

Annexe E4 – Performance Measurement

<p><u>Delivery</u></p> <p>Waiting times (including waiting times for paediatric general anaesthetics);</p> <p>Waiting times for New patient wait 6 weeks</p> <p>Time taken to triage, assessment and treat (genuinely) urgent cases;</p> <p>Antimicrobial Resistance (AMR) – completion of audit and completion of consequent actions;</p> <p>Percentage of patients for whom Casemix data is recorded;</p> <p>Did Not Attend (DNA) rate;</p> <p>Number of General Anaesthetics/sedations.</p>	<p><u>Patient Safety</u></p> <p>Number of repeat General Anaesthetics;</p> <p>Number of repeated courses of treatment;</p> <p>Outcome of Clinical audits;</p> <p>Number of completed audit cycles;</p> <p>Ratio of Intravenous Sedation (IV) to General Anaesthetic cases (Special Care);</p> <p>Ratio of Inhalation Sedation (IS) to General Anaesthetic cases (Paediatrics);</p> <p>General Anaesthetic - Morbidity/length of stay.</p> <p>Confirmation that the service meets basic criteria for sedation.</p>
<p><u>Patient experience</u></p> <p>Numbers of completed vs abandoned courses of treatment;</p> <p>Numbers of complaints and Patient Advice and Liaison Service (PALS) queries;</p> <p>Annual Patient Satisfaction Survey;</p> <p>Friends and Family Test;</p> <p>PROMs and PREMs.</p>	<p><u>Quality/clinical effectiveness</u></p> <p>Proportion of patients discharged to High Street dentists (for example because their anxiety had been reduced);</p> <p>Reduction in anxiety (particularly in relation to General Anaesthetic and Sedation cases);</p> <p>Proportion of patients to whom Fluoride varnish is applied;</p> <p>Percentage of new patients where a record of a soft tissue assessment has been made;</p> <p>Compliance with standards for domiciliary visits;</p> <p>Delivering Better Oral Health, application of fluoride Varnish, Oral Health advice, smoking cessation and lifestyle services;</p> <p>Percentage of patients given discharge plans.</p>