

# Annual health check 2007/08

## West Midlands regional briefing

(Birmingham, Coventry, Dudley, Herefordshire, Sandwell, Shropshire, Solihull, Staffordshire, Stoke on Trent, Telford and Wrekin, Walsall, Warwickshire, Wolverhampton and Worcestershire)

### Summary

The 43 NHS trusts in the West Midlands (19 acute and specialist trusts, 17 primary care trusts, six mental health trusts and one ambulance trust) serve a population of 5.4 million people.

- This year one trust in the West Midlands (2%) achieved the highest combined rating, “excellent” for quality of services and “excellent” for use of resources. Nationally 42 trusts out of 391 (11%) achieved this rating.
- No trusts in the West Midlands were rated “weak” for quality of services and “weak” for use of resources, compared to six nationally (2%).
- Quality of services: Overall the West Midlands has improved again this year, with the performance of 15 trusts better than last year, 19 trusts remaining the same and nine performing worse than last year.
- Use of resources: There has been a significant improvement in financial performance; this year 23 trusts were “excellent” or “good” for use of resources compared with 10 last year.
- Of the new primary care trusts formed on 1 October 2006, one achieved a rating of “good” for both quality of services and use of resources.
- The 2007/08 annual health check is based on performance between 1 April 2007 and 31 March 2008. For full results and explanation see [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk) (from 16 October 2008).

Of the 43 trusts in the West Midlands:

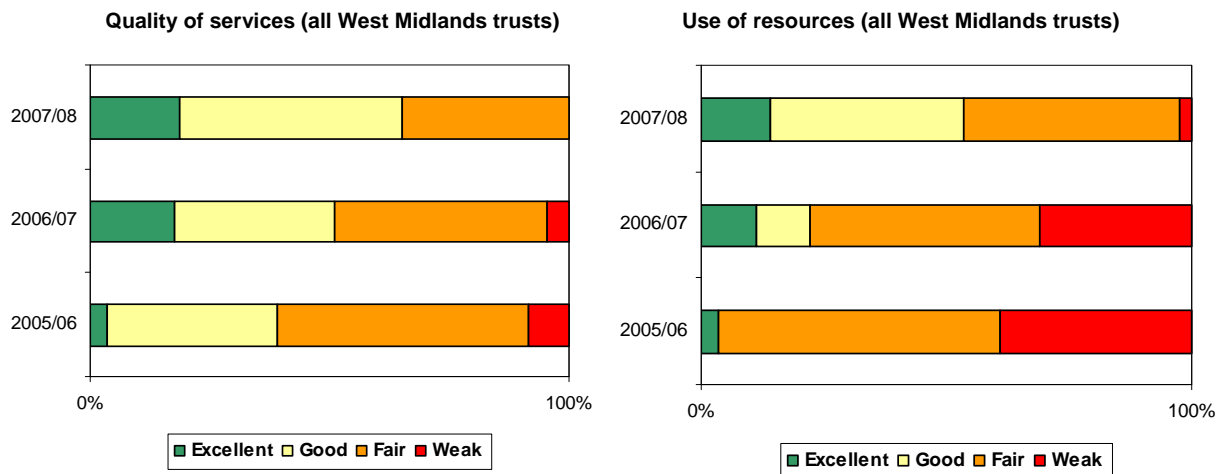
- One was rated “**excellent**” for quality of services and “**excellent**” for use of resources (last year three).
- Three were rated “**excellent**” for quality of services, and “**good**” for use of resources (last year one).
- Four were rated “**good**” for quality of services and “**excellent**” for use of resources (last year two).
- One was rated “**weak**” for use of resources (last year 14).
- Zero were rated “**weak**” for quality of services (last year two).

### Changes over three years

In its third year, the annual health check enables us to track continuing changes in performance. This year, 28 trusts (65%) in the West Midlands were either “excellent” or “good” for quality of services compared with 23 (51%) in 2006/07. No trusts were “weak” in 2007/08 compared with two (9%) in 2006/07.

Similar analysis on trusts' use of resources shows 23 trusts (53%) were "excellent" or "good" this year compared with 10 (22%) in 2006/07. One trust (2%) was "weak" this year compared with 14 trusts (31%) last year.

**Figure 1: Annual health check ratings in the West Midlands 2005/06 to 2007/08**



## Quality of services in the West Midlands

28 trusts (65%) were rated "excellent" or "good" for quality of services (last year 51%). Nationally 239 (61%) of NHS trusts were rated "excellent" or "good" this year. 15 trusts (35%) in the West Midlands were "fair" compared with 44% last year. No trusts in the West Midlands were "weak" compared with 4% last year.

**Table 1: Quality of services**

All West Midlands trusts	Excellent	Good	Fair	Weak
<b>This year</b> (total: 43)	8 (19%)	20 (47%)	15 (35%)	0 (0%)
<b>2006/07</b> (total: 45)	8 (18%)	15 (33%)	20 (44%)	2 (4%)
<b>2005/06</b> (total: 59)	2 (3%)	21 (36%)	31 (53%)	5 (8%)
<b>Nationally</b> (this year, total: 391)	100 (26%)	139 (36%)	132 (34%)	20 (5%)

## Quality of services changes

- 15 trusts' performance improved since last year.
- Nine trusts' performance was worse this year.
- 19 trusts' ratings have not changed since last year.

