

Health and Personal Social Services
Performance Tables for 1999 - 2000

The Charter for Patients and Clients

How long might you be expected to wait for

a hospital appointment

an operation

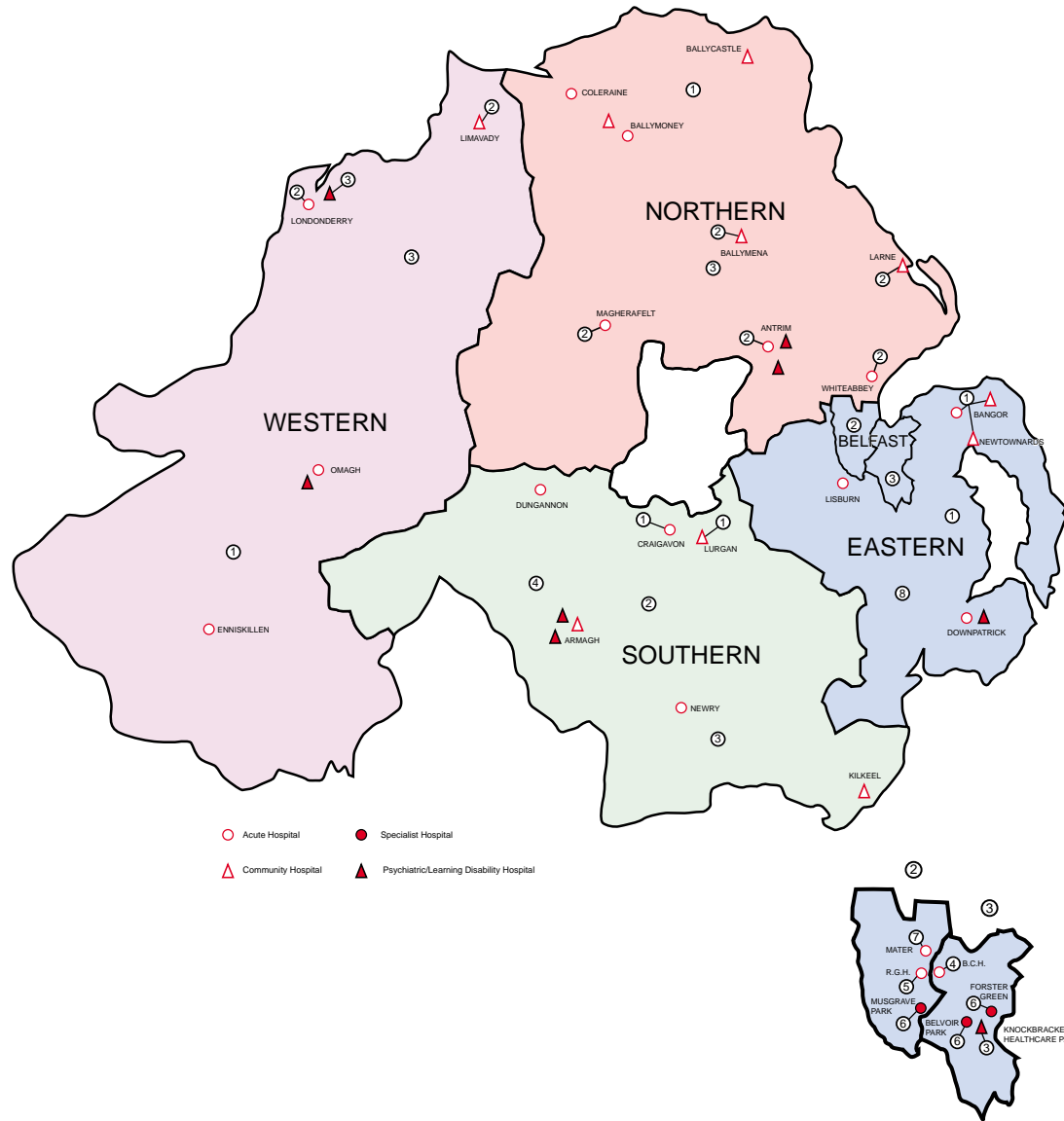
an emergency ambulance



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HEALTH & PERSONAL SOCIAL SERVICES NORTHERN IRELAND



Eastern HSS Board Population (669,400) Trusts	
1.	Ulster Community and Hospitals
2.	North and West Belfast
3.	South and East Belfast
4.	Belfast City
5.	Royal Group of Hospitals and Dental Hospital
6.	Green Park
7.	Mater Infirmorum
8.	Down/Lisburn
Northern HSS Board Population (425,400) HSS Trusts	
1	Causeway
2.	United Hospitals
3.	Homefirst Community
Southern HSS Board Population (308,600) HSS Trusts	
1.	Craigavon Area Hospital Group
2.	Craigavon and Banbridge Community
3.	Newry and Mourne
4.	Armagh and Dungannon
Western HSS Board Population (279,400) HSS Trusts	
1.	Sperrin Lakeland
2.	Altnagelvin Hospitals
3.	Foyle

Population figures are as June 1999 - estimates compiled by the General Registry Office
 Drawing compiled from graphical database held by HEALTH ESTATES -SEPT 2000

THE HPSS PERFORMANCE GUIDE

The Department of Health, Social Services and Public Safety is committed to setting clear standards of performance for the health and social services. The HPSS Performance Tables tell you - the public, patients and HPSS staff - how your local health and personal social services are meeting those targets.

The tables show how Health and Social Services Trusts and Health and Social Services Boards performed in the financial year 1999-2000 in key areas such as:

- admitting patients to hospital quickly
- seeing outpatients promptly
- giving priority to people whose operations are cancelled
- immunising children against serious childhood illnesses
- dealing with complaints.

The 1999/2000 Performance Guide contains two new indicators. These are about:

- how quickly patients are admitted to hospital from Accident and Emergency departments; and
- immunisation of people aged 75 against influenza.

