

## Person Centred

The number of complaints received in 2013/14 was less than 0.1% of patient activity. Learning from complaints remains a key focus for the Board.

Results from the NHSScotland Staff Survey 2013 show that 92% of staff are happy to go the 'extra mile' at work and 88% are clear about their duties and responsibilities.

In 2013 we achieved Investors in Diversity Stage 2 'Full Investor' accreditation.

Sickness absence – Board's absence rate for 2013/14 was 3.6%.

## Safe

Healthcare Associated Infection (HAI) – we maintained our good performance in reducing HAI, achieving rates lower than the national targets.

The number of staphylococcus aureus bacteraemia (SABs) was 0.17 cases per 1000 acute occupied bed days (eight cases in total).

Our clostridium difficile infection rate was 0.06 cases per 1000 aobd (three cases in total).



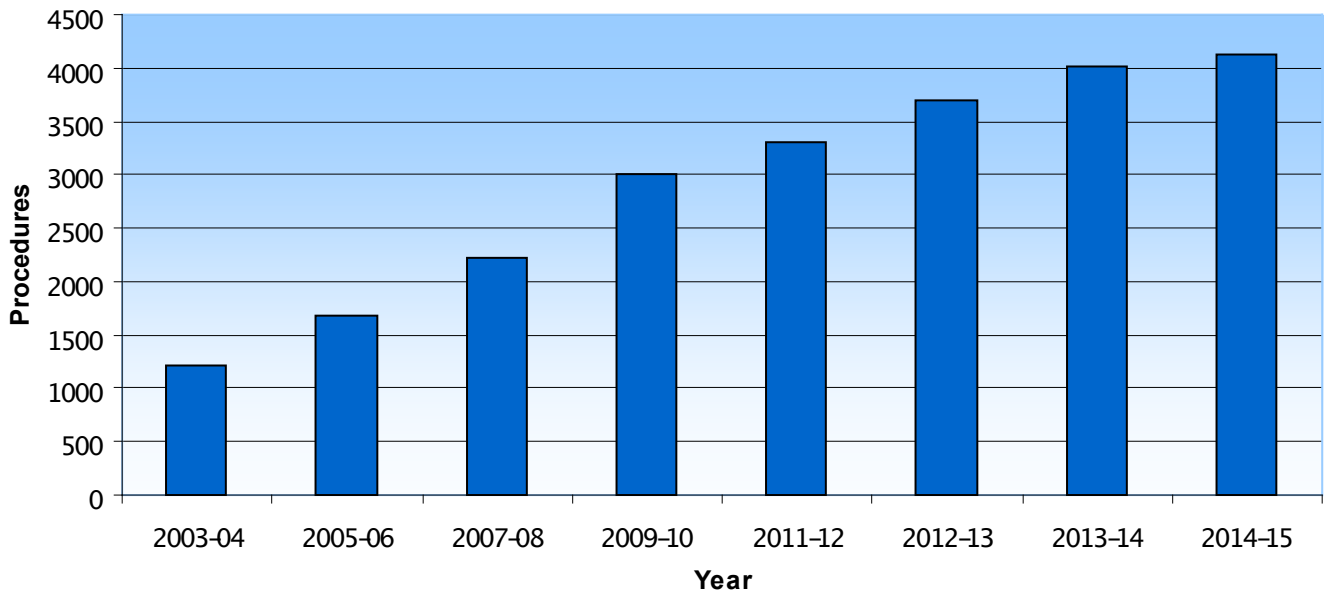
- Innovation Centre opened in July 2014 with state of the art facilities to promote innovation, research and learning.
- Home to new Health and Social Care Innovation Fund.

## Effective

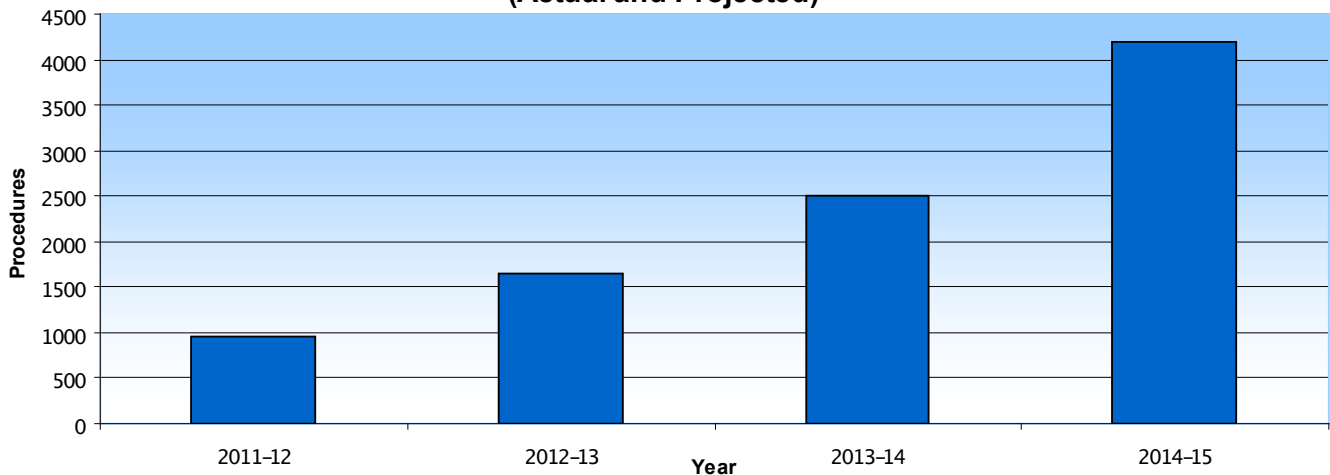
### Delivering activity for NHS Scotland

- The actual number of inpatients, day case and diagnostic examinations carried out in 2013/14 was 26,975 exceeding the projected activity by **14.7%**.
- There was major growth in Orthopaedics, Ophthalmology and Diagnostics during 2013/14.
- 6233 patients were seen in our Orthopaedic outpatient clinics with approximately 55% of patients being on a see and treat basis.
- 3023 patients attended our Ophthalmology see and treat clinics.
- Diagnostic imaging activity exceeded plan by 20%.
- 342% increase in Ophthalmology activity from 2011/12.

### Total Orthopaedic Activity (Actual and Projected)



### Ophthalmology Activity (Actual and Projected)



#### Beardmore Centre for Health Science (BCHS)

- The Board is supporting an increasing number of clinical trials enabling patients to access state of the art therapies.
- Participating in the UK's first gene therapy trial for Advanced Heart Failure.
- 25% increase in the number of commercial projects hosted by the Board between 2012/13 and 2013/14.

#### Beardmore Hotel

- Over 52% of business derived from NHS and public sector.
- Provision of over 8000 patient related bedrooms.
- Accepted into the world renowned International Association of Conference Centres (IACC) – an internationally recognised symbol of quality and excellence in the conferencing industry.

The Beardmore achieved the following awards during 2013/14:

- Investors in People Gold Accreditation.
- VenueVerdict Gold Accreditation.
- TripAdvisor Certificate of Excellence.
- Top Eco Hotel in Scotland at the prestigious AA Hospitality Awards.

#### Financial Targets

The Board achieved its three financial targets in 2013/14 and exceeded the efficiency target through redesign.