**Table 2a: Quality of services – trusts that have shown the most notable improvement in the West Midlands**

Trust name	This year	2006/07	2005/06
South Warwickshire General Hospitals NHS Trust	Excellent	Fair	Fair
Sandwell Mental Health NHS and Social Care Trust	Excellent	Fair	Fair
Worcestershire Acute Hospitals NHS Trust	Good	Weak	Fair

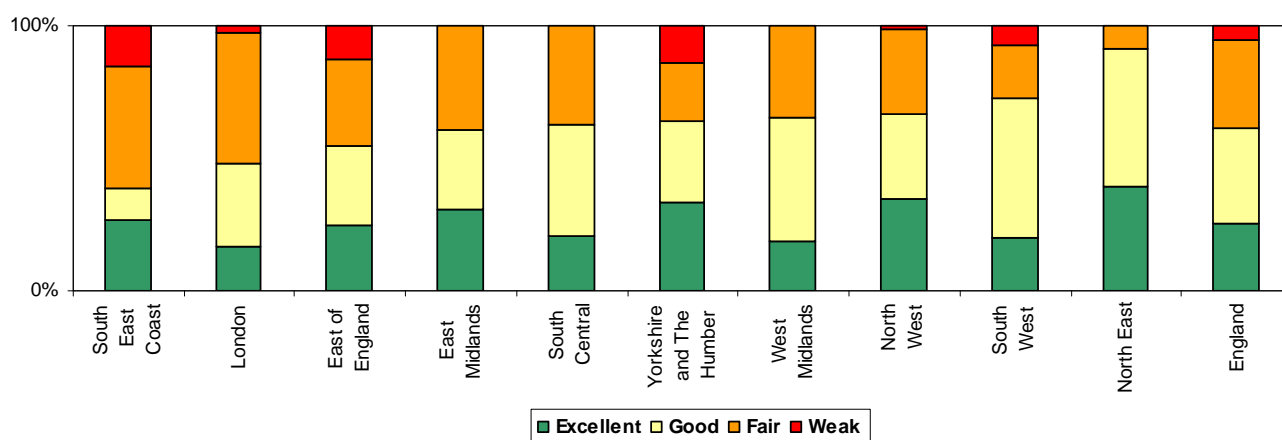
**Table 2b: Quality of services – trusts that have shown the most notable decline in the West Midlands**

Trust name	This year	2006/07	2005/06
Birmingham Children's Hospital NHS Foundation Trust	Fair	Excellent	Fair
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust	Fair	Excellent	Good

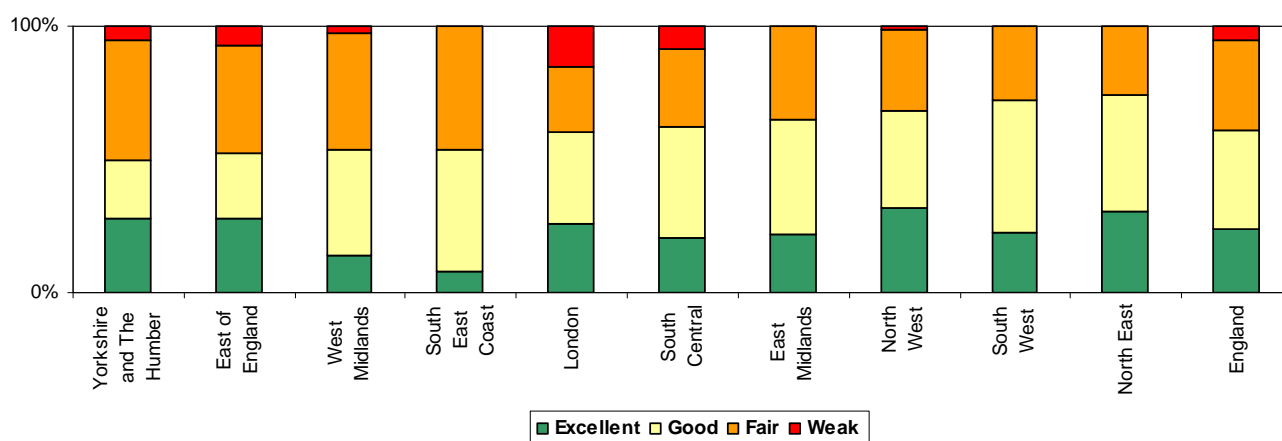
### Comparing the West Midlands with the rest of England

In the first annual health check, 8% of trusts in the West Midlands were “weak” for quality of services, and 53% were “fair”. The general performance across England has improved from the first year of the annual health check, with this improvement also reflected in this region. This year 65% of trusts in the West Midlands were either “good” or “excellent” (nationally 61%) and 35% were “fair” or “weak” (nationally 39%).