HOW TO USE THE TABLES

Health and social care services are delivered by Health and Social Services Boards (HSS Boards) and Health and Social Services Trusts (HSS Trusts). There are 4 HSS Boards - Eastern, Northern, Southern and Western - which plan and commission services for the people who live in their areas. The 19 HSS Trusts provide health and social services. Some HSS Trusts provide hospital services only, some community services only, and some provide both. One HSS Trust, the Northern Ireland Ambulance Service HSS Trust, provides ambulance services for the whole region.

The map of the HPSS opposite shows the location of each HSS Board and HSS Trust. Detailed information about the HSS Trusts is given on page [22]. If you want to find out which HSS Trust manages your local hospital, see page [23].

Each Board area is colour coded and the Trusts in the Board are represented in the Board's colour. The colours for Boards and Trusts in the tables match the Board colour in the map. For example, information for the Southern Board and the Trusts in its area are shown in green.

GUIDE TO THE SPECIALTIES AND SURGICAL PROCEDURES MENTIONED IN THE TABLES

Specialties

Cardiac surgery is surgery on the heart and major arteries systems.

Cardiology concerns the treatment of diseases of the heart and related organs.

Dermatology concerns treatment of skin diseases.

Ear, nose and throat (ENT) includes operations such as removal of tonsils and adenoids.

General medicine concerns non-surgical treatment of diseases of the chest, digestive system and internal organs.

General surgery includes surgery of many different kinds. Some examples are hernia repair, repair of ruptures, removal of gall bladders and removal of varicose veins.

Gynaecology concerns women's diseases and reproductive system.

Ophthalmology concerns the eye and eye diseases such as cataracts.

Oral surgery is surgery on the mouth, jaw and teeth.

Orthopaedics concerns the bones and joints. Hip replacement is an example.

Paediatric surgery is surgery carried out on a child.

Plastic surgery includes any operation to repair damage caused by injury or disease or which is present at birth. Skin graft after burn damage is an example.

Rheumatology concerns diseases which affect the joints and muscles.

Urology relates to the bladder, kidneys and prostate.

Surgical procedures

Arthroscopy of the knee involves the surgeon looking inside the knee with an instrument called an arthroscope.

Bronchoscopy is the use of an instrument to examine the main airways to the lungs.

Carpal tunnel is an operation for nerve compression at the wrist.

Cataract extraction is the removal of a cloudy lens from the eye.

Circumcision is the surgical removal of the foreskin.

Correction of squint is an operation to straighten a squint in the eye.

Cystoscopy involves the use of an instrument to examine the inside surface of the urinary bladder.

Endoscopy of gastric intestinal tract is the use of an instrument to examine the interior of the stomach.

Ganglion excision is the surgical removal of a small lump under the skin.

Inguinal hernia repair is surgery to correct a rupture in the groin.

Laparoscopic sterilisation is when the surgeon uses an instrument called a laparoscope to see inside the abdomen of a woman during an operation to surgically block the tubes from the ovaries to the womb.

Operations on nasal septum/turbinate are operations on the nose.

An operation for **varicose veins** involves the repair of unsightly veins in the leg.

FIRST OUTPATIENT APPOINTMENTS

If you have to be referred to an outpatient clinic, the *Charter for Patients and Clients* says that you should not normally have to wait more than 3 months for a first appointment. People who need urgent treatment are given appointments very quickly. But for less urgent cases, people may have to wait longer for an appointment.

This table shows the percentage of patients, between 1 January and 31 March 2000, who were given outpatient appointments within 3 months and 6 months of being referred by their GP. The higher the percentage, the better the performance of the HSS Trust. Across Northern Ireland, 77% of patients were seen within the Charter target of 3 months and 93% within 6 months of referral.

The percentage of patients seen within 3 months and 6 months has decreased slightly from last year, when 80% of people were seen within 3 months and 95% within 6 months.

HSS Trust	Waiting times for first outpatient appointment	
	% seen within 3 months	% seen within 6 months
Belfast City Hospital	85%	96%
Down Lisburn	81%	91%
Green Park Healthcare	68%	87%
Mater Infirmorum	89%	99%
Royal Group	76%	93%
Ulster Community & Hospitals	78%	95%
Causeway	82%	97%
Homefirst Community	85%	98%
United Hospitals	81%	93%
Armagh & Dungannon	77%	93%
Craigavon & Banbridge Community	85%	98%
Craigavon Area Hospital Group	71%	91%
Newry & Mourne	79%	95%
Altnagelvin Hospitals	64%	84%
Foyle	53%	95%
Sperrin Lakeland*	75%	92%
Northern Ireland Average	77%	93%

* Due to technical difficulties, figures for Sperrin Lakeland HSS Trust for period 1/1/00 to 31/3/00 are unavailable. Figures used in the table are for the period 1/10/99 to 31/12/99.

FIRST OUTPATIENT APPOINTMENTS - BY SPECIALTY

If you need to be referred to an outpatient clinic, you should not normally have to wait more than 3 months for a first appointment. This table shows for 14 individual specialties the percentage of patients, between 1 January and 31 March 2000, who

were given outpatient appointments within 3 months and 6 months of being referred by their GP. The higher the percentage, the better the performance of the HSS Trust.

Page 4 tells you what each specialty involves.

HSS Trust	Waiting times for first outpatient appointment													
	% of patients seen by the consultant or other senior doctor within 3 months and 6 months of written referral by a GP													
	General surgery		Urology		Orthopaedics		ENT		Ophthalmology		Oral surgery		Plastic surgery	
	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months
Belfast City Hospital	97%	100%	43%	92%	-	-	78%	97%	54%	90%	-	-	-	-
Down Lisburn	89%	92%	65%	76%	(100%)	(100%)	50%	80%	82%	89%	-	-	-	-
Green Park Healthcare	-	-	-	-	69%	88%	-	-	-	-	-	-	-	-
Mater Infirmorum	98%	99%	99%	100%	(25%)	(81%)	83%	97%	74%	100%	-	-	-	-
Royal Group	74%	95%	24%	94%	45%	65%	46%	72%	69%	94%	22%	36%	71%	82%
Ulster Community & Hospitals	91%	100%	99%	100%	22%	40%	62%	96%	51%	95%	-	-	63%	82%
Causeway	80%	94%	(51%)	(70%)	-	-	-	-	-	-	-	-	-	-
United Hospitals	82%	90%	-	-	-	-	72%	90%	-	-	-	-	-	-
Armagh & Dungannon	100%	100%	-	-	-	-	41%	91%	61%	74%	-	-	-	-
Craigavon Area Hospital Group	82%	100%	16%	82%	-	-	58%	88%	53%	61%	52%	70%	(96%)	(100%)
Newry & Mourne	82%	99%	-	-	-	-	100%	100%	37%	60%	(55%)	(57%)	-	-
Altnagelvin Hospitals	72%	89%	63%	85%	41%	47%	50%	73%	44%	69%	77%	99%	-	-
Sperrin Lakeland*	70%	87%	-	-	-	-	38%	99%	67%	93%	(68%)	(93%)	-	-
Northern Ireland Average	86%	96%	67%	92%	58%	75%	62%	87%	62%	86%	59%	77%	67%	83%

