

Commission for  
Health Improvement

NHS performance ratings  
Primary care trusts  
Mental health trusts  
Learning disability trusts

2002 / 2003



Commission for  
Health Improvement

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PRP/0703/TSO/8000



# NHS performance ratings

Primary care trusts

Mental health trusts

Learning disability trusts

2002 / 2003

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This publication contains tables of performance information for primary care, mental health and learning disability trusts. A similar publication includes performance information for acute, specialist and ambulance trusts.

## Introduction

Performance ratings for NHS trusts in England, covering the year ending March 2003 are the first to be produced and published by CHI, the Commission for Health Improvement. This year is also the first in which primary care trusts and mental health trusts have received full star ratings.

CHI is the independent regulator of NHS performance. The Government is responsible for setting priorities which in turn determine the indicators relating to key targets. Other indicators have this year been designed by CHI and the Department of Health to reflect a wide range of performance issues, following consultation with the service and other stakeholders.

For the first time, the confirmed lists of indicators, and the technical specifications (or constructions) used to calculate them, were published in advance. Indicator lists for acute and ambulance trusts were published in December 2002, and for primary care and mental health trusts in March 2003. CHI is committed to extending this transparency by publishing indicator lists even earlier for the 2003 / 2004 year.

The ratings, together with the indicators used to calculate them, the thresholds and the methodology are published in full on the CHI website ([www.chi.nhs.uk/ratings](http://www.chi.nhs.uk/ratings)). This document accompanies the internet publication, and summarises the star ratings and indicator scores for each trust.

The ratings and indicators provide people working in the NHS and the public with accessible and easy to understand information about the performance of local health services.

## This publication

Performance ratings for all primary care trusts, mental health trusts and trusts providing services for people with learning disabilities in England are covered in this publication. Acute trusts, specialist trusts and ambulance trusts are included in a similar publication.

Combined trusts, those which provide services in mental health as well as acute or primary care, are star rated in both sectors (acute and mental health, or primary care and mental health). Each star rating is listed in the appropriate section.

Summary reports are available on the CHI website for each type of NHS trust. Each one explains to local people and those responsible for leading and managing the trust how the trust has fared in the ratings. The ratings tables allow trusts to compare their performance against others, so they can share good practice, and address weaknesses.

## Developments in NHS performance ratings

Over time CHI aims to develop performance indicators and ratings to enhance their accuracy as a reflection of the patient experience. The method used this year to determine ratings is based on last year's approach, although there have been some changes to individual indicators and some modifications to the methodology for calculating the star ratings.

The ratings incorporate key targets which cover Government priority areas, as well as a broader set of important indicators. This year, CHI has improved the transparency of the ratings methodology by publishing in advance the indicator lists. CHI aims to bring this forward for the forthcoming year, to give trusts more notice of the indicators against which they will be assessed.

Star ratings for acute, specialist and mental health trusts also take into consideration CHI's clinical governance reviews. In future years this will be extended to include ambulance and primary care trusts. In some cases, where a CHI clinical governance review is older, an assessment has been made of progress by the trust against the action plan agreed after the review. This updated assessment has been used in calculation of the star rating.

## How does the NHS performance ratings system work?

The NHS performance ratings system places NHS trusts in England into one of four categories:

- trusts with the highest levels of performance are awarded a performance rating of three stars
- trusts that are performing well overall, but have not quite reached the same consistently high standards, are awarded a performance rating of two stars
- trusts where there is some cause for concern regarding particular areas of performance are awarded a performance rating of one star
- trusts that have shown the poorest levels of performance against the indicators or little progress in implementing clinical governance are awarded a performance rating of zero stars

Where a trust has a low rating based on poor performance on a number of key targets and indicators, this does not necessarily mean that a hospital is unsafe, does not contain some very good clinical services or that the staff are not working hard in often difficult circumstances. It does mean that performance must be improved in a number of key areas.

A zero star trust is one which either fails against the key targets or is considered to have poor clinical governance.

A three star trust is one that does well on the indicators and, if a review has been undertaken, is considered to have good clinical governance.

## Role of clinical governance reviews in rating performance

As last year, information from CHI's reviews is used in determining poorly performing (zero star) and high performing leading (three star) NHS organisations.

