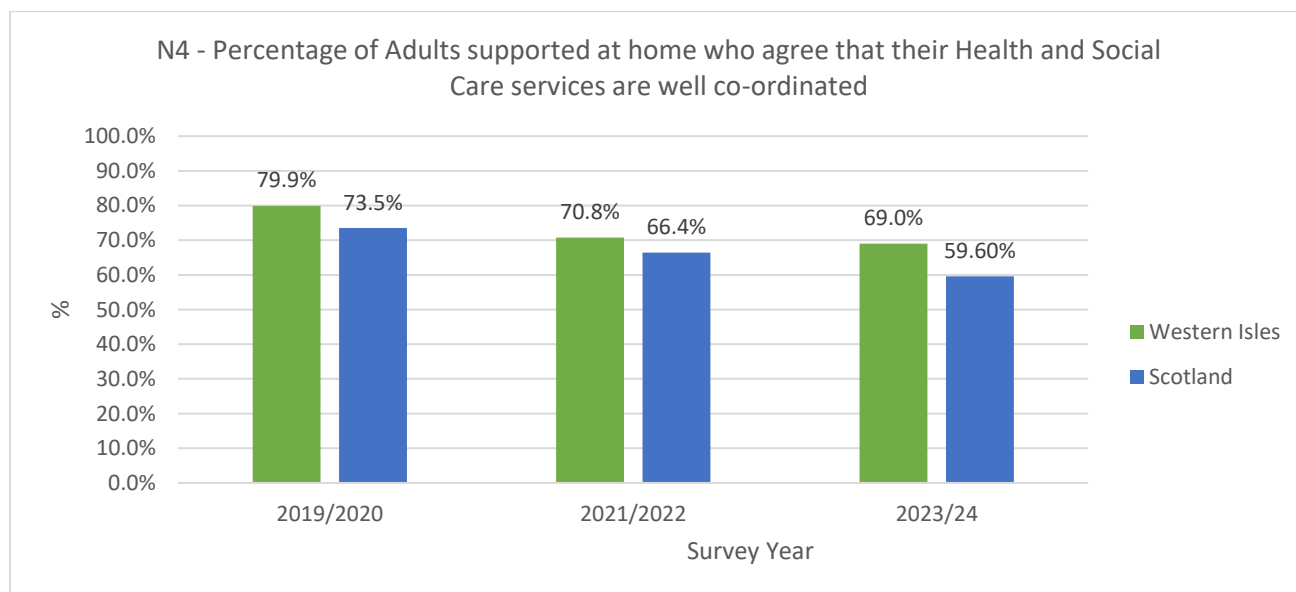
What is measured?

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

What does it tell us?

In 2023/2024, Western Isles have seen a 10% versus an 18% reduction in positive responses Nationally. This indicates that while Western Isles residents are reporting a reduction in positive responses, it is at a lower rate than seen Nationally.

N4 - Service Co-ordination



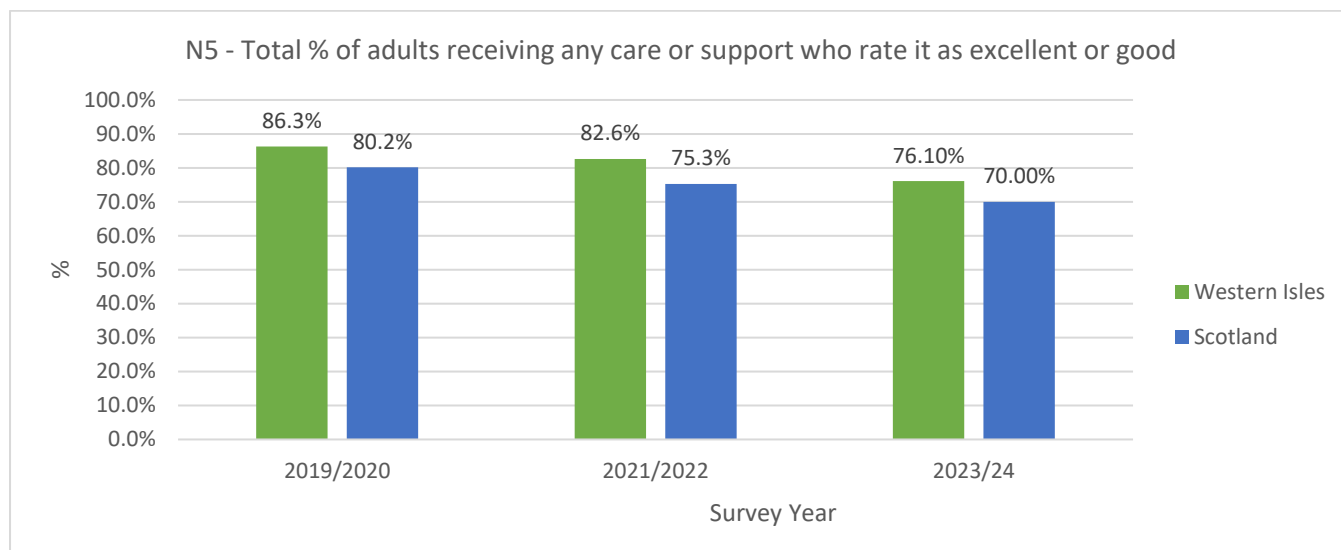
What is measured?

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% was seen in 2021/2022, the reduction in positive responses has slowed to a drop of 2% for 2023/2024. Western Isles responses are nearly 10% higher than the National average.

N5 - Care Provision Rating



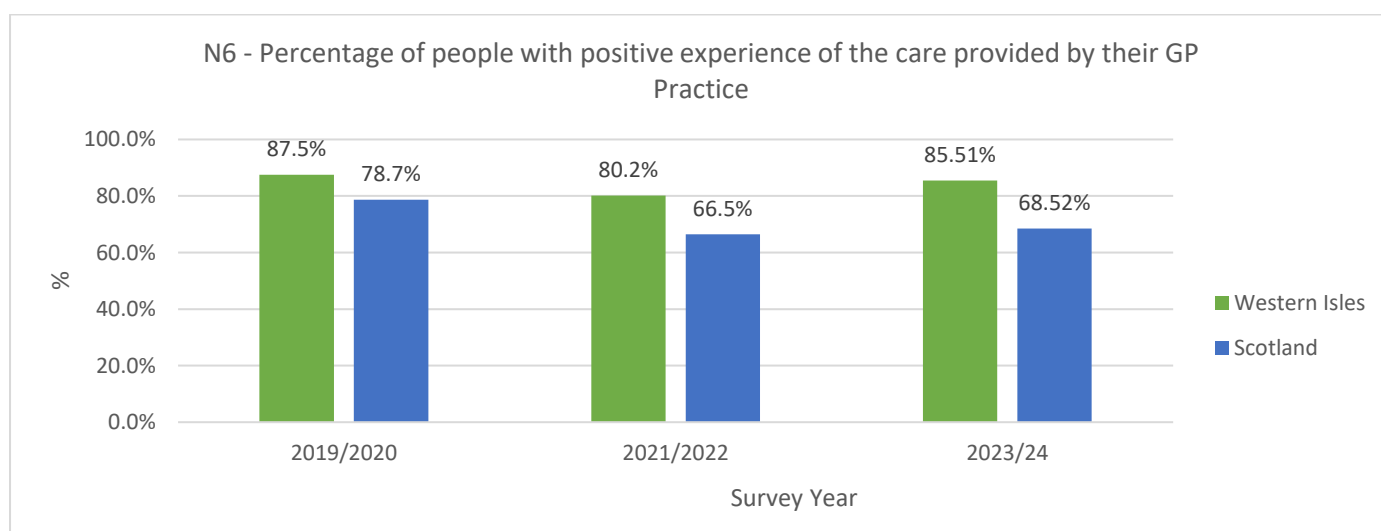
What is measured?

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 6.5% between 2021/2022 and 2023/2024 can be seen for Western Isles which is in keeping with the picture seen Nationally where there has been an overall reduction of 5.3%. Despite this, satisfaction expressed by Western Isles respondents remains 6% above the National average.

N6 - GP Care Provision



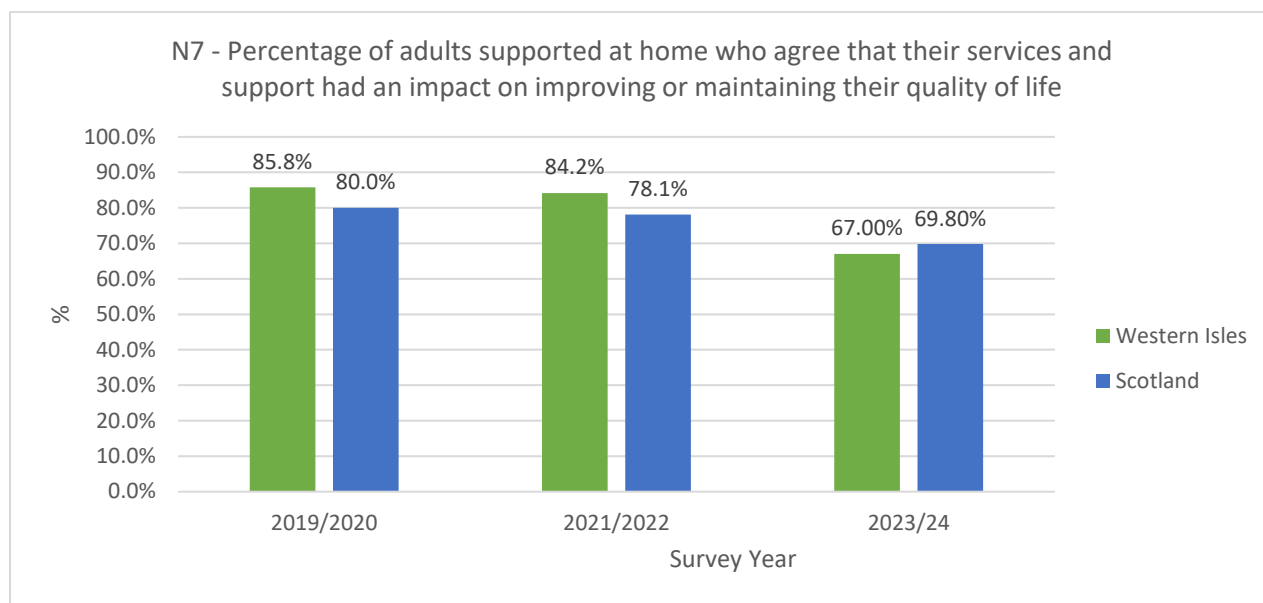
What is measured?

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

What does it tell us?

Following two survey periods with declining positive ratings, increases in positive responses have been seen locally and Nationally, with a 5.3% increase in positives responses in the Western Isles.

