

NHS Golden Jubilee	Key Performance Indicators						
KPI	Last Reported Month	Target	Actual	RAG	SPC Position	Level of Assurance	Drilldown (hover over )
Stage 1 complaints response rate	Jul 25	75.0%	100%	G	Within Control Limits	Limited	Drilldown
Stage 2 complaints response rate	Jul 25	75.0%	17%	R	Within Control Limits	Limited	Drilldown
MRSA/MSSA bacteraemias per 100,000 Occ. Bed Days	Q1 2025/26	15.3	15.43	G	Within Control Limits	Moderate	Drilldown
Clostridioides difficile infections (CDI) per 100,000 Occ. Bed Days	Q1 2025/26	5.8	19.86	R	Within Control Limits	Moderate	Drilldown
PROMs Response Rate	New indicato	r under cons	truction. Furt		opment required following	g initial definition	n and scoping
Staff Sickness (Local)	Aug 25	5.4%	7.1%	R	Two Outer Third Points	Limited	Drilldown
Staff Sickness (National)	Jul 25	4.0%	6.5%	R	Within Control Limits	Limited	Drilldown
Staff Turnover (12mth rolling average)	Aug 25	11.4%	6.7%	G	Within Control Limits	Significant	Drilldown
TURAS Appraisal	Aug 25	80.0%	66.2%	R	Within Control Limits	Moderate	Drilldown
Medical Staff Appraisal	Aug 25	80.0%	92.5%	G	SPC Not Appropriate for this Measure	Moderate	Drilldown
Outpatients Seen within 12 weeks	Aug 25	90.0%	92.3%	G	Within Control Limits	Limited	Drilldown
Inpatient Admits within 12 weeks	Aug 25	99.9%	90.4%	R	Above Upper Control	None	Drilldown
Treated within 18 weeks of referral	Feb 25	90.0%	82.1%	R	Within Control Limits	Moderate	Drilldown
Total Bed Occupancy	Aug 25	(Blank)	72.4%	A	Within Control Limits	Significant	Drilldown
Orthopaedic DOSA rate	Aug 25	70.0%	75.1%	G	Within Control Limits	Significant	Drilldown
Theatre Same Day Cancellation Rate	Aug 25	4.8%	6.2%	R	Within Control Limits	Limited	Drilldown
4 Joint Session Rate	Aug 25	75.0%	60.0%	R	Within Control Limits	Moderate	Drilldown
Ophthalmology Procedures per List	Aug 25	7.0	6.76	R	Fifteen Central Points	Moderate	Drilldown
% Same Day Hip Arthroplasty	Aug 25	10.0%	3.3%	R	Within Control Limits	Limited	Drilldown
% Same Day Knee Arthroplasty	Aug 25	5.0%	3.2%	R	Within Control Limits	Moderate	Drilldown
31 Day Cancer (Lung)	Aug 25	95.0%	100.0%	G	Within Control Limits	Significant	Drilldown
Orthopaedic Mean Length of Stay	Aug 25	3.8	2.70	G	Two Outer Third Points	Significant	Drilldown

# Stage 1 Complaints response rate

#### **Indicator Construction: (National)**

Stage 1 complaints responded to within 5 workings days measured as a percentage of the complaints received

**Last reported month** 

**Jul 25** 

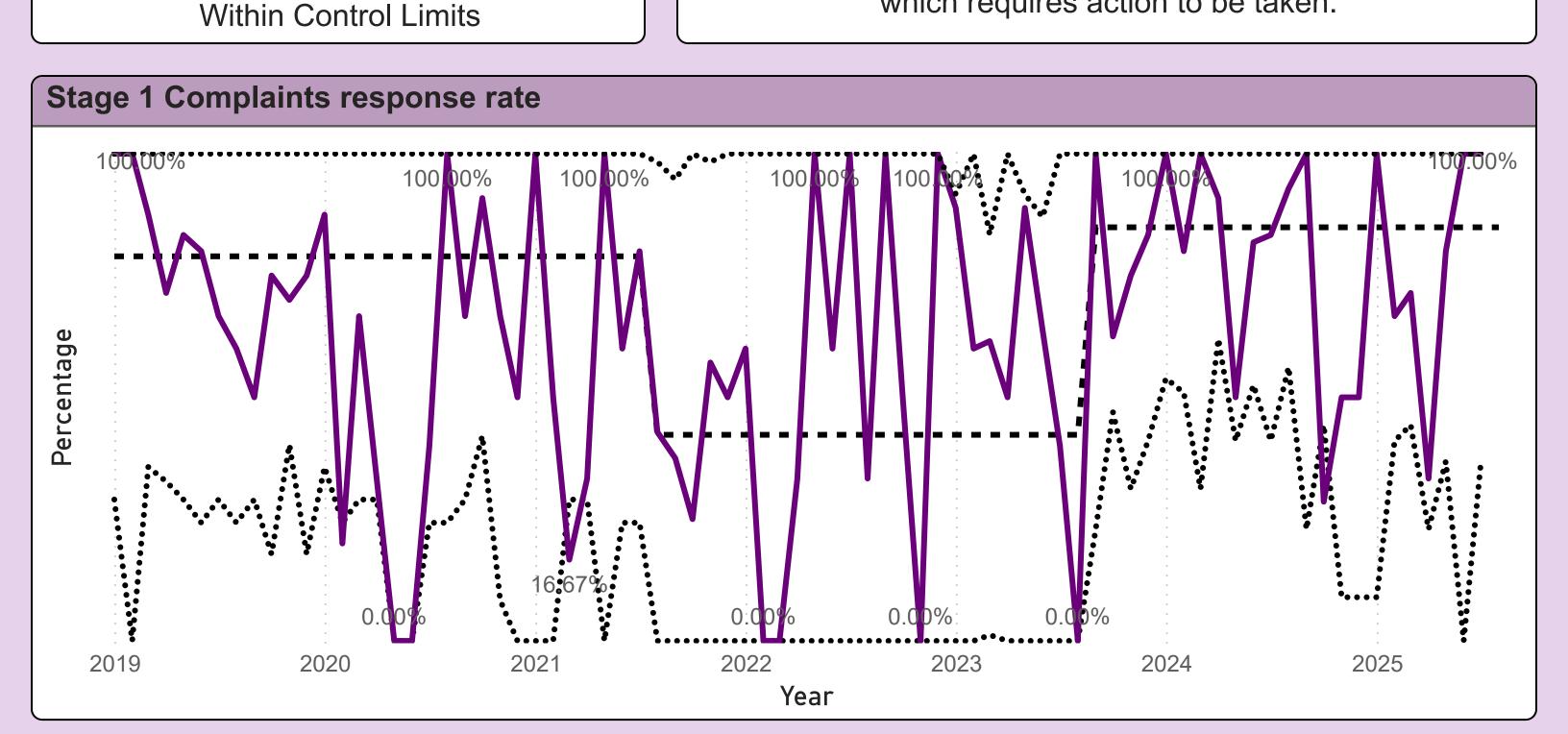
RAG GREEN **Target** 75.0%

**SPC Status** 

**Actual** 100.0%

# **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



# **National Comparator**

	Current Position
Month	Issues
Aug- 25	In July 2025, there were five Stage 1 complaints with fiveresponded to within target (100%)

Actions		
Month	Actions	
Aug-25	The Complaints Improvement Plan was presented and approved by Clinical Governance Risk Management (CGRM) Group in September 2025. This will provide key improvement actions that are aligned to a wider review of Clinical Governance in NHS GJ.	

# Stage 2 Complaints response rate

## **Indicator Construction: (National)**

Stage2 complaints responded to within 20 days measured as a percentage of the complaints received

#### Last reported month

**Jul 25** 

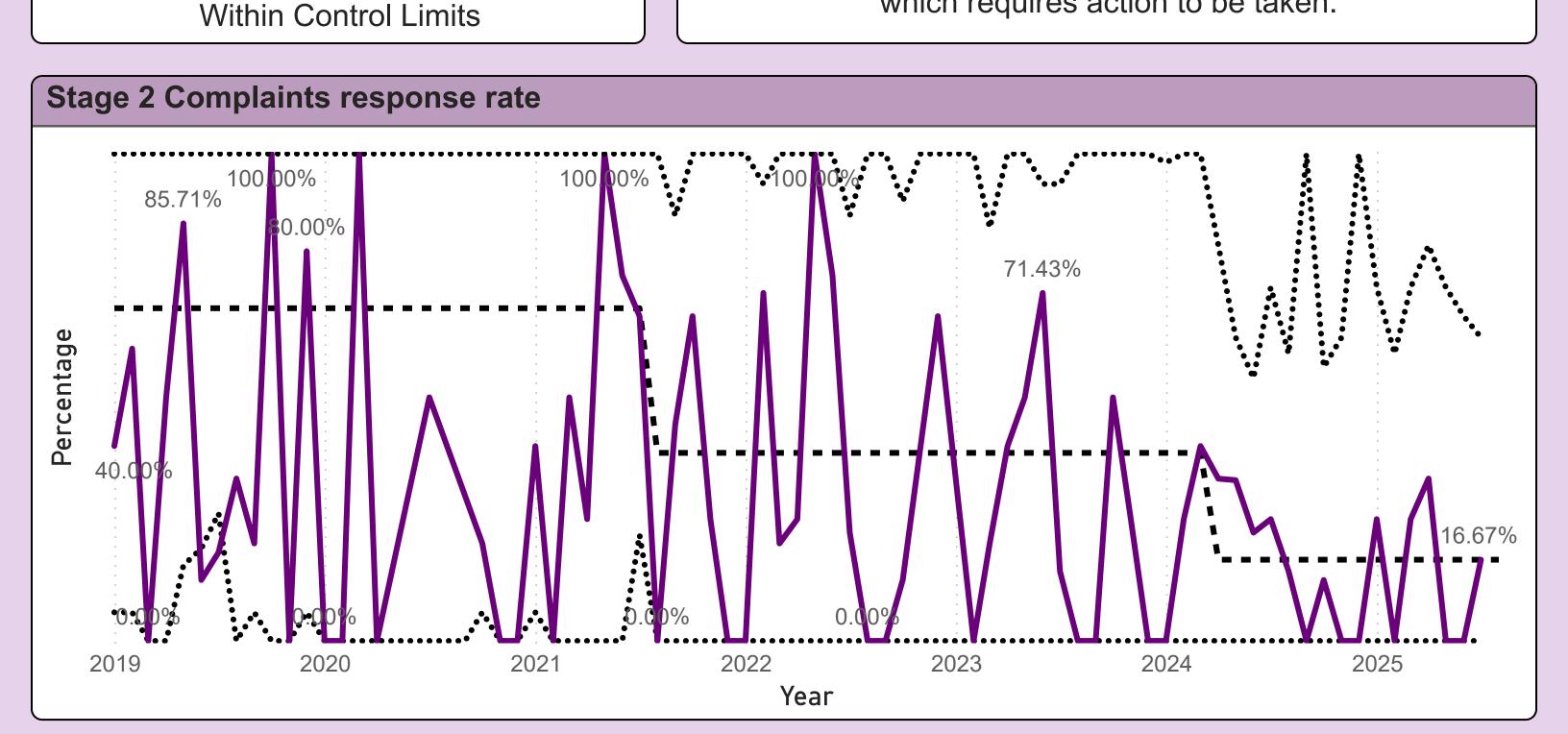
RAG RED **Target** 75.0%

**SPC Status** 

**Actual** 16.7%

# **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



# **National Comparator**

	Current Position	
Month	Issues	
Aug- 25	In July 2025, there were six Stage 2 complaints with one responded within target (17%)	

Actions		
Month	Actions	
Aug-25	The Complaints Improvement Plan was presented and approved by Clinical Governance Risk Management (CGRM) Group in September 2025. This will provide key improvement actions that are aligned to a wider review of Clinical Governance in NHS GJ.	