Since beginning its work in 2000, CHI has published clinical governance review reports on most acute and specialist trusts, most ambulance trusts and some mental health and primary care trusts. A CHI clinical governance review assesses the trust across seven components of performance:

- risk management
- clinical audit
- research and education
- patient involvement
- information management
- staff involvement
- education, training and development

Each component is scored from I to IV.

After each review the trust prepares an action plan to address areas for improvement identified by the CHI report. It is agreed with CHI, and published. For trusts whose CHI clinical governance reviews are older (published before September 2002), CHI, with the support of strategic health authorities, has assessed progress against this action plan. Any significant improvements have been taken into consideration in calculating the star rating.

For this year, clinical governance scores have not been incorporated into star ratings for ambulance trusts, who have only recently adopted clinical governance principles or for primary care trusts, in recognition of their immaturity as organisations. CHI does intend to reflect clinical governance assessments in next year's star ratings.

### Acute trusts

All acute trusts have been assessed on their performance during 2002 / 2003 against a limited number of key targets and a larger number and range of indicators. Key targets are the most significant factors in determining overall performance ratings this year.

#### Key targets

- A&E emergency admission waits (12 hours)
- cancelled operations not admitted within 28 days
- financial management
- hospital cleanliness
- Improving Working Lives
- number of inpatients waiting longer than the standard
- number of outpatients waiting longer than the standard
- total time in A&E
- two week cancer waits

Performance against targets is assessed in terms of whether the target has been achieved, whether there has been some degree of underachievement or whether the target was significantly underachieved. Trust performance is considered to be of concern if there are:

- a sizeable number of targets with some degree of underachievement
- a smaller number of targets against which there has been significant levels of underachievement
- a combination of both

#### Indicators

The broader range of indicators make up a 'balanced scorecard' to refine the judgement on ratings. This balanced scorecard approach allows a broad range of areas to be measured within a single methodology. Trusts with high performance ratings therefore have to do well against a rounded set of indicators.

The indicators have been chosen to provide a balance across the clinical, patient, and capacity capability focus areas outlined below:

#### *Clinical focus*

- clinical negligence
- death within 30 days of a heart bypass operation
- death within 30 days of selected surgical procedures
- emergency readmission to hospital following discharge
- emergency readmission to hospital following discharge for children
- emergency readmission to hospital following treatment for a fractured hip
- emergency readmission to hospital following treatment for a stroke
- infection control procedures
- Methicillin Resistant *Staphylococcus aureus* (MRSA) bacteraemia: improvement score
- thrombolysis treatment time

#### *Patient focus*

- A&E emergency admission waits (4 hours)
- better hospital food
- breast cancer treatment
- cancelled operations
- day case booking
- delayed transfers of care
- nine month heart operation waits
- outpatient / A&E survey – access & waiting
- outpatient / A&E survey – better information, more choice
- outpatient / A&E survey – building relationships
- outpatient / A&E survey – clean, comfortable, friendly place to be
- outpatient / A&E survey – safe, high quality, coordinated care
- paediatric outpatient did not attend rates
- patient complaints procedure
- privacy & dignity
- six month inpatient waits
- thirteen week outpatient waits
- total inpatient waits
- waiting time for rapid access chest pain clinic

#### *Capacity and capability focus*

- data quality
- staff opinion survey
- junior doctors' hours
- consultant appraisal
- sickness absence rate
- information governance
- fire, health & safety

## Specialist trusts

The ratings methodology for specialist trusts is similar to that for acute trusts. One of the key targets – two week cancer waits – and some individual indicators are only appropriate for some individual specialist trusts. For instance two week cancer waits are not appropriate for specialist trusts, such as Moorfields Eye Hospital, which do not provide most cancer services. Similarly accident and emergency waits do not apply to specialist hospitals without A&E services. A trust rating is allocated on the basis of those key targets and indicators that are appropriate to the specialist trust concerned.

The indicators for specialist trusts are selected, as appropriate to the functions of the individual trust, from the list detailed for acute trusts.

## Ambulance trusts

The ratings methodology for ambulance trusts is similar to that for acute trusts except that the set of key targets and indicators is smaller, reflecting the particular range of services offered by ambulance trusts.

