



1. Outputs Reporting

Key Performance Indicator	Target	Q1	Q2	Q3	Q4	Projected y/e
Quantative						
ICAS 001: Activity & Volume Increase in number of new cases	80	22	18			53
ICAS 003: Satisfaction Percentage of feedback 'good' or 'very good'	80%	n/a	100%			100%
ICAS 005: Partnership Number of referrals in from stakeholders	n/a	2	1			8% 4
Qualitative						
		Report provided				
		Q1	Q2	Q3	Q4	
ICAS 002: Diversity & Equality Service reflects diverse nature of the community		✓	✓			
ICAS 004: Supervision Organisation maintains recognised quality standard		✓	✓			

2. Outcomes Reporting

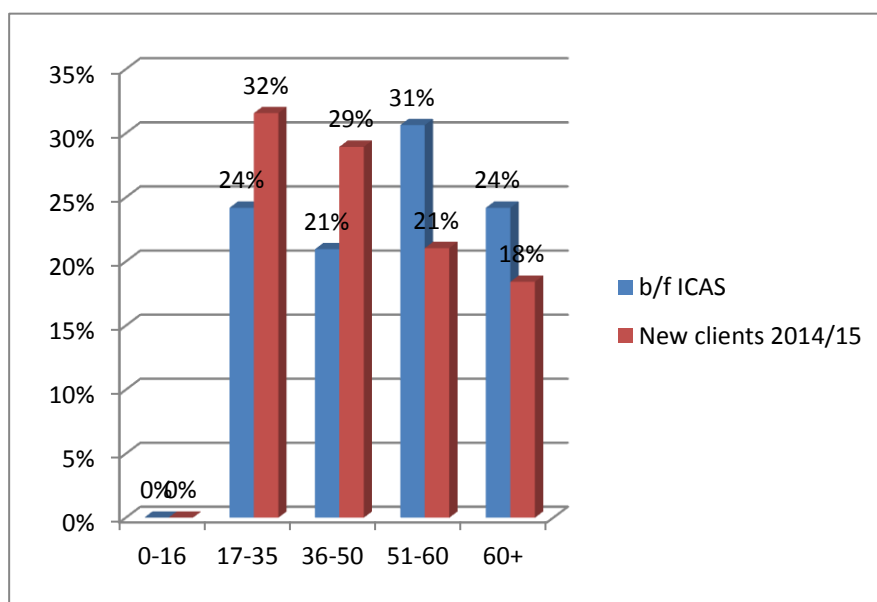
Outcome definition	Target	Q1	Q2	Q3	Q4	Projected y/e
Number of complaints resolved (explanation, apology, change to PPP, service provided, other client benefit)	n/a	15	15			40
Agreement to improve an NHS service PPP	n/a	0	8			11
Issues referred to Healthwatch	n/a	23	18			55

3. Casework Data Analysis

Volume of activity		Q1	Q2	Q3	Q4	Total ytd
Enquiries handled without further support		8	4			12
Open cases b/f		55	64			55
New cases opened in period		24	18			42
Cases closed in period		15	15			30
Cases open at end of period		64	67			67

Client Profile - Age

Clients by Age Group	b/f	Q1	Q2	Q3	Q4	Total ytd
0-16	0	0	0			0
17-35	15	7	5			12
36-50	13	6	5			11
51-60	19	4	4			8
60+	15	4	3			7
	62	21	17			38



Client profile - gender

Clients by Gender	b/f	Q1	Q2	Q3	Q4	Total new
Male	30	6	4			10
Female	36	18	14			32

Percentage split ICAS (b/f):