() = less than 50 cases reported

A blank entry (-) means that the indicator does not apply to the HSS Trust

* Due to technical difficulties, figures for Sperrin Lakeland HSS Trust for period 1/1/00 to 31/3/00 are unavailable. Figures used in the table are for the period 1/10/99 to 31/12/99.

FIRST OUTPATIENT APPOINTMENTS - BY SPECIALTY

Since last year, the percentage of patients seen within 3 months has increased in the specialties of general surgery, plastic surgery and rheumatology. The percentage seen within 6 months has increased in paediatric surgery and cardiology. In some other specialties, however, performance has worsened since 1998/99.

HSS Trust	Waiting times for first outpatient appointment													
	% of patients seen by the consultant or other senior doctor within 3 months and 6 months of written referral by a GP													
	Paediatric surgery		Gynaecology		General medicine		Dermatology		Rheumatology		Cardiology		Cardiac surgery	
	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months	% seen within 3 months	% seen within 6 months
Belfast City Hospital	-	-	57%	92%	86%	100%	100%	100%	24%	46%	78%	100%	-	-
Down Lisburn	-	-	81%	95%	85%	100%	54%	70%	-	-	-	-	-	-
Green Park Healthcare	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mater Infirmorum	-	-	80%	100%	95%	100%	29%	100%	-	-	86%	100%	-	-
Royal Group	50%	91%	93%	100%	77%	95%	75%	99%	42%	76%	53%	91%	99%	100%
Ulster Community & Hospitals	99%	100%	67%	97%	86%	99%	43%	86%	66%	10%	81%	99%	-	-
Causeway	-	-	80%	100%	68%	94%	87%	100%	-	-	-	-	-	-
United Hospitals	-	-	79%	99%	91%	97%	73%	95%	57%	80%	48%	89%	-	-
Armagh & Dungannon	-	-	73%	99%	90%	95%	70%	82%	(48%)	(62%)	-	-	-	-
Craigavon Area Hospital Group	-	-	72%	100%	93%	96%	82%	95%	57%	74%	59%	75%	-	-
Newry & Mourne	-	-	74%	100%	68%	100%	60%	95%	-	-	-	-	-	-
Altnagelvin Hospitals	-	-	39%	84%	93%	99%	46%	100%	40%	64%	45%	98%	-	-
Sperrin Lakeland	-	-	70%	93%	97%	100%	97%	100%	-	-	-	-	-	-
Northern Ireland Average	70%	95%	73%	96%	84%	97%	69%	94%	46%	73%	62%	94%	99%	100%

() = less than 50 cases reported

A blank entry (-) means that the indicator does not apply to the HSS Trust

* Due to technical difficulties, figures for Sperrin Lakeland HSS Trust for period 1/1/00 to 31/3/00 are unavailable. Figures used in the table are for the period 1/10/99 to 31/12/99.

WAITING TIMES IN OUTPATIENT CLINICS

The Charter says that when you visit an outpatient clinic, you should be seen within 30 minutes of your appointment time. This table shows the percentage of patients seen within that time between 1 January and 31 March 2000. Column 1 tells you about waiting times in consultant outpatient clinics and column 2 about waiting times in clinics run by nurses, midwives and Professions Allied to Medicine (PAMs), such as chiropodists, occupational therapists, physiotherapists, speech therapists, clinical psychologists, dieticians and orthoptists.

Waiting time is calculated from your appointment time to the time you are seen by the consultant or other health care professional. The higher the percentage, the better the performance of the HSS Trust.

Overall, 78% of patients were seen within 30 minutes of their appointment time in consultant clinics, a decrease of 3% from 1998/99. In Nurse/Midwife/PAMs led clinics, 98% of patients were seen within 30 minutes, a decrease of 2% from 1998/99.

HSS Trust	(1) Waiting time in consultant outpatient clinics % of patients seen within 30 minutes of appointment time	(2) Waiting time in nurse/midwife/PAM* outpatient clinics % of patients seen within 30 minutes of appointment time
Belfast City Hospital	83%	99%
Down Lisburn	66%	100%
Green Park Healthcare	87%	98%
Mater Infirmorum	77%	100%
North & West Belfast	-	-
Royal Group	72%	98%
South & East Belfast	100%	100%
Ulster Community & Hospitals	87%	99%
Causeway	77%	99%
HomeFirst Community	99%	-
United Hospitals	77%	100%
Armagh & Dungannon	96%	100%
Craigavon & Banbridge Community	86%	-
Craigavon Area Hospital Group	83%	99%
Newry & Mourne	100%	82%
Altnagelvin Hospitals	79%	100%
Foyle	-	-
Sperrin Lakeland	84%	100%
Northern Ireland Average	78%	98%

A blank entry (-) means that the indicator is not applicable to the HSS Trust (i.e. less than 150 seen on hospital sites).

NON-ATTENDANCE AT OUTPATIENT CLINICS

More than 1.7 million outpatient appointments were booked at Northern Ireland hospitals in 1999/2000. Of these, over 200,000 patients failed to attend and did not tell the hospital beforehand. Attendance rates can be affected by the way hospitals make appointments for patients, how much notice they give and what information they give patients about what to do if they cannot go to a clinic. They are also affected by patients failing to turn up without telling the hospital beforehand.