N7 - Quality of Life



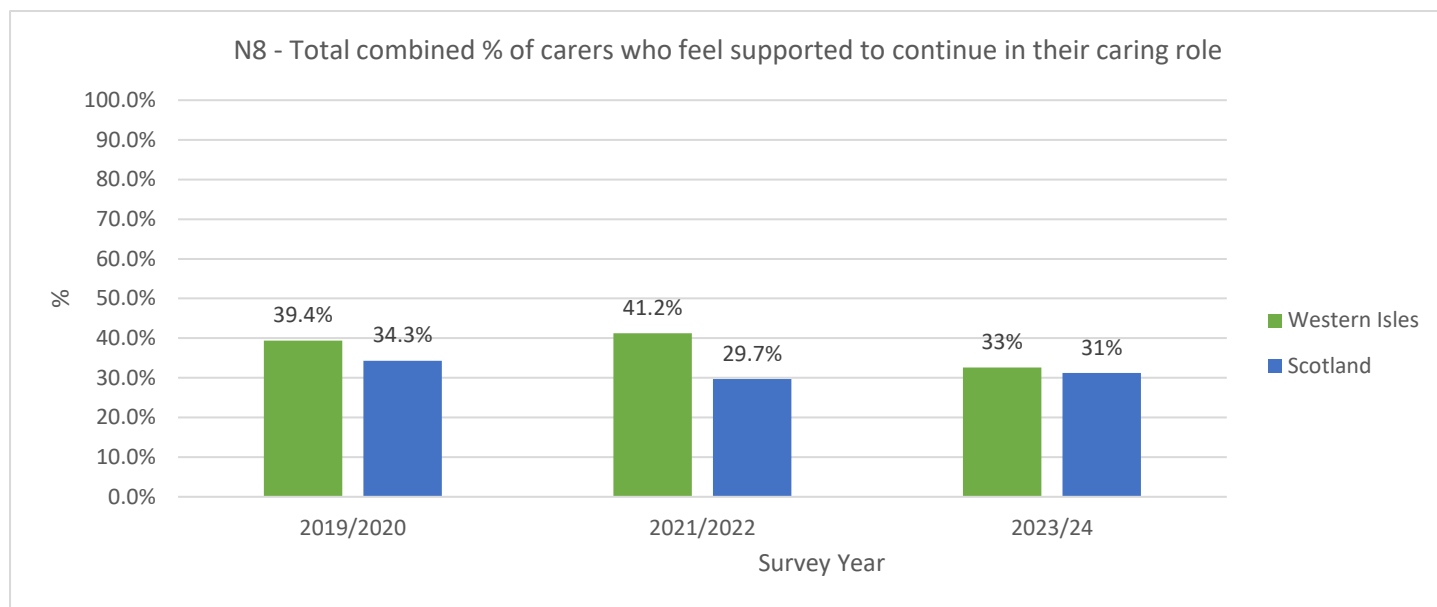
What is measured?

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

What does it tell us?

Following a slight reduction in positive responses in 2021/2022, a significant reduction of 17.2% has been seen for Western Isles, putting our rate below that seen Nationally.

N8 - Carers' support



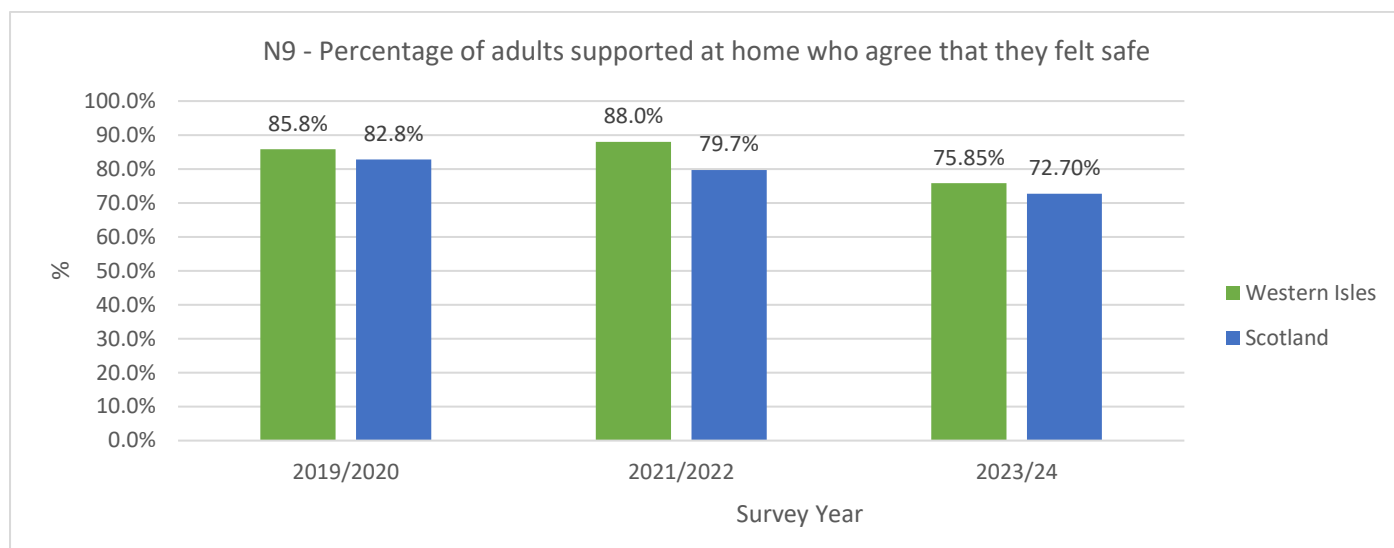
What is measured?

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. While a 1.5% increase in positive responses has been seen Nationally, Western Isles have seen an 8.6% reduction reducing the delta between Western Isles and National performance.

N9 - 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?

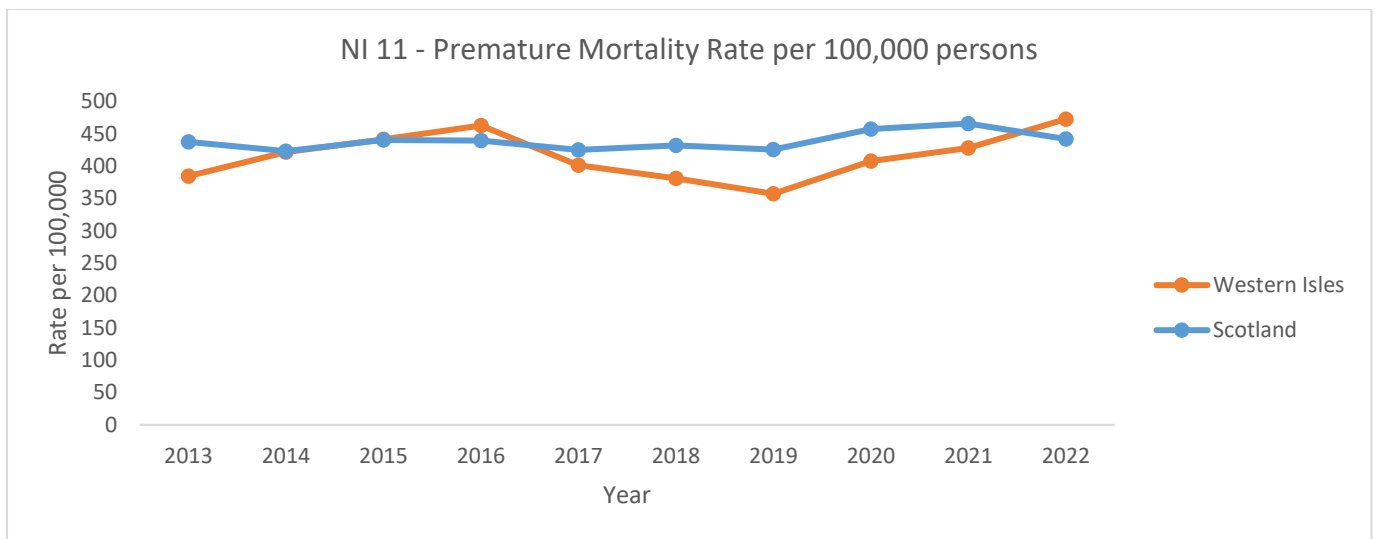
Responses in 2023/2024 show a decrease in positive responses in the Western Isles in line with the National trend, but exhibiting a greater reduction of 12.2% versus 7.0% seen across Scotland overall.

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 2023. Reporting on 2023 calendar year rather than 2023/24 financial year may not fully reflect local activity, however, this is still recommended due to data completeness levels at the time of reporting.

For the following indicators, N12 – N16, N18 – N1 20, direct comparison between financial year and calendar year cannot be made though, charts are displayed including Financial Year and Calendar Year for 2023.

N11 - Premature Mortality Rate



*** Indicator 11 (premature mortality rate). Figures for 2023 are expected to be published by [National Records of Scotland \(NRS\)](#) in August and have 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.

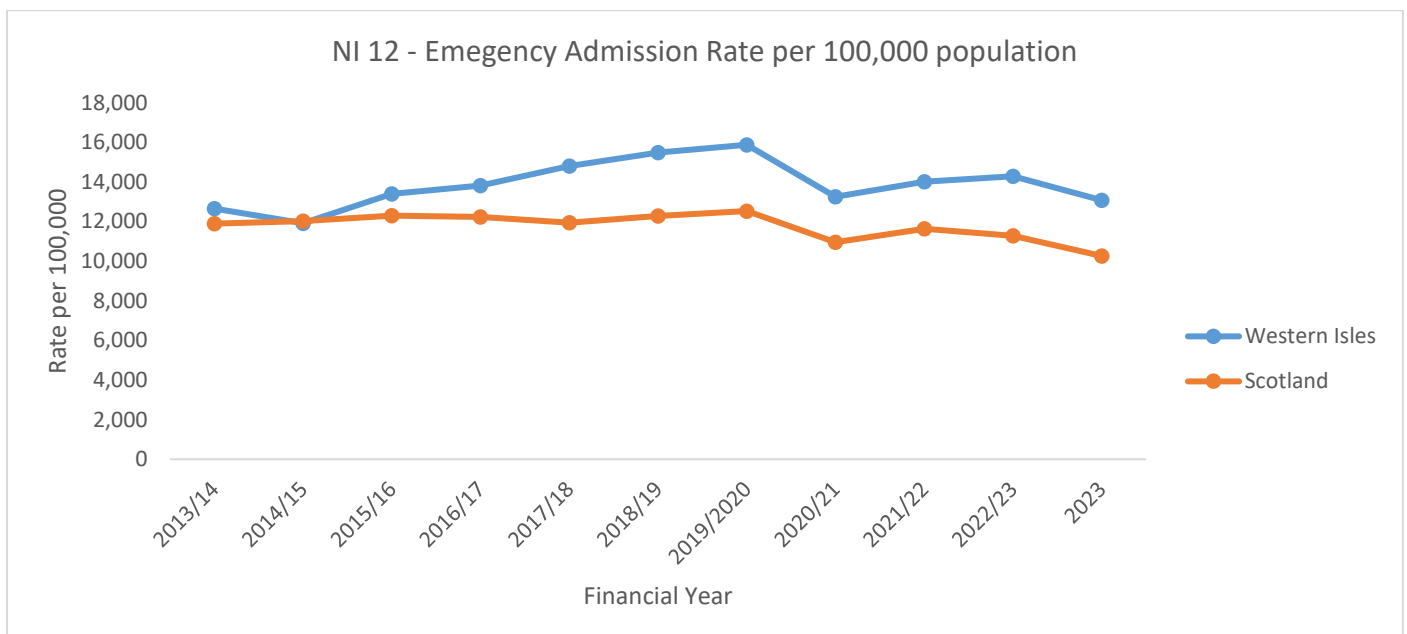
What is measured?

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 further increase in the number of Premature Deaths in 2022. For the first time in five years, Western Isles premature mortality rates have exceeded the Scotland Rate.

NI12 -Emergency Admissions



What is measured?