# MRSA/MSSA bacteraemias per 100,000 Occupied Bed Days

#### **Indicator Construction: (National)**

SAB instances per 100,000 total occupied bed days

#### Last reported month

Q1 2025/26

RAG GREEN

Target 15.3

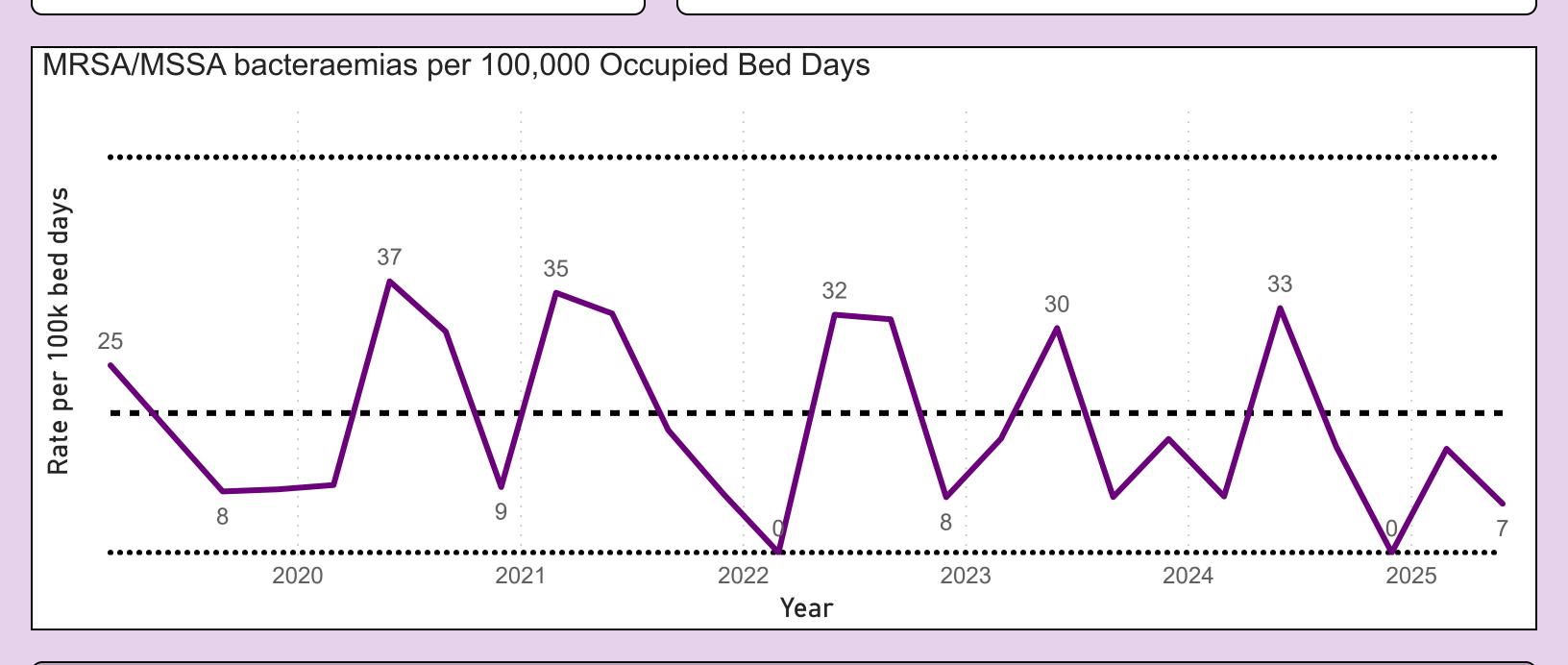
Actual 15.4

# **SPC Status**

Within Control Limits

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



## **National Comparator**

The last nationally reported position of Q1 2025 was 14.1 per 100,000 TOBD.

	Current Position
Month	Issues
Aug- 25	MRSA is measured Qtrly, there was one identified instance of MRSA/MSSA in Q1 2025/26.

	Actions
Month	Actions
Aug- 25	Hand Hygiene compliance monitoring MRSA screening at pre-assessment clinics and admission Compliance with National Cleaning Standards Specifications. Audit of the environment and practices.

# Clostridioides difficile infections (CDI) per 100,000 Occupied Bed Days

## **Indicator Construction: (National)**

CDI instances per 100,000 total occupied bed days

#### **Last reported month**

Q1 2025/26

RAG RED

Target 5.8

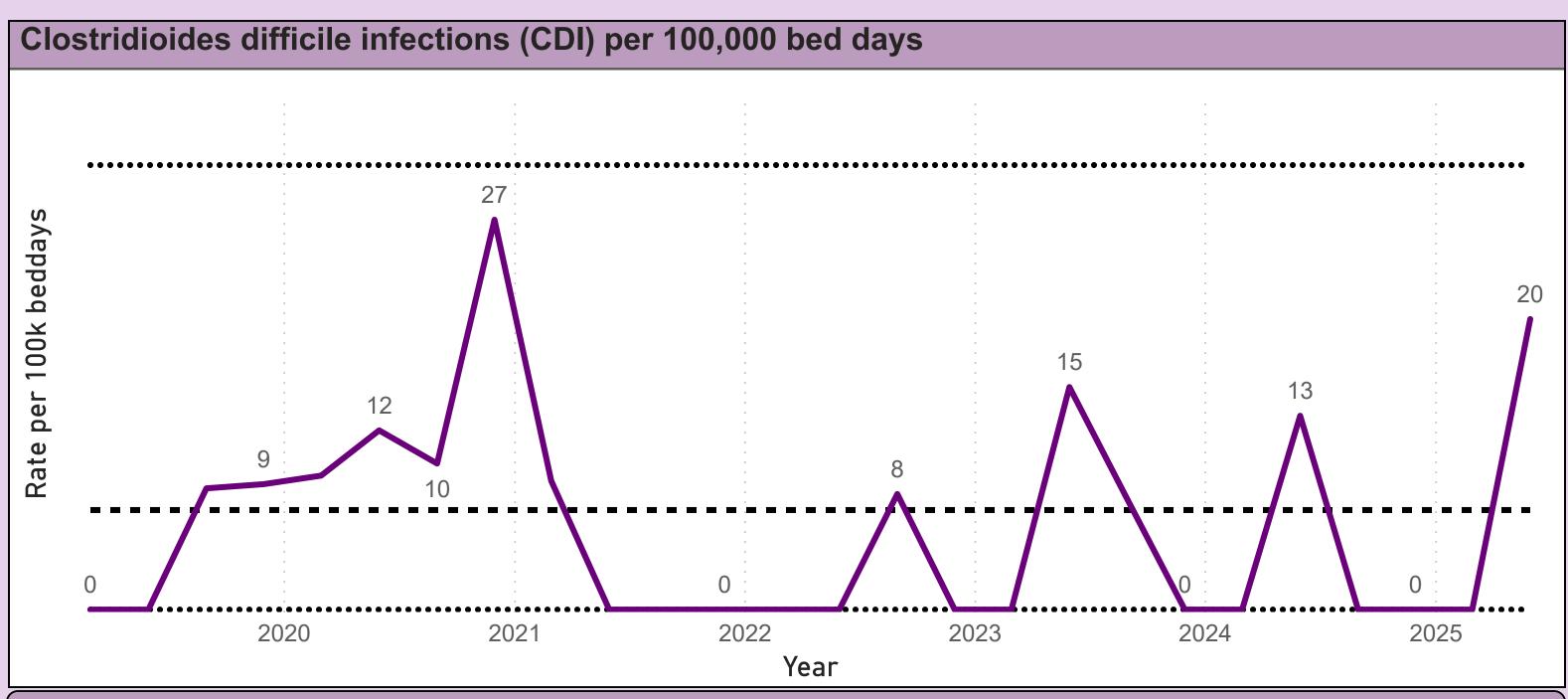
Actual 19.9

## **SPC Status**

Within Control Limits

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



## **National Comparator**

The last nationally reported position of Q1 2025 was 0.0 per 100,000 TOBD.

	Current Position
Month	Issues
Aug- 25	C. Diff is measured quarterly, and there were three instances reported in Quarter 1 of 2025/26.

Actions		
Month	Actions	
Aug-25	Ongoing alert organism surveillance and close monitoring of the severity of cases by the PCIT. Unit specific reporting and triggers. Implementation of severe case investigation tool if the case definition is met. Typing of isolates when two or more cases occur within 30 days in one unit.	

# **Local Sickness Absence Rate**

#### **Indicator Construction**

Local eESS sickness absence hours as a percentage of contracted hours

**Last reported month** 

Aug 25

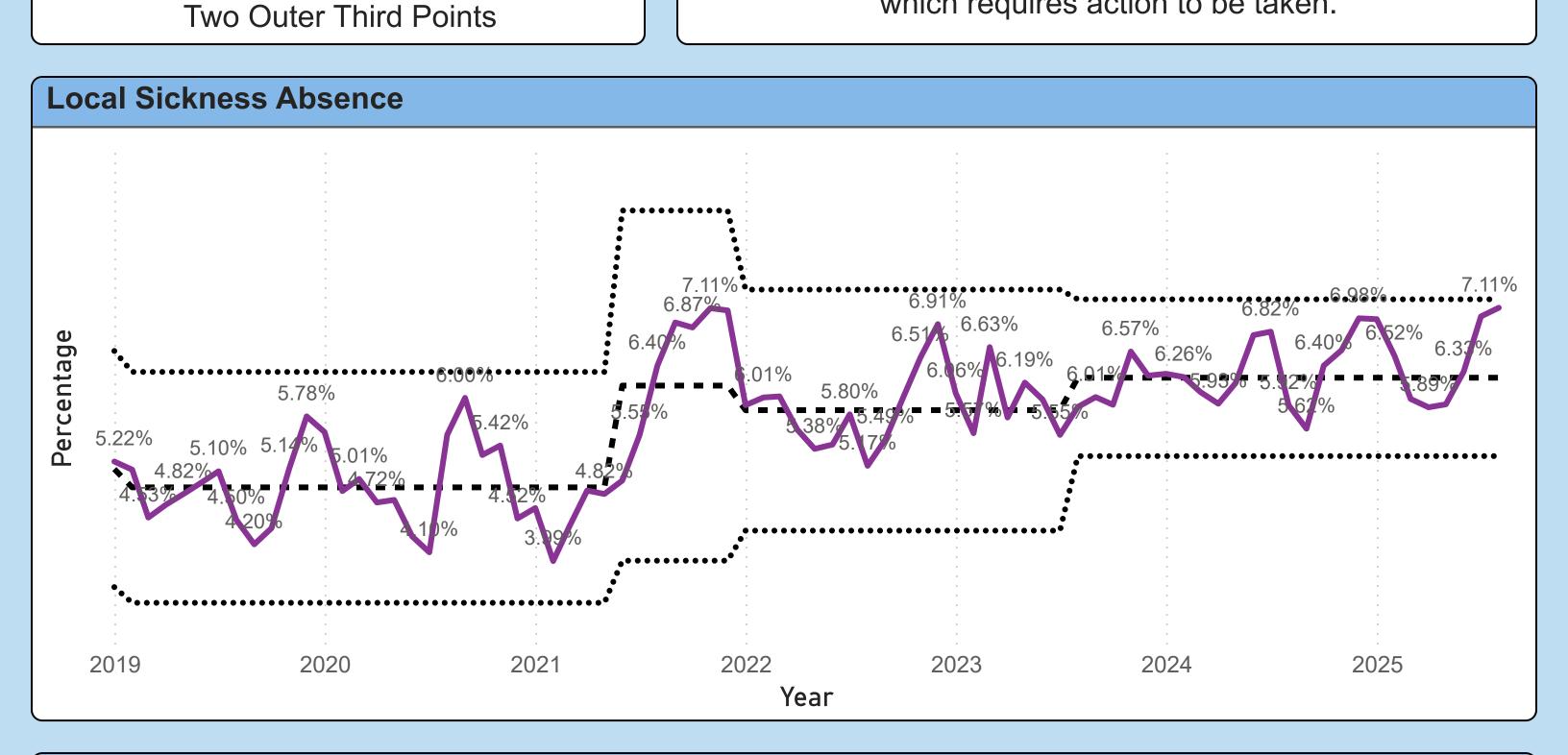
RAG RED Target 5.4%

**SPC Status** 

Actual 7.1%

# Level of Assurance

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



## **National Comparator**

The NHS Discovery last reported position for Jun-25 was 5.73%, the NHS Scotland position was 6.04%.