This table shows the percentage of people, between 1 January and 31 March 2000, who did not turn up for a first outpatient appointment and did not tell the hospital they would not be attending. Direct comparison between the non-attendance rates for each HSS Trust is not appropriate because each Trust provides a different range of services and some services tend to have higher non-attendance rates than others. For example, mental illness clinics experience a higher than average number of people who do not attend appointments, while antenatal clinics have a lower than average rate.

HSS Trust	First outpatient appointments % of patients who did not attend their appointments	
	Total number of referrals	% who did not attend
Belfast City Hospital	13,179	10%
Down Lisburn	6,411	11%
Green Park Healthcare	4,413	10%
Mater Infirmorum	4,762	17%
North & West Belfast	29	21%
Royal Group	24,463	12%
South & East Belfast	485	18%
Ulster Community & Hospitals	14,436	9%
Causeway	3,609	8%
HomeFirst Community	808	20%
United Hospitals	10,765	8%
Armagh & Dungannon	3,929	12%
Craigavon & Banbridge Community	338	18%
Craigavon Area Hospital Group	8,672	11%
Newry & Mourne	4,993	12%
Altnagelvin Hospitals	12,055	10%
Foyle	967	10%
Sperrin Lakeland	4,771	9%
Northern Ireland Average	119,085	10%

WAITING TIMES TO GO INTO HOSPITAL

The Charter says that if you need to be admitted to hospital, you will not have to wait more than 18 months, or 12 months for cardiac surgery. Most people are admitted well before then. People who need urgent treatment are admitted very quickly - immediately in most cases. But people whose need is less urgent are placed on a waiting list.

This table shows the percentage of patients admitted for treatment, between 1 April 1999 and 31 March 2000, who were admitted within 3 months and 12 months of being placed on a waiting list. The higher the percentage, the better the performance of the HSS Trust.

HSS Trust	Waiting times for elective admission											
	% of patients admitted within 3 months and 12 months of the date it was decided to admit them											
	All specialties		General surgery		Urology		Orthopaedics		ENT		Ophthalmology	
	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months
Belfast City Hospital	84%	97%	71%	89%	71%	96%	96%	100%	73%	95%	77%	100%
Down Lisburn	90%	99%	80%	96%	92%	100%	-	-	96%	100%	80%	100%
Green Park Healthcare	49%	83%	-	-	-	-	43%	80%	-	-	-	-
Mater Infirmorum	88%	100%	95%	100%	84%	100%	-	-	100%	100%	58%	100%
Royal Group	66%	93%	82%	96%	67%	93%	92%	99%	50%	91%	55%	91%
Ulster Community & Hospitals	78%	97%	78%	96%	67%	98%	93%	98%	62%	89%	-	-
Causeway	74%	97%	72%	94%	73%	95%	-	-	-	-	-	-
United Hospitals	75%	97%	73%	97%	-	-	-	-	48%	86%	-	-
Armagh & Dungannon	89%	100%	81%	98%	-	-	-	-	80%	99%	88%	100%
Craigavon Area Hospital Group	71%	96%	67%	90%	55%	93%	-	-	47%	93%	100%	100%
Newry & Mourne	87%	98%	87%	97%	-	-	-	-	65%	95%	-	-
Altnagelvin Hospitals	77%	96%	74%	92%	73%	96%	49%	81%	55%	98%	44%	85%
Sperrin Lakeland	80%	96%	88%	99%	-	-	-	-	35%	84%	-	-
Northern Ireland Average	76%	96%	77%	95%	69%	96%	48%	82%	56%	92%	54%	91%

A blank entry (-) means that the indicator does not apply to the HSS Trust.

WAITING TIMES TO GO INTO HOSPITAL

The “all specialties” column gives the overall waiting times for admission to hospital. The other columns tell you about waiting times for 10 individual medical specialties. The specialties chosen are ones which historically have had the longest waiting times. Page 4 tells you about each specialty.

The percentage of people seen within 3 months and within 12 months has increased by 1% since last year. More people are being seen within 3 months and 12 months in almost every specialty.

HSS Trust	Waiting times for elective admission									
	% of patients admitted within 3 months and 12 months of the date it was decided to admit them									
	Oral surgery		Plastic surgery		Paediatric surgery		Gynaecology		Cardiac surgery	
	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months	% admitted within 3 months	% admitted within 12 months
Belfast City Hospital	-	-	-	-	-	-	72%	97%	-	-
Down Lisburn	-	-	-	-	-	-	95%	100%	-	-
Green Park Healthcare	-	-	-	-	-	-	-	-	-	-
Mater Infirmorum	-	-	-	-	-	-	83%	100%	-	-
Royal Group	64%	95%	44%	74%	56%	85%	47%	96%	40%	88%
Ulster Community & Hospitals	-	-	72%	91%	65%	98%	68%	95%	-	-
Causeway	-	-	-	-	-	-	69%	96%	-	-
United Hospitals	-	-	-	-	-	-	60%	94%	-	-
Armagh & Dungannon	87%	99%	-	-	-	-	86%	99%	-	-
Craigavon Area Hospital Group	28%	76%	-	-	-	-	46%	98%	-	-
Newry & Mourne	62%	100%	-	-	-	-	85%	100%	-	-
Altnagelvin Hospitals	76%	100%	-	-	-	-	68%	100%	-	-
Sperrin Lakeland	99%	100%	-	-	-	-	75%	96%	-	-
Northern Ireland Average	74%	98%	64%	86%	60%	91%	68%	97%	40%	88%

A blank entry (-) means that the indicator does not apply to the HSS Trust.

DAY CASE SURGERY

Most patients prefer not to stay overnight in hospital if it can be avoided. Nowadays, more operations can be carried out without the need for an overnight stay. This type of surgery is called “day case” surgery.

Patients who have experienced day case surgery generally express a high degree of satisfaction with the results. On average, recovery rates are better for patients who are treated by day surgery, and the need for patients to be re-admitted to hospital for further treatment is less.