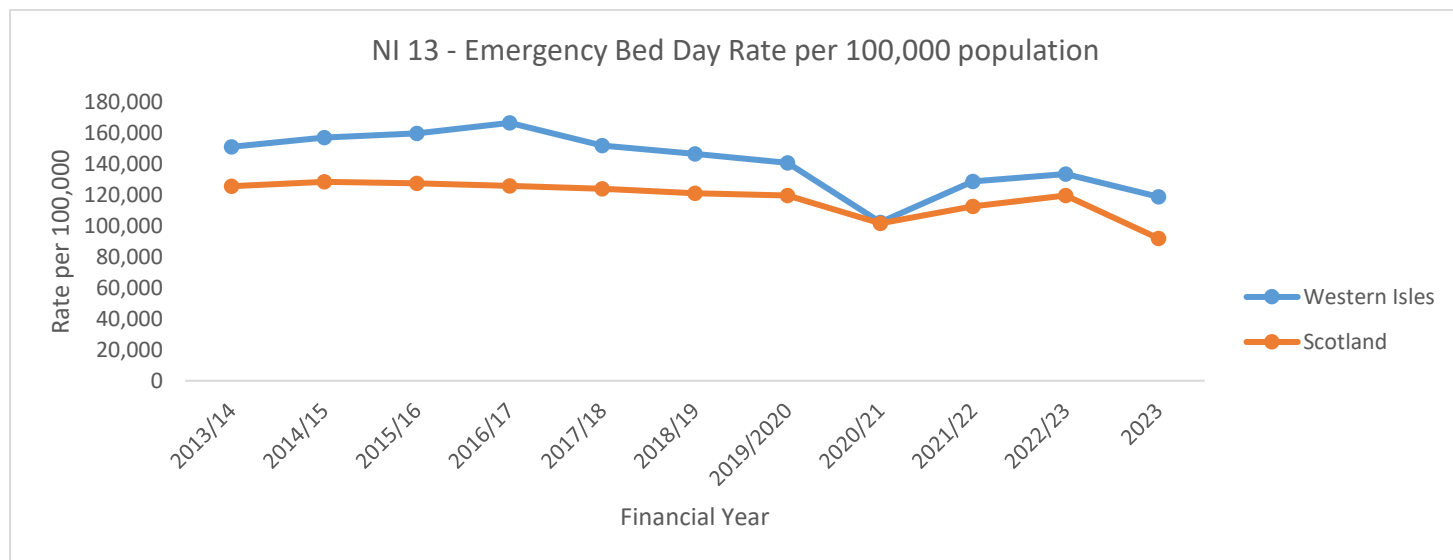
This counts the number of people who were admitted to Hospital as an Emergency as a rate per 100,000 of the population. An emergency admission is any admission to Hospital where the admission was not planned, planned admissions are procedures or

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 2023, Emergency Admission rates in the Western Isles remain above the National average and follow a comparable downward trend. This indicates that Western Isles conform to the national trend but local factors should be considered for the ongoing performance above National levels .

NI 13 - Emergency Bed Days



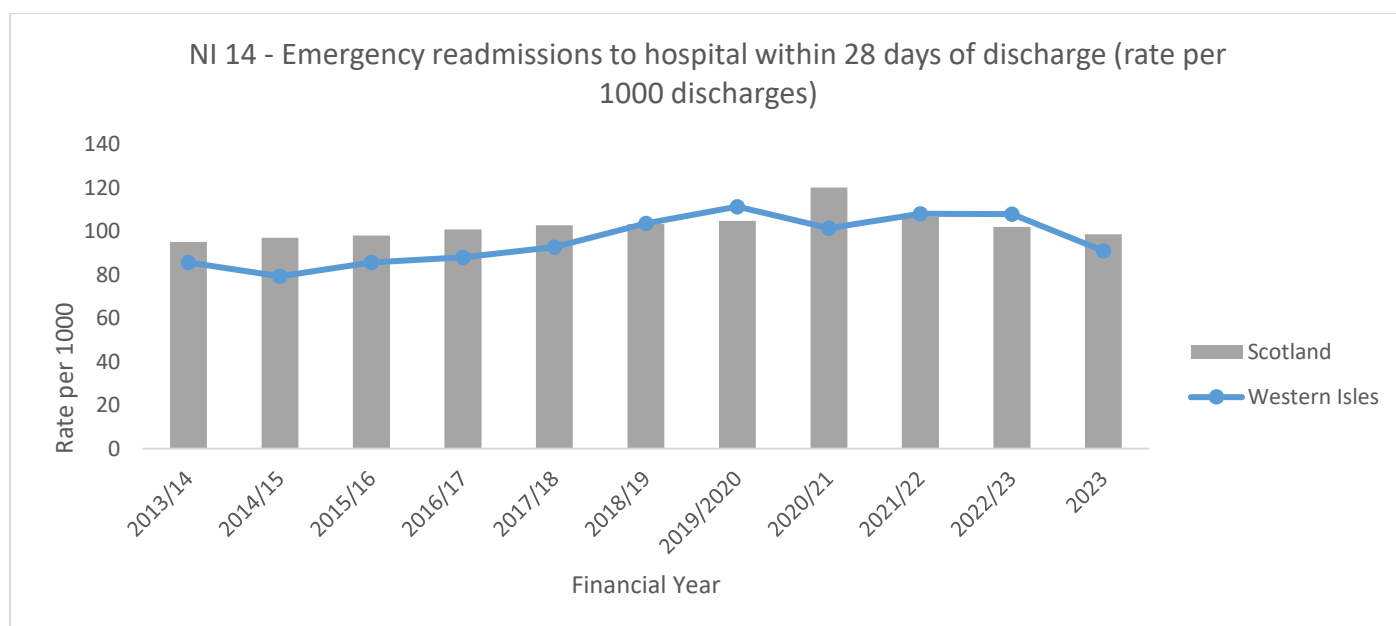
What is measured?

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 slowed in 2022/23 though the calendar year 2023 picture indicates that the decline seen in Western Isles is not as sharp as that seen Nationally. Historically, increases in Emergency Bed days in the Western Isles have been closely correlated to Delayed Discharges (N19) , for 2023 this does appear to be the case as the trend seen in Emergency readmissions within 28 days of Discharge (N14) indicates a downward trend.

N14 - Emergency Readmissions within 28 days of Discharge



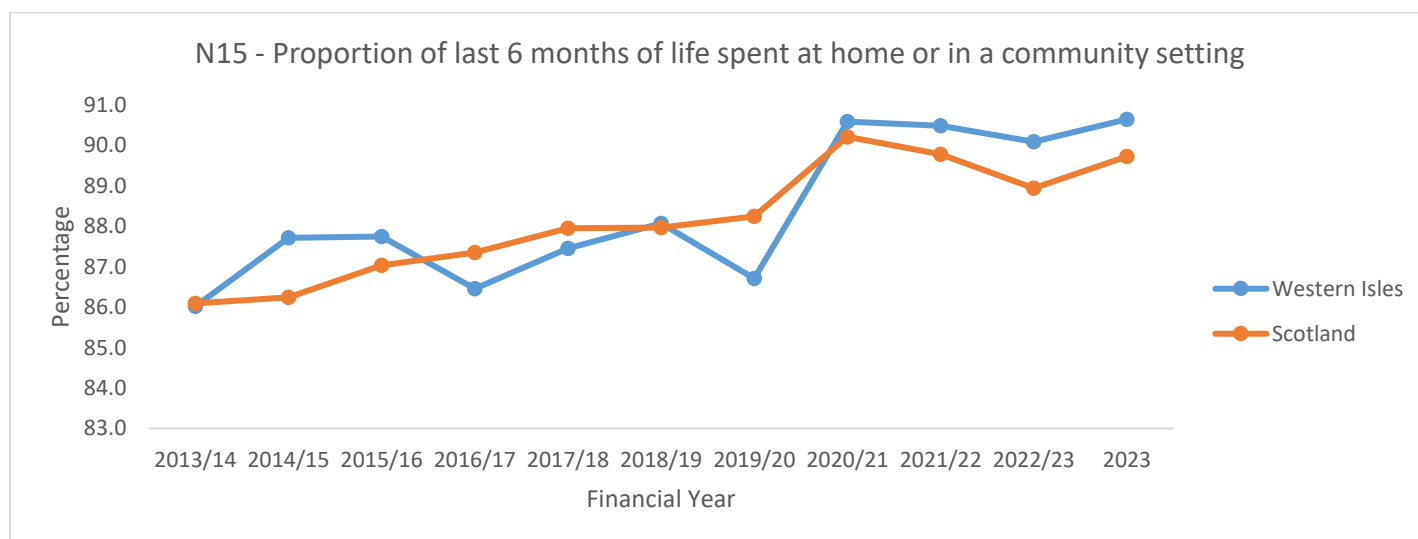
What is measured?

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 significant reduction against the increasing trend since 2020/21. While a reduction has been seen nationally, it is to a lesser degree, with Western Isles rates below that of Scotland for the first time in 3 years.

N15 - 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.

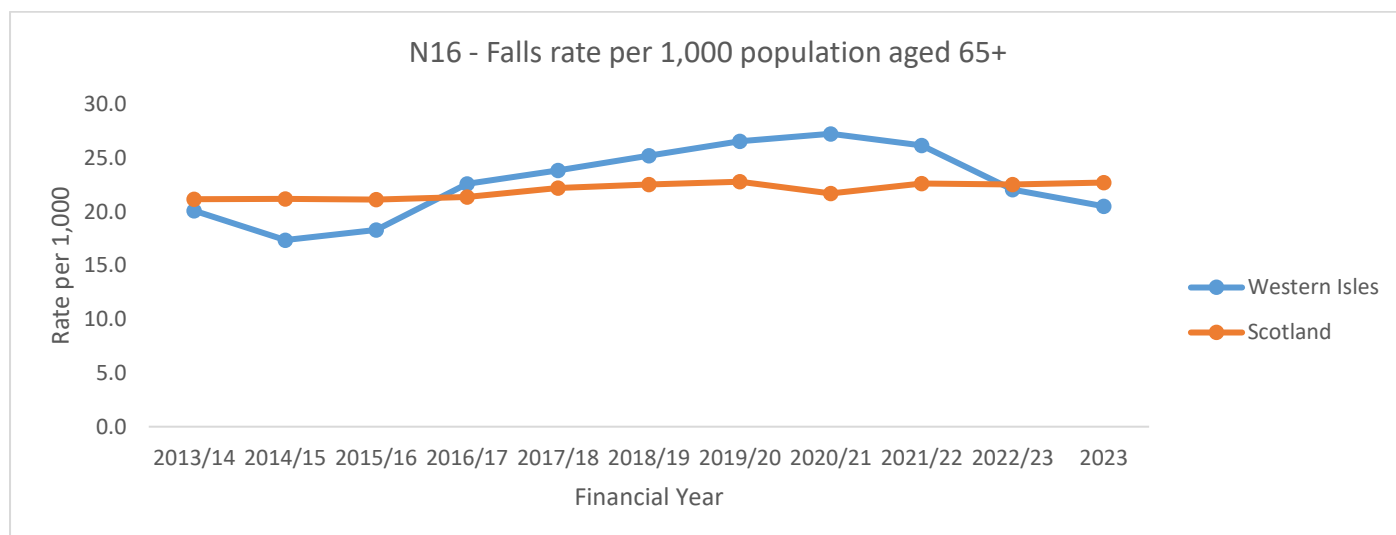
What is measured?

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 2023, Western Isles is marginally above National performance by 0.9% , local data indicates that finalised data for 2023/24 will see a 0.5% increase in the percentage of time spent in the Community for western Isles.