Male 45%

55%

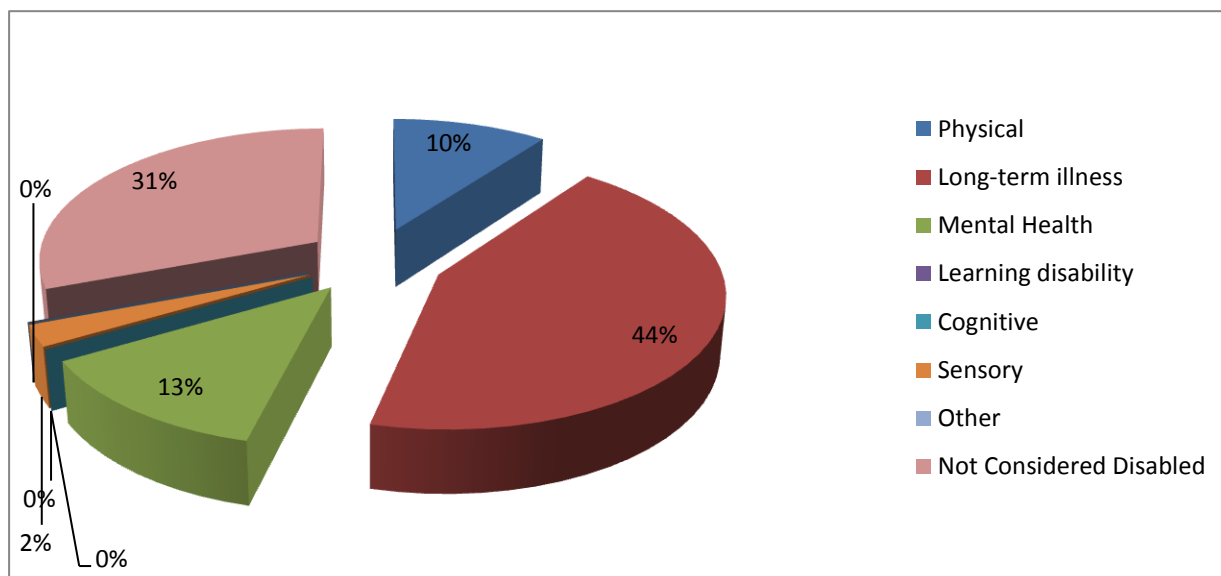
Percentage split new cases:

Male 24%

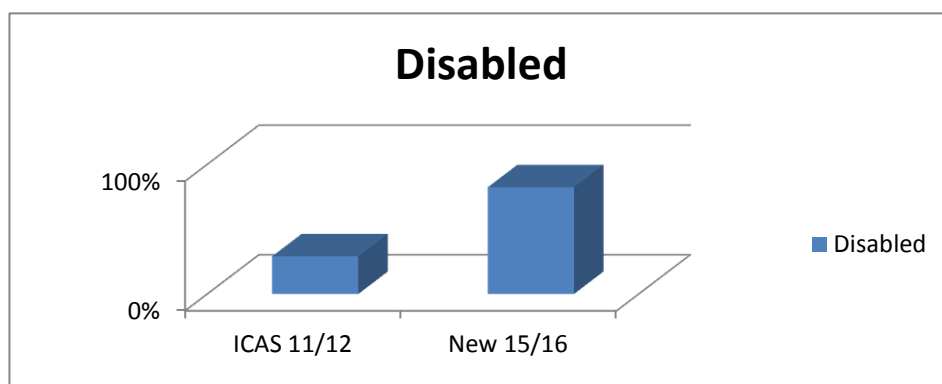
76%

Client profile - disability

Clients by Disability		Q1	Q2	Q3	Q4	Total ytd
Physical		2	2			4
Long-term illness		8	9			17
Mental Health		2	3			5
Learning disability		0				0
Cognitive		0				0
Sensory		1				1
Other		0				0
Not Considered Disabled		8	4			12