HSS Trust	Day case surgery % of patients who had treatment without staying overnight													
	Arthroscopy on the knee (target = 85%)		Bronchoscopy (target = 80%)		Carpal tunnel (target = 65%)		Cataract extraction (target = 77%)		Circumcision (target = 80%)		Correction of Squint (target = 45%)		Cystoscopy (target = 85%)	
	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases
Belfast City Hospital	-	-	838	87%	6	33%	-	-	43	72%	-	-	1117	83%
Down Lisburn	-	-	-	-	47	74%	-	-	29	62%	26	100%	221	90%
Green Park Healthcare	799	66%	-	-	88	41%	-	-	-	-	-	-	-	-
Mater Infirmorum	-	-	-	-	23	52%	980	98%	35	46%	16	100%	725	80%
Royal Group	29	72%	267	34%	46	59%	4188	72%	53	57%	361	43%	144	79%
Ulster Community & Hospitals	11	45%	97	89%	62	89%	-	-	97	87%	-	-	518	93%
Causeway	-	-	22	91%	24	58%	-	-	57	88%	-	-	178	91%
United Hospitals	-	-	38	74%	89	87%	-	-	74	76%	-	-	551	82%
Armagh & Dungannon	-	-	42	69%	59	37%	-	-	23	65%	-	-	10	100%
Craigavon Area Hospital Group	-	-	16	56%	27	74%	-	-	33	91%	-	-	540	79%
Newry & Mourne	-	-	-	-	15	53%	-	-	21	86%	-	-	293	90%
Altnagelvin Hospitals	152	80%	182	91%	13	46%	906	88%	73	66%	85	72%	481	77%
Sperrin Lakeland	-	-	13	85%	32	53%	-	-	47	79%	-	-	164	86%
Northern Ireland Average	991	68%	1512	78%	526	63%	6074	79%	578	74%	489	53%	4901	83%

A blank entry (-) means that the indicator does not apply to the HSS Trust.

DAY CASE SURGERY

This table shows the percentage of patients who were able to have day case treatment for 13 specific operations during 1999/2000. You can find out what each operation involves on page 6. The targets given for each procedure were set in the 1999/00-2001/02 HPSS Management Plan.

The table shows the total number of elective procedures carried out and the percentage which were carried out as day case surgery. The higher the percentage, the more patients there were who were able to go home on the same day. Overall, the proportion who were able to have day case surgery for these procedures has increased from 77% in 1998/99 to 80% in 1999/2000.

HSS Trust	Day case surgery % of patients who had treatment without staying overnight											
	Endoscopy of gastric intestinal tract (target = 93%)		Ganglion excision (target = 85%)		Inguinal hernia repair (target = 25%)		Laparoscopic sterilisation (target = 75%)		Operations on nasal septum/turbine (target = 25%)		Varicose veins (target = 28%)	
	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases	Total Procedures	% day cases
Belfast City Hospital	1118	80%	9	100%	85	4%	200	74%	298	13%	57	11%
Down Lisburn	1845	96%	37	92%	165	3%	224	89%	7	100%	159	14%
Green Park Healthcare	-	-	32	28%	-	-	-	-	-	-	-	-
Mater Infirmorum	1496	94%	22	91%	149	4%	-	-	42	95%	108	17%
Royal Group	3861	85%	10	40%	192	28%	222	72%	268	2%	67	0%
Ulster Community & Hospitals	2542	96%	68	91%	303	59%	209	89%	22	4%	113	60%
Causeway	1170	92%	24	100%	145	28%	168	96%	61	100%	69	3%
United Hospitals	3760	91%	57	93%	254	25%	295	64%	242	26%	162	29%
Armagh & Dungannon	1240	98%	14	86%	87	13%	79	99%	49	4%	59	5%
Craigavon Area Hospital Group	1956	92%	22	91%	136	46%	188	91%	101	12%	52	25%
Newry & Mourne	1065	97%	4	100%	117	6%	131	88%	27	56%	83	1%
Altnagelvin Hospitals	1881	93%	25	84%	146	31%	228	73%	104	7%	431	75%
Sperrin Lakeland	1571	96%	26	96%	141	38%	84	15%	56	5%	121	31%
Northern Ireland Average	23259	92%	349	85%	1899	28%	2008	78%	1273	20%	1478	36%

A blank entry (-) means that the indicator does not apply to the HSS Trust.

CANCELLED OPERATIONS

If your operation is cancelled on the day you are due to go into hospital, you should be admitted to hospital for treatment within one month. This table shows, for the period 1 January to 31 March 2000, the number of patients not admitted to hospital within one month of their cancelled operation, and the percentage of total admissions which this represents. The higher the percentage, the poorer the performance.

Across Northern Ireland, 1% of patients failed to receive the standard of service set out in the Charter. This compares to 0.7% for the same period in 1999.

HSS Trust	Cancelled operations number of patients not admitted within one month of a cancelled operation (target = 0%)	
	Actual number	% of total elective admissions
Belfast City Hospital	41	3.5%
Down Lisburn	3	0.8%
Green Park Healthcare	0	0.0%
Mater Infirmorum	8	1.6%
Royal Group	27	1.1%
Ulster Community & Hospitals	3	0.3%
Causeway	1	0.4%
United Hospitals	9	1.1%
Armagh & Dungannon	0	0.0%
Craigavon Area Hospital Group	15	2.2%
Newry & Mourne	0	0.0%
Altnagelvin Hospitals	3	0.3%
Sperrin Lakeland	0	0.0%
Northern Ireland Average	110	1.0%

NON-ATTENDANCE FOR INPATIENT ADMISSIONS

In 1999/2000 there were 342,828 inpatient and day patient admissions to hospitals. Of these, 134,362 were elective - that is, non-emergency admissions. Of these elective admissions, 4,654 people did not turn up for admission and did not let the hospital know beforehand that they would not be attending.

This table shows the percentage of non-emergency patients whose admission was arranged, but who did not attend and did not notify the hospital beforehand.