### Key targets

- category A calls meeting 14/19 minute target
- category A calls meeting 8 minute target
- financial management
- Improving Working Lives

### Indicators

#### *Clinical focus*

- clinical negligence
- thrombolysis protocols and procedures: training of paramedic staff

#### *Patient focus*

- category B/C calls meeting national 14/19 minute target
- GP urgent calls meeting national 15 minute target
- patient complaints procedure

#### *Capacity and capability focus*

- fire, health & safety
- information governance
- sickness absence rate
- staff opinion survey

## Primary care trusts

The ratings methodology for primary care trusts is similar to that for acute trusts, but balanced scorecard indicators grouped under unique headings reflect the responsibilities of these organisations in public health improvement, and as providers of primary care and commissioners of primary and secondary care services.

### Key targets

- access to a GP
- access to a primary care professional
- number of inpatients waiting longer than the standard
- number of outpatients waiting longer than the standard
- total time in A&E
- single telephone access – implementation plans
- four week smoking quitters
- Improving Working Lives
- financial management

### Indicators

#### *Access to quality services*

- emergency readmission to hospital following treatment for a fractured hip
- substance misuse: percentage of GP practices in a shared care scheme
- sexual health: access to services for early unintended pregnancy
- level of 24 hour access to specialist mental health services
- A&E emergency admission waits (12 hours)
- twelve month heart operation waits
- delayed transfers of care
- access to NHS dentistry
- PCT survey – access and waiting
- PCT survey – better information, more choice
- PCT survey – building closer relationship
- PCT survey – clean, comfortable, friendly place to be
- PCT survey – safe, high quality, coordinated care
- prescribing of atypical antipsychotics

#### *Improving health*

- death rates from circulatory diseases, aged under 75 (change in rate)
- death rates for accidents, all ages (change in rate)
- death rates from cancer, aged under 75 (change in rate)
- breast cancer screening
- cervical screening
- flu vaccinations
- teenage pregnancy: conceptions below age 18 (change in rate)
- diabetes services baseline assessment
- CHD audit
- suicide audit

*Service provision*

- emergency admissions (change in rate)
- emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)
- primary care management – acute conditions (change in rate)
- primary care management – chronic conditions (change in rate)
- community equipment
- patient complaints procedure
- prescribing of antibacterial drugs
- prescribing rates for drugs acting on benzodiazepine receptors
- staff opinion survey
- GP appraisal
- sickness absence rate
- fire, health & safety
- generic prescribing

### Mental health trusts and community trusts that provide mental health services

The ratings methodology for mental health trusts is similar to that for acute trusts. The exception is in the choice of key targets and indicators, some variations having been made to reflect the specialised range of services provided by mental health trusts.

#### Key targets

- assertive outreach team implementation
- CMHT integration
- mental health minimum dataset implementation
- number of outpatients waiting longer than the standard
- Improving Working Lives
- hospital cleanliness
- financial management

#### Indicators

*Clinical focus*

- clinical negligence
- CPA systems implementation
- psychiatric readmissions (adult)
- psychiatric readmissions (older people)
- suicide rate

*Patient focus*

- transition of care between adult services and OPMH
- transition of care between CAMHS and adult services
- patients with copies of their own care plan
- patient complaints procedure
- better hospital food
- privacy & dignity

*Capacity and capability focus*

- missed outpatient appointments
- crisis resolution team implementation
- out of catchment area treatments (adults)
- out of catchment area treatments (older people)
- CAMHS service mapping
- data quality
- staff opinion survey
- junior doctors' hours
- consultant appraisal
- sickness absence rate
- information governance
- fire, health & safety

### Learning disability trusts

The ratings methodology for trusts that provide services for people with learning disabilities is similar to that for mental health trusts. Learning disability trusts have been performance rated on the set of indicators applicable to mental health trusts, omitting those which do not apply to their services. A trust rating is allocated on the basis of those key targets and indicators that are appropriate to the learning disability trust concerned.

## Results for 2002 / 2003

A total of 599 star ratings have been awarded to 579 NHS trusts in England for their performance in 2002 / 2003. Trusts which provide services in more than one sector have been given more than one star rating. For instance an acute trust which also provides mental health services will have a star rating in the acute list and a star rating in the mental health list. Results for mental health trusts incorporate those for learning disability trusts.