N16 - Over 65 Falls



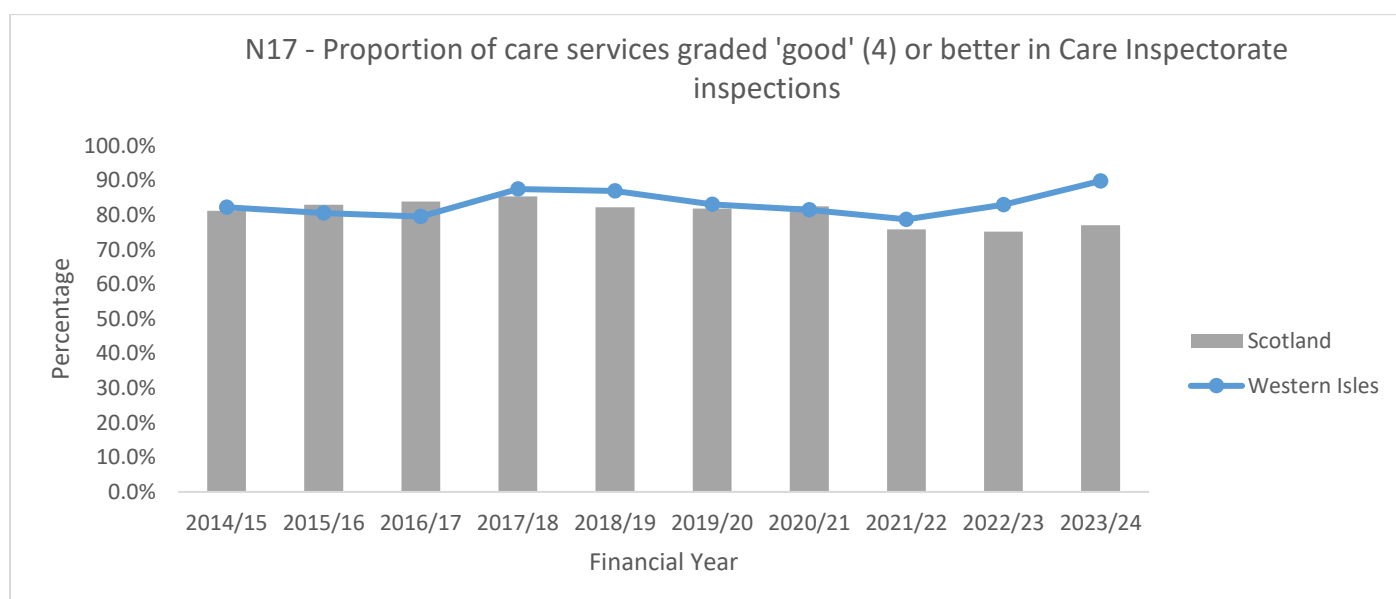
What is measured?

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?

For the first time since 2015/2016, Western Isles falls as a rate per 1000 of the population is below the Scotland rate. This indicates a continuing positive trend since 2021/2022.

N17 - Care Services graded ‘Good’ or above



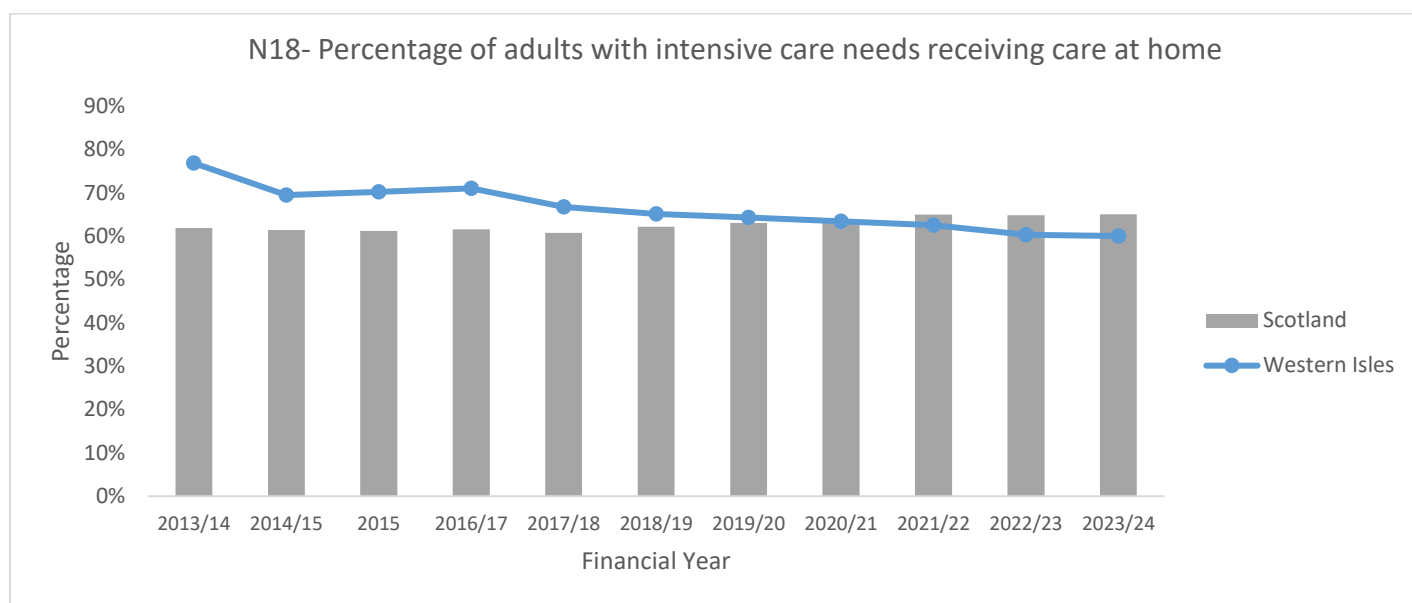
What is measured?

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, 3rd Sector and Private services.

What does it tell us?

Care Services in the Western Isles continue to score above the National average with a positive upward trend. Performance in 2023/2024 is the highest rate seen with the recorded time period.

N18 - Intensive Care Needs at Home



What is measured?

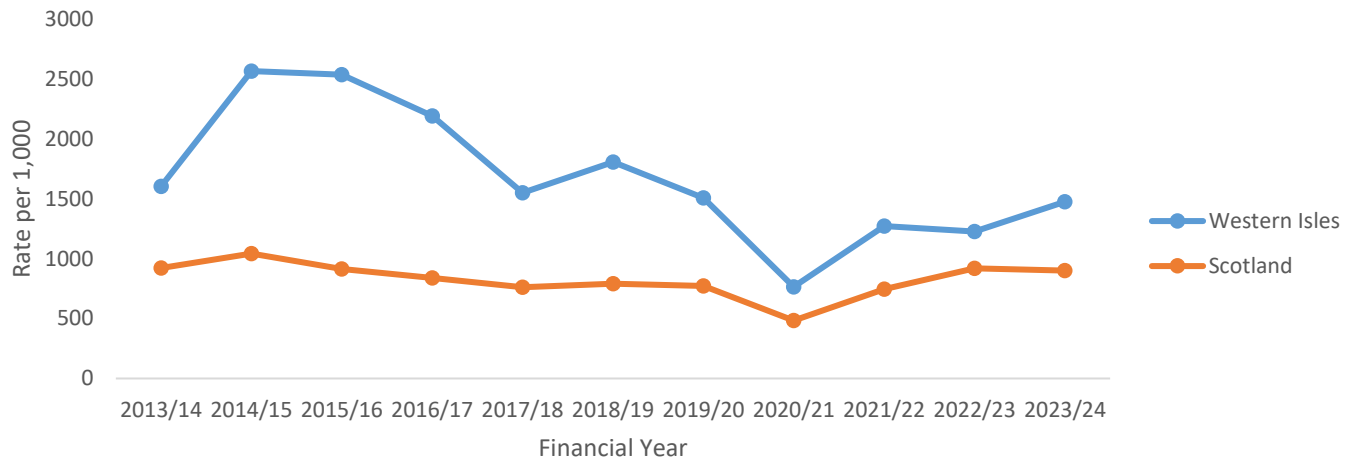
This measure counts the percentage of people that are receiving Care at Home as a percentage of people that are receiving help with their personal care across all settings such as Care/Nursing Homes and Continuous care in Hospital.

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. The reduction seen over the last 7 years continues but appears to have slowed slightly on rates seen in 2022/2023. This is against a national trend of gradual increase in the proportion of people with Intensive needs being supported at home.

N19 - Delayed Discharge Bed Days

N19 - Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)



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.

Since 2020/2021, local and national trends for delayed discharge bed days have continued to rise. Following a slight reduction in 2022/23, a sharp increase has been observed.

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.

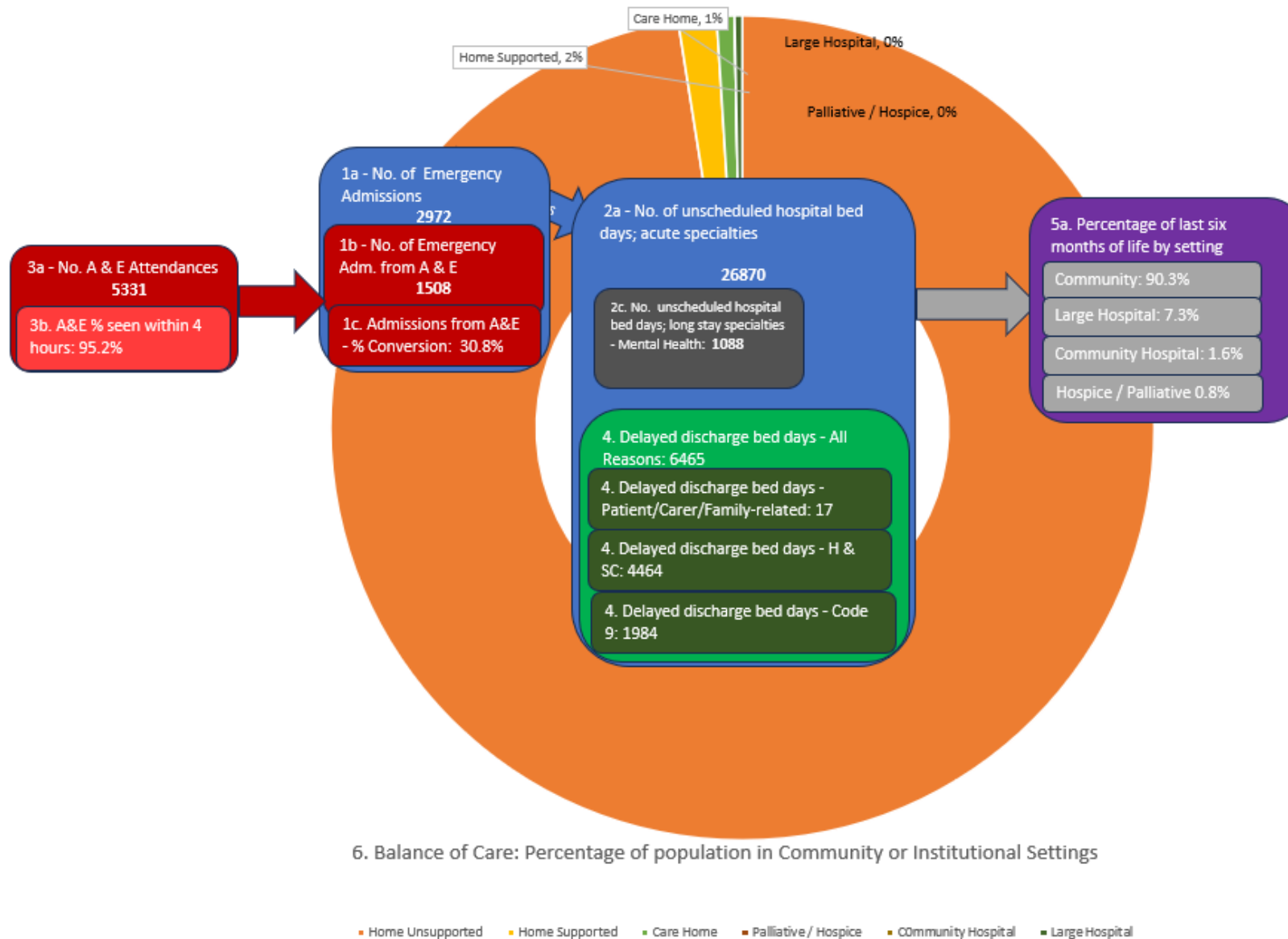
Pre-pandemic, annual targets were set locally and shared with Scottish Government around the performance indicators. The requirement to develop and formally set targets has not be re-introduced as this time, as areas work to achieve stability following the Pandemic.