	Current Position
Month	Issues
Aug- 25	The target for staff sickness absence is 5.4%, but it was last met in August 2022. In August, the sickness absence rate for NHS GJ was 7.1%: HLD 7.2%, NES 8.7%, Corporate 5.0%, Hotel 8.9%

	Actions	
Month	Actions	
Aug-25	The HR team are providing absence clinics for managers and staff Absence Trigger reports for Managers Absence Management training for managers is ongoing Employee Assistance programme available for all staff Occupational Health provided support on sleep hygiene last month Flu and Covid vaccinations planned for October to	
	support staff	

# **National Sickness Absence Rate**

## **Indicator Construction: (National)**

National (SWISS, Scottish Workforce Information Standard System) sickness absence hours as a percentage of contracted hours

**Last reported month** 

**Jul 25** 

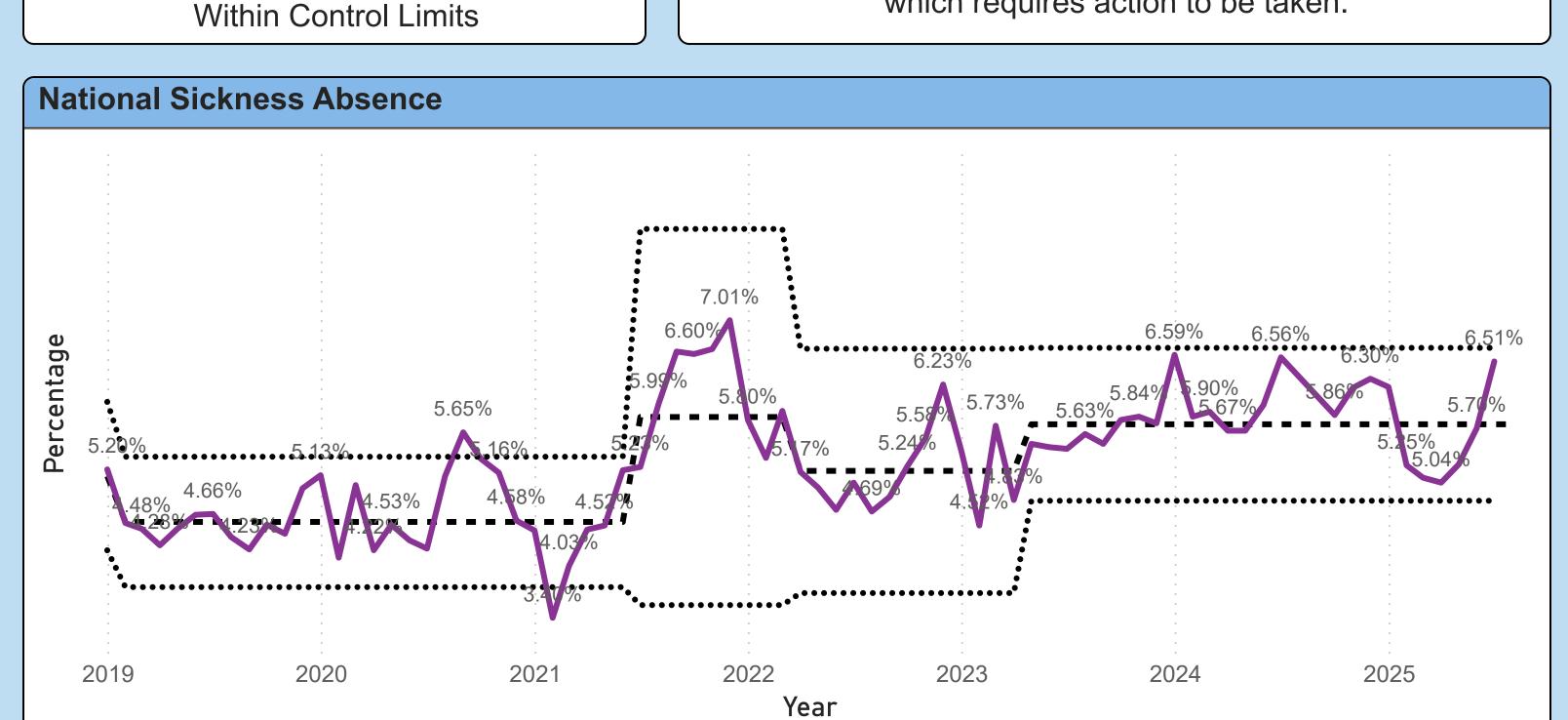
RAG RED Target 4.0%

**SPC Status** 

Actual 6.5%

#### **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



## **National Comparator**

The NHS Discovery last reported position for Jun-25 was 5.73%, the NHS Scotland position was 6.04%.

	Current Position
Month	Issues
Aug- 25	The national target for staff sickness absence is 4.0%, and it has been difficult to achieve. The 4.0% target has only been met once since the beginning of 2019.

	Actions	
Month	Actions	
Aug-25	The HR team are providing absence clinics for managers and staff Absence Trigger reports for Managers Absence Management training for managers is ongoing Employee Assistance programme available for all staff Occupational Health provided support on sleep hygiene last month Flu and Covid vaccinations planned for October to support staff	

# Staff Turnover Rate (12 month rolling average)

#### **Indicator Construction: (Local)**

The number of leavers in a rolling twelve month period as a percentage of the average headcount over the same period.

**Last reported month** 

Aug 25

RAG GREEN

Target 11.4%

**SPC Status** 

Actual 6.7%

# **Level of Assurance**

Significant Assurance: The Board can take reasonable assurance that the system of control achieves or will achieve the purpose that it is designed to deliver. There may be an insignificant amount of residual risk or none.



# **National Comparator**

	Current Position
Month	Issues
Aug- 25	The August turnover rate for NHS GJ was 6.7%: HLD 5.5%, NES 7.3%, Corporate +6.3%, Hotel 14.1%

Actions	
Month	Actions
Aug-25	Staff turnover is currently at an acceptable level and is not a concern for the board. However, it is monitored monthly. Previously, projects were conducted to understand why turnover increased in certain areas

# **TURAS Appraisal Rate**

#### **Indicator Construction:**

Percentage of staff with a completed TURAS PDR appraisal

**Last reported month** 

Aug 25

**RAG RED** 

**Target** 80.0%

**Actual** 

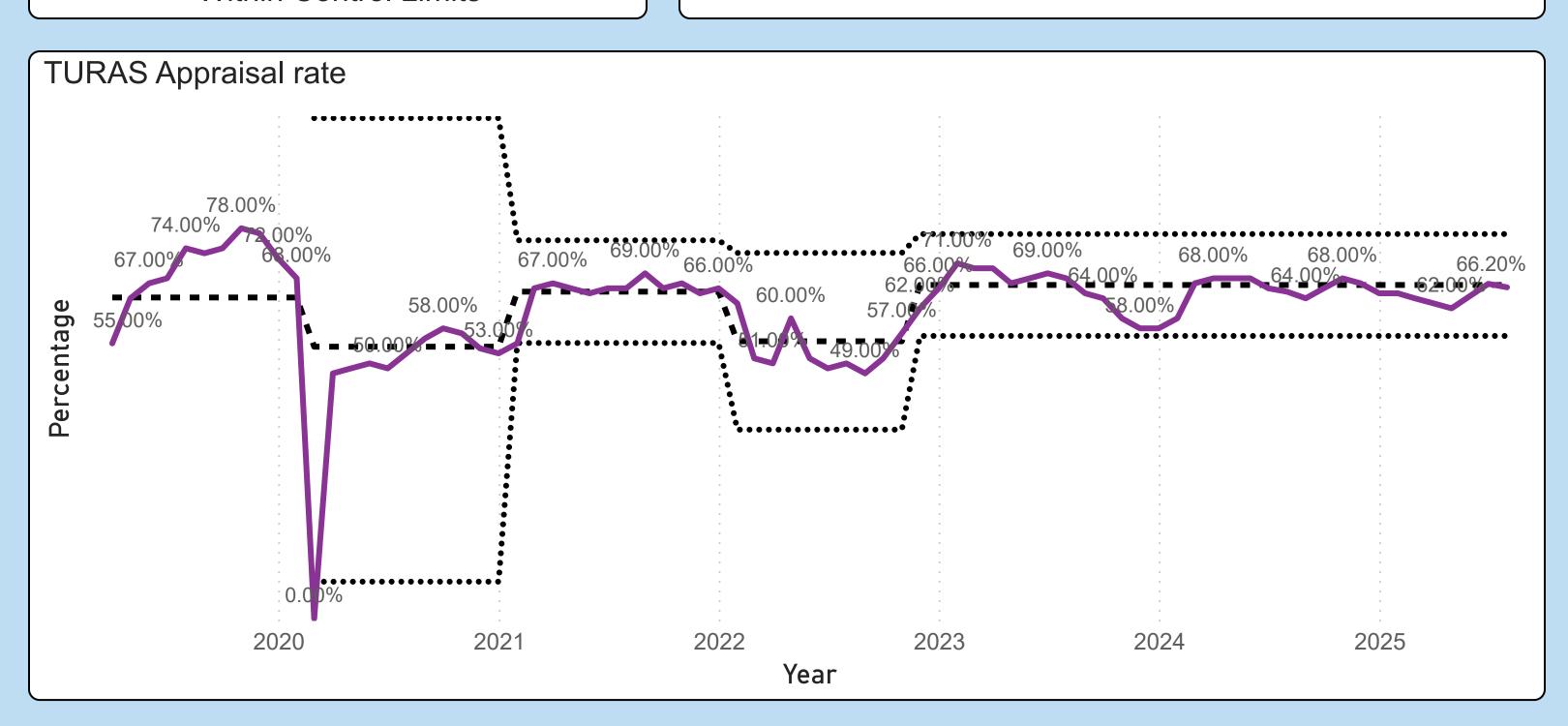
66.2%

#### **SPC Status**

Within Control Limits

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



# **National Comparator**

	Current Position
Month	Issues
Aug- 25	The August TURAS appraisal position was reported at 66%: HLD 62%, NES 81%, Corporate 54%, Hotel 69%

Actions		
Month	Actions	
Aug-25	Improvements to reporting Review of process to support new guidance materials Reviewee and reviewer training	

# **Medical Appraisal Rate**

#### **Indicator Construction: (Local)**

Doctors with a completed medical appraisal interview and Form 4 as a percentage of all doctors requiring a medical appraisal at the GJNH.