The overall results are as follows:

133 three stars  
257 two stars  
165 one star  
44 zero stars

For acute trusts, the results are as follows:

53 three stars  
59 two stars  
30 one star  
14 zero stars

For specialist trusts, the results are as follows:

10 three stars  
9 two stars  
1 one star  
0 zero stars

For ambulance trusts, the results are as follows:

10 three stars  
7 two stars  
9 one star  
5 zero stars

For primary care trusts, the results are as follows:

45 three stars  
139 two stars  
98 one star  
22 zero stars

For mental health trusts (including learning disability trusts), the results are as follows:

15 three stars  
43 two stars  
27 one star  
3 zero stars

## Contacting CHI

The Commission for Health Improvement welcomes constructive feedback on its work. If you have a comment or query about performance ratings, please contact:

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This booklet was published in July 2003.

Correction:

Oxfordshire Learning Disability NHS Trust should be listed in the three star category

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Amber Valley PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	5	5	4	5
Bassetlaw PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	3	5	5	5	5	2	3
Bexhill and Rother PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	b	3	5	2	5	5	4
Broadland PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	2	4	5	5	5	3	5	3	3
Carlisle and District PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	5	3	2	5	2	5	5	4
Central Suffolk PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	2	5	4	4
Cheltenham and Tewkesbury PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	3	5	3	3
Cheshire West PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	5	5	5	4	5	3	5
Chesterfield PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	2	5	3	5	5	5	5	3	3
Chorley and South Ribble PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	4	5	3	3
Craven, Harrogate and Rural District PCT ^	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	3	5	5	4
Durham and Chester-Le-Street PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	5	3	3	5	5	3	5	4	5
East Staffordshire PCT	***	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	3	5	3	4
Eden Valley PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	4	5	3	2	5	4	1	5	5
Ellesmere Port and Neston PCT	***	-	✓	✓	✓	✓	✓	✓	✓	3	4	2	5	5	5	b	5	2	4
Exeter PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	b	5	5	3	5	4	4
Greater Derby PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	5	5	5	4	5	4	4
Herefordshire PCT ^	***	✓	✓	✓	✓	✓	✓	✓	✓	3	5	4	3	5	5	3	5	4	4
High Peak and Dales PCT	***	✓	-	✓	✓	✓	✓	✓	✓	3	2	4	3	5	5	4	5	5	5
Huddersfield Central PCT	***	-	✓	✓	✓	✓	✓	✓	✓	3	3	4	4	5	5	4	5	5	4
North Bradford PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	b	5	5	5	5	5	4
North Lincolnshire PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	4	3	5	4	5	3	3
North Norfolk PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	3	2	4	5	5	5	4	5	4	3

				Improving health										Service provision												
PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
3	4	4	1	3	3	3	5	5	5	4	5	5	5	3	3	3	3	3	5	5	4	4	5	3	1	4
4	3	4	1	3	2	3	4	4	3	5	5	5	5	5	5	3	3	5	4	3	3	5	5	3	1	1
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4	5	3	1	3	3	3	3	4	5	3	5	b	5	5	3	3	3	5	3	3	3	4	5	4	5	1
3	4	2	1	3	3	3	3	3	3	3	5	5	5	3	3	3	3	4	3	4	3	3	5	4	5	3