On the following pages, trend information for the Western Isles has been provided.

Due to issues with data completeness, only Western Isles data has been included at this time as other areas in Scotland which feed to the overall National picture have experienced challenges with providing and validating information.

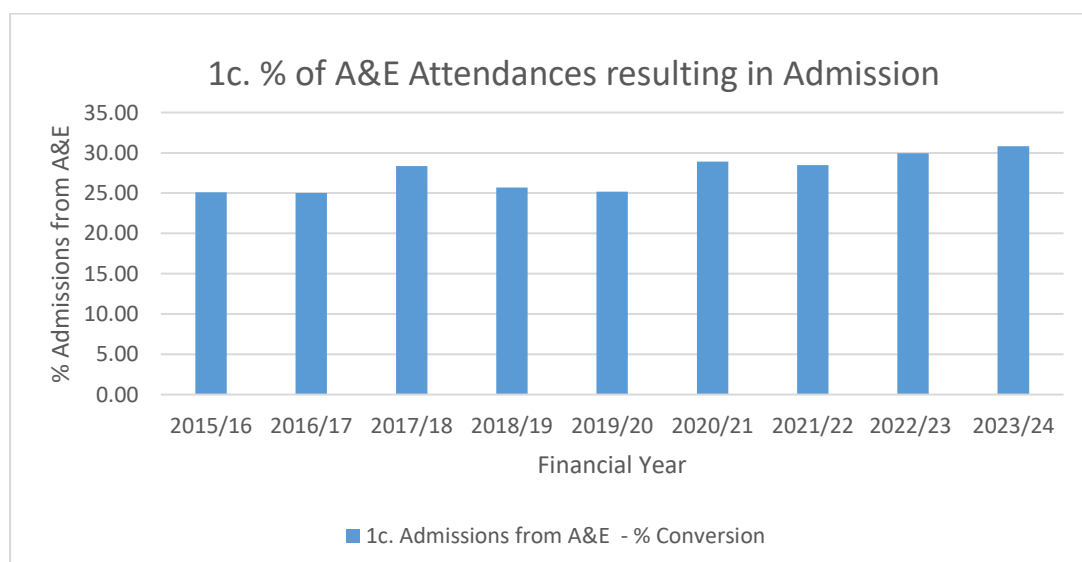
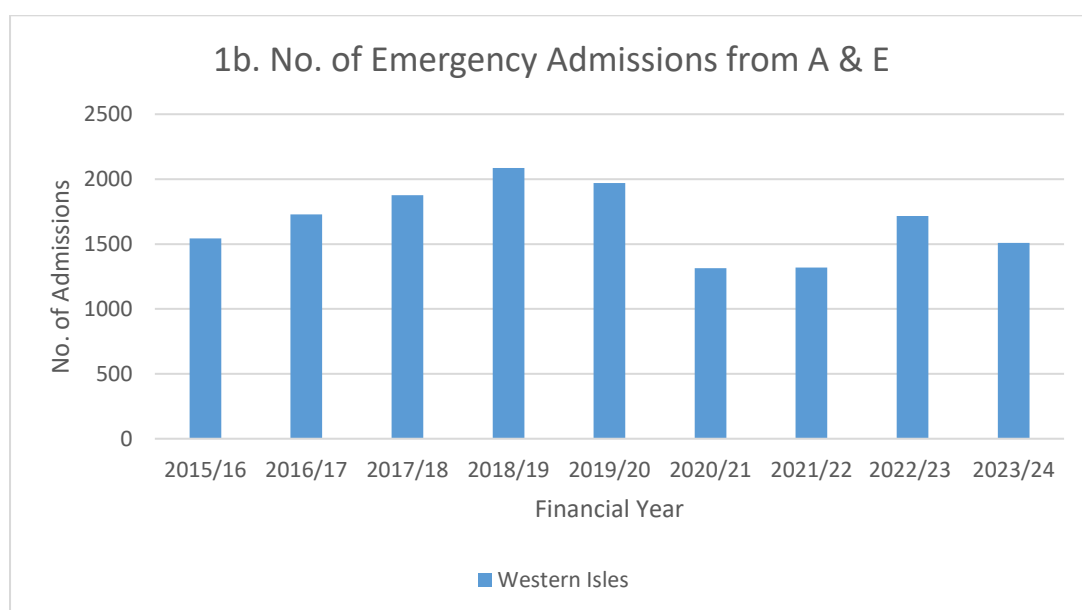
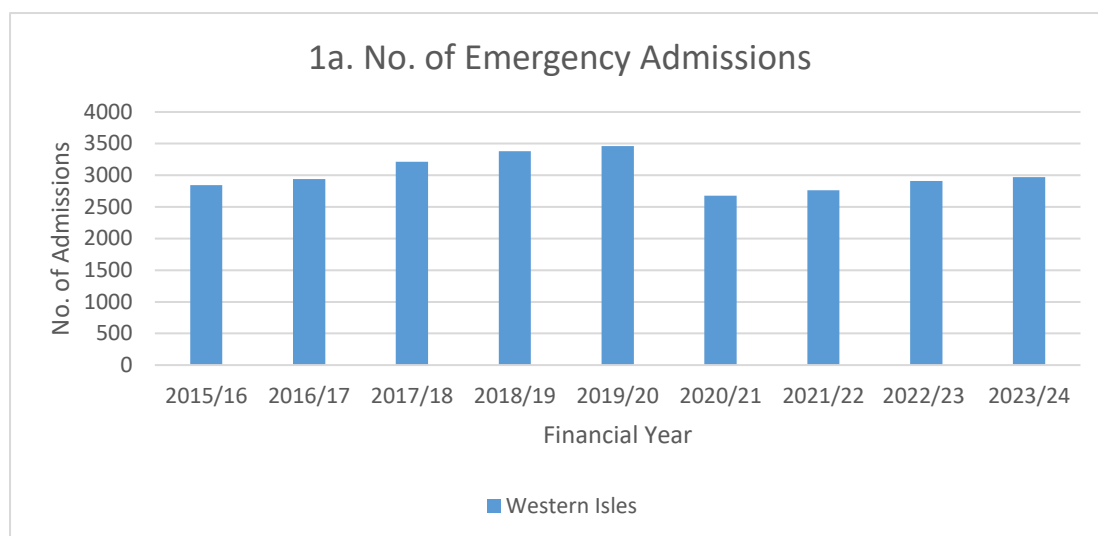
The following diagram provides a representation of how the MSG Indicators interact across the Health & Social Care landscape. The data is based on 2023/24 Western Isles data for Indicators 1 – 5, Indicator 6 data is based on 2022/23 as the most recent accurate information available.

MSG Indicators Visual Representation



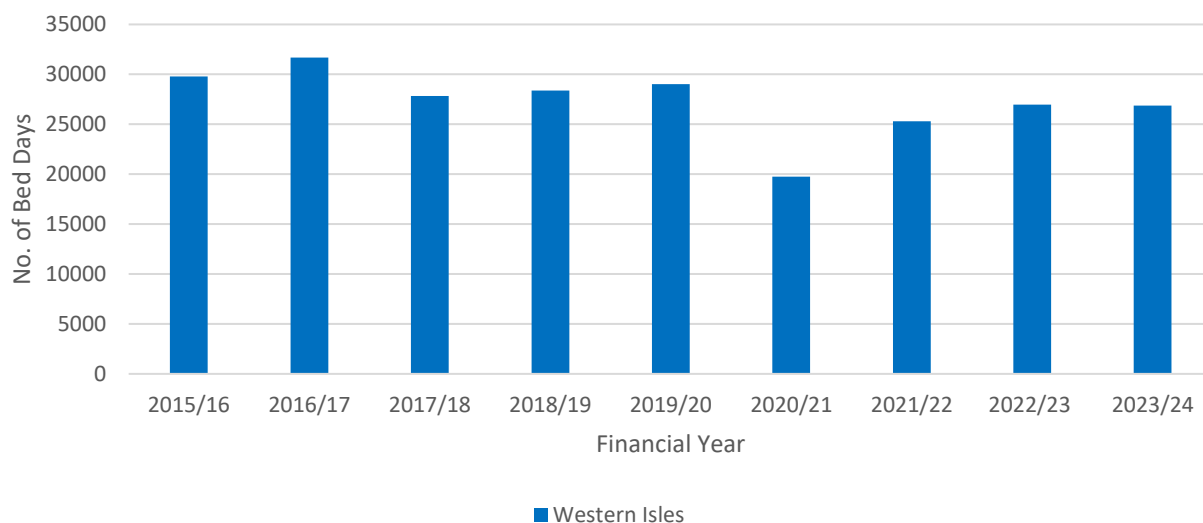
1. Emergency Admissions

A steady increase in the number of emergency admissions since the low of 2020/21 can be seen. 30.6% of A & E attendances result in an Emergency Admission, showing a steady increase since 2019/2020 (Chart 1b) . The actual number of admissions from A & E has reduced on the previous year by over 200 admissions.