HSS Trust	Inpatient elective admissions* % of patients who did not attend for elective admission	
	Total number of referrals	% who did not attend
Belfast City Hospital	21606	4%
Down Lisburn	6868	2%
Green Park Healthcare	7618	5%
Mater Infirmorum	6566	2%
Royal Group	34457	3%
Ulster Community & Hospitals	16630	6%
Causeway	5028	3%
United Hospitals	16174	4%
Armagh & Dungannon	5363	4%
Craigavon Area Hospital Group	11363	3%
Newry & Mourne	4422	2%
Altnagelvin Hospitals	16065	3%
Sperrin Lakeland	6722	3%
Northern Ireland Average	160280	3%

*These figures relate to elective waiting list and booked admissions and do not include planned admissions. Both ordinary and day case inpatient admissions are included.

ADMISSION TO HOSPITAL FROM ACCIDENT & EMERGENCY DEPARTMENTS

The Charter says that when a patient needs to be admitted to a hospital ward from an Accident & Emergency department they should be given a bed within two hours of the clinician's decision to admit them. This table shows the percentage of patients admitted to a hospital ward within the two hour target during the period 1 January 2000 to 31 March 2000.

Overall, 88% of people were admitted within the target time.

HSS Trust	Admission to hospital ward from A&E Department % of patients admitted within 2 hours of the clinician's decision to admit them
Belfast City Hospital	88%
Down Lisburn	88%
Mater Infirmorum	77%*
Royal Group	91%*
Ulster Community & Hospitals	80%
Causeway	100%*
United Hospitals	95%
Craigavon Area Hospital Group	87%
Newry & Mourne	93%*
Altnagelvin Hospitals	86%
Sperrin Lakeland	100%
Northern Ireland Average	88%

These Trusts failed a recent MSA data quality audit and are excluded from the NI average.

COMPLAINTS PROCEDURES

This table shows how well HSS Trusts responded to complaints about their services in 1999/00. Most complaints about health and social services treatment or care are dealt with quickly and informally. However, if a service user makes a formal complaint about services provided by a HSS Trust, the Trust should provide a substantial reply to the complaint within 20 working days. If the complainant is not satisfied with the HSS Trust's response, they can ask the HSS Board for an independent review of the complaint.

This table shows:

- the number of formal complaints received by HSS Trusts between 1 April 1999 and 31 March 2000;
- the percentage which received a response within the target time; and
- the number of requests for an Independent Review panel to be convened.

Overall, the percentage of complaints resolved within the timescale has increased from 67% last year to 72% in 1999/2000. The number of requests for independent review has decreased from 72 to 60.

HSS Trust	Complaints procedures		
	Total number of complaints received	% responded to within 20 days ⁽¹⁾	Number of requests for Independent Review
Belfast City Hospital	343	60%	4
Down Lisburn	335	59%	3
Green Park Healthcare	239	87%	0
Mater Infirmorum	125	81%	2
North & West Belfast	234 ⁽³⁾	82%	1
Royal Group	428	54%	1
South & East Belfast	243	77%	1
Ulster Community & Hospitals	414	78%	3
Causeway	241	76%	1
Homefirst Community	92	78%	4
United Hospitals	190	67%	5
Armagh & Dungannon	105	73%	1
Craigavon & Banbridge Community	84	87%	4
Craigavon Area Hospital Group	99	88%	5 ⁽²⁾
Newry & Mourne	102	67%	0
Altnagelvin Hospitals	124	81%	12
Foyle	58	43%	3
Sperrin Lakeland	90	76%	6
Northern Ireland Ambulance Service	133	73%	4
Northern Ireland Average	3679	72%	60

(1) This figure refers to the number of complaints responded to within the time limit, expressed as a percentage of the total responses given.

(2) This figure includes two requests about the same case. A request for Independent Review was received which was returned to the Trust for Local Resolution. After further Local Resolution by the Trust, the complainant lodged another request for Independent Review.

(3) This figures includes 76 complaints regarding the funding of one playgroup.

ELDERLY EMERGENCY ADMISSIONS

This table shows the number of emergency admissions to hospital of patients aged 75 and over, and the percentage of the total number of people aged 75 and over living in the Board area which this represents. The emergency admission rate can help indicate the effectiveness of hospital discharge and community care arrangements for elderly people. Many elderly admissions are unavoidable - for example because of a stroke or broken hip - but some may be due to factors such as inadequate community care

arrangements or someone having been previously discharged without proper arrangements being made to support them at home.

The table shows admissions by HSS Board of residence between 1 January and 31 March 2000.

HSS Board	Elderly emergency admissions		
	Emergency admissions for patients aged 75 and over	Residents aged 75 and over (Mid-year estimates 1999)	% of emergency admissions of patients aged 75 and over
Eastern Board	3863	45933	8.4%
Northern Board	1868	23943	8.0%
Southern Board	1543	15423	9.5%
Western Board	1164	13120	8.6%
Nothern Ireland	8438	98419	8.6%

EMERGENCY AMBULANCE RESPONSE TIMES

This table shows how quickly ambulances arrive at the scene of an incident following an emergency call. The response times for emergency ambulances is determined by population density. The Northern Ireland Ambulance Service aims to answer 95% of emergency calls within 18 minutes in the Eastern sector area, or 21 minutes elsewhere in Northern Ireland.

The results below are for the period 1 January to 31 March 2000 and show that the Northern Ireland Ambulance Service met these targets in Eastern and Northern area sectors.

Area Sector of the Ambulance Service	Ambulance response times % of ambulances arriving within 18 minutes (Eastern area) or 21 minutes (other areas) after an emergency call (target = 95%)
Eastern Board	97%
Northern Board	95%
Southern Board	93%
Western Board	94%

VACCINATION AND IMMUNISATION

Childhood immunisation

Immunisation plays a major role in the fight against serious childhood infections such as diphtheria, whooping cough, tetanus, polio, mumps, measles, rubella (MMR), and Haemophilus influenza b (Hib). Immunisation rates here compare favourably with those elsewhere in the United Kingdom. This year, rates remain high. MMR rates, which had been falling for the last number of years due to ongoing adverse publicity, have remained the same as last year at 91%.