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services										
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
Primary care trusts		These ratings do not include mental health services provided by combined trusts; refer to mental health section in this report for this information.																		
North Sheffield PCT	***	✓	✓	✓	✓	✓	✓	-	✓	✓	3	4	2	3	5	5	4	5	2	3
Northumberland Care Trust	***	✓	✓	✓	-	✓	✓	✓	✓	✓	3	3	5	3	5	5	5	5	4	5
Norwich PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	5	4	5	5	5	3	5	3	3
Poole PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	2	2	3	2	5	3	5	5	4
Preston PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	5	5	5	5	5	5	3
Rushcliffe PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	a	2	3	3	2	5	3	5	4	5
Selby and York PCT ^	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	4	2	b	5	5	2	5	4	5
Sheffield South West PCT	***	✓	✓	✓	✓	✓	✓	-	✓	✓	3	2	3	3	5	5	3	5	3	5
Sheffield West PCT	***	✓	✓	✓	✓	✓	✓	-	✓	✓	3	3	3	3	5	5	4	5	4	5
Shropshire County PCT ^	***	-	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	5	5	5	5	5	3	3
South and East Dorset PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	1	3	2	5	1	5	4	5
South Cambridgeshire PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	5	4	3	3	5	1	5	3	5
South Hams and West Devon PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	3	5	5	3	5	5	5
South Huddersfield PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	4	5	5	4	5	5	5
South Somerset PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	3	5	5	2	5	3	3
Southern Norfolk PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	5	5	5	3	5	4	4
St Albans and Harpenden PCT	***	✓	✓	-	✓	✓	✓	✓	✓	✓	3	4	4	3	5	5	3	5	3	3
Stockport PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	4	5	5	3	5	3	3
Teignbridge PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	4	5	5	3	5	3	4
Torbay PCT	***	-	✓	✓	✓	✓	✓	✓	✓	✓	3	4	4	4	5	5	3	5	4	4
West Lincolnshire PCT	***	✓	-	✓	✓	✓	✓	✓	✓	✓	3	5	5	3	3	5	5	1	4	3
Wyre Forest PCT	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	2	5	4	5	4	5
Airedale PCT	**	✓	✓	✓	✓	✓	x	✓	✓	✓	3	2	4	b	5	5	5	5	5	5

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
3	3	4	1	3	3	3	3	3	3	3	5	5	5	5	3	3	3	3	5	5	3	3	5	5	1	5	5
5	4	5	3	3	3	3	5	5	3	3	5	5	5	2	1	3	3	2	4	2	2	2	5	4	5	5	
4	4	3	2	3	4	3	2	2	3	3	5	5	5	3	3	3	3	4	3	5	1	1	3	4	5	5	
5	5	3	3	3	3	3	3	5	3	4	5	5	5	1	3	3	3	3	5	3	3	5	5	4	3	4	
4	5	3	4	4	3	3	3	3	3	3	5	5	5	1	5	3	3	3	2	3	3	2	2	5	4	3	4
5	4	4	1	3	2	3	5	5	4	5	5	5	5	a	a	a	a	3	3	4	5	3	5	2	5	2	
4	5	4	2	3	3	3	4	5	5	3	5	3	5	3	3	3	3	2	3	4	5	3	1	4	3	4	
4	3	4	2	3	3	3	4	5	4	3	5	2	5	4	3	3	3	5	4	3	3	4	3	3	5	3	
4	5	4	2	3	3	3	3	3	2	3	5	5	5	3	3	3	3	5	n/a	3	3	5	5	3	5	2	
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5	4	4	3	3	3	3	5	3	4	4	5	5	1	5	3	3	5	3	3	4	3	1	5	3	5	2	
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3	4	4	4	3	3	3	3	3	3	3	5	5	5	3	1	3	3	3	3	3	2	3	5	4	3	4	
3	4	3	3	3	3	3	5	4	3	5	5	5	5	4	5	3	3	5	3	3	2	2	5	3	3	2	
4	5	4	2	3	3	3	5	3	5	3	1	5	5	1	3	3	1	4	5	3	5	4	3	4	3	2	
5	4	5	5	2	3	3	3	4	3	5	5	5	5	3	2	3	3	1	3	2	2	2	1	2	2	4	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Ashford PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	5	4	3	5	3	5	4	3
Barnsley PCT ^	**	-	-	✓	✓	✓	✓	✓	✓	3	4	3	5	5	5	5	2	3	3
Bebington and West Wirral PCT	**	X	✓	✓	✓	✓	✓	✓	✓	3	4	3	5	5	3	5	3	4	4
Bexley PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	2	3	3	5	3	5	2	2
Billericay, Brentwood and Wickford PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	4	3	5	5	2	5	1	2
Birkenhead and Wallasey PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	5	2	5	5	3	5	5	4	4
Bolton PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	5	4	5	5	5	3	2	2
Bournemouth PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	1	3	2	5	2	5	4	3
Bracknell Forest PCT	**	✓	✓	✓	✓	-	✓	✓	✓	a	4	4	5	1	5	2	5	3	3
Bradford South and West PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	b	1	b	5	5	5	3	3	3
Brighton and Hove City PCT	**	✓	✓	✓	✓	-	✓	✓	✓	a	3	3	3	2	5	1	1	3	2
Bromley PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	2	2	1	3	5	3	5	1	2
Broxtowe and Hucknall PCT	**	✓	✓	✓	✓	✓	-	✓	✓	a	2	3	3	2	5	4	5	3	3
Burntwood, Lichfield and Tamworth PCT	**	✓	✓	X	✓	✓	✓	✓	✓	3	3	3	3	5	5	3	5	2	3
Bury PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	3	1	1	4	5	4	4
Calderdale PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	5	2	3	3
Cambridge City PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	4	3	3	5	1	5	4	3
Cannock Chase PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	2	5	3	5	3	3
Castle Point and Rochford PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	4	3	5	5	3	5	3	2
Central Derby PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	2	3	2	5	5	5	4	5	3	3
Chelmsford PCT	**	-	-	✓	✓	✓	✓	✓	-	a	2	5	5	5	5	5	2	3	3
Colchester PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	5	5	5	5	2	3	3
Cotswold and Vale PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	3	5	5	3	5	4	5