**Figure 2a: Quality of services 2007/08 – all trusts, by NHS region and nationally**



**Figure 2b: Quality of services 2006/07 – all trusts, by NHS region and nationally**



## Acute and specialist trusts – Regional trends and issues

### Quality of services

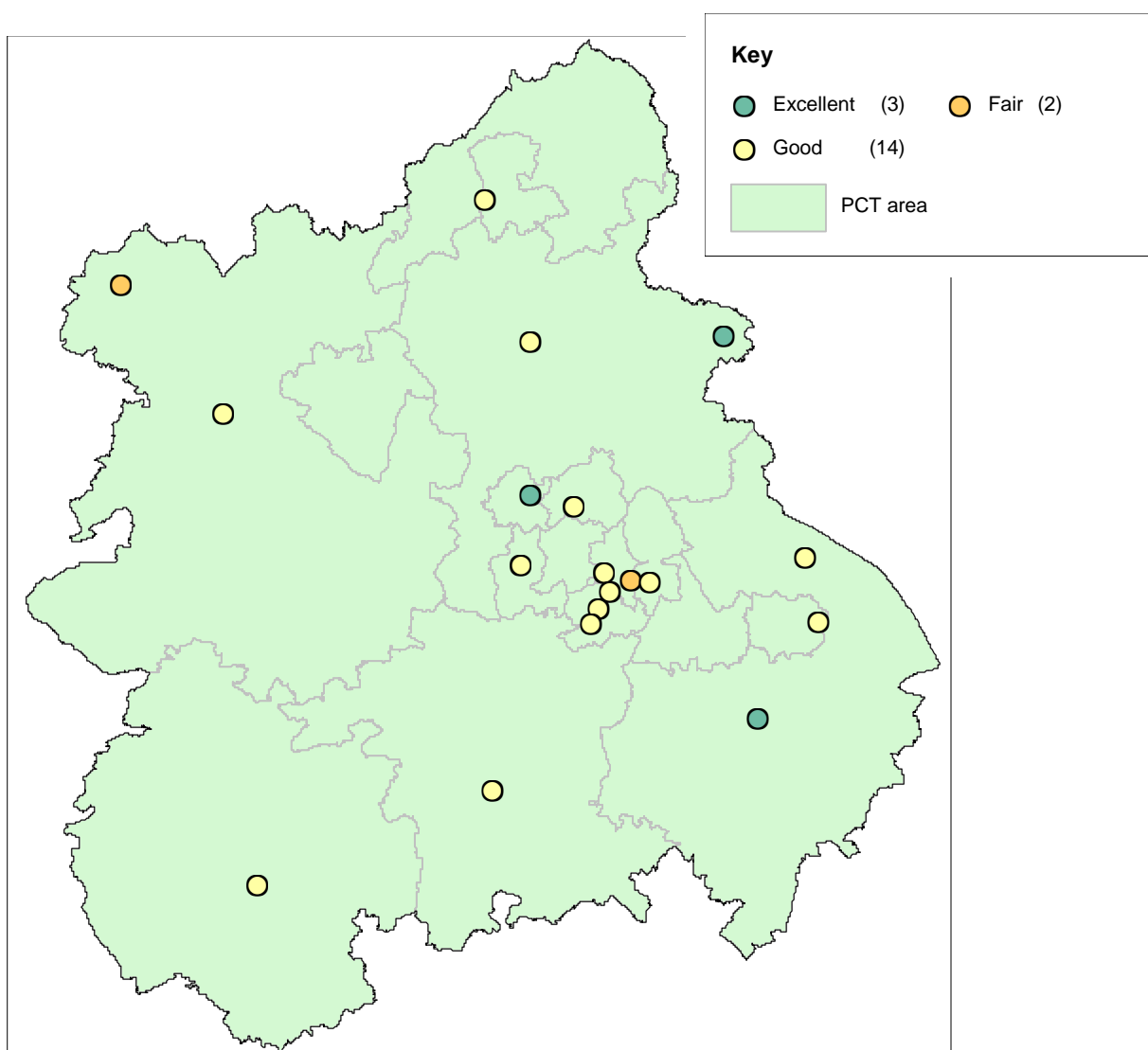
Of the 19 acute and specialist trusts in this area, three trusts received “excellent” for quality of services:

- Burton Hospitals NHS Trust (up from “good” last year)
- The Royal Wolverhampton Hospitals NHS Trust (up from “good” last year)
- South Warwickshire General Hospitals NHS Trust (up from “fair” last year)

Since last year, eight trusts have improved in our quality of services assessment, seven have remained the same and four have performed worse.

No acute trusts were “weak” in 2007/08.

**Figure 3: Quality of services – acute and specialist trusts**



**Table 3: Quality of services – acute and specialist trusts**

	West Midlands 2007/08		England		West Midlands 2006/07	
	Number	%	Number	%	Number	%
Excellent	3	16%	51	30%	4	20%
Good	14	74%	79	47%	9	45%
Fair	2	11%	32	19%	6	30%
Weak	0	0%	7	4%	1	5%
<b>Total</b>	<b>19</b>		<b>169</b>		<b>20</b>	

### Core standards

Acute and specialist trusts are required to comply with 43 out of 44 parts of the 24 core standards. In the West Midlands 63% of acute and specialist trusts have achieved a score of “fully met” for their core standards assessment, this compares to 70% of acute and specialist trusts nationally. The other seven trusts were judged to have “almost met” the standards.

The standard with the lowest rate of compliance in this area for acute and specialist trusts was:

- C7e: “Healthcare organisations challenge discrimination, promote equality and respect human rights” (three trusts not full year compliant)

### Targets

Acute and specialist trusts are required to meet existing national targets that cover basic elements of service such as waiting times and cancellations, and a further set of new national targets designed to promote sustained improvements. The annual health check uses a set of indicators to assess performance against these targets.

### Existing national targets

- 17 of the 19 acute and specialist trusts performed well, with 10 being “fully met” for existing national targets, and seven being “almost met”
- The remaining two trusts, Birmingham Children’s Hospital NHS Foundation Trust, and Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust, were “partly met” for existing national targets

### New national targets

- All of the 19 acute and specialist trusts performed well, with 11 being “excellent” and eight being “good” for new national targets

## Primary care trusts – Regional trends and issues

### Quality of services

Nationally 102 (67%) primary care trusts (PCTs) were “fair” or “weak” for quality of services.