**Last reported month** 

Aug 25

RAG GREEN

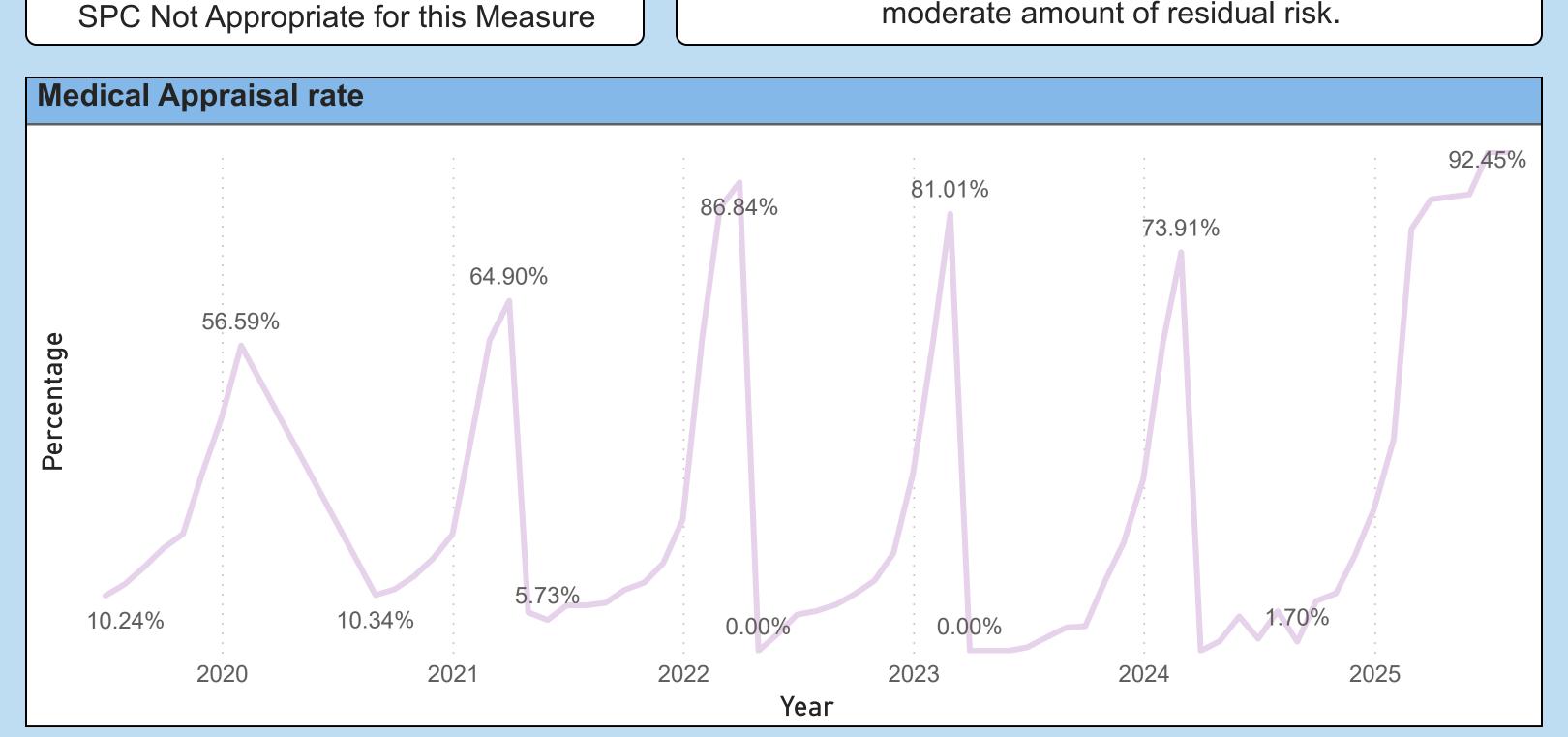
Target 80.0%

**SPC Status** 

**Actual** 92.5%

# **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



# **National Comparator**

	Current Position
Month	Issues
Aug- 25	In August, 92.5% (147/159) of medical staff had completed their medical appraisal: HLD 90.1%, NES 95.5%

	Actions
Month	Actions
Aug-25	Medical Staff Appraisal rates have moved from year to date reports to a rolling 12-month report. Doctors who joined within the last 15 months are excluded from the denominator. These changes bring Medical Appraisal reporting in line with Agenda for Change appraisal reporting.

# **Outpatients seen within 12 weeks**

## **Indicator Construction: (National - LDP Standard)**

Percentage of applicable patients who receive a new outpatient appointment within 12 weeks of referral.

**Last reported month** 

Aug 25

RAG GREEN

Target 90.0%

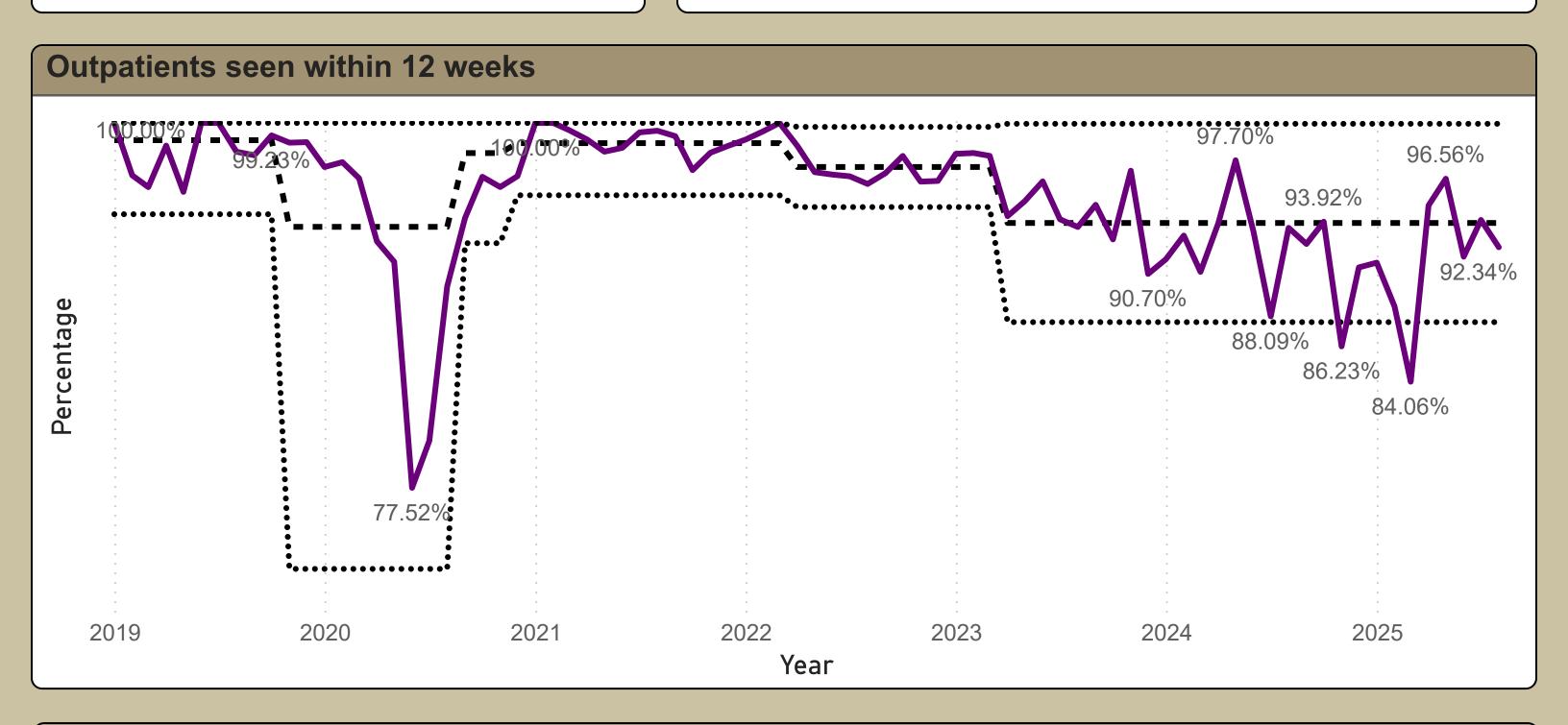
**Actual** 92.3%

## **SPC Status**

Within Control Limits

#### **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



#### **National Comparator**

Nationally reported position is undergoing significant validation over time with additional specialties being added to the metric. In July 2025 22.7% of completed new outpatient waits were under 12 weeks.

	Current Position
Month	Issues
Aug- 25	In August, 17 out of 205 HLD reportable outpatients were seen after the 12- week target. (92%)

Actions		
Month	Actions	
Aug-25	Monitoring impact of additional reported specialties in national reporting which will add additional long waits due to referral pathway (Ophthalmology now, future potential for Orthopaedic waits to be added)  Continual monitoring and validation of waiting lists	

# Inpatients seen within 12 weeks

## **Indicator Construction: (National - LDP Standard)**

Percentage of applicable patients admitted within 12 weeks of decision to treat.

**Last reported month** 

Aug 25

RAG RED **Target** 99.9%

**Actual** 90.4%

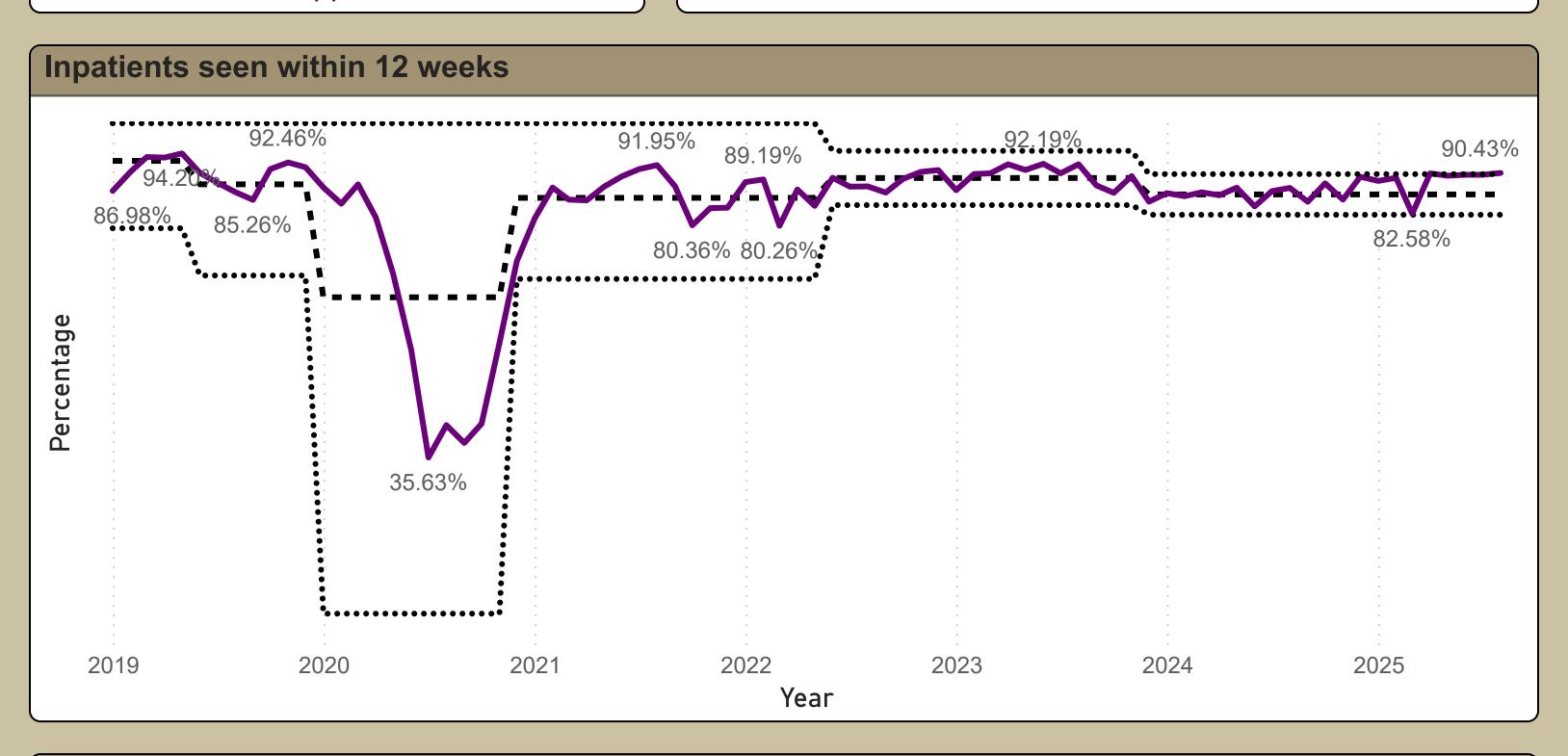
#### **SPC Status**

Above Upper Control

#### **Level of Assurance**

No Assurance: The Board cannot take any assurance from the information that has been provided.