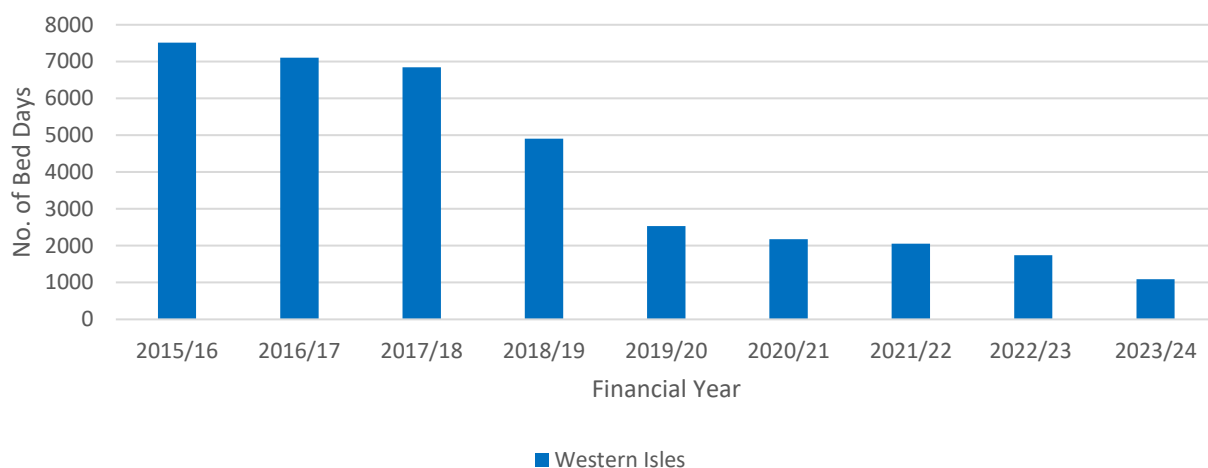


2. Unscheduled Bed Days

2a. . Number of unscheduled hospital bed days; long stay - all Specialties

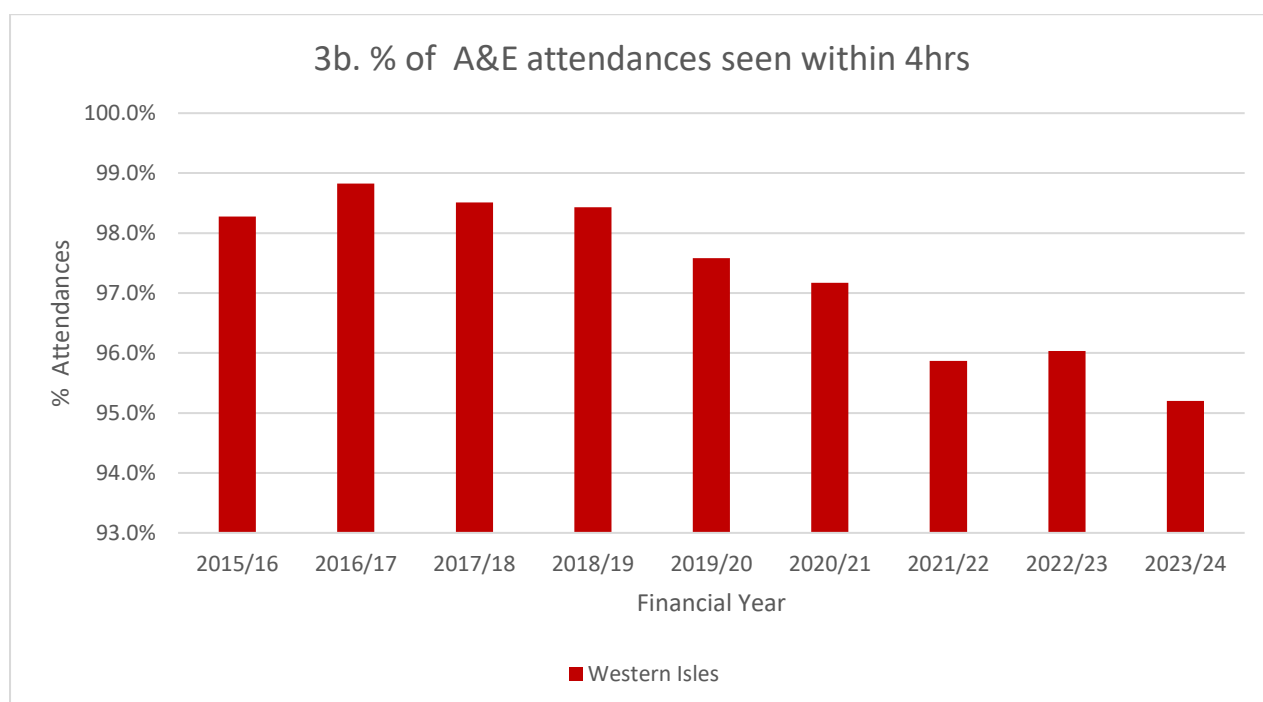
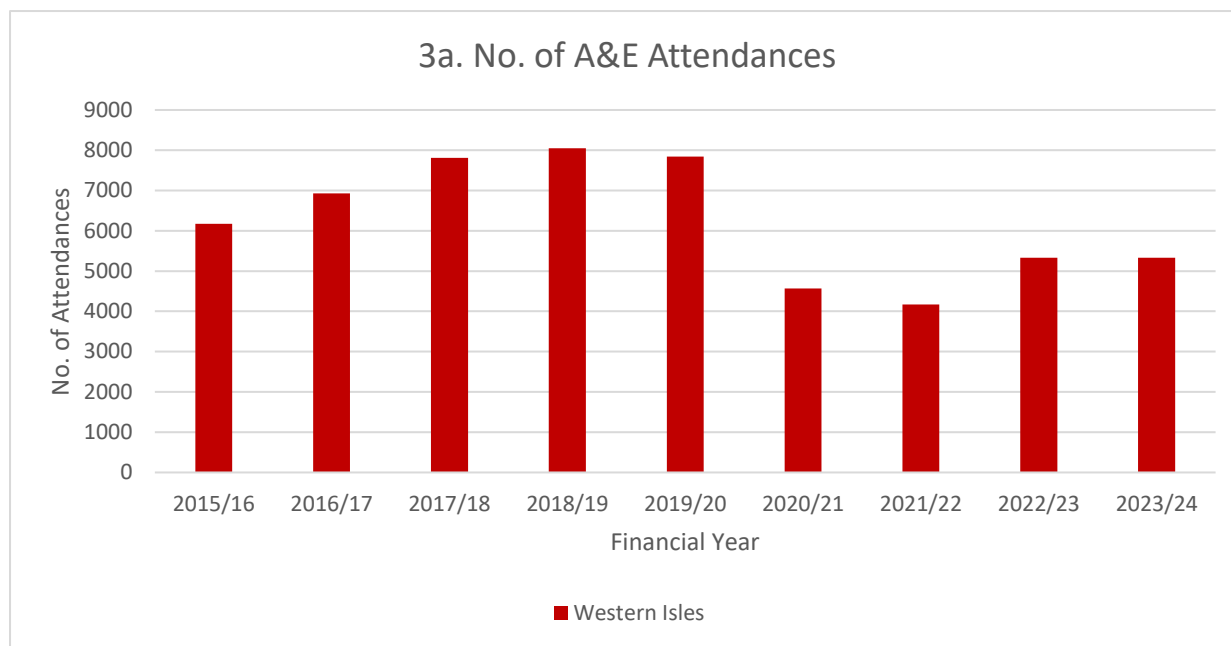


2b. Number of unscheduled hospital bed days; long stay specialties - Mental Health



In the period 2023/24, we have seen a slight reduction in the overall number of unscheduled bed days by 103 bed days. In the Western Isles, we do not have a specific Geriatric Long Stay specialty, as such no data is recorded for this specialty. Since the closure of Clisham Ward in 2018/19, we have seen a reduction in the number of Long Stay Mental Health bed days. The period 2023/24 has seen a further reduction.

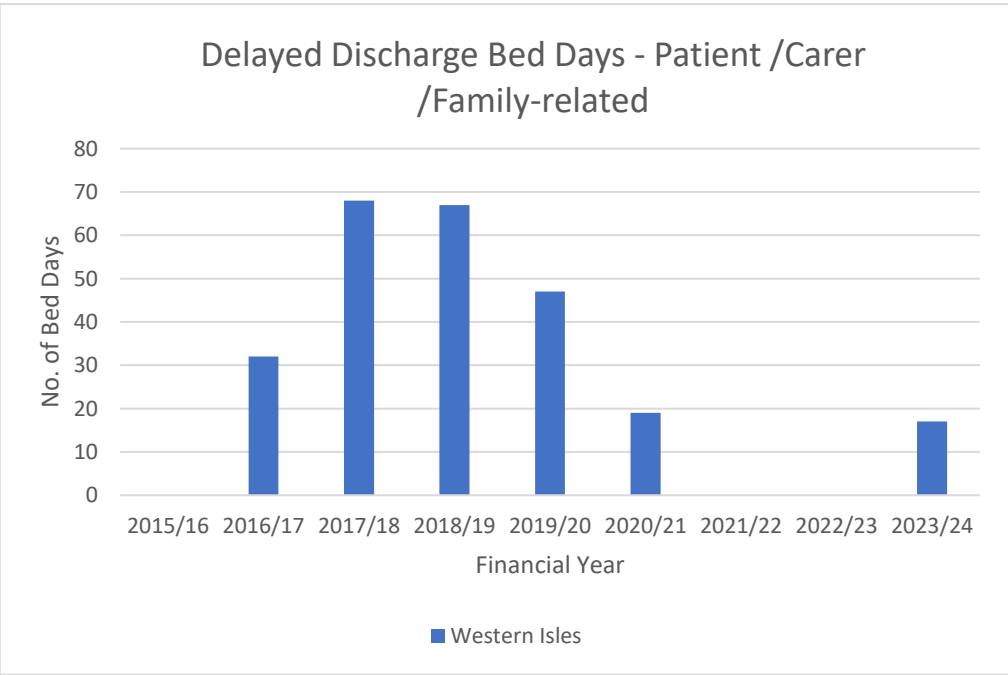
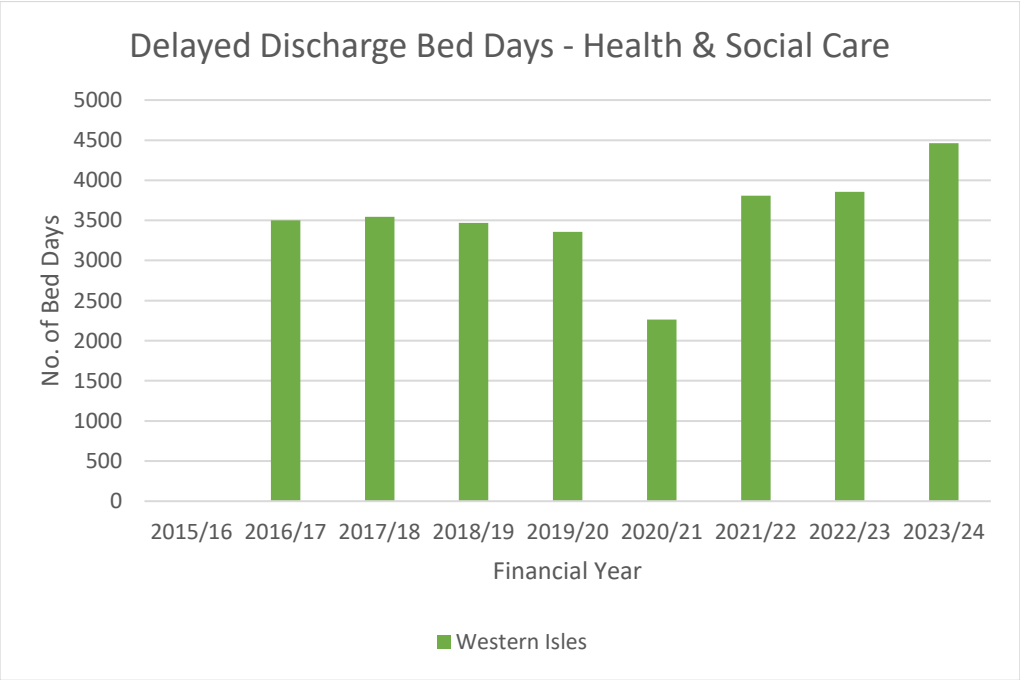
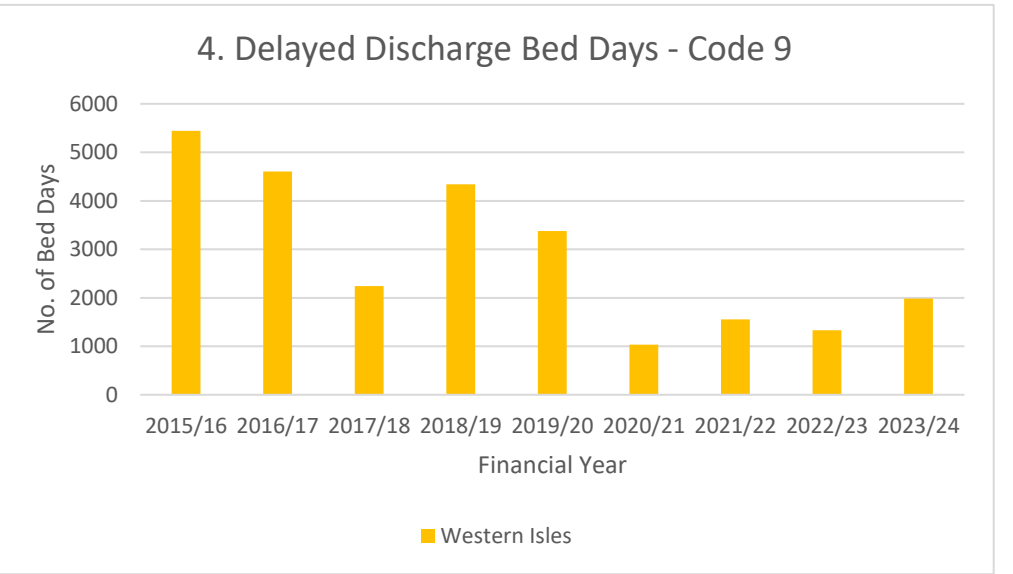
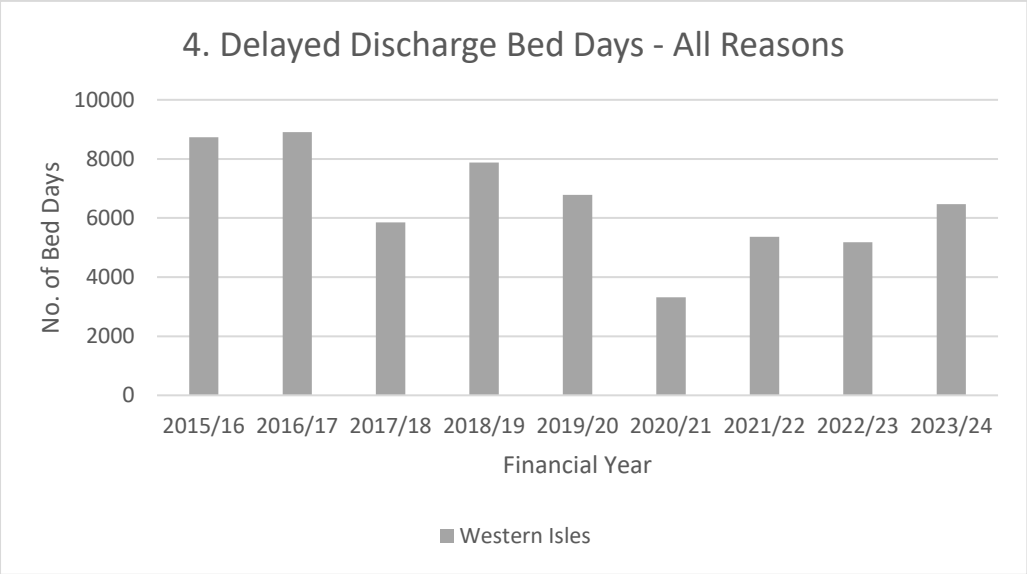
3. A & E Performance