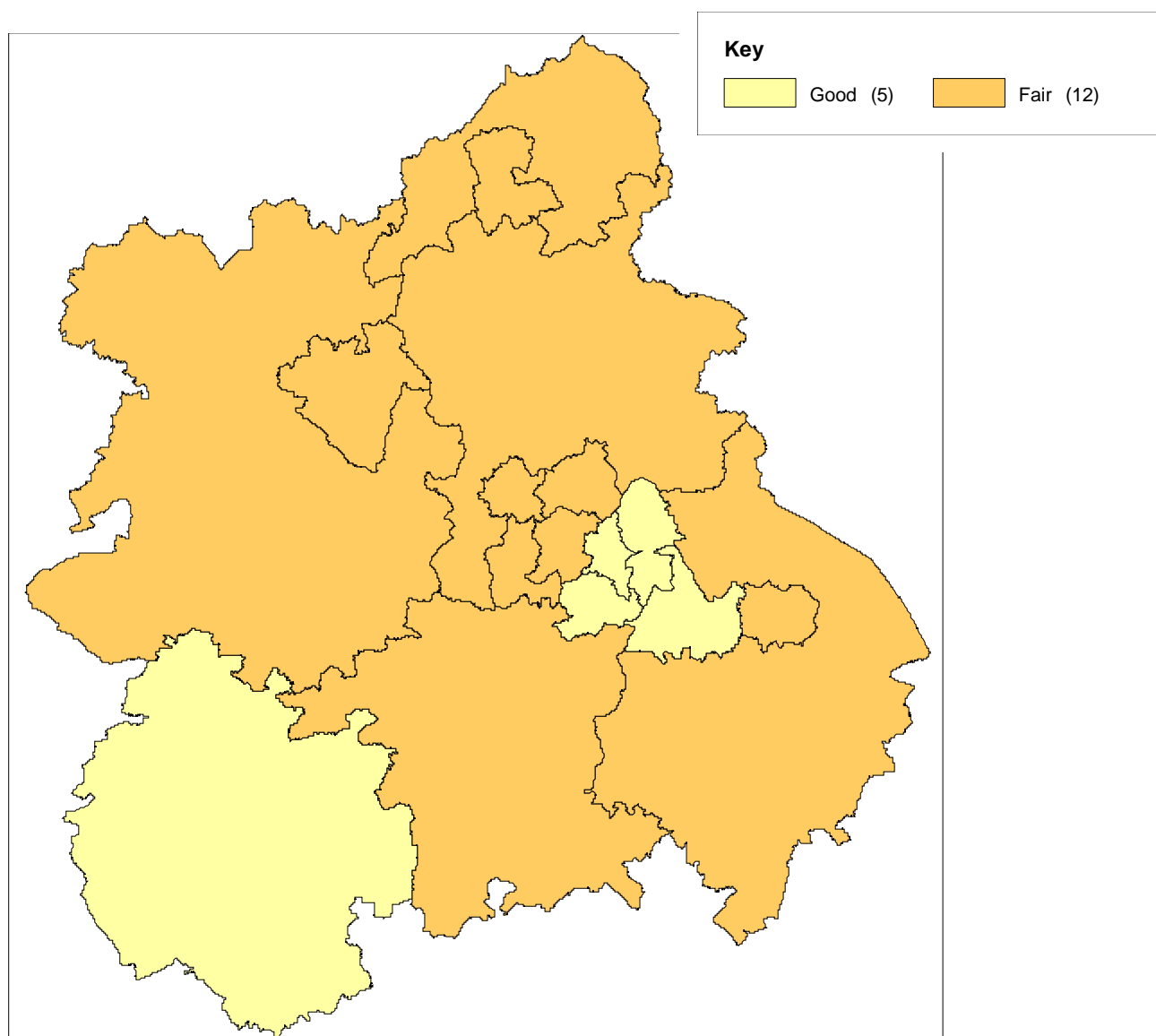
In the West Midlands, 12 (71%) of the 17 PCTs were “fair”, with the other five (29%) “good”. None were either “excellent” or “weak”. Eight of the 17 PCTs came into existence on 1 October 2006, and therefore comparisons with the first year of the annual health check are not applicable.

Since last year, four PCTs have improved in our quality of services assessment, nine have remained the same and four have performed worse.

**Table 4: Quality of services – primary care trusts**

	West Midlands 2007/08		England		West Midlands 2006/07	
	Number	%	Number	%	Number	%
Excellent	0	0%	9	6%	1	6%
Good	5	29%	41	27%	4	24%
Fair	12	71%	94	62%	11	65%
Weak	0	0%	8	5%	1	6%
<b>Total</b>	<b>17</b>		<b>152</b>		<b>17</b>	

**Figure 4: Quality of services – primary care trusts**



**Core standards**

Primary care trusts are required to comply with 43 out of 44 components of the core standards.

This year, nationally 53% (81) of primary care trusts were scored “fully met” for the core standards assessment and 5% scored “not met”. In the West Midlands, 10 primary care trusts (59%) were judged to be “fully met” for this assessment. Wolverhampton City Primary Care Trust was scored as “partly met” and the remaining 35% of primary care trusts were found to be “almost met”. Across the West Midlands, the standards with the lowest rates of compliance for PCTs were:

- C4b: “Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised” (five trusts not full year compliant)
- C4c: “Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed” (five trusts not full year compliant)
- C9: “Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required” (five trusts not full year compliant)
- C7e: “Healthcare organisations challenge discrimination, promote equality and respect human rights” (four trusts not full year compliant)

## Targets

PCTs are required to meet existing national targets that cover basic elements of service, and a further set of new national targets designed to promote improvement in broader areas of public health and healthcare such as smoking cessation and reducing health inequalities. The annual health check uses a set of indicators to assess performance against these targets.