There remains a significant amount of residual risk.



## **National Comparator**

The last reported position for Jul-25 was 92%. The NHS Scotland position was 57%.

	Current Position
Month	Issues
Aug- 25	In August, 150 of 1268 HLD reportable admissions were admitted after the 12-week target. (82%)

	Actions
Month	Actions
Aug-25	Monitoring impact of additional reported specialties in national reporting which will add additional long waits due to referral pathway (Ophthalmology now, future potential for Orthopaedic waits to be added)  Continual monitoring and validation of waiting lists

# Patients seen within 18 weeks of referral (RTT)

## **Indicator Construction: (National - LDP Standard)**

The number of patients who started their treatment within 18 weeks of referral by GP as a percentage of all patients who started their treatment.

#### **Last reported month**

Feb 25

RAG RED

Target 90.0%

Actual

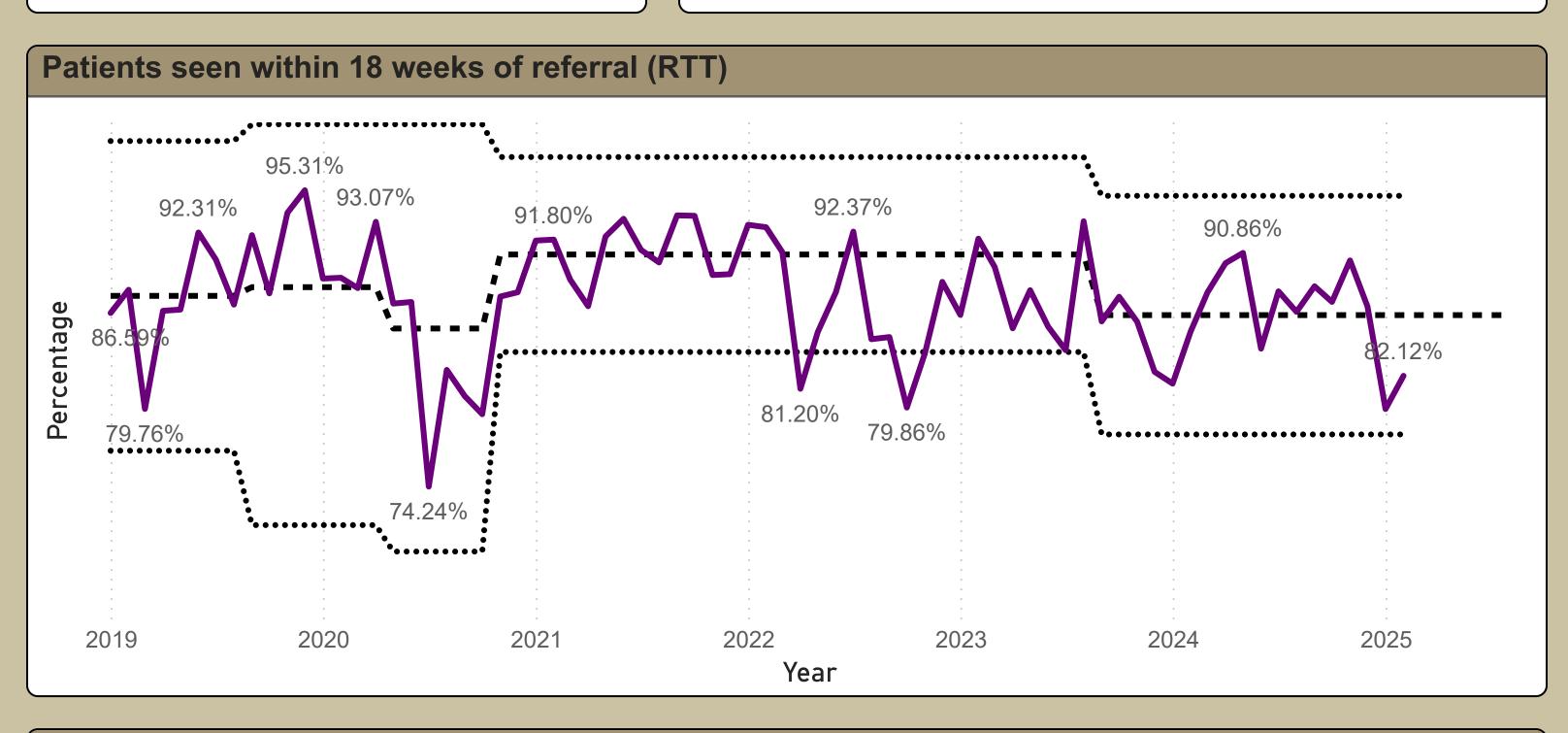
82.1%

# **SPC Status**

Within Control Limits

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



## **National Comparator**

National reporting of this indicator has ceased

	Current Position
Month	Issues
Aug- 25	National reporting of this indicator has ceased. Internal options for reporting or removal under consideration

Actions		
Month	Actions	
Aug-25	The submission and reporting of the 18-week referral to treatment (RTT) standard has ceased nationally. Proposal on future reporting of this indicator being formulated.	

# **Hospital Bed Occupancy**

#### **Indicator Construction: (Local)**

Number of beds classified as active and occupied as a percentage of beds classified as available. Data taken from Trak Care and based on midnight census.

Last reported month

Aug 25

RAG AMBER

**Target** (Blank)

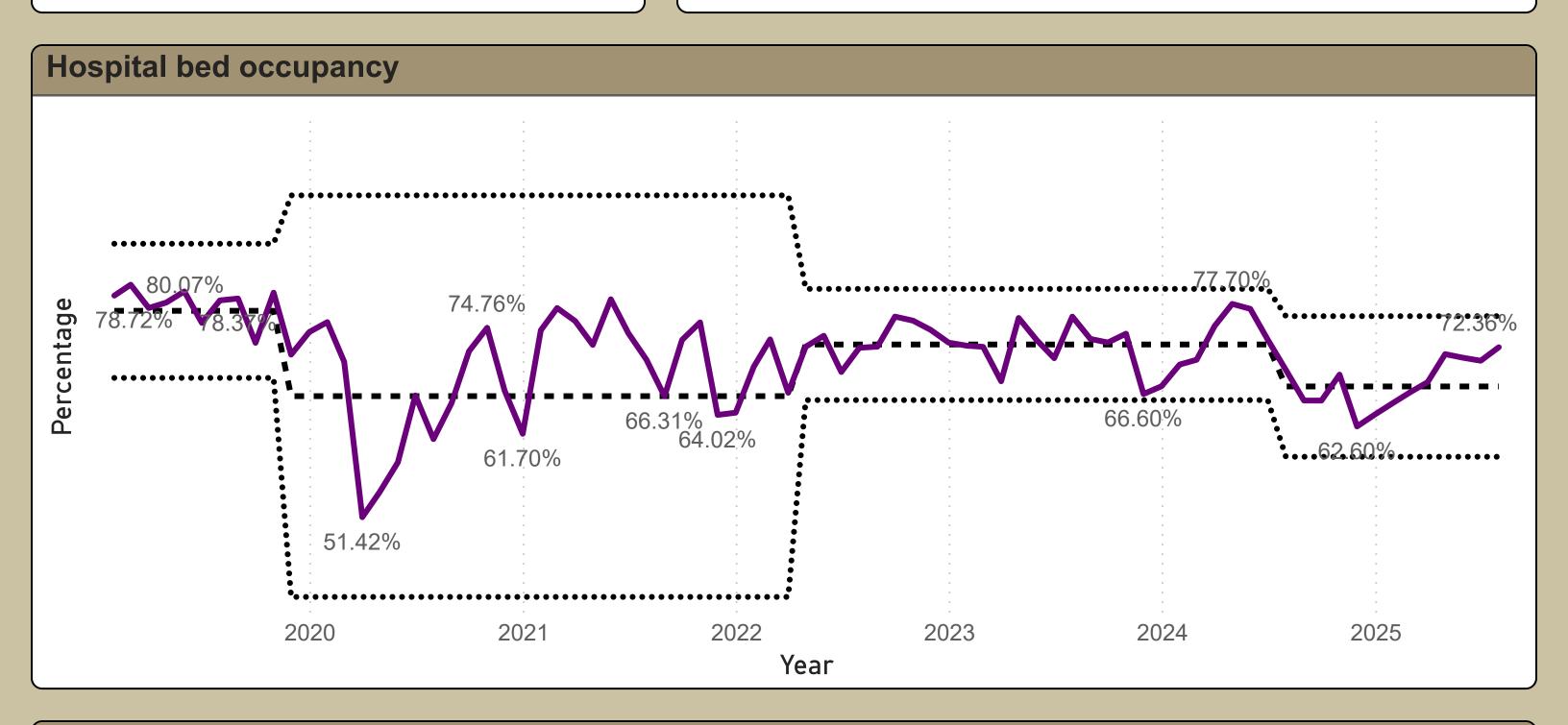
**Actual** 72.4%

#### **SPC Status**

Within Control Limits

#### **Level of Assurance**

Significant Assurance: The Board can take reasonable assurance that the system of control achieves or will achieve the purpose that it is designed to deliver. There may be an insignificant amount of residual risk or none.



## **National Comparator**

Current Position		
Month	Issues	
Aug- 25	August bed occupancy was 72.4%.	

Actions	
Month	Actions
Aug-25	Daily bed occupancy reported in Daily situation report.  Demand and capacity modelling, including activity plans and length of stay underway for 25/26.

# Orthopaedic Day of Surgery Rate (DOSA)

#### **Indicator Construction: (Local)**

Number of Orthopaedic primary joint patients admitted on the day of their procedure measured as a percentage of total primary joint patients. Cancellations are excluded.

