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User: Julie Rogers



Group: WCISU

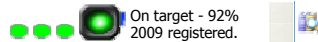
Scorecard: Apr-2010 to Jun-2010

Stakeholders

Timely provision of services

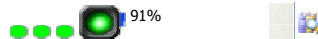
SLA targets for the registration of Cancer Incidence to be met using data from all available sources including pathology

Data to be available 12 months after year end



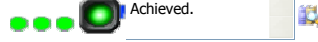
To provide for the information needs in the field of Cancer for National Assembly for Wales

Initially respond to all requests within two working days and undertake further analytical work within an agreed timescale



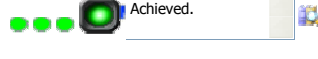
To provide information on cancer incidence and survival to all other users.

To record, monitor and analyse all requests for information



Encouragement of local clinician to make use of cancer data.

To record at least 6 examples per annum where WCISU supplied data has been used by clinicians



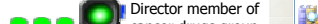
Participation in joint projects with Universities and other Research Institutions

To record at least 3 examples per annum where WCISU has been engaged in joint projects



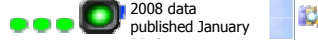
To work with CSCG on early drug scanning trials

To work with CSCG as appropriate to identify potential patient cohort to benefit from new agents



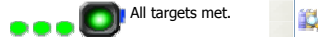
SLA targets for the provision of incidence publications to be met

Data to be available for publication of cancer incidence 12 months after year end



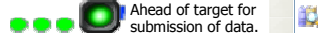
Request for information to meet SLA targets

Initial response to AQs within 2 working days



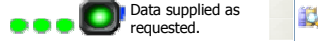
Targets for submission of data to ONS to be met

Data to be submitted to meet ONS requirement



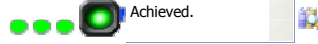
Production of information for inclusion in the Public Health Common Dataset

Data available to meet timescale specified by HSW



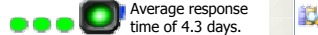
Provision of data for screening services

Provide quarterly download data to screening services

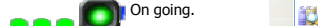


Response to cancer genetic enquiries

Respond to enquiries within 7 working days

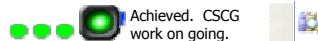


Production of detailed statistical reports covering major cancer sites



To work with CSCG to produce Wales specific audit reports by Cancer sites [Req]

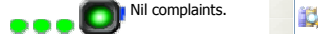
Production of reports to CSCG and site specific steering groups timetable



High quality & safe services

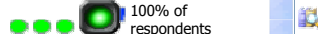
Complaints handled within required timescales

Respond to all complaints within 20 days



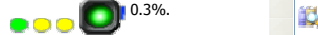
% of users satisfied with request and analysis service

Annual user satisfaction survey % satisfied



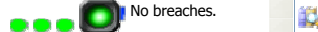
Quality of data submitted to ONS

Less than 0.5% status 3 records submitted to ONS



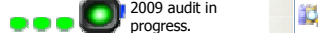
Standards of confidentiality and security to be maintained

No breaches of confidentiality



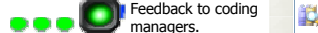
Annual audit of 5% of relevant case notes from Welsh Trusts

Evidence of audit undertaken



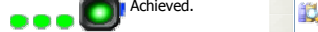
Annual feedback of results to Welsh Trusts and Cancer Networks

Evidence of feedback reports to Trusts



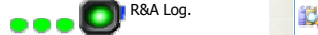
Copy of database to be frozen at 3 monthly intervals

Copies of database retained



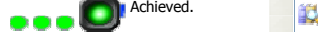
Retain copies of information provided in response to requests

Maintenance of requests and analysis logs



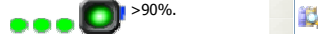
Audit trail for all changes made to database as a result of validation

Audit trail available for inspection



Statutory and Mandatory Training [Req]

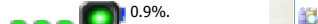
% of staff that received training



Engaged workforce

Sickness rates

% Staff sickness.



Meetings held in partnership with staff representatives

90% of operational management group meetings to have staff representation



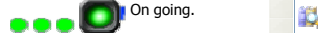
Agency/locum staff (Mod & Eff Target 8a)

% staff costs on agency/locum



KSF Appraisals WCISU [Req]

% Staff appraised annually



Management Processes

Management Processes that support the delivery of

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timely, quality services

Operational objectives (Operational Plan) completed within an agreed timescale

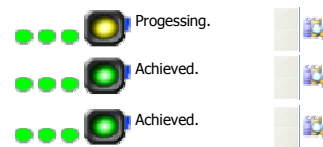
Effective risk management

Maintain software for the accurate registration of cancer incidence

Production of operational plan progress reports

% of risks classed as high being actively addressed

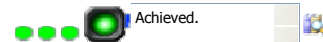
2nd phase of software development by March 2008



Learning & Innovation

Be an innovative learning organisation

Staff encouraged to contribute to IT system development



Developments based on best practice and evaluation

Data standards and definitions to be maintained

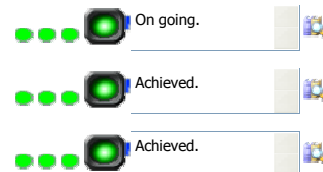
Ensure that statistical methods used remain in line with those employed by other Cancer Registries

Ensure that methods used for Cancer Registration are in accordance with National and International rules and guidance

Host two Annual training events for Cancer Information staff.

Peer review of papers and publications and attendance at UKACR training events

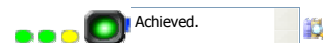
Evidence of attendance at appropriate UKACR meetings



Investment in Management Development and other training

Ensure that the appropriate training budget is identified (HCS 22/27)

Training budget on monthly reports



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