### Existing national targets

- 11 of the 17 PCTs were “fully met” for existing national targets, with five of the 17 achieving “almost met”
- The remaining one PCT, Wolverhampton City Primary Care Trust, was “partly met” for existing national targets

### New national targets

- None of the 17 PCTs were “excellent”, while five were “good” for new national targets
- Six PCTs were “fair” for new national targets, while the remaining six were all “weak”

## Mental health trusts – Regional trends and issues

### Quality of services

In the West Midlands there are six mental health trusts. In addition there are four primary care trusts (PCTs) that provide mental health services. Results for these primary care trusts are included in the PCT section above.

In 2007/08, four of the six mental health trusts in the West Midlands were “excellent” for the quality of services, with one being “good” and one being “fair”. In 2006/07, three trusts were “excellent”, one was “good” and two were “fair”.

**Table 5: Quality of services – mental health trusts**

	West Midlands 2007/08		England		West Midlands 2006/07	
	Number	%	Number	%	Number	%
Excellent	4	67%	37	66%	3	50%
Good	1	17%	14	25%	1	17%
Fair	1	17%	4	7%	2	33%
Weak	0	0%	1	2%	0	0%
<b>Total</b>	<b>6</b>		<b>56</b>		<b>6</b>	

### Core standards

Mental health trusts are required to comply with 41 out of 44 parts of the 24 core standards. This year, nationally 2% of mental health trusts were scored “not met” for the core standards assessment and 80% scored “fully met”.

Five (83%) mental health trusts in the West Midlands were judged to be “fully met”. The remaining trust, Coventry And Warwickshire Partnership NHS Trust, was scored as “almost met” for this assessment.

Across the West Midlands, the standard with the lowest compliance for mental health trusts was:

- C1a: “Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.” (two trusts not full year compliant)

### Targets

As part of the annual health check, the Healthcare Commission uses indicators to assess the performance of mental health trusts against national targets.

All six mental health trusts in the West Midlands were “fully met” for existing national targets.

For new national targets four trusts achieved “excellent” and one was “good”. Coventry And Warwickshire Partnership NHS Trust performed less well, only achieving “fair”.

## Ambulance trusts

### Quality of services

The West Midlands Ambulance Service NHS Trust was formed on 1 July 2006. Staffordshire Ambulance Service merged with the new trust on 1 October 2007. The organisation improved to “excellent” this year, having been “good” last year.

**Table 6: Quality of services – ambulance trusts**

	West Midlands 2007/08		England		West Midlands 2006/07	
	Number	%	Number	%	Number	%
Excellent	1	100%	2	18%	0	0%
Good	0	0%	5	45%	1	50%
Fair	0	0%	1	9%	1	50%
Weak	0	0%	3	27%	0	0%
<b>Total</b>	<b>1</b>		<b>11</b>		<b>2</b>	

## Core standards

- Ambulance trusts are required to comply with 39 out of 44 parts of the 24 core standards. Nationally six of the 11 ambulance trusts were scored as “fully met”. West Midlands Ambulance Service scored “fully met” for this assessment.

## Targets

As part of the annual health check, the Healthcare Commission uses indicators to assess the performance of ambulance trusts against national targets.

West Midlands Ambulance Service NHS Trust was “fully met” for existing national targets, as well as being “excellent” for new national targets.

## West Midlands use of resources

For the second successive year there has been a significant improvement in the NHS use of resources in the West Midlands, reflecting national trends.

In the first year of the annual health check, 39% of all trusts in the West Midlands were “weak” for use of resources. This year, just one (2%) trust was “weak”. The proportion of trusts that received a rating of either “excellent” or “good” has increased significantly from just 3% in the first year of the annual health check to 53% this year.

### Use of resources – West Midlands

- Six were “excellent”
- 17 were “good”
- 19 were “fair”
- One was “weak”

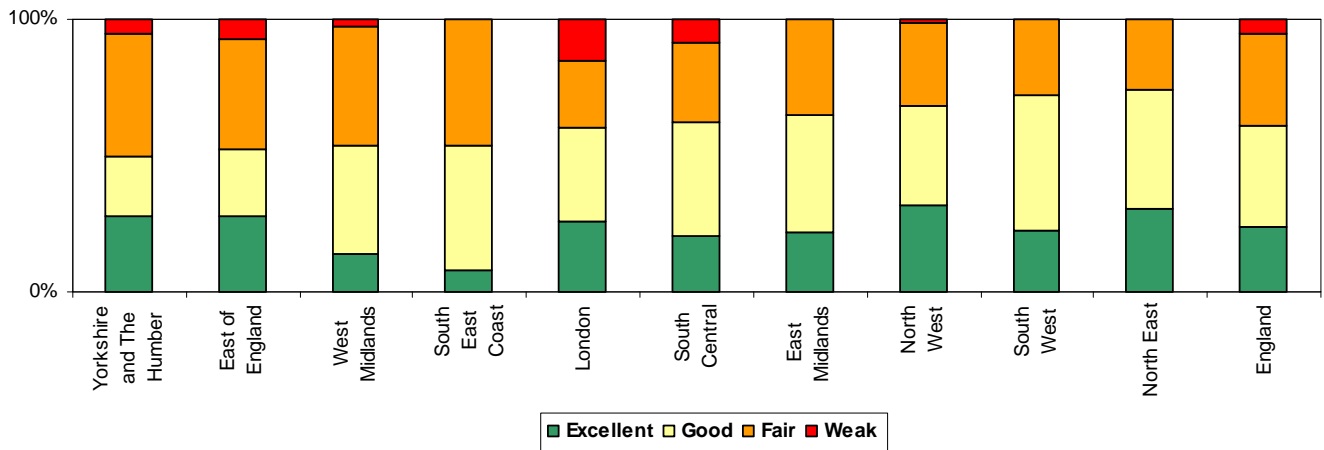
Of the six trusts that were “excellent” for use of resources, all were foundation trusts and five were acute and specialist trusts. The sixth was a mental health trust.

