

### Summary of Performance Monitoring Requirements

Requirement	Frequency	Date
ERIC (or any similar performance measurement as required by the NHS)	Annual	March
Standards for Better Health (formerly Controls Assurance)	As per request	
Board Report if required	Every 4 mos.	Sept/ Jan/May
Financial Information, Invoices, Variation schedules	Monthly	By no later than the 14 <sup>th</sup> of each month
Asset register update	Every 3 mos.	**
<p>Service monitoring reports</p> <p>The number of patient journeys by site /department/ward.</p> <p>The number of patient journeys by site/department/ward and type i.e. outpatient (consultants) day hospital, admission, discharges, transfers etc.</p> <p>The number of abortive/lost journeys by specific clinic/day hospital with reasons. To assist monitoring the demand the Authorised Officer will randomly sample abortive journeys.</p> <p>Volume profile by category and patient mobility.</p> <p>Volume of cancellation by clinic/department/day hospital.</p> <p>Performance against agreed quality standards</p> <p>Comparisons of activity levels with contracted levels.</p> <p>Summaries of any extra-contracted activity agreed by the Trust.</p> <p>Renal activity to be reported separately by each Renal site.</p> <p>Number of vehicle allocated to the contract daily</p> <p>Daily staffing levels</p>	Monthly	By no later than the 14 <sup>th</sup> each Month
User satisfaction survey analysis/report	Every 6 mos.	October/April
User review report	Every 3 mos.	**

Complaints/compliment analysis/report	Every 3 mos.	**
Partner Trust review	N/A	**
Service review and improvement plan	Every 6 mos.	October/April
Health and Safety report	Every 3 mos.	**
Risk management report	Every 3 mos.	**
HR information		
Training plan and report	Every 6 mos.	October/April
Turnover	Every 3 mos.	**
Attendance	Every 3 mos.	**
Disciplinary	Every 6 mos.	October/April

\*\*\*Please note that for requirements that are required every 3 months, written report will be by the 14th and review meeting on the 21st (or next working day) of the following months: October, January, April and July.

### **Service Monitoring Reports**

The list of reports listed below are the main reports required, however there may be additional reports required during the contract, which will be agreed with the Contractor.

The may be additional requests to the above list, which will be formally agreed with the Contractor and the Trust.