



Renfrewshire
Health & Social Care
Partnership

Annual Performance Report Summary 2019/20

Our vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well.



Overview

The Renfrewshire Integration Joint Board (IJB) was established on 1 April 2016, and has responsibility for the strategic planning and commissioning of a wide range of health and adult social care services that are delivered by the [Health and Social Care Partnership \(HSCP\)](#). The IJB must publish an [Annual Performance Report](#) and this Summary focuses on key highlights from the 2019/20 Report.

Our Vision

Our Vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well. In order to deliver our vision we will focus on our three strategic priorities. These are:

- Improving health and wellbeing
- The right service, at the right time, in the right place
- Working in partnership to support the person as well as the condition.

We will do this by:

- Bringing services together and improving pathways
- Ensuring services are accessible to all
- Giving people more choice and control
- Helping people to live as independently as possible.

COVID-19

In light of the uncertainty COVID-19 brings, it is too early to say how substantial the pandemic's impact will be on our performance measures. The extent will become clearer as we move forward during 2020/21 and our Annual Performance Report April 2020-March 2021 will outline more detail on the pandemic's continued effect across our services and communities and how we will address these challenges.

While our staff and services continue to respond, our focus remains on ensuring safe and effective services for those at risk in our communities and our performance in all areas will continue to be closely monitored and risks assessed appropriately.

National Outcomes

Our 2019/20 Report is structured around the nine National Health and Wellbeing Outcomes which you can see in the diagram below. We use these Outcomes to help us plan and deliver our health and social care services. We aim to focus on the experiences and quality of services for patients, service users, carers and their families to improve health and wellbeing outcomes for the people of Renfrewshire.



A Profile of Renfrewshire

A full profile of Renfrewshire IJB is set out in the Strategic Plan. Some of the key characteristics include the following:



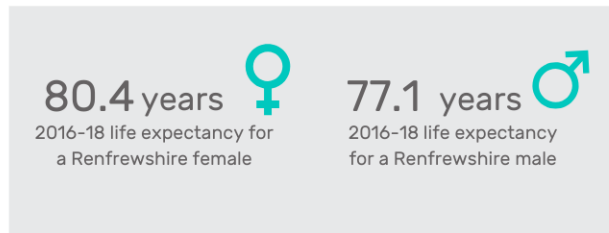
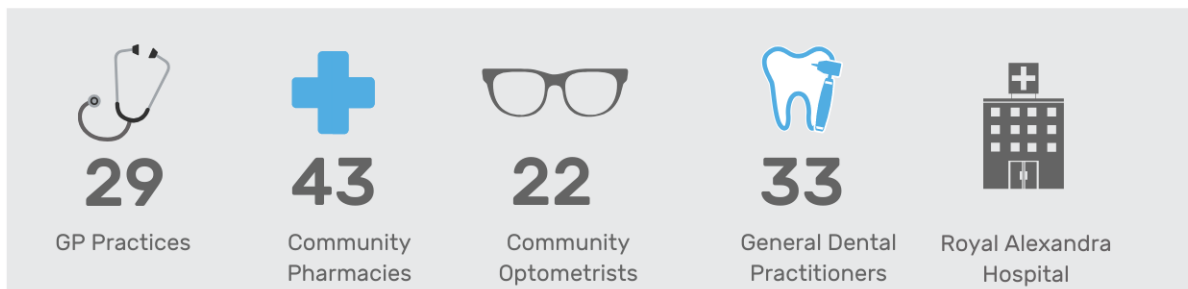
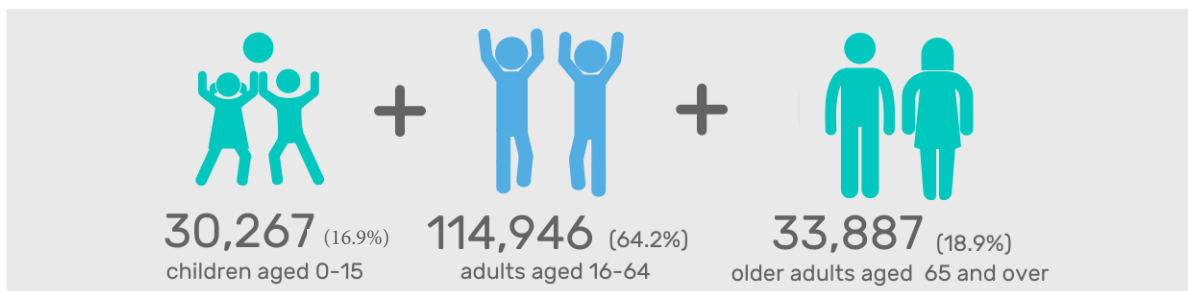
Renfrewshire Population