Birmingham Women's NHS Foundation Trust (“excellent” up from “fair” last year) and University Hospitals Coventry and Warwickshire NHS Trust (“good” up from “weak” last year) made the most significant improvements. 22 other trusts also improved. 19 trusts had not changed since last year, and none were worse on use of resources.

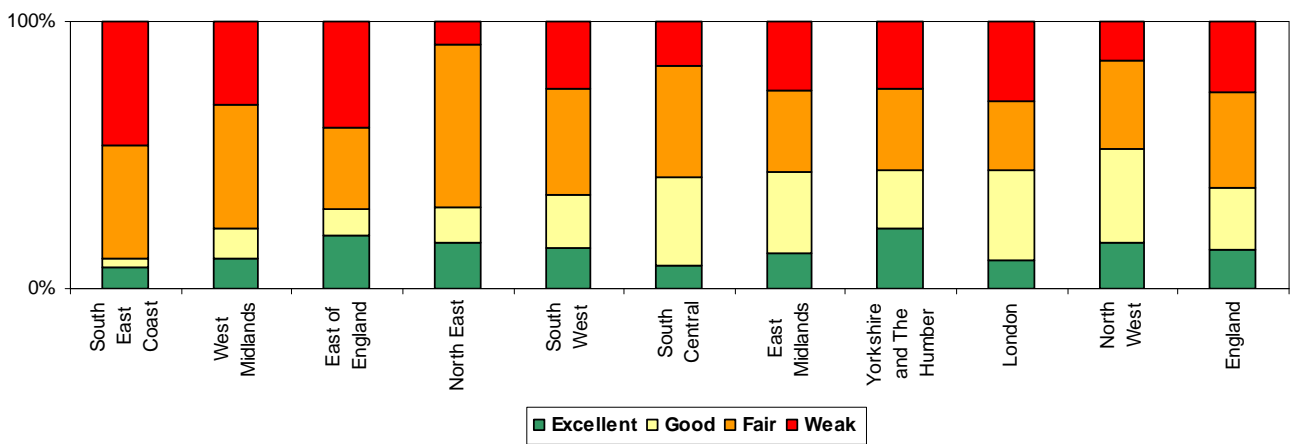
## Comparing the West Midlands with the rest of England

This year, the general performance has improved across England. The number of trusts scoring “weak” on use of resources in the West Midlands (2%) is lower than the national figure of 5% of trusts. However, for trusts scoring “excellent” the West Midlands is performing below the national figure of 24% of trusts receiving a score of “excellent” with 14%.

**Figure 5a: Use of resources 2007/08 – all trusts, by NHS region and nationally**



**Figure 5b: Use of resources 2006/07 – all trusts, by NHS region and nationally**



**Table 7: West Midlands use of resources**

Use of resources		West Midlands 2007/08		England		West Midlands 2006/07	
		Number	%	Number	%	Number	%
<b>Ambulance</b>	Excellent	0	0%	0	0%	0	0%
	Good	0	0%	4	36%	0	0%
	Fair	1	100%	6	55%	1	50%
	Weak	0	0%	1	9%	1	50%
<b>Total</b>		<b>1</b>		<b>11</b>		<b>2</b>	
<b>Acute and Specialist</b>	Excellent	5	26%	67	40%	4	20%
	Good	5	26%	41	24%	2	10%
	Fair	9	47%	49	29%	6	30%
	Weak	0	0%	12	7%	8	40%
<b>Total</b>		<b>19</b>		<b>169</b>		<b>20</b>	
<b>Mental Health</b>	Excellent	1	17%	19	34%	1	17%
	Good	3	50%	28	50%	2	33%
	Fair	1	17%	8	14%	2	33%
	Weak	1	17%	1	2%	1	17%
<b>Total</b>		<b>6</b>		<b>56</b>		<b>6</b>	
<b>PCT</b>	Excellent	0	0%	8	5%	0	0%
	Good	9	53%	69	45%	1	6%
	Fair	8	47%	69	45%	12	71%
	Weak	0	0%	6	4%	4	24%
<b>Total</b>		<b>17</b>		<b>152</b>		<b>17</b>	
<b>Learning Disability</b>	Excellent	0	0%	0	0%	0	0%
	Good	0	0%	2	100%	0	0%
	Fair	0	0%	0	0%	0	0%
	Weak	0	0%	0	0%	0	0%
<b>Total</b>		<b>0</b>		<b>2</b>		<b>0</b>	

## Appendices

### List of organisations in West Midlands NHS area

#### Acute and specialist trusts:

- Birmingham Children's Hospital NHS Foundation Trust
- Birmingham Women's NHS Foundation Trust
- Burton Hospitals NHS Trust
- Dudley Group of Hospitals NHS Trust
- George Eliot Hospital NHS Trust
- Heart of England NHS Foundation Trust
- Hereford Hospitals NHS Trust
- Mid Staffordshire NHS Foundation Trust
- Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
- Sandwell and West Birmingham Hospitals NHS Trust
- Shrewsbury and Telford Hospital NHS Trust
- South Warwickshire General Hospitals NHS Trust
- The Royal Orthopaedic Hospital NHS Foundation Trust
- The Royal Wolverhampton Hospitals NHS Trust
- University Hospital Birmingham NHS Foundation Trust
- University Hospital of North Staffordshire NHS Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- Walsall Hospitals NHS Trust
- Worcestershire Acute Hospitals NHS Trust