Improving health	Service provision																									
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
3	3	3	4	3	3	3	3	4	5	3	5	5	5	3	3	2	3	3	2	3	5	1	2	3	3	3
2	2	3	2	4	3	3	4	2	2	3	5	2	5	a	a	a	a	1	3	2	1	1	5	1	3	3
3	3	4	4	3	3	3	5	3	3	3	5	5	5	3	1	1	3	2	3	3	3	3	5	2	2	4
2	2	2	3	3	3	3	3	4	2	3	5	1	5	4	3	3	3	2	4	3	5	3	5	3	3	3
2	1	3	3	4	3	1	3	3	4	5	5	3	5	3	3	3	3	3	4	2	4	5	2	1	1	2
3	5	5	4	3	3	3	3	2	2	3	1	5	5	5	1	3	3	2	3	2	1	3	5	3	1	4
3	3	2	3	3	3	3	3	3	2	3	5	2	5	5	5	3	4	5	4	2	2	3	5	3	3	2
4	4	3	3	3	4	3	3	4	2	3	5	5	5	1	3	3	3	3	5	3	2	4	5	5	5	3
2	3	2	2	3	3	3	4	3	4	3	5	5	5	4	3	3	3	2	4	3	3	3	2	4	3	3
3	4	4	3	4	3	3	3	2	3	5	5	5	5	3	2	3	3	a	5	2	2	5	5	3	5	4
2	3	2	3	3	3	4	3	3	2	3	1	3	5	a	a	a	a	5	5	5	1	5	5	5	b	2
3	3	3	4	5	3	3	3	3	3	3	5	5	5	a	a	a	a	2	3	3	5	3	5	2	3	3
3	3	5	1	3	3	3	4	5	4	5	5	5	b	a	a	a	a	3	2	4	4	3	3	4	5	3
3	3	4	3	3	2	3	4	4	3	5	5	5	5	5	3	3	3	5	3	4	4	4	5	2	2	4
5	3	5	2	4	3	3	3	3	2	4	1	5	1	5	5	4	3	1	5	3	2	4	3	3	2	4
3	3	3	4	3	3	3	3	4	2	3	1	1	5	5	3	1	3	3	1	2	2	3	5	4	3	5
2	3	3	3	3	3	3	3	3	3	3	5	5	1	3	3	1	3	1	3	5	3	4	3	4	3	5
3	3	3	3	3	3	3	5	4	3	5	b	5	b	3	3	3	3	5	2	1	3	3	5	3	2	2
1	2	2	5	3	4	3	2	2	3	5	5	2	1	5	3	3	3	5	5	3	3	3	3	3	5	2
2	2	2	1	3	2	2	4	3	3	5	5	5	5	1	3	3	3	3	3	5	4	2	5	4	2	3
3	4	4	5	3	4	3	4	3	3	5	5	5	1	3	3	4	3	3	2	3	5	2	2	4	3	3
3	2	3	3	3	3	3	2	3	5	5	1	1	1	5	3	5	3	5	n/a	3	3	4	5	3	2	1
5	4	3	2	3	3	3	4	4	5	3	5	2	5	5	3	3	3	3	1	4	3	3	2	3	1	2