Last reported month

Aug 25

RAG GREEN

**Target** 70.0%

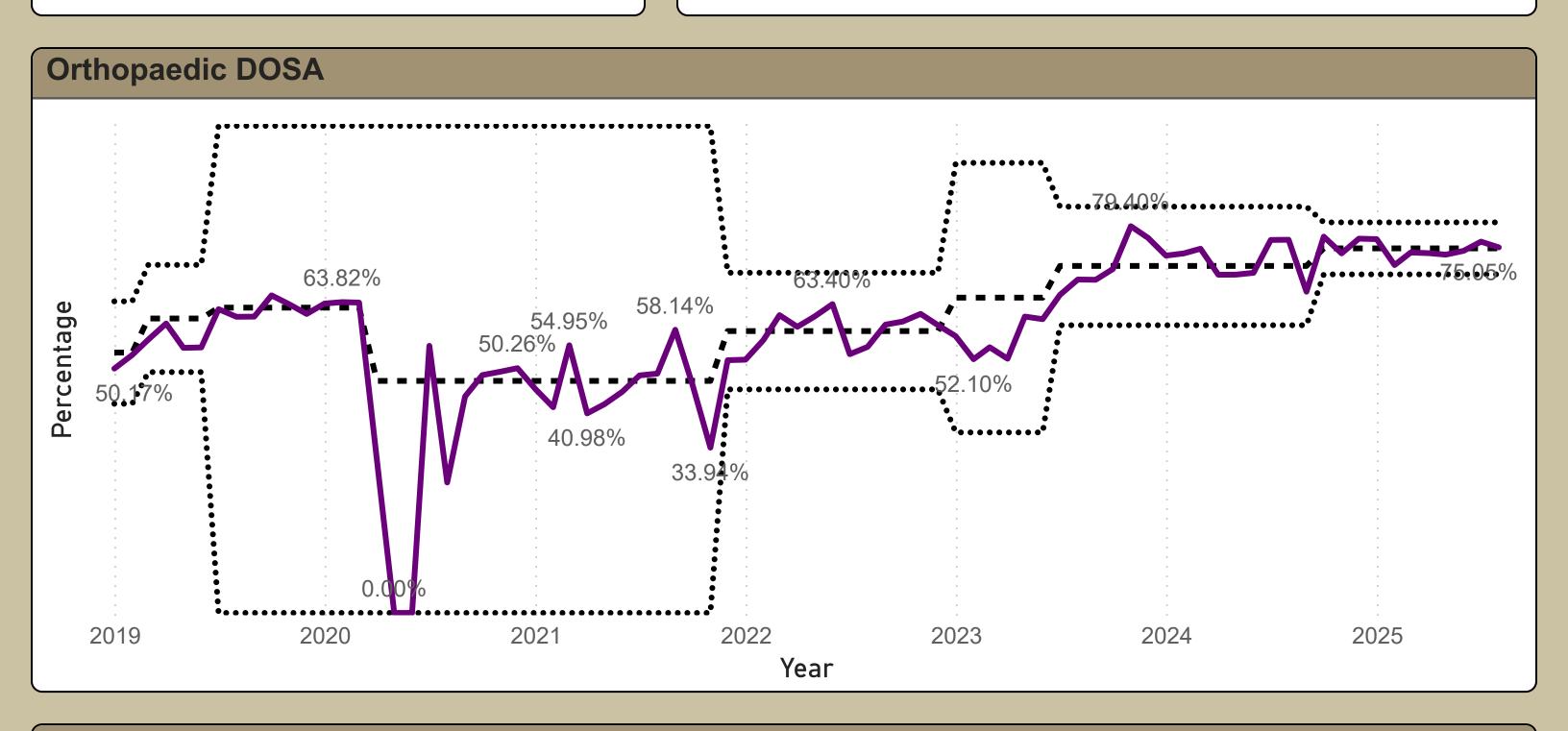
**Actual** 75.1%

#### **SPC Status**

Within Control Limits

#### **Level of Assurance**

Significant Assurance: The Board can take reasonable assurance that the system of control achieves or will achieve the purpose that it is designed to deliver. There may be an insignificant amount of residual risk or none.



## **National Comparator**

	Current Position
Month	Issues
Aug- 25	In August 346 of the 461 primary joint admissions were admitted on the day of surgery. (75.1%)

Actions	
Month	Actions
Aug-25	Orthopaedic DoSA consistently meets at least the 70% target and is a routine part of the admission process for orthopaedic patients.

# Same day Cancellation Rate

#### **Indicator Construction: (Local)**

The number of cancelled procedures on the OPERA theatre system as a percentage of the total number of scheduled procedures by specialty.

**Last reported month** 

Aug 25

RAG RED Target 4.8%

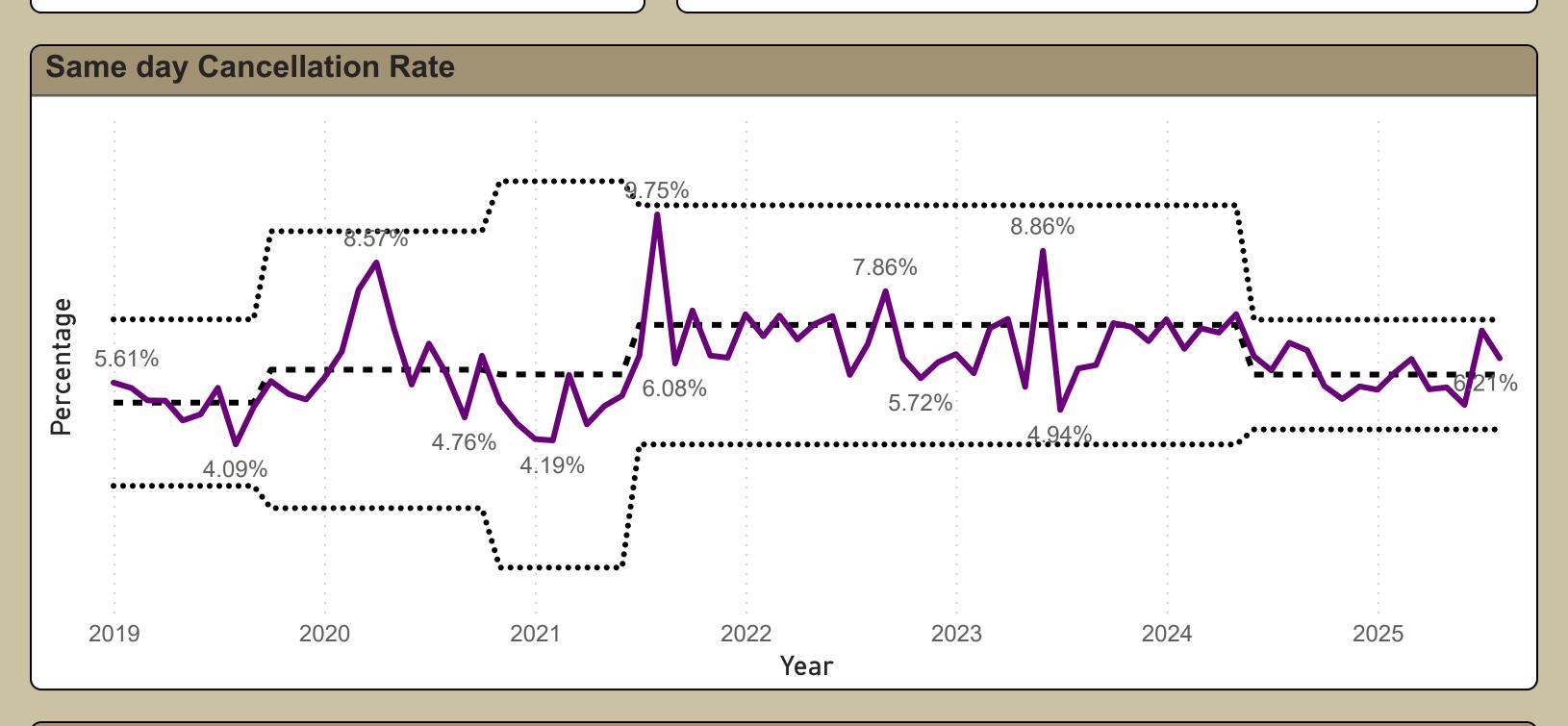
Actual 6.2%

# **SPC Status**

Within Control Limits

#### **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



## **National Comparator**

The last nationally reported position for Jul-25 was 6.5%, the NHS Scotland position was 8.5%.

	Current Position
Month	Issues
Aug- 25	In August, 203 out of 3268 planned cases were cancelled on the same day. (6.2%)

Actions		
Month	Actions	
Aug-25	Specialty level monitoring and processes to minimise same say cancellations are in place Daily and weekly analysis of same day cancellations distributed to key stakeholders and reported through governance frameworks	

# 4 Joint session rate

# **Indicator Construction: (Planned Care)**

The number of theatre joint sessions (of all full day sessions with at least 1 joint) which had 4 joints in the sessions as a percentage of all theatre joint sessions.

## Last reported month

Aug 25

RAG RED **Target** 75.0%

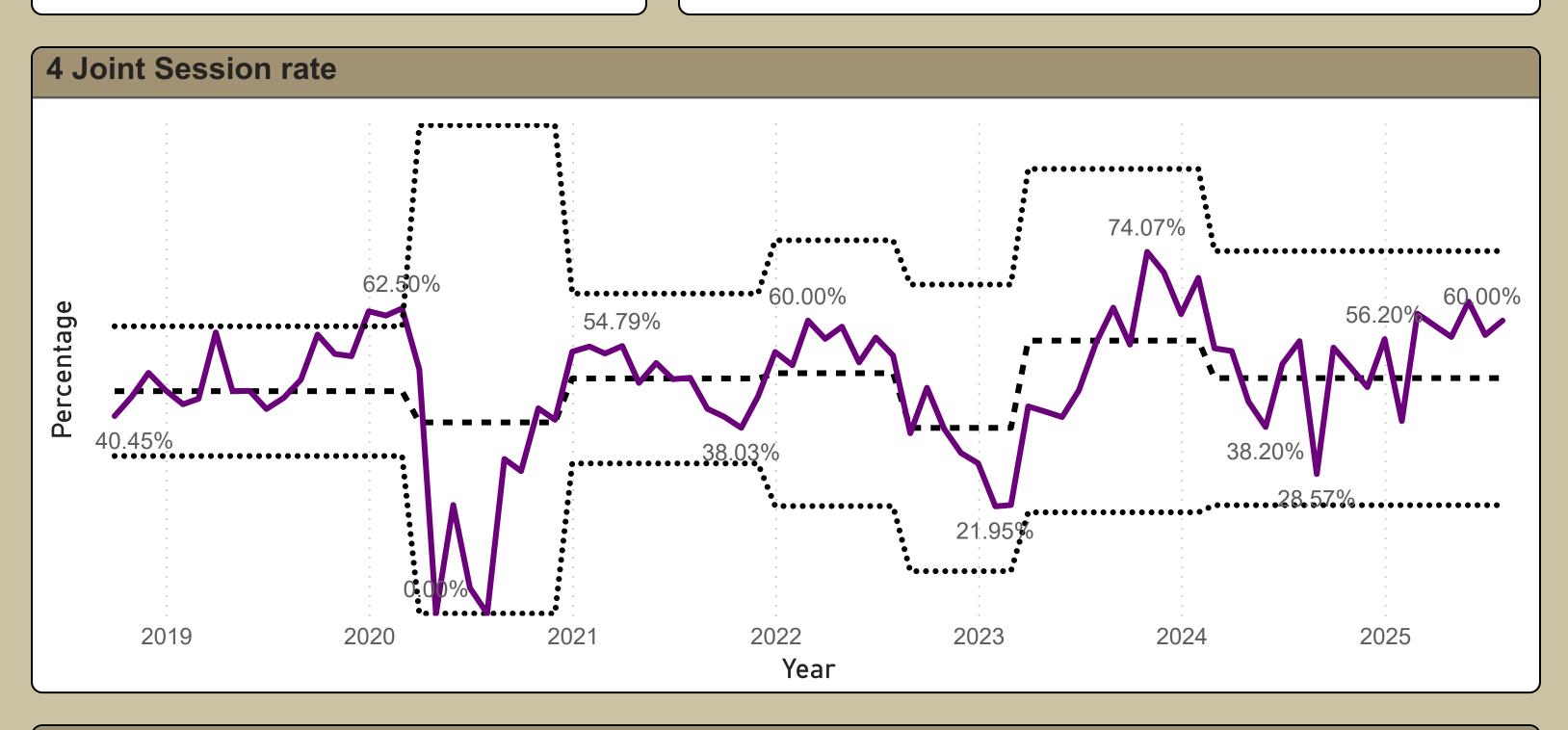
**Actual** 60.0%

Within Control Limits

**SPC Status** 

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



## **National Comparator**

The last nationally reported position for Jul-25 was 59%, the NHS Scotland position was 28%. Nationally N...

	Current Position
Month	Issues
Aug- 25	GJNH remains a national leader in 4 joint lists, recent performance has improved in the last 3 months but not to target levels (60% in August 2025)

Actions	
Month	Actions
Aug-25	Review of all 3 Joint lists on a weekly basis Smart Scheduling task and finish group set up Working towards implementing Infix theatre scheduling software Prospective review of theatre lists to maximise utilisation identifying sessions with most unbooked time.

# Ophthalmology Procedures per list

## **Indicator Construction: (Planned Care)**

Average (mean) number of ophthalmology procedures per half day theatre list.