179,100

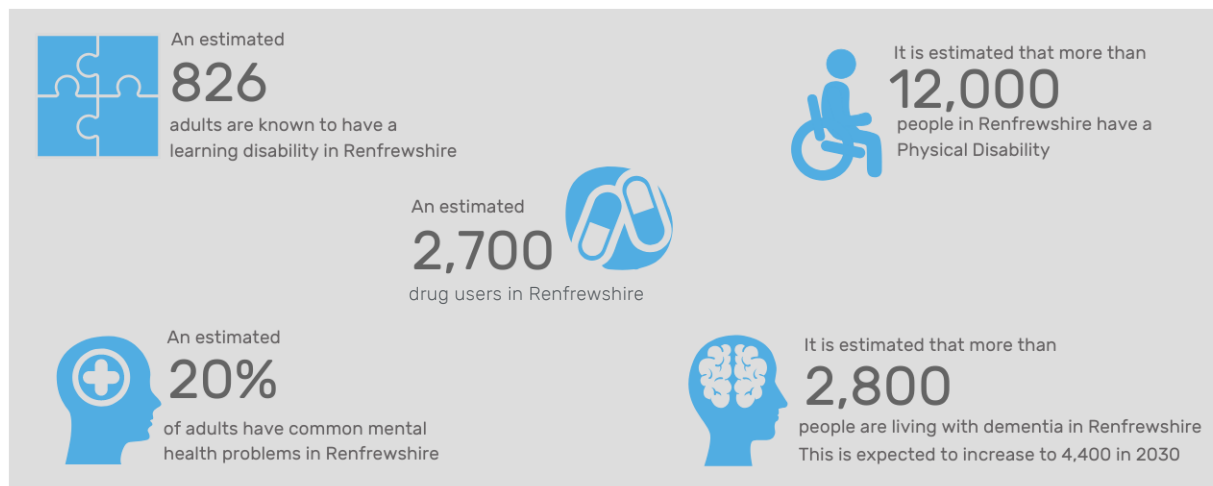
(2019 National Records of Scotland), which is 0.7% increase from previous year



It comprises of:



Demographic Profile:



Key Achievements

Service areas across the Partnership have been working hard during 2019/20 to provide safe and efficient services, monitor performance and improve health and wellbeing outcomes for the people of Renfrewshire. Some of our key achievements this year include:



We have exceeded our target for reducing alcohol related hospital stays with a rate of 8.4 per 1,000 population aged 16+ (target 8.9) at March 2020 - a reduction on the rate of 8.8 at March 2019. Alcohol and Drug Waiting Times for referral to treatment within 3 weeks have also improved from 74.4% at March 2019 to 95.9% at March 2020 against a target of 91.5%.



Telecare, or Technology Enabled Care Service (TECS), provides a 24-hour a day emergency response service by supplying community alarms to vulnerable people in the community. The rate for people receiving Telecare aged 75+ (rate per 1,000 population) has increased from 29.1 in 2016/17 to 40.2 in 2018/19, and is now 53.0 in 2019/20.



Paediatric Speech and Language Therapy waiting times for assessment are consistently within the 8-week target. We are also pleased to report that 100% of patients were seen within 18 weeks at March 2020 compared to 63% at March 2019.



The Macmillan Renfrewshire Improving the Cancer Journey (ICJ) project is now well underway with the first referrals received in January 2020. Feedback has been positive.



The Healthier Wealthier Children income maximisation programme supported 557 families between April 2019 and March 2020, resulting in a total of £1.16 million of additional income for those families - an increase of 31% on the 2018/19 figure of £885,000.

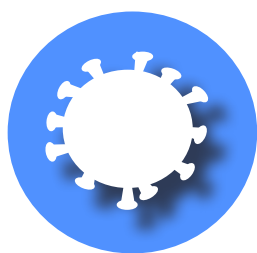
Key Performance Areas

The table below shows where we have performed well this year compared to our performance in 2018/19

Performance Indicator	2018/19 Year End	2019/20 Year End
Uptake rate of child health 30-month assessment	93.0%	95.5%
Reduce the rate of pregnancies for those under 16 years (rate per 1,000 population)	2.4	1.5
The percentage of children seen within 18 weeks for Paediatric Speech and Language	63.0%	100%
Percentage of Primary Care Mental Health Team patients referred to first appointment (within 4 weeks)	86.5%	90.5%
Alcohol and Drugs Waiting Times for Referral to Treatment. Percentage seen within 3 weeks	74.4%	95.9%
Number of carers accessing training.	229	255

Challenges for 2020/21

Areas that we expect to be challenging over the next 12 months include:



COVID-19
response and reducing
its impact on health
inequalities



Brexit
what does this mean
for the HSCP and its
services?