Data  
n/a not applicable a not available b not provided/invalid data  
Key targets  
✓ achieved - underachieved X significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Coventry PCT ^	**	✓	✓	✓	✓	✓	✓	✓	✓	1	4	4	5	2	5	3	5	2	1
Croydon PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	4	5	2	5	3	5	3	2
Dacorum PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	3	5	4	3
Darlington PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	4	4	5	5	1	5	3	4
Daventry and South Northamptonshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✗	3	2	2	3	2	5	2	5	4	3
Derbyshire Dales and South Derbyshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	4	5	5	4
Derwentside PCT	**	-	-	✓	-	✓	✓	✓	✓	3	2	2	1	5	5	5	5	3	4
Doncaster Central PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	4	5	2	3
Doncaster East PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	4	5	1	4
Doncaster West PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	3	5	5	3	5	3	3
Durham Dales PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	3	3	4	5	5	3	5	3	5
Easington PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	4	5	3	3
East Devon PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	b	4	b	5	5	4	5	5	4
East Elmbridge and Mid Surrey PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	5	5	3	3	5	2	5	5	4
East Kent Coastal PCT	**	-	✓	✓	✓	✓	✓	-	✓	3	3	4	4	3	5	3	5	3	3
East Leeds PCT	**	✓	✓	✓	-	✓	✓	✓	✓	3	3	3	3	2	5	3	5	3	3
East Lincolnshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	b	4	3	3	5	4	1	3	3
East Surrey PCT	**	✓	✓	✓	✓	-	✓	✓	✓	a	2	4	b	1	5	1	5	3	4
East Yorkshire PCT	**	✓	-	✓	-	✓	✓	✓	✓	3	3	3	3	2	5	4	5	3	4
Eastbourne Downs PCT	**	✓	✓	✓	✓	✓	✓	✓	✗	3	2	2	b	3	5	1	1	4	3
Eastern Cheshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	3	5	3	5	3	4
Eastern Wakefield PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	5	2	5	5	5	3	2
Eastleigh and Test Valley South PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	3	5	1	5	3	3