Influenza vaccination

Every winter, influenza is associated with a sharp increase in mortality and contributes to pressure on general practices and hospital services. A flu vaccination programme begins each October, aimed at reducing the morbidity and mortality due to flu by immunising people most likely to have severe or complicated illness. In 1999, this included people aged 75 years and over, as well as people with chronic respiratory, heart or renal disease or diabetes, or those in long stay residential facilities. This table shows the percentage of people aged 75 and over who were vaccinated against influenza in the winter of 1999/2000.

This is the first year this information has been collected centrally.

HSS Board	Vaccination and immunisation rates						
	Childhood immunisation % of children in each Board area who on reaching their second birthday in the year ended 31 December 1999 had received a complete course of immunisations (target = 97%)						Influenza vaccination % of people aged 75 and over who received an influenza vaccination
	Diphtheria	Whooping cough	Tetanus	Polio	MMR	Hib	
Eastern Board	95%	95%	96%	95%	89%	95%	47%
Northern Board	98%	97%	98%	98%	93%	98%	56%
Southern Board	98%	97%	98%	98%	93%	98%	50%
Western Board	97%	96%	97%	97%	92%	97%	45%
Northern Ireland Average	97%	96%	97%	97%	91%	97%	49%

CANCER SERVICES

These tables give an indication of how the HPSS is performing in preventing, detecting and treating cancer.

Table 14a - Cervical and breast screening

Early detection of cervical and breast cancer has contributed to an improved outlook for women diagnosed with these types of cancer.

Column 1 of this table shows the percentage of women aged between 25 and 64 who received a cervical smear test in the 5 years up to 31 March 2000. Column 2 shows the percentage of women aged between 50 and 64 who were screened for breast cancer in the 3 years up to 31 March 2000. Across Northern Ireland, 72% of women aged 50-64 who were invited to attend for breast screening had taken up the invitation to be screened.

HSS Board	(1) % of women aged 25-64 who recieved a smear test in the last 5 years	(2) % of women aged 50-64 screened for breast cancer in the last 3 years
Eastern Board	66%	67%
Northern Board	74%	78%
Southern Board	71%	75%
Western Board	68%	76%
Northern Ireland Average	69%	72%

Table 14b - Breast cancer registrations and death rates

Column 1 of this table shows the standardised registration ratios for breast cancer for the period 1994-96. Column 2 shows the standardised mortality ratios for breast cancer (malignant neoplasm of the female breast) for 1996-98.

The standardised registration and mortality ratios in these columns represent the ratio of actual registrations and deaths to the expected registrations and deaths for each area, taking account of the age of its population. For example, breast cancer mortality rates increase with age, so Boards with a more elderly population would be expected to have a higher death rate than those with a younger population. The rate for Northern Ireland as a whole is 1. So a figure above 1 means the rate is higher than expected given the age structure of the Board area, a figure below 1 means it is lower than expected.

HSS Board	(1) Breast cancer registrations during 1994-1996 (all ages)	(2) Breast cancer death rates for 1996-1998 (all ages)
Eastern Board	0.87	0.93
Northern Board	0.98	1.07
Southern Board	1.07	1.09
Western Board	1.07	0.98
Northern Ireland Average	1.00	1.00

CHARTER MARK AWARD WINNERS 1999

The Charter Mark Award is a national award for organisations which provide an excellent service to the public. In 1999, 38 health and personal social services organisations in Northern Ireland won Charter Marks. This represented over half of all the Charter marks awarded to public service organisations here.

This is the third time Omagh Social Education Centre in Sperrin Lakeland HSS Trust has won a Charter Mark. Seven other organisations have won the award for the second time.

3RD TIME WINNER

- Omagh Social Education Centre, Sperrin Lakeland HSS Trust

2ND TIME WINNERS

- Accident & Emergency Department, Belfast City Hospital HSS Trust
- Maternity Department, Mater Infirmorum Hospital HSS Trust
- Donor Services, Northern Ireland Blood Transfusion Service
- Children's Haematology Unit, Royal Belfast Hospital for Sick Children, Royal Group of Hospitals HSS Trust
- Clare House, Sperrin Lakeland HSS Trust
- Mental Health Out-patient Centre, Ulster Community & Hospitals HSS Trust
- Specialist Breast Care Service, Ulster Community & Hospitals HSS Trust

1ST TIME WINNERS

- Maternity Department, Women and Children's Directorate, Altnagelvin Area Hospital HSS Trust
- Ballyclare Group Practice
- Coronary Care Unit, Coleraine Hospital, Causeway HSS Trust
- Podiatry Service, Causeway HSS Trust
- District Nursing Team, Craigavon & Banbridge Community HSS Trust
- Neo-Natal Unit, Craigavon Area Hospital HSS Trust
- Maternity Unit, Craigavon Area Hospital HSS Trust
- Dunmurry Community Services, Down Lisburn HSS Trust
- Elderly Persons' Resource Centres, Down Lisburn HSS Trust
- Lindsay House Children's Home, Down Lisburn HSS Trust
- Physiotherapy Service, Down Lisburn HSS Trust
- Mountview Assessment and Resource Centre, Down Lisburn HSS Trust
- Podiatry Services, Down Lisburn HSS Trust
- Leaving and After Care Team, Foyle HSS Trust
- The Hill Medical Group
- Leaving and After Care Service, Homefirst Community HSS Trust
- Haematuria Same Day Direct Access Diagnostic Services, Newry & Mourne HSS Trust
- Paediatric Diabetic Service, Newry & Mourne HSS Trust
- Residential and Supported Living Service, North & West Belfast HSS Trust
- Anaesthetics, Theatre and Intensive Care, Royal Group of Hospitals HSS Trust
- Department of Dermatology, Royal Group of Hospitals HSS Trust
- Hormone Replacement Therapy Clinic, Royal Maternity Hospital, Royal Group of Hospitals HSS Trust
- Elderly Domiciliary Care Service, South & East Belfast HSS Trust
- Drumcoo Centre, Sperrin Lakeland HSS Trust
- Community Dental Service, Ulster Community & Hospitals HSS Trust
- Continence Service, Ulster Community & Hospitals HSS Trust
- Occupational Therapy Services, Ulster Community & Hospitals HSS Trust.
- Catering Department, United Hospitals HSS Trust
- Reception Services, Antrim Hospital, United Hospitals HSS Trust
- Out-Patient Services, Mid-Ulster Hospital, United Hospitals HSS Trust