**Last reported month** 

Aug 25

RAG RED **Target** 7.0

Actual

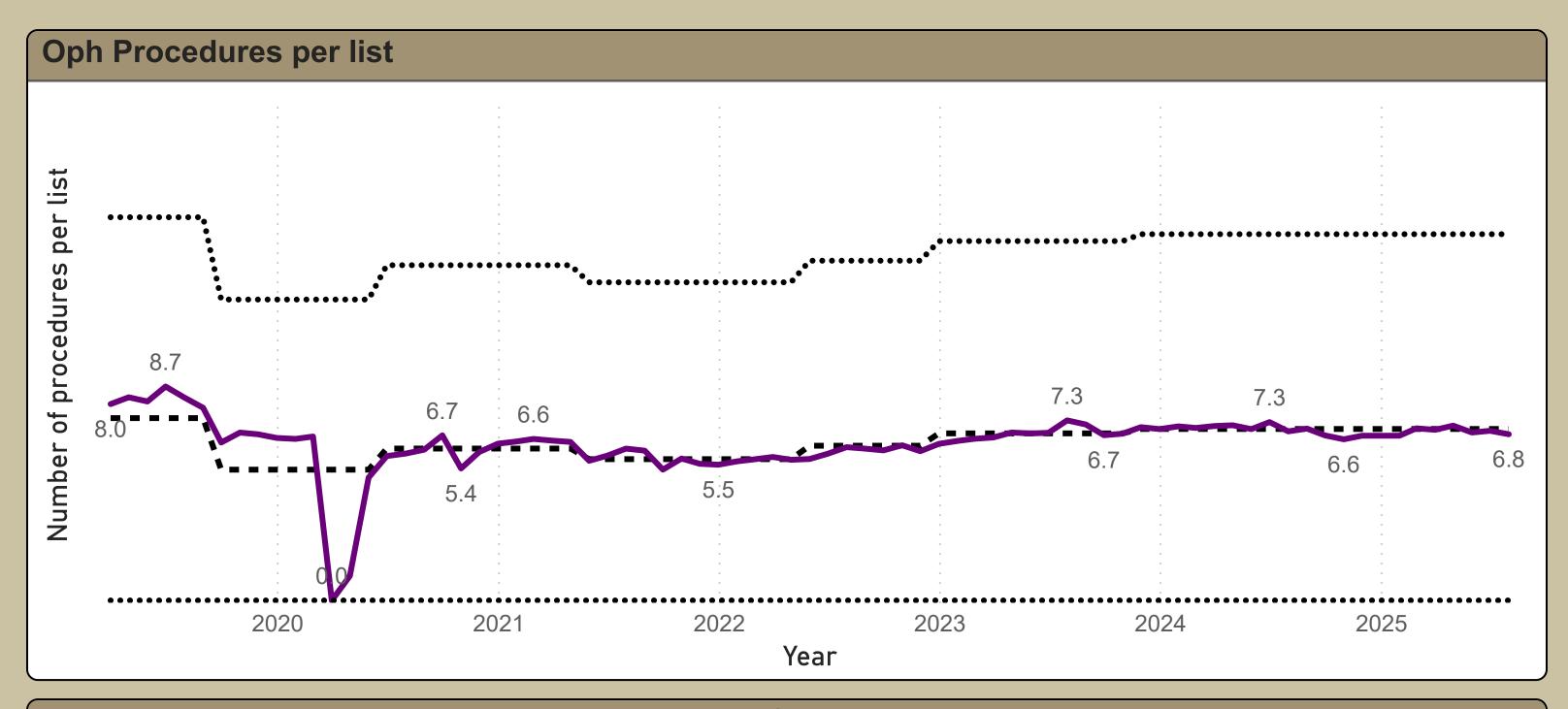
6.8

# **SPC Status**

Fifteen Central Points

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



## **National Comparator**

The last nationally reported Cataract Throughput position for Jul-25 was 7.4 per 3.5hr session, the NHS Scotland position was 6.0.

	Current Position
Month	Issues
Aug- 25	There were 6.8 ophthalmology procedures per list in August, slightly below the revised target for 25/26.

	Actions	
Month	Actions	
Aug-25	Review the nurse staffing model for theatres to support eight cataract surgeries per list.	

# Same Day Hip Arthroplasty rate

## **Indicator Construction: (Planned Care)**

The number of hip arthroplasty procedures carried out on the same day as admission as a percentage of all hip arthroplasty procedures carried out.

**Last reported month** 

Aug 25

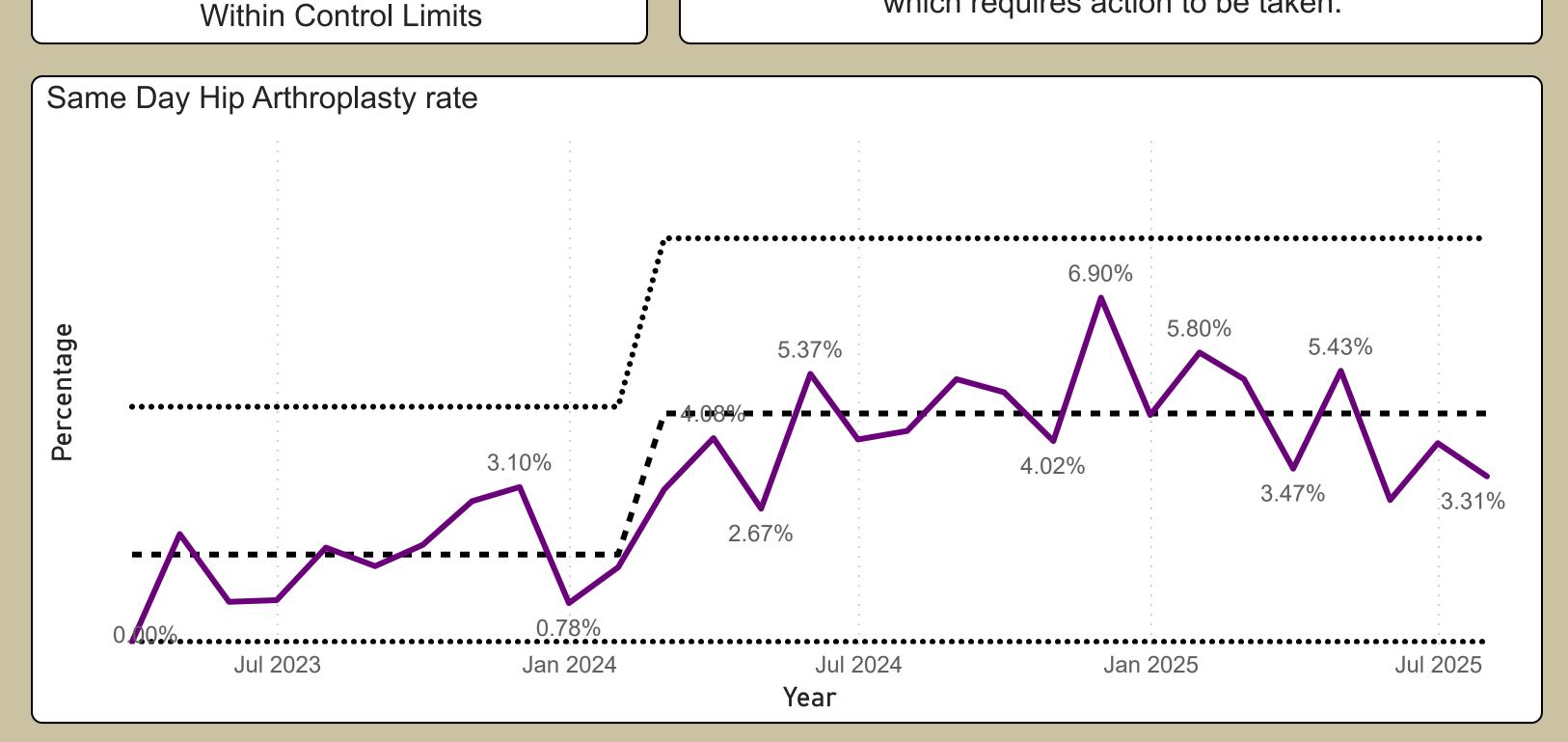
RAG RED Target 10.0%

**SPC Status** 

Actual 3.3%

## **Level of Assurance**

Limited Assurance: The Board can take some assurance from the systems of control in place to manage the risk(s), but there remains a significant amount of risk which requires action to be taken.



# **National Comparator**

	Current Position
Month	Issues
Aug- 25	Same-day hip replacement activity has been static over the last six months with improvement required to meet the revised target (3.3%% in Aug 2025)

	Actions
Month	Actions
Aug-25	Continued adoption of ERAS (Enhanced Recovery After Surgery) improvement plan.

# Same Day Knee Arthroplasty rate

#### **Indicator Construction: (Planned Care)**

The number of knee arthroplasty procedures carried out on the same day as admission as a percentage of all hip arthroplasty procedures carried out.

**Last reported month** 

Aug 25

Jul 2025

RAG RED

Target 5.0%

**SPC Status** 

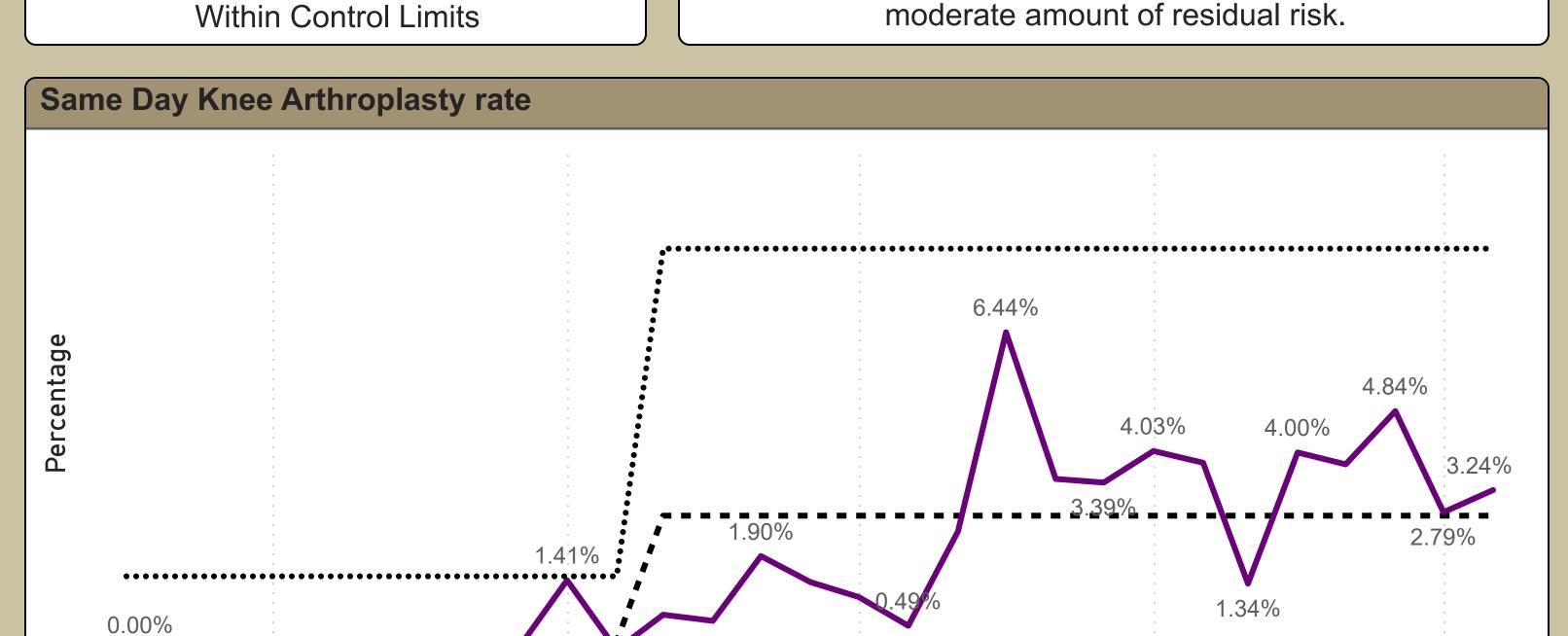
Actual

3.2%

Jan 2024

#### **Level of Assurance**

Moderate Assurance: The Board can take reasonable assurance that controls upon which the organisation relies to manage the risk(s) are in the main suitably designed and effectively applied. There remains a moderate amount of residual risk.



