



States of
Guernsey

Media Release

Date: 11 March 2021

Third year of key performance measures for the Secondary healthcare Contract are published today

Publishing of Key Performance Indicator (KPI) measures is a requirement of the Secondary Healthcare Contract which commenced in 2018.

HSC & MSG, as partners in the provision of secondary healthcare, are pleased to be able to publish a summary of these KPIs for 2020 - the third full year of the contract term. Work continues to improve data collection, data quality and ultimately the performance against the KPIs but the results already show improvements in many areas.

A more detailed accompanying document is available to support the summary which provides deeper detail on the measures and their relevance within the contract.

Dr Peter Rabey, HSC Medical Director commented:

'The contract we have with the MSG provides some of our most critical services to the public each year. These performance measures provide the public with information and assurance that these services are focussed on quality, safety and are patient focussed.

Our response in 2020 to the COVID-19 pandemic had a profound impact on the delivery of health and care service, with all aspects of operations impacted to a greater or lesser extent. That being said, we should be proud of our performance in 2020. Staff have worked exceptionally hard to reduce backlogs caused by the first lockdown and to find other ways to deliver these essential services.

As in previous years, one of the messages that our 2020 data shows us is we still have an issue with missed appointments for both in-patient and out-patient services. These missed appointments result in a significant cost and loss of efficiency. It is important that we ask our community to make sure they let our teams know if they cannot attend an appointment to ensure we use our resources to their best possible impact.'

Dr Gary Yarwood, MSG Chairman commented:

Despite an exceptionally difficult year in 2020, it is pleasing to see the areas of improvement that have been achieved.

Our staff continue to work in partnership with HSC to provide excellent services for the Bailiwick and I am proud of the services our teams achieve.

We will continue to analyse the KPI results so that we can focus our attention on the issues and challenges we face and this information, together with the Annual Report for MSG, provides a comprehensive set of information for the public.'