BACKGROUND INFORMATION ON HSS TRUSTS 1999

HSS Trust	Available beds in wards open overnight	Deaths & discharges per annum	Day cases per annum	Accident & Emergency First attendances per annum	Outpatients first attendances per annum	Outpatients total attendances per annum
Belfast City Hospital	774.2	67675	15709	45290	48623	174886
Down Lisburn	622.9	15254	5040	50311	21103	65173
Green Park Healthcare	447.4	11104	10963	0	14541	62555
Mater Infirmorum	246.2	12590	3943	42453	15309	56873
North & West Belfast	416.0	323	0	0	83	1937
Royal Group	922.3	46520	23457	87885	82960	318038
South & East Belfast	351.0	835	397	0	1425	10997
Ulster Community & Hospitals	624.7	32082	14702	75113	47791	140036
Causeway	334.4	11968	3776	25267	13121	42884
Homefirst Community	367.0	1750	0	0	2831	15849
United Hospitals	839.8	36152	10593	85357	39449	131853
Armagh & Dungannon	524.9	6773	4398	18047	13327	45013
Craigavon & Banbridge Community	79.8	1245	0	0	1140	6958
Craigavon Area Hospital Group	485.9	25775	8187	44076	29559	104045
Newry & Mourne	274.2	13943	3143	27356	17023	56648
Altnagelvin Hospitals	491.5	27377	10821	44895	43078	139513
Foyle	283.0	1810	0	0	1775	8484
Sperrin Lakeland	553.7	18898	4856	24405	16826	53576
Northern Ireland Average	8638.8	332074	119985	528002	409964	1435318

INDEX OF HSS TRUSTS AND THEIR HOSPITALS

Many hospitals are not listed under their own names in the Performance Tables because they are part of an HSS Trust and the tables give the performance of the Trust as a whole. This table lists each Trust and the hospitals it manages.

HSS Trust	Hospitals open within each HSS Trust year ended 31 March 2000
Belfast City Hospital	Belfast City, Belvoir Park NICCO, Jubilee Maternity, Windsor House
Down Lisburn	Downe, Downshire, Lagan Valley, Lagan Valley PNU, Thompson House,
Green Park Healthcare	Forster Green, Musgrave Park, Forest Lodge
Mater Infirmorum	Alexandra Gardens, Mater Infirmorum
North & West Belfast	Muckamore Abbey
Royal Group	Royal Belfast Hospital for Sick Children, Royal Maternity, Royal Victoria
South & East Belfast	Albertbridge Road, Knockbracken, Shaftesbury Square, Young Peoples Centre
Ulster Community & Hospitals	Ards, Bangor, Ulster
Causeway	Coleraine, Dalriada , Robinson Memorial, Ross Thompson Unit, Route
Homefirst Community	Holywell, Whiteabbey PNU
United Hospitals	Antrim, Braid Valley, Carrickfergus, Mid-Ulster, Moyle, Waveney, Whiteabbey
Armagh & Dungannon	Armagh Community, Loane House, Longstone, Mullinure, St Luke's, South Tyrone, Tower Hill/Oaklands
Craigavon & Banbridge Community	Craigavon Area PNU
Craigavon Area Hospital Group	Banbridge, Craigavon Area, Lurgan
Newry & Mourne	Daisy Hill, Mourne
Altnagelvin Hospitals	Altnagelvin Area, Roe Valley (outpatients only), Spruce House, Waterside (Ward 5)
Foyle	Gransha, North West Independent Clinic, Stradreagh, Waterside (Wards 1-4)
Sperrin Lakeland	Erne, Omagh General, Tyrone & Fermanagh, Tyrone County

QUALITY OF THE DATA

Last year, PA Consulting Group in conjunction with MSA Health & Social Care Research & Consulting were commissioned to carry out an independent assessment of the quality of the information systems producing the indicators published in the tables. The assessment was based on the methodology developed by the Audit Commission for similar exercises in England and Wales but modified to take account of circumstances in Northern Ireland and any differences in definition and calculation of the indicators. This assessment did not involve verifying the actual figures.

All eighteen providers visited had satisfactory systems in place for their relevant indicators. The Ambulance services had satisfactory systems in place for their relevant indicators.

Along with the Cervical Screening indicator, the two new indicators contained in this year's publication, Admission to hospital from Accident and Emergency departments and Influenza Vaccination were both audited earlier this year by PA Consulting Group using the same methodology as in the earlier data quality audit.

As you can see from table 9 (page 16) a number of Trusts failed this indicator. Regional Information will continue to liaise with the Trusts involved to ensure that they incorporate the recommendations as outlined by the auditors. In the meantime, figures for the Trusts that failed the audit have been excluded from the calculation of the Northern Ireland average.

It should be noted that the two other indicators were assessed as having passed the data quality audit.

Technical information

Technical details on the data used for each table are available from Regional Information Branch at the address shown on the next page.

MORE COPIES OF THE PERFORMANCE TABLES

You can get more copies of this publication from:

Mr Rowland Neill
Regional Information Branch
Annexe 2
Castle Buildings
Stormont Estate
Belfast BT4 3UD

Phone: 028 9052 2914

The information in the tables can also be found on the Internet.
The address is <http://www.dhsspsni.gov.uk/hpss/statistics>.

THE CHARTER FOR PATIENTS AND CLIENTS

If you want more information about the Charter for Patients and Clients, contact:

Muriel Robinson
Quality & Performance Management Unit
Dundonald House
Upper Newtownards Road
Belfast BT4 3SF

Phone: 028 9052 4315

FURTHER INFORMATION

If, after reading this booklet, there is anything more you want to know about your health and social services, you can call the information helpline for your area. The number for your area is as follows:

Eastern Health and Social Services Board

Phone: 0800 665544 (freephone) or
0345 581929 (local rates)

Northern Health and Social Services Board

Phone: 0345 626428 (local rates)

Southern Health and Social Services Board

Phone: 0800 665544 (freephone)

Western Health and Social Services Board

Phone: 0800 585329 (freephone).