#### Primary care trusts in existence prior to October 2006:

- Herefordshire Primary Care Trust
- Walsall Teaching Primary Care Trust
- Wolverhampton City Primary Care Trust
- Coventry Teaching Primary Care Trust
- Heart of Birmingham Teaching Primary Care Trust
- Shropshire County Primary Care Trust
- Solihull Care Trust
- South Birmingham Primary Care Trust
- Telford and Wrekin Primary Care Trust

#### Primary care trusts created as a result of reorganisations in October 2006:

- Dudley Primary Care Trust
- Birmingham East And North Primary Care Trust
- North Staffordshire Primary Care Trust
- Sandwell Primary Care Trust
- South Staffordshire Primary Care Trust
- Stoke On Trent Primary Care Trust
- Warwickshire Primary Care Trust
- Worcestershire Primary Care Trust

#### Mental health trusts:

- Birmingham and Solihull Mental Health NHS Trust
- Coventry And Warwickshire Partnership NHS Trust
- North Staffordshire Combined Healthcare NHS Trust
- Sandwell Mental Health NHS and Social Care Trust
- South Staffordshire and Shropshire Healthcare NHS Foundation Trust
- Worcestershire Mental Health Partnership NHS Trust

#### Ambulance trust:

- West Midlands Ambulance Service NHS Trust (*Staffordshire Ambulance Service merged with West Midlands Ambulance Service NHS Trust on 1 October 2007*)

## Ratings

There are two parts to every trust's rating. One part is quality of services, which includes performance against core standards and national targets. The other is use of resources, which looks at financial management and value for money.

### For quality of services the scores are:

- Excellent: It achieved consistently good results across our assessment.
- Good: It performed well across our assessment, but there remains room for improvement.
- Fair: It performed adequately across our assessment, but there is room for improvement.
- Weak: It failed to meet a significant number of basic requirements and there is a lot of room for improvement.

### For use of resources for non-foundation trusts:

- Excellent: It was assessed as performing strongly. Arrangements appear to be operating effectively and financial targets have been met for at least the past two years.
- Good: It performed well and financial targets have been met for at least the past two years.
- Fair: It performed adequately with regard to its financial arrangements.
- Weak: It failed to demonstrate that it had adequate arrangements for managing its finances. Areas for improvement were identified.

### For use of resources for foundation trusts:

- Excellent: a foundation trust performed strongly and is considered a relatively low financial risk.
- Good: its financial performance was assessed as good, with a low to medium level of financial risk.
- Fair: it had an acceptable level of financial performance, with a medium level of financial risk.
- Weak: It had the highest level of financial risk and demonstrated a poor level of financial performance.

## Core standards

Every NHS trust in England is responsible for ensuring that it is complying with the Department of Health's core standards. As part of the annual health check, we ask all trusts to assess their performance against the core standards and to publicly declare this information. Our assessment of a trust's performance against the core standards is supplemented with feedback from a variety of local stakeholders.

There are 24 core standards covering the minimum standards that must apply to all NHS healthcare providers.

The core standards are made up of seven key areas:

- Safety – is it safe for patients?
- Clinical and cost effectiveness – is it providing treatment in line with national guidelines and in the most effective way?
- Governance – is it well run?
- Patient focus – does it organise its services around the needs and preferences of patients?
- Accessible and responsive care – is it easy to get the care that is needed without unreasonable delays?
- Care environment and amenities – is the place where patients are treated well designed and maintained?
- Public health – does it improve, promote and protect the health of local people?

### Core standards – Safety

C1 Healthcare organisations protect patients through systems that:

- a) identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents; and
- b) ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.

C2 Healthcare organisations protect children by following national child protection guidance within their own activities and in their dealings with other organisations.

C3 Healthcare organisations protect patients by following NICE Interventional Procedures guidance.

C4 Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that:

- a) the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year-on-year reductions in MRSA;
- b) all risks associated with the acquisition and use of medical devices are minimised;
- c) all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed;
- d) medicines are handled safely and securely; and
- e) the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.

## **Core standards – Clinical and cost effectiveness**

C5 Healthcare organisations ensure that:

- a) they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care;
- b) clinical care and treatment are carried out under supervision and leadership;
- c) clinicians continuously update skills and techniques relevant to their clinical work; and
- d) clinicians participate in regular clinical audit and reviews of clinical services.

C6 Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.

## **Core standards – Governance**

C7 Healthcare organisations:

- a) apply the principles of sound clinical and corporate governance;
- b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources;
- c) undertake systematic risk assessment and risk management;
- d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources;
- e) challenge discrimination, promote equality and respect human rights; and
- f) meet the existing performance requirements set out in the annex.

C8 Healthcare organisations support their staff through:

- a) having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services; and
- b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.

C9 Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.

C10 Healthcare organizations:

- a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies; and b) require that all employed professionals abide by relevant published codes of professional practice.

C11 Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:

- a) are appropriately recruited, trained and qualified for the work they undertake;
- b) participate in mandatory training programmes; and
- c) participate in further professional and occupational development commensurate with their work throughout their working lives.

C12 Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.

## **Core standards – Patient focus**

C13 Healthcare organisations have systems in place to ensure that:

- a) staff treat patients, their relatives and carers with dignity and respect;
- b) appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information; and
- c) staff treat patient information confidentially, except where authorised by legislation to the contrary.

C14 Healthcare organisations have systems in place to ensure that patients, their relatives and carers:

- a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services;
- b) are not discriminated against when complaints are made; and
- c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.