**Achieving service
waiting time targets**
we want people to receive
treatment on time



Prescribing costs
managing what we spend
per patient in Renfrewshire



**Investing in digital
technology**
to help us plan and improve
our services



**Delivering the HSCP's
COVID-19 Recovery and
Renewal Programme
and financial balance in
2020/21**



Recruitment challenges
for some staff groups
including GPs, District Nurse
and Care at Home staff

What You Told Us...

"Our son's language and communication have improved significantly and we have also received great support as parents."

A parent's comment from the Paediatric Speech and Language Therapy Experience of Service Questionnaire

"When I needed support to live independently and safely in my home, I began to use Self-Directed Support (SDS). My SDS budget allows me to pay for an agency to provide the care and support I want."

Service-user comment from the Disability Resource Centre

"Caroline is a breath of fresh air and so considerate, always putting my wife and I first. She is a lovely person and a credit to her family and the Improving the Cancer Journey Service, and we thank her most sincerely for everything she has done for us."

A carer's comment from the Improving the Cancer Journey Service

"I don't feel like a patient, it's informal but professional."

Service-user comment from the Community Mental Health Team at the Charleston Centre, Paisley

"I no longer feel alone. I know that there is help and support out there."

"Thank you for all of this information, it is reassuring to know you are there for us when we need it."

Comments from carers supported by Renfrewshire Carers' Centre

"Ten minutes in the doctor's surgery isn't enough. When you've had a mental health issue, getting back out into the community is really difficult because you isolate yourself. I don't think I would have been able to do it on my own."

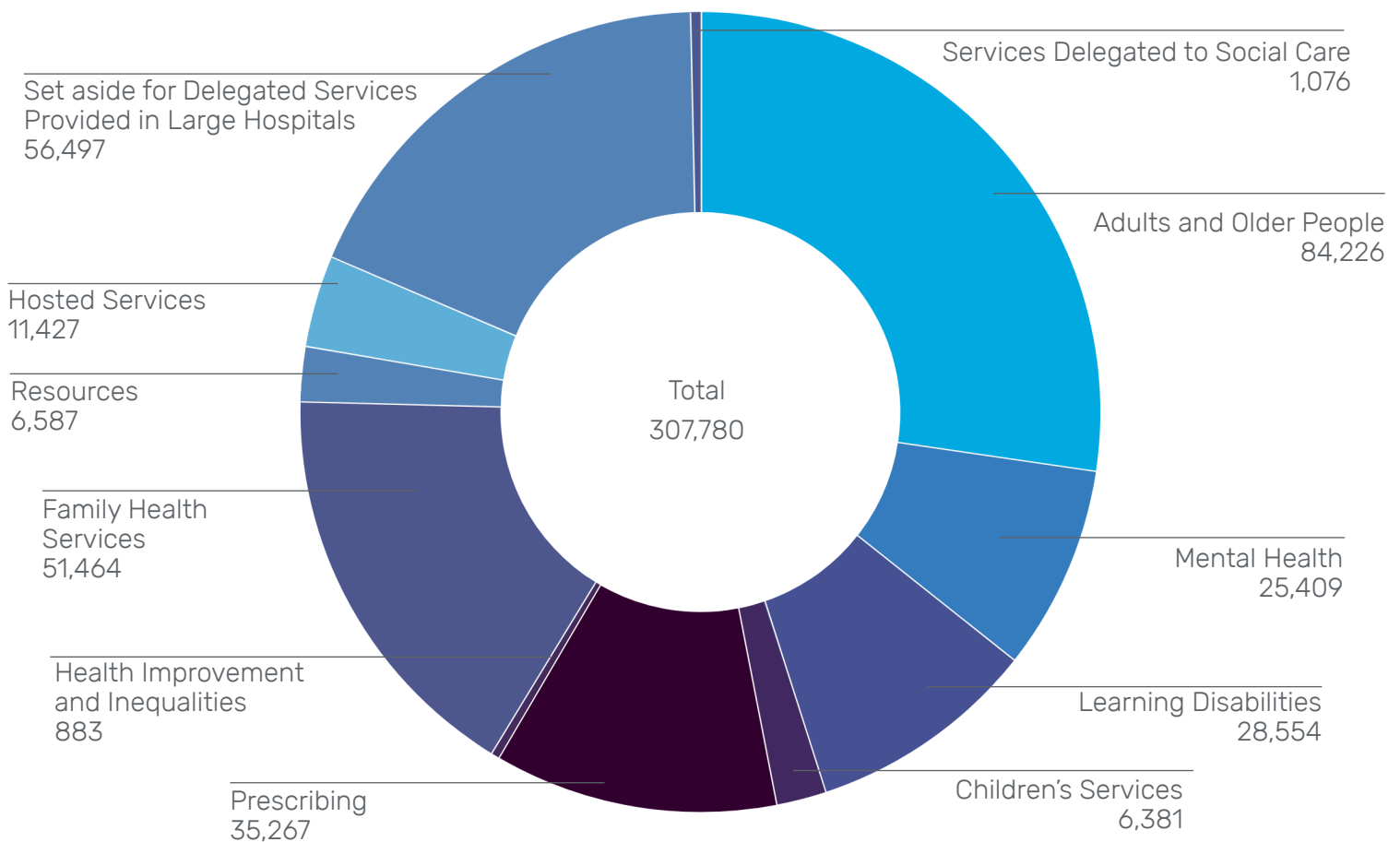
A patient's comment regarding Community Link workers now placed in every GP practice in Renfrewshire

Managing Our Resources

The total expenditure incurred by the Partnership for 2019/20 was £307.780m. The following pie chart shows how this money was spent across each of our services areas in 2019/20.