# **National Comparator**

Year

Jul 2024

No nationally comparable position available

	Current Position
Month	Issues
Aug- 25	Same-day knee replacement activity has been consistent over the last six months with improvement required to meet the revised target (3.2% in Aug 2025)

Jul 2023

Actions		
Month	Actions	
Aug-25	Continued adoption of ERAS (Enhanced Recovery After Surgery) improvement plan. Introduce new standardised pain pathway	

Jan 2025

# 31 Day Cancer target (Lung)

#### **Indicator Construction: (National - LDP Standard)**

Number of patients admitted for cancer treatment within 31 days from decision to treat as percentage of patients admitted from a cancer treatment pathway. Lung cancer only. Last reported month

Aug 25

**RAG GREEN** 

**Target** 95.0%

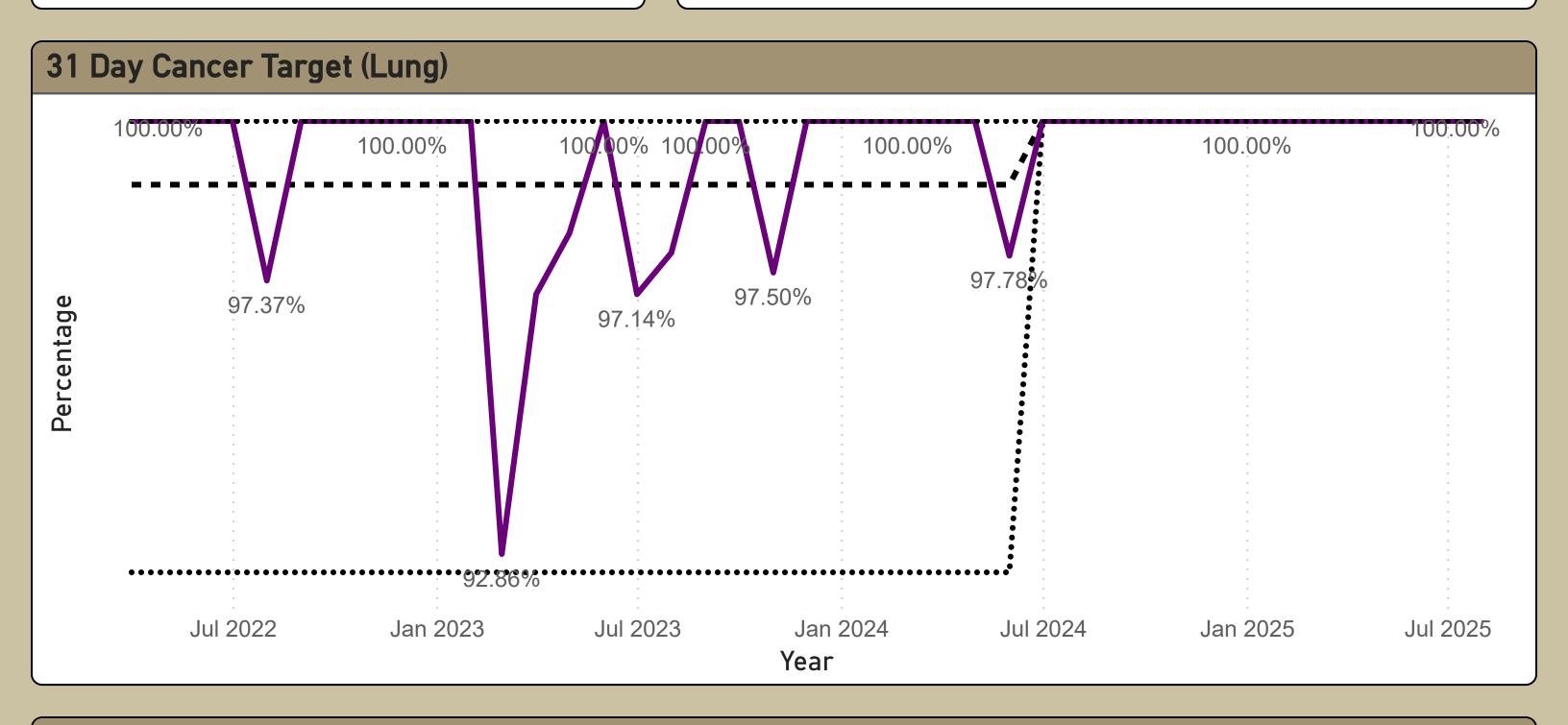
**Actual** 100.0%

#### **SPC Status**

Within Control Limits

#### **Level of Assurance**

Significant Assurance: The Board can take reasonable assurance that the system of control achieves or will achieve the purpose that it is designed to deliver. There may be an insignificant amount of residual risk or none.



#### **National Comparator**

The last reported position for compairson was Jul-25. GJNH reported 100%, the NHS Scotland position w...

	Current Position
Month	Issues
Aug- 25	In August all 34 lung cancer patients were seen within 31 days. (100%)

	Actions	
Month	Actions	
Aug-25	Breach analysis is conducted for each instance where the target was missed to identify the causes and learn from them.	
		2

# **Orthopaedics Average Length of Stay**

## **Indicator Construction: (Local)**

Orthopaedic average (mean) hospital length of stay in days

**Last reported month** 

Aug 25

RAG GREEN

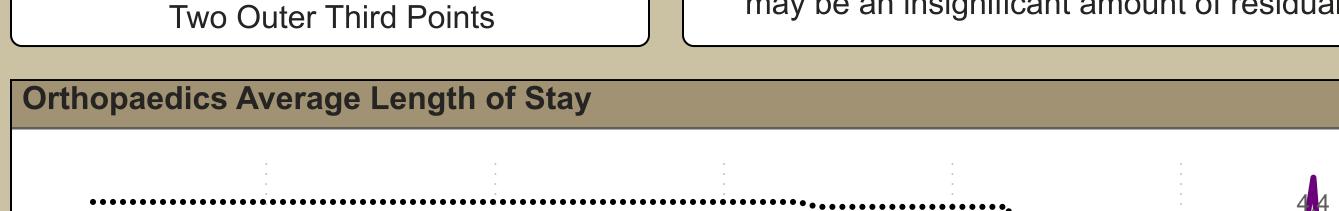
Target 3.8

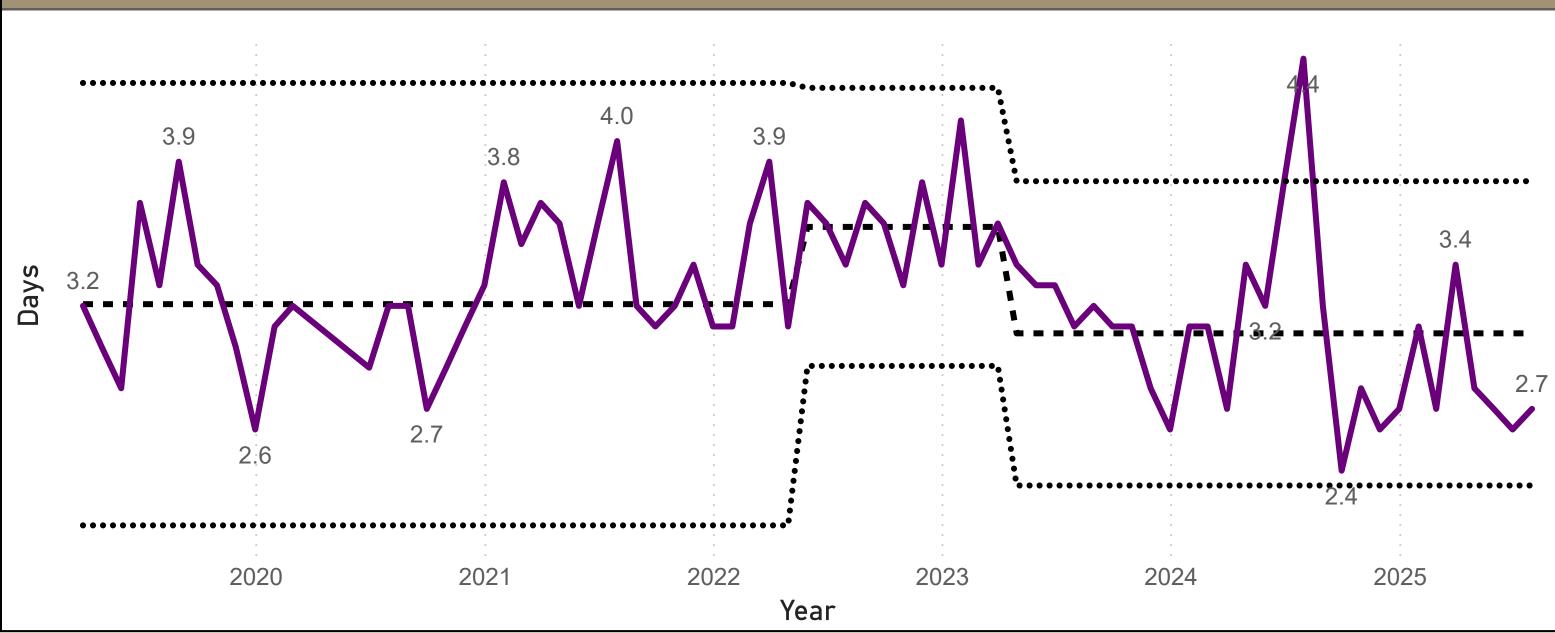
**SPC Status** 

Actual 2.7

## **Level of Assurance**

Significant Assurance: The Board can take reasonable assurance that the system of control achieves or will achieve the purpose that it is designed to deliver. There may be an insignificant amount of residual risk or none.





# **National Comparator**

Current Position		
Month	Issues	
Aug- 25	The average length of stay for orthopaedic admissions in August was 2.7 days.	

	Actions	
Month	Actions	
Aug-25	An increase in Day Zero patients has resulted in a decrease in the length of stay.	

# Level of Assurance

Level of Assurance	Definition
None	The Board cannot take any assurance from the
	information that has been provided.
	There remains a significant amount of residual
	risk.
Limited	The Board can take some assurance from the
	systems of control in place to manage the risk(s),
	but there remains a significant amount of risk
	which requires action to be taken.
Moderate	The Board can take reasonable assurance that
	controls upon which the organisation relies to
	manage the risk(s) are in the main suitably
	designed and effectively applied. There remains a
	moderate amount of residual risk.
Significant	The Board can take reasonable assurance that
	the system of control achieves or will achieve
	the purpose that it is designed to deliver. There
	may be an insignificant amount of residual risk
	or none.

#### **Limited Assurance**

Examples of when limited assurance can be taken are:

- There are known material weaknesses in key areas.
- It is known that there will have to be changes t the system (e.g. due to a change in the law) and the impact has not been assessed and planned for.
- The report has provided incomplete information and not covered the whole purpose of the report.
- The proposed action plan to address areas of identified residual risk is not comprehensive or credible or deliverable.

#### **Moderate Assurance**

Examples of when moderate assurance can be taken are:

- In most respects the 'purpose' is being achieved.
- There are some areas where further action is required and the residual is greater than 'insignificant'.
- Where the report includes a proposed remedial action plan, the Committee considers it to be credible and acceptable.

#### **Significant Assurance**

Examples of when significant assurance can be taken are:

- The purpose is quite narrowly defined and it is relatively easy to be comprehensively assured.
- There is little evidence of a system failure and the system appears to be robust and sustainable.
- The Committee is provided with evidence from several different sources to support its conclusion.