

1.0 INTRODUCTION

At the Governor's Council on 17 November 2011, Governors noted the national and local publicity surrounding the number of patients reported to be waiting more than 52 weeks for treatment. Monthly data submitted to the Department of Health (DH) from the Trust's Patient Administration System (PAS), Patient Centre, had indicated that the Trust had the highest number of patients in England, 1115, waiting more than 52 weeks for treatment.

During the meeting, the Deputy Chief Operating Officer advised Council that the accuracy of the Trust's return was being affected by Patient Centre problems and that the actual numbers were much lower than highlighted and that validation of the data was being undertaken to establish the correct information.

As a result of the difference between the numbers reported nationally and the verbal report, Governors asked for an update on the issues at the next Council meeting.

This paper updates Governors on the post validation data and actions currently planned to reduce waiting times.

2.0 BACKGROUND

Shortly after the introduction of Patient Centre at the Northern General Hospital in April 2011, it became clear that inaccurate data was being recorded when a patient's PAS record was opened and that these data had to be returned to DH to reflect the Trust's waiting time position. As a major operational issue the Medical Director and Director of Service Development established regular meetings with senior colleagues from iSoft, the manufacturer of Patient Centre, to resolve the ongoing difficulties and by November 2011, the system was stable enough to allow manual validation of pathways to commence.

3.0 VALIDATION

Following the validation of all open pathways, over 8000 records, the Trust was able to confirm accurate waiting time data which were submitted to DH:

- November; 4051 waiting between 18 and 52 weeks and 65 over 52 weeks
- December; 3008 waiting between 18 and 52 weeks and 6 over 52 weeks
- January ; 3168 waiting between 18 and 52 weeks and 2 over 52 weeks

Although the Trust's true waiting time position is now being reflected in the national returns and in turn, in national journals, manual validation is still required

4.0 FUTURE ACTIONS

During 2011/2012, some specialities, particularly Orthopaedics and Neuro Surgery, have experienced challenges in reducing the waiting times and although the Trust would have liked to have undertaken additional activity this was not possible due to a number of factors.

However, the DH has now made non-recurrent monies available in the last quarter of 2011/2012 and Directorates have developed plans to undertake additional activity,

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specifically targeting patients with longer waiting times. This should assist the Trust to achieve 18 week RTT performance standards at a speciality level from April 2012.

The Medical Director and Director of Service Development to work closely with iSoft to resolve issues as they occur.

Richard Parker

Deputy Chief Operating Officer