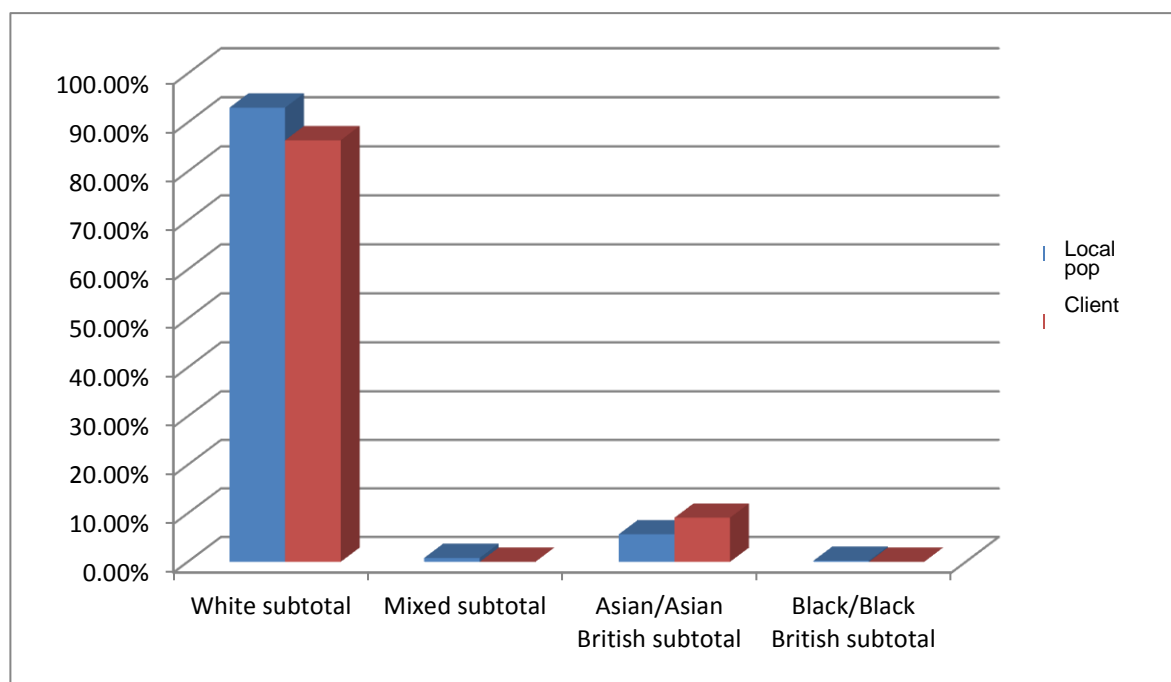


	ICAS 11/12		New 15/16	
Disabled	2	29%	14	82%
Not considered disabled	5	71%	4	24%



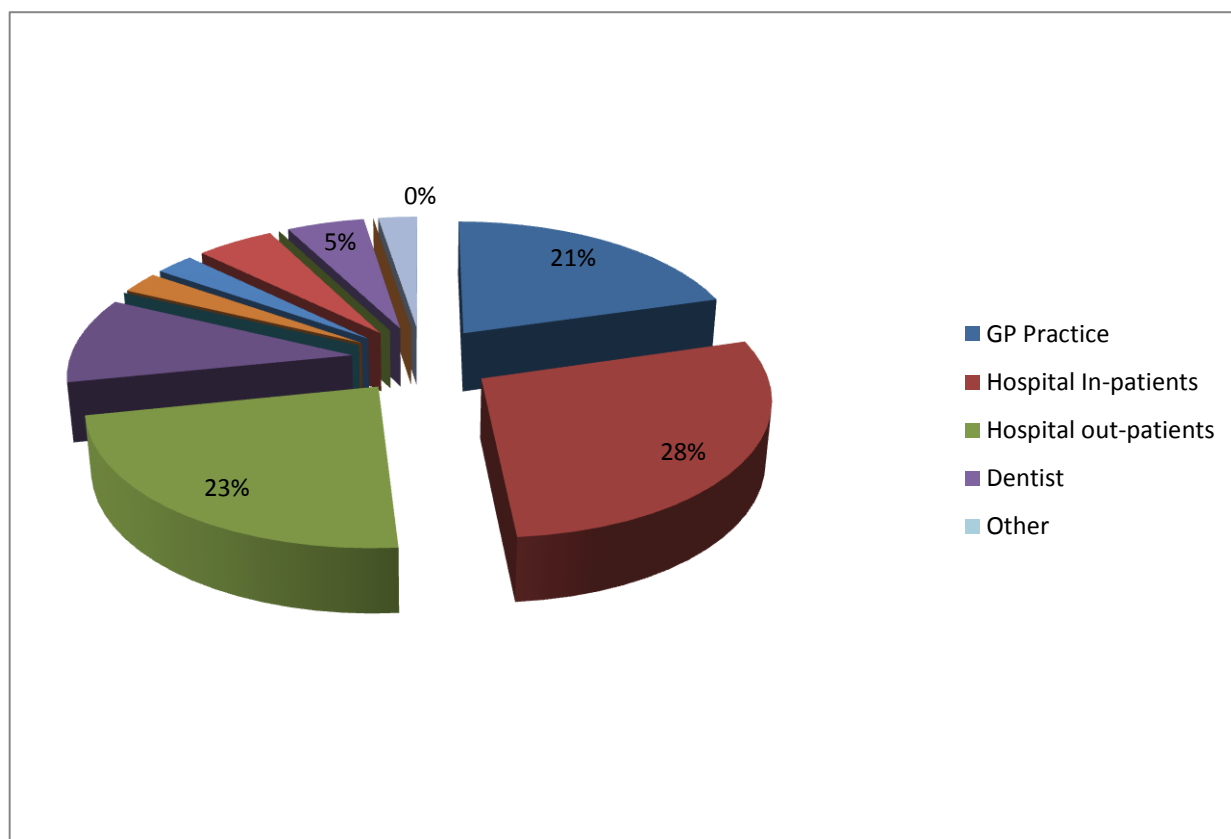
Client profile - Ethnicity

Clients by Ethnicity	Clients	Q1	Q2	Q3	Q4	Total YTD
White British	159.09%	19	16			35
White Irish	0.00%	0				0
Gypsy/Traveller	0.00%	0				0
Other White	0.00%	0				0
<i>White subtotal</i>	<i>86.36%</i>	<i>19</i>				<i>19</i>
White/black caribbean	0.00%	0				0
White/black african	0.00%	0				0
White/asian	0.00%	0				0
Other mixed	0.00%	0				0
<i>Mixed subtotal</i>	<i>0.00%</i>	<i>0</i>				<i>0</i>
Indian	4.55%	0	1			1
Pakistani	4.55%	1				1
Bangladeshi	0.00%	0				0
Other asian	4.55%	1				1
<i>Asian/Asian British subtotal</i>	<i>9.09%</i>	<i>2</i>				<i>2</i>
Caribbean	0.00%	0				0
African	0.00%	0				0
Other black	0.00%	0				0
<i>Black/Black British subtotal</i>	<i>0.00%</i>	<i>0</i>				<i>0</i>
Chinese	0.00%	0				0
Other	4.55%	0	1			1
	56.41%					22