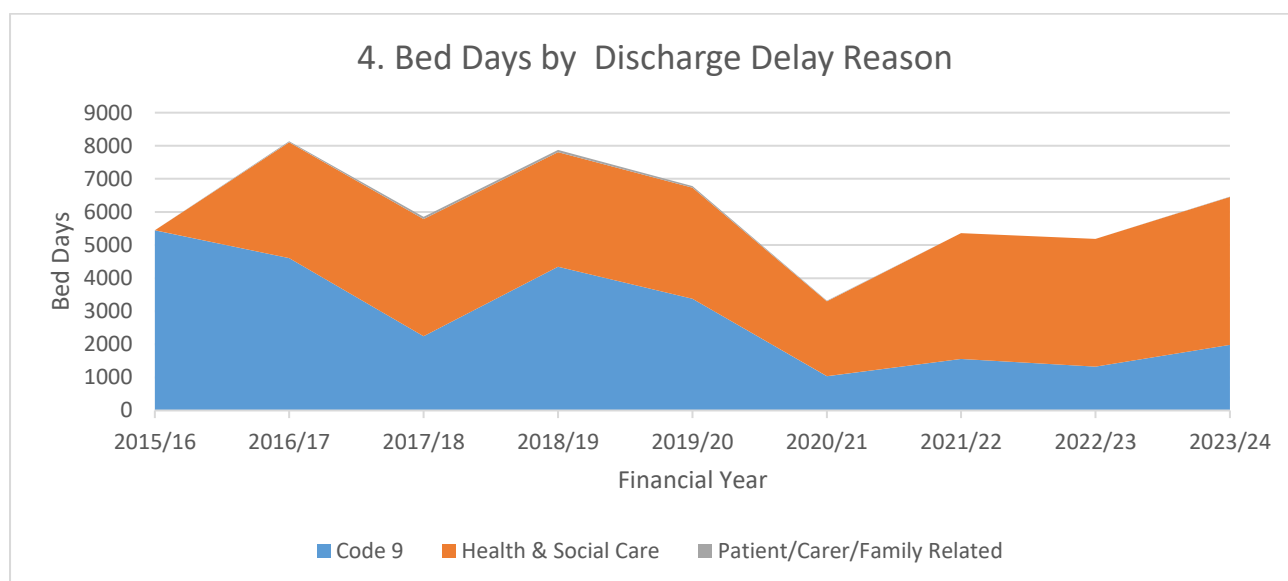
- Please note that this graph axis does not begin at zero, this is to allow a clearer representation of the information.

A & E performance continues to exceed the National standard of 95% of attendances seen within 4 hrs, though a continued downward trajectory can be seen. This is against a slight increase in the overall number of A & E attendances over the last financial year (4).

4. Delayed Discharges



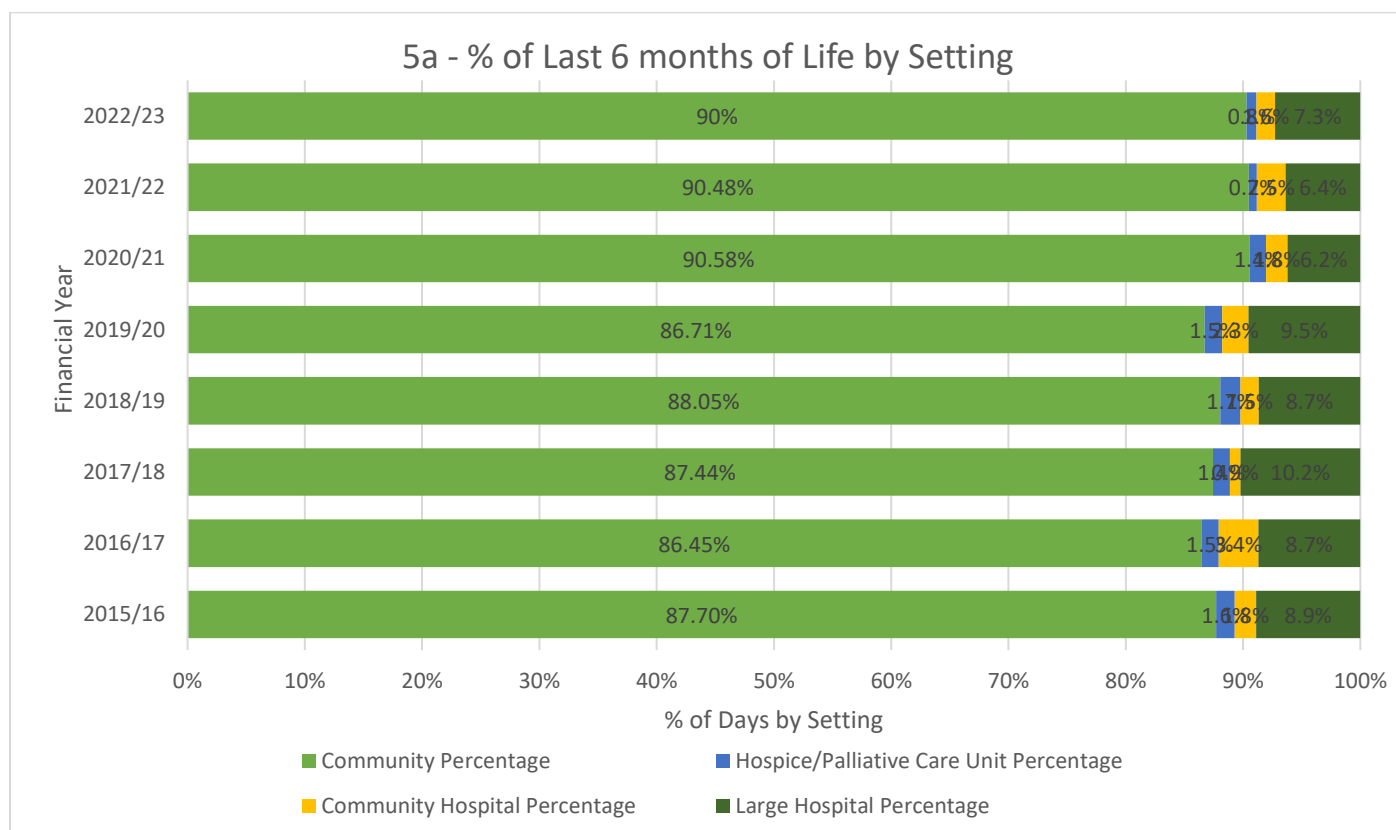
Delayed Discharge Bed Days have shown a further increase after a slight reduction in 2022/2023. This has increase by 1280 bed days within the period, or the equivalent of 4 beds occupied by people awaiting discharge for the whole of 2023/2024.



