Description	Target / Threshold	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Number of Serious Incident assigned to pathology	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of outstanding Datix reports over 30 days old	0	2	14	12	10	13	6	6	9	6	4	2	1
Number of RIDDORs reported	0	0	0	0	0	0	0	0	0	0	0	0	0
Staff sickness rate	3.96%	3.76%	2.99%	3.75%	2.46%	2.25%	3.39%	4.21%	4.81%	5.35%	2.64%	3.63%	3.73%
Staff turn over	14.4%	0.7%	0.7%	0.5%	1.5%	0.0%	0.0%	0.0%	0.0%	2.3%	2.1%	0.7%	0.0%
Overall Activity	Monitoring	716226	810277	827448	803314	816541	635010	994344	880527	738624	822813	862409	834301
Headline risk for Pathology service	Monitoring		<b>-</b>	<b>L</b>	<b>-</b>	<b>-</b>	<b></b>	<b></b>	<b></b>	<b></b>	<b>-</b>	<b>-</b>	
Services currently meets statutory requirements - MHRA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Services currently meets statutory requirements - HTA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Services currently meets statutory requirements - HFEA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Services currently meets statutory requirements - HSE	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Services currently meets statutory requirements - DHSC POCT guidelines	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
% Turnaround time (Within 1 hr) - Acute Chemistry - Potassium	95%	69.0%	72.0%	75.0%	78.0%	77.0%	72.0%	73.0%	70.00%	75.00%	66.0%	73.0%	78.0%
% Turnaround time (Within 6 hrs) - Routine Chemistry - Potassium	95%	96.6%	96.2%	96.5%	96.7%	95.4%	95.0%	94.6%	94.3%	94.6%	94.3%	95.6%	96.3%
% Turnaround time (Withi 1 hr) - Acute Haematology - FBC	95%	90.5%	92.2%	92.1%	92.9%	92.2%	91.9%	92.7%	90.6%	90.9%	90.6%	90.1%	92.4%
% Turnaround time )Within 6hrs) - Routine Haematology - FBC	95%	99.4%	99.1%	98.8%	98.6%	98.4%	98.3%	99.1%	98.9%	99.2%	98.8%	98.8%	98.8%
% Diagnostic Histopathology - within 7 days	90%	73.1%	77.5%	78.0%	76.0%	64.0%	61.0%	73.0%	68.0%	61.9%	81.0%	86.0%	61.0%
% Diagnostic Histopathology - within 10 days	98%	90.7%	92.1%	91.0%	85.0%	72.0%	74.0%	85.0%	77.0%	70.7%	93.0%	94.0%	71.0%
			•	•	<u> </u>	<u> </u>		<u> </u>		•	<u> </u>	<u> </u>	<u> </u>
List Investigations not covered by ISO (Total Investigation available and reported)	0	10	10	10	10	10	10	10	10	10	10	10	10
List Investigations not covered by ISO (Total Investigation referred to third party)	0	26	26	26	26	26	26	26	26	26	26	26	26
All investigations should be covered by EQA scheme.	100%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%

Number of NICE Guidance - Commissioned and funded and actions has not been completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of safety notice received >21 days and not yet implemented	0	0	0	0	0	0	0	0	0	0	0	0	0
% of transport delays recorded as non-conformances	≤1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Staff annual Appraisal Rates	100%	67.7%	65.9%	69.2%	71.9%	74.6%	72.9%	77.0%	75.0%	77.3%	77.9%	78.4%	73.0%
Locum and bank staff to	5.5%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	3.1%	<1.0%	/8.4% %	0.5%
substantive ratio													
All senior staff - Annual appraisal	100%	80.0%		68.2%	85.0%	85.0%	85.0%	80.0%	80.0%	80.0%	70.0%	%	72.0%
Proportion of staff in formal training	5%	3.0%	3.0%	3.0%	3.0%	3.0%	3/0%	3.0%	3.0%	3.1%	9.0%	%	7.0%
Proportion of staff undergoing training/education programmes	>5%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	12.5%	11.0%	%	11.0%
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Friends and Family survey rate - Completed and published	One per year	Trust	Trust	Trust	Trust	Trust	Trust	Trust	Trust	Trust	Trust	Trust	Trust
Service user satisfaction survey rate - Completed and published	One per year	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Attendance at identified MDT  Meetings	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Pathology Staff Survey - Completed and published	One per year	1	1	1	1	1	1	1	1	1	1	1	1
Number of business review meetings held in the last quarter with primary pathology provider where is it not provided by the trust.	One per quarter	1	1	1	1	1	1	1	1	1	1	1	1
Number of business review meetings held in the last quarter with diagnostic suppliers	One per quarter	1	1	1	1	1	1	1	1	1	1	1	1
% of Equipment contracts in effect that are over original term agreement.	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The laboratory shall actively engage in demand optimisation, design both to reduce the number of unnecessary tests and to help ensure that appropriate tests are used	In date Policy	In date Policy		In date Policy									

Laboratories shall demonstrate	In date												
commitment to sustained	Policy												
innovation in their services													
through continuous quality													
improvement (CQI), which may													
include conducting formal													
academic research and													
evaluating novel approaches													
aimed at improving													

## KEY

Datix - a web-based system that is used for the reporting and management of incidents, risks and complaints.

RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

MHRA - Medicines and Healthcare products Regulatory Agency

HTA - Human Tissue Authority

HFEA - Human Fertilisation and Embryology Authority

HSE - Health and Safety Executive

DHSC - Department of Health and Social Care

POCT - Point-of-care testing

FBC - full blood count

ISO - International Organization for Standardization

EQA - external quality assessment

NICE - National Institute for Health and Care

Excellence

MDT - Multidisciplinary Team