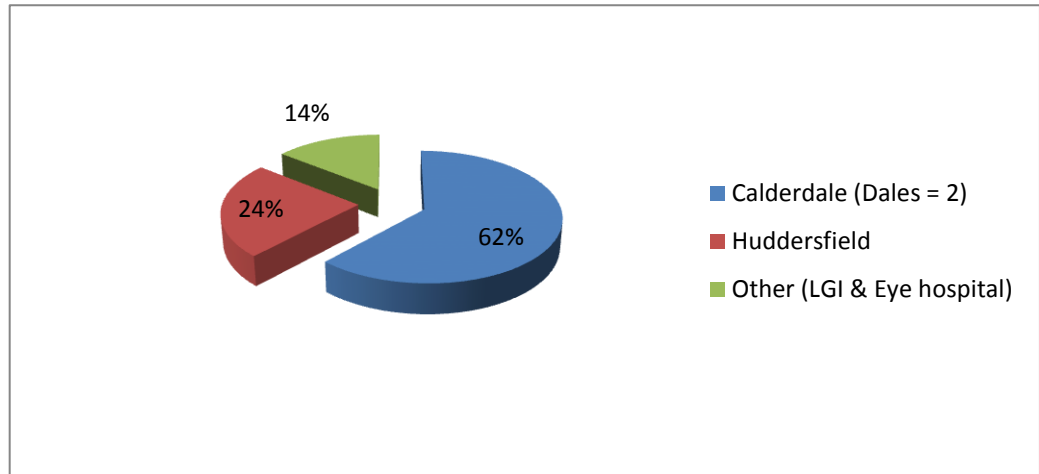
Case profile - service

Cases by NHS Service	Total %	Q1	Q2	Q3	Q4	Total ytd
GP Practice	21%	5	3			8
Hospital In-patients	28%	5	6			11
Hospital out-patients	23%	4	5			9
Hospital A&E	10%	2	2			4
Walk-in centre	0%					0
Ambulance Service	3%	1				1
Visiting service	3%		1			1
Mental Health Unit (Child)	5%	2				2
Residential Accommodation	0%					0
Dentist	5%	1	1			2
Optician	0%					0
Pharmacy	0%					0
Locala	3%	1				1
Maternity	0%					0
Community Hospital	0%					0
Elderly	0%					0
Other	0%					0

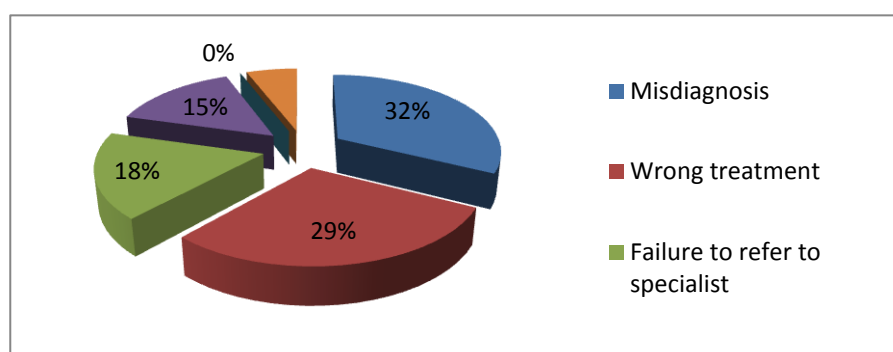


Hospital breakdown (% of total cases)

Hospital cases by location	Total %	Q1	Q2	Q3	Q4	Total ytd
Calderdale (Dales = 2)	62%	4	9			13
Huddersfield	24%	4	1			5
Other (LGI & Eye hospital)	14%	2	1			3

**Case profile - issue**

Cases by Issue	Total %	Q1	Q2	Q3	Q4	Total ytd
Misdiagnosis	32%	7	4			11
Wrong treatment	29%	4	6			10
Failure to refer to specialist	18%	4	2			6
Care in hospital	15%	4	1			5
Attitude of staff	0%					
Admissions, Discharge, Transfer	6%		2			2
Complaint handling	0%					
Consent to treatment	0%					0
<i>Medical sub-total</i>		19	15			34
Delay/waiting times	13%	0	1			1
Cleanliness / hygiene	0%					0
Inaccurate information	0%					0
Physical abuse	0%					0
Discrimination	13%	1				1
Obtaining medical records	0%					0
Aids, appliances, equipment, premises	0%					
Access to GP list	0%	0				0
Charges	25%	1	1			2
Transport	13%	1				1
Communication to patients	25%	1	1			2
Post-mortem arrangements	13%	1				1
Patients property & expenses	0%					
Patients Privacy / dignity	0%	0				0
<i>Service sub-total</i>		5	3			8

Medical issues**Service Issues**