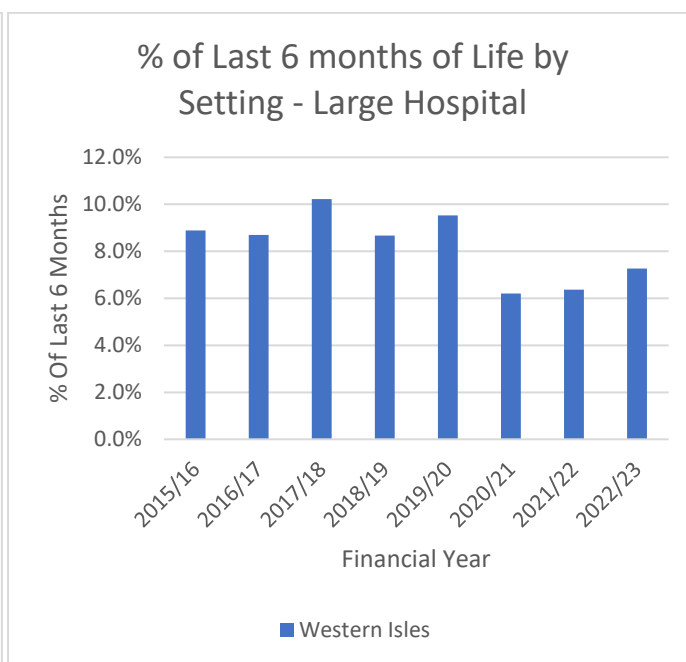
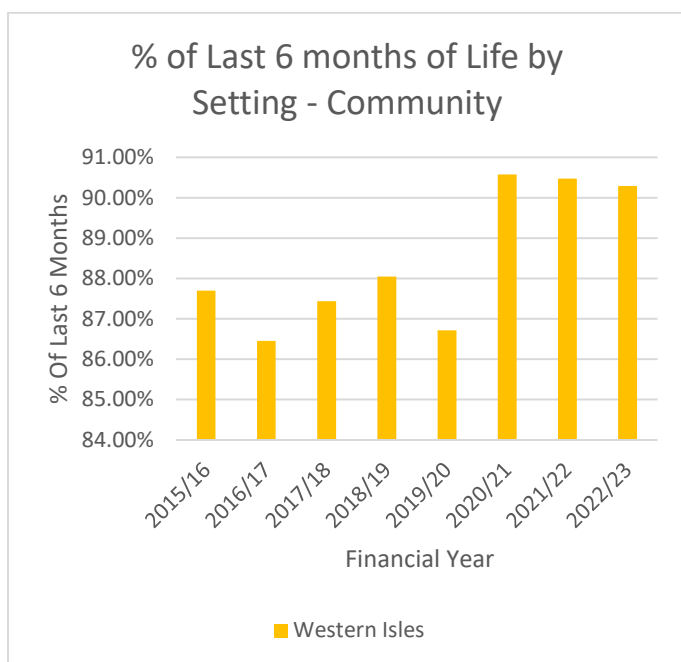
The main reason areas for delayed discharge are for Health & Social Care reasons. Further local analysis indicates that a greater number of people are delayed awaiting Care at Home Service than those waiting for a Residential Care placement.

5. Last 6 Months of Life

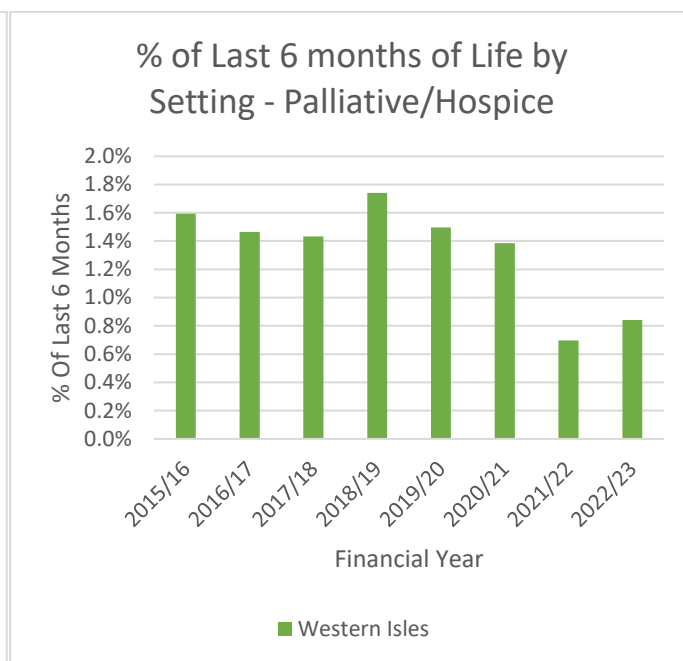
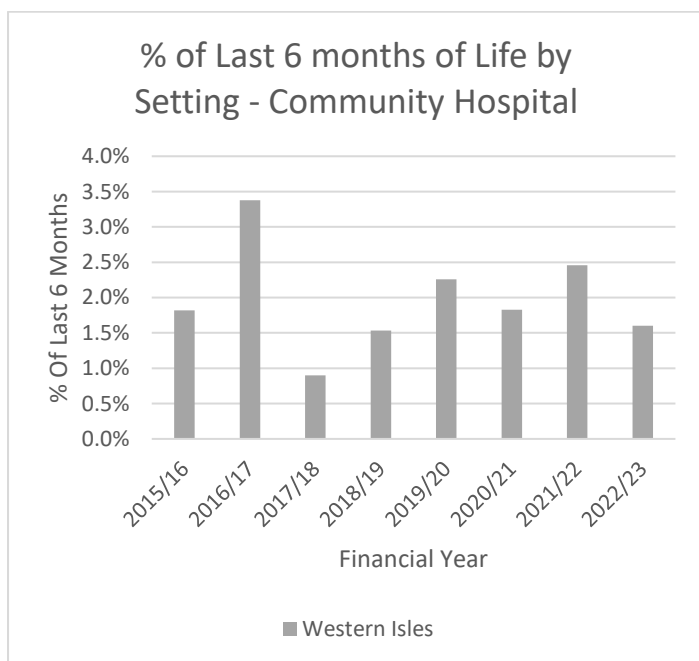
This data is only available for 2022/2023.



The percentage of days spent in the Community in the last 6 months of life has continued to remain steady for Western Isles, with a slight shift in the number of days in Community Hospital reducing, with a corresponding increase in days in a Large Hospital.

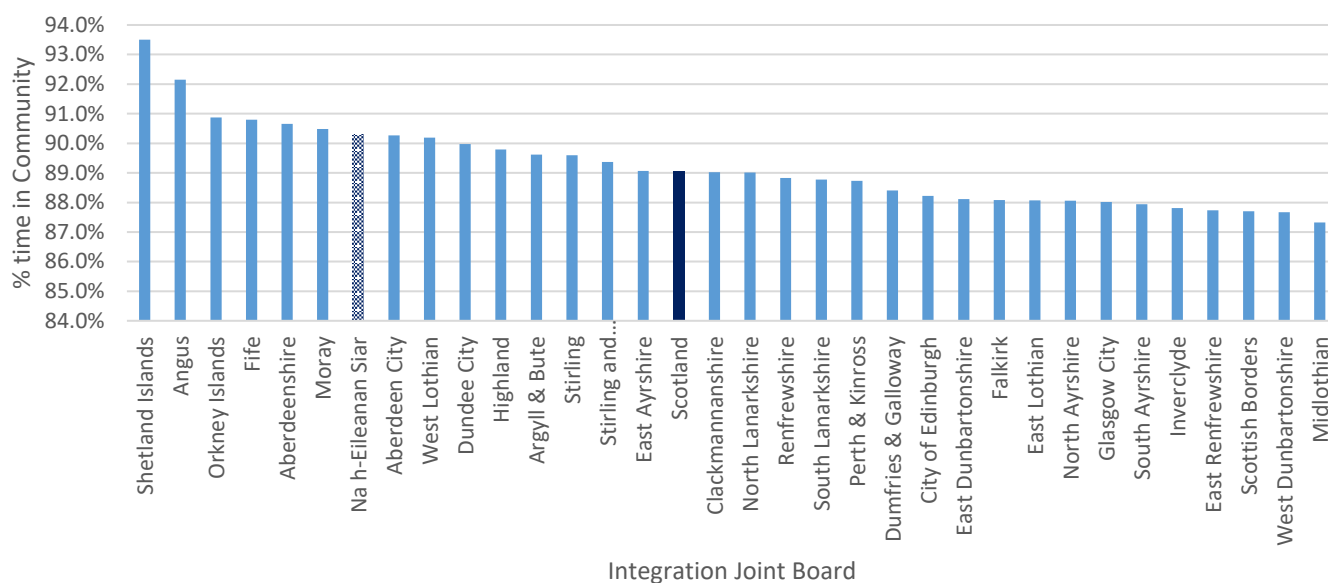


****Please note that this graph axis does not begin at zero, this is to allow a clearer representation of the information.***



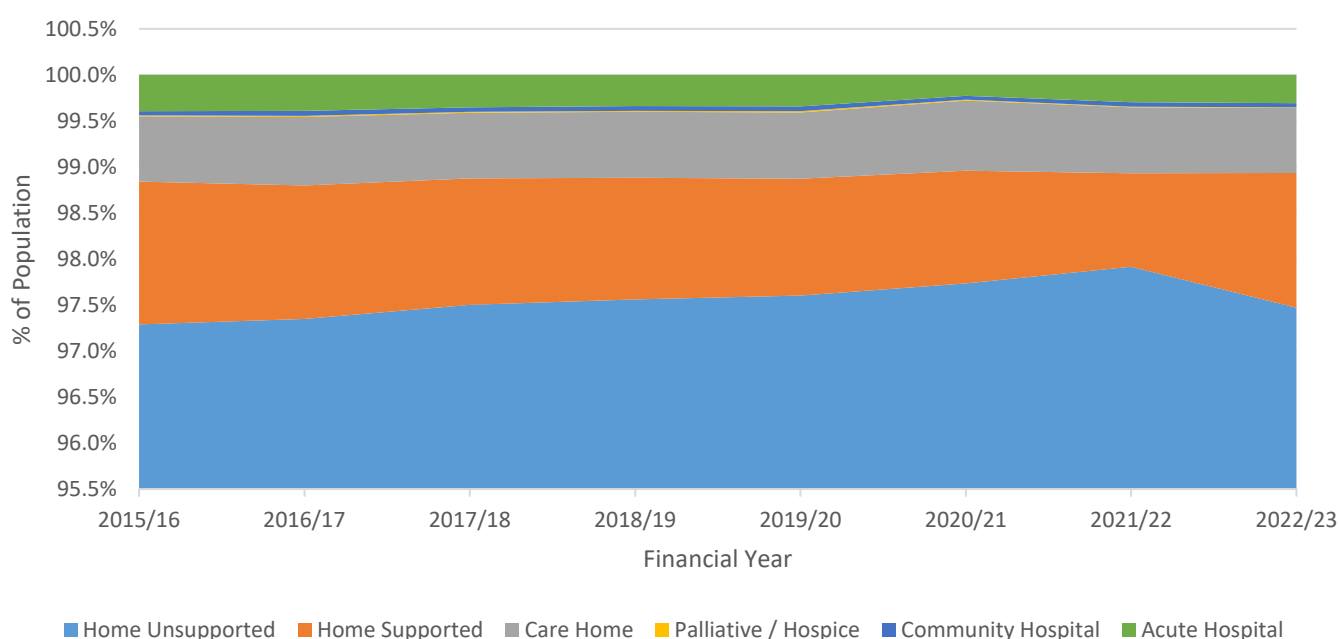
Comparison of all IJB areas indicate that in 2022/2023p (provisional data), that Western Isles continues to ensure where possible, that the last 6 months of Life are spent at home/in a homely setting. As can be seen, Western Isles occupy 7th position significantly above the Scotland level.

5a - Percentage of last 6 months of life - Community 2022/2023p



6. Balance of Care

6. % of Population in Community or Institutional Settings, Western Isles 2022/2023



A slight reduction (0.4%) in the percentage in the Community (unsupported), can be seen in 2022/23. This has translated into an increase of 0.5% of those supported at home will all other values remaining the same.

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/>

<https://publichealthscotland.scot/publications/health-and-care-experience-survey/health-and-care-experience-survey-2024/>

Core Suite of Indicators Data can be found at:

<https://publichealthscotland.scot/our-areas-of-work/social-and-community-care/core-suite-of-integration-indicators/indicator-definitions/>

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

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