All financial information can be found in the [Renfrewshire IJB Annual Accounts 2019/20](#).

Cost of Services (£000s)



The complete Annual Accounts for Renfrewshire HSCP have been finalised within the context of the COVID-19 outbreak across the UK in late February 2020. The pandemic has had a significant impact both financially and upon business as usual service delivery. The uncertainty and challenges arising from this situation are unprecedented and are expected to continue beyond the next financial year.

National Core Suite of Integration Indicators

The Scottish Government uses the National Core Integration Indicator performance to measure how well HSCPs across Scotland are performing in achieving the nine National Health and Wellbeing Outcomes. The table below compares Renfrewshire's performance from 2015/16 to 2019/20 with the Scottish average.

Indicator		2015-16	2016-17	2017-18	2018-19	2019-20	Direction of Travel from 2018/19 to 2019/20
		Renfrewshire (Scotland)					
11.	Premature mortality rate (per 100,000 people aged under 75)	463 (441)	491 (440)	473 (425)	465 (432)	463 (426)	↑
12.	Emergency admission rate (per 100,000 people aged 18+)	14,137 (12,120)	14,107 (12,347)	12,838 (12,156)	12,461 (12,215)	13,110 (12,616)p	↓
13.	Emergency bed day rate (per 100,000 people aged 18+)	126,904 (127,010)	129,836 (126,947)	127,369 (122,335)	131,634 (120,758)	132,500 (118,127)p	↓
14.	Readmission to acute hospital within 28 days of discharge rate (per 1,000 population)	105 (97)	101 (101)	92 (102)	89 (103)	93 (105)p	↓
15.	Proportion of last 6 months of life spent at home or in a community setting	87.8% (86.9%)	86.8% (87.3%)	88.1% (87.8%)	87.5% (88.1%)	87.2% (88.6%)p	↓
16.	Falls rate per 1,000 population aged 65+	19.1 (20.9)	18.7 (21.4)	19.2 (22.0)	21.4 (22.4)	21.3 (22.5)	↑

■ Better than Scotland ■ Worse than Scotland

Indicator		2015-16	2016-17	2017-18	2018-19	2019-20	Direction of Travel from 2018/19 to 2019/20
		Renfrewshire (Scotland)					
17.	Proportion of care services graded 'good' (4) or better in CareInspectorate inspections	91.2% (82.9%)	86.2% (83.8%)	88.1% (85.4%)	87.3% (82.2%)	85.2% (81.8%)	↓
18.	Percentage of adults with intensive care needs receiving care at home	64.1% (61.2%)	62.9% (61.6%)	62.0% (60.7%)	63.4% (62.1%)	N/A	N/A
19.	Percentage of days people spend in hospital when they are ready to be discharged, per 1,000 population**	287 (915)	107 (841)	190 (762)	246 (793)	383 (774)	↓
20.	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	21.7% (23.0%)	23.5% (23.5%)	23.2% (23.7%)	24.5% (23.9%)	23.8% (23.7%)p	↑

■ Better than Scotland ■ Worse than Scotland

* INDICATOR DATA STATUS – PUBLISHED DATA AVAILABLE FROM 22 September 2020

1-9 – updated data will be released on 13 October 2020

12-16 and 20 – data is for calendar year 2019

18 – data is for calendar year 2018–data unavailable until 29 September 2020

p: provisional

** NI 19:

1. Please note definitional changes were made to the recording of delayed discharge information from 1 July 2016 onwards. Delays for healthcare reasons and those in non-hospital locations (e.g. care homes) are no longer recorded as delayed discharges. In this indicator, no adjustment has been made to account for the definitional changes during the year 2016/17. The changes affected reporting of figures in some areas more than others therefore comparisons before and after July 2016 may not be possible at Partnership level. It is estimated that, at Scotland level, the definitional changes account for a reduction of around 4% of bed days across previous months up to June 2016, and a decrease of approximately 1% in the 2016/17 bed day rate for people aged 75+.

Source: PHS Delayed Discharge data collection

Publications in Alternative Formats

We are happy to consider requests for this publication in other languages or formats such as large print.

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