C15 Where food is provided, healthcare organisations have systems in place to ensure that:

- a) patients are provided with a choice and that it is prepared safely and provides a balanced diet; and
- b) patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.

C16 Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after-care.

### **Core standards – Accessible and responsive care**

C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.

C18 Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.

C19 Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services.

### **Core standards – Care environment and amenities**

C20 Healthcare services are provided in environments which promote effective care and optimise health outcomes by being:

a) a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation; and b) supportive of patient privacy and confidentiality.

C21 Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and nonclinical areas that meet the national specification for clean NHS premises.

### **Core standards – Public Health**

C22 Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by a) cooperating with each other and with local authorities and other organisations; b) ensuring that the local Director of Public Health's Annual Report informs their policies and practices; and c) making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and Disorder Reduction Partnerships.

C23 Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.

C24 Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations which could affect the provision of normal services.

## **Targets**

### **Acute and specialist trusts**

As part of the annual health check, we use 11 indicators to assess acute and specialist trusts against the Department of Health's "existing national targets".

- All cancers: one month diagnosis (decision to treat) to treatment
- All cancers: two month GP urgent referral to treatment
- All cancers: two week wait
- Cancelled operations and those not admitted within 28 days
- Convenience and choice – provider information on nhs.uk and availability of slots
- Number of inpatients waiting longer than the standard
- Number of outpatients waiting longer than the standard
- Patients waiting longer than three months for revascularisation
- Thrombolysis - 60 minute call to needle time
- Total time in A&E: four hours or less
- Waiting times for rapid access chest pain clinic

To assess whether an acute or specialist trust is making and sustaining improvements in the care it provides, we use 13 indicators to look at its performance against the Department of Health's new national targets.

- Access to GUM clinics
- Clostridium difficile data quality
- Data quality on ethnic group
- Drug misusers: information, screening and referral
- Emergency bed days
- Experience of patients
- Infant health & inequalities: smoking during pregnancy and breastfeeding initiation
- MRSA Bacteraemia
- Obesity: compliance with NICE guidance 43
- Participation in audits

- Referral to treatment times milestones
- Self harm: compliance with NICE guidelines
- Waiting times for diagnostic tests

### **Primary care trusts (PCTs)**

As part of the Healthcare Commission's annual health check, we use 20 indicators to assess the performance of primary care trusts against the existing national targets.

- Access to a GP
- Access to a primary care professional
- All cancers: one month diagnosis (decision to treat) to treatment
- All cancers: two month GP urgent referral to treatment
- All cancers: two week wait
- Category A calls meeting 19 minute target
- Category A calls meeting eight minute target
- Category B calls meeting national 19 minute target
- Commissioning a comprehensive child and adolescent mental health service
- Commissioning of crisis resolution/home treatment services
- Convenience and choice - PCT booking
- Convenience and choice - PCT facilities in place to support choice
- Delayed transfers of care
- Diabetic retinopathy screening
- Number of inpatients waiting longer than the standard
- Number of outpatients waiting longer than the standard
- Patients waiting longer than three months for revascularisation
- Practice based registers - patients called for review
- Thrombolysis - 60 minute call to needle time
- Total time in A&E: four hours or less

To assess whether a primary care trust is making and sustaining improvements we use 32 indicators to assess the performance against the new national targets.

- Access to GUM clinics
- Access to reproductive health services
- Blood pressure
- Breast cancer screening
- Cancer mortality rate
- Cardiovascular disease mortality
- Cholesterol levels
- Commissioning of early intervention in psychosis services
- Community equipment
- Community development workers
- Community matrons & additional case managers
- CPA 7-Day follow up and suicide audit
- Data quality on ethnic group
- Drug misusers in treatment
- Drug misusers sustained in treatment
- Emergency bed days
- Experience of patients
- Four week smoking quitters
- GP recording of body mass index (BMI) status
- Improving cancer services
- Infant health & inequalities: breastfeeding initiation rates
- Infant health & inequalities: smoking during pregnancy
- Infection control
- National Child Measurement Programme (NCMP): data quality
- Number of very high intensity users
- Obesity: compliance with NICE guidance 43
- Older people's mental health: assessment of needs and services
- Practice-based registers
- Referral to treatment times milestones
- Smoking status among the population aged 16 and over
- Teenage conception rates
- Waiting times for diagnostic tests

### **Mental health trusts**

As part of the Healthcare Commission's annual health check, we use one indicator to assess the performance of mental health trusts against the existing national targets.

- Crisis resolution team implementation

We use nine indicators to assess the performance of mental health trusts against the new national targets.

- Audit of suicide prevention
- CMHT integration (older people)
- Data quality on ethnic group
- Drug misusers sustained in treatment
- Experience of patients
- Infection control
- Obesity: compliance with NICE guidance 43
- Schizophrenia: improvement towards compliance with NICE guidelines
- Support in the community

### **Ambulance trusts**

As part of the Healthcare Commission's annual health check, we use four indicators to assess the performance of ambulance trusts against the existing national targets.

- Category A calls meeting 19 minute target
- Category A calls meeting eight minute target
- Category B calls meeting national 19 minute target
- Thrombolysis - 60 minute call to needle time

We use five indicators to assess the performance of ambulance trusts against the new national targets.

- Emergency response to stroke and transient ischaemic attack
- Infection control
- Obesity: compliance with NICE guidance 43
- Participation in audits
- Self harm: compliance with NICE and JRCALC guidelines

### **Hybrid trusts**

Hybrid trusts are healthcare organisations that provide more than one type of function, for example, primary care trusts that also provide mental health services. Their assessment is based on all of the indicators for each function they deliver.