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
1	1	2	5	3	4	3	3	3	2	3	5	2	5	5	3	5	3	5	2	2	3	1	3	3	3	3	3
1	2	2	4	3	3	3	1	2	2	3	5	5	5	3	3	3	3	3	3	4	5	3	5	2	5	3	
4	4	2	4	3	3	3	2	3	3	3	5	2	1	1	3	1	1	3	3	3	5	3	5	3	1	3	
4	2	5	1	3	3	3	3	3	4	3	5	5	5	3	2	2	3	1	2	2	2	3	5	1	3	5	
3	4	5	3	3	3	3	5	5	5	3	1	5	1	3	3	3	3	2	3	2	3	3	5	5	3	1	
5	4	4	2	3	3	3	4	4	3	4	5	5	5	3	3	3	3	3	3	3	3	2	5	5	1	1	
3	3	4	2	3	3	3	5	3	3	5	5	5	1	3	3	3	3	2	4	1	1	1	5	3	2	5	
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3	3	3	1	3	3	2	5	4	4	5	1	2	5	3	3	3	3	2	5	2	3	5	5	3	5	1	
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1	3	2	2	3	3	3	3	2	1	5	1	5	5	3	3	3	3	2	1	2	1	4	3	3	b	5	
3	5	5	4	3	3	3	1	3	3	3	5	5	1	5	3	3	3	a	1	3	3	3	1	2	3	3	
4	3	3	2	3	2	4	2	4	2	3	5	2	5	3	3	3	2	5	3	3	3	b	5	2	2	3	
3	3	3	3	3	3	3	2	3	3	3	5	5	5	5	3	3	3	5	3	2	2	3	5	3	5	4	
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3	3	3	3	3	3	3	3	5	3	4	5	2	5	3	3	4	3	1	3	3	4	1	2	5	2	3	
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3	4	3	3	3	3	3	3	3	2	4	5	1	1	3	3	3	3	5	4	1	2	1	5	3	3	4	
3	3	2	4	3	3	1	3	4	4	4	5	5	5	1	3	3	3	5	4	4	4	3	5	2	5	3	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved ✗ significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Erewash PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	2	2	3	2	5	4	5	2	3
Fareham and Gosport PCT	**	x	✓	✓	✓	✓	✓	✓	✓	3	2	3	1	5	5	1	5	2	3
Fylde PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	3	3	1	5	5	5	3	3	
Gateshead PCT	**	-	-	✓	-	✓	✓	✓	✓	3	5	3	3	5	5	4	5	3	2
Gedling PCT	**	✓	✓	✓	✓	✓	✓	-	✓	a	3	3	3	2	5	5	4	3	
Halton PCT	**	-	✓	✓	✓	✓	✓	✓	✓	2	4	4	1	3	5	2	5	1	3
Haringey PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	3	3	3	3	5	3	5	1	1
Harlow PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	5	1	5	2	5	2	5	1	1
Hartlepool PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	5	5	5	5	3	3	
Hertsmere PCT	**	✓	-	-	✓	✓	✓	✓	✓	a	3	5	3	3	5	3	5	2	3
Huntingdonshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	3	5	5	5
Hyndburn and Ribble Valley PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	4	5	5	5	4	3	
Ipswich PCT	**	✓	✓	✓	✓	✓	✓	✓	-	3	3	4	3	5	5	2	5	4	3
Kingston PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	4	3	3	3	5	1	5	3	3
Lambeth PCT	**	✓	✓	✓	✓	✓	✓	x	✓	3	4	2	5	5	4	5	2	3	
Langbaugh PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	5	5	3	5	2	5	4	4
Leeds North West PCT	**	✓	✓	✓	-	✓	✓	✓	✓	3	4	4	3	2	5	3	5	5	3
Leeds West PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	2	5	3	5	1	2
Lewisham PCT	**	✓	✓	✓	✓	✓	✓	-	✓	3	3	2	3	2	5	3	5	2	3
Lincolnshire South West Teaching PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	b	3	3	3	5	4	1	3	3
Mansfield District PCT	**	✓	✓	✓	✓	✓	x	✓	✓	3	2	2	3	5	5	3	5	4	3
Mid Devon PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	3	5	5	5
Middlesbrough PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	5	3	3	5	3	5	5	3

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
3	3	3	2	1	3	3	5	5	4	4	5	5	5	3	3	3	3	3	3	3	4	4	2	5	3	2	3
3	3	4	5	3	3	3	4	3	4	4	5	5	5	5	3	3	3	3	2	4	4	2	5	1	3	4	
3	3	3	3	3	3	3	3	3	4	5	5	5	1	1	3	3	3	3	3	3	2	1	5	3	1	5	
2	3	3	4	3	3	3	3	3	3	5	5	5	1	5	1	3	3	5	3	2	2	5	2	3	3	5	
3	3	3	1	2	3	3	4	5	4	5	5	5	5	2	3	5	3	3	3	3	5	4	3	3	5	2	
3	2	2	1	3	3	5	3	1	2	3	5	5	1	3	2	3	3	2	3	2	2	1	2	1	3	4	
1	1	1	4	3	3	3	1	1	1	1	5	2	5	3	3	3	5	2	4	5	5	2	5	5	b	2	
1	1	1	4	3	3	4	3	2	2	5	1	5	1	3	3	3	3	4	3	3	3	5	2	5	3	3	
2	3	3	2	3	3	3	3	3	2	3	5	2	1	5	3	3	3	2	1	2	1	3	5	3	5	4	
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5	4	5	4	3	3	3	4	4	5	3	5	5	5	1	4	3	3	1	3	3	4	3	3	4	3	2	
3	4	2	2	3	3	3	3	4	2	5	5	2	1	1	3	2	1	3	4	2	1	3	2	3	3	3	
3	3	4	3	3	3	3	4	4	3	5	1	2	1	4	1	3	3	3	3	3	3	5	2	3	5	2	
3	2	2	5	3	3	3	2	2	2	3	5	5	1	1	3	3	3	2	3	4	3	5	5	3	b	3	
4	3	2	4	3	3	3	1	1	1	3	5	2	1	3	3	1	3	5	5	5	5	3	2	3	3	4	
5	4	5	1	3	3	3	4	3	4	3	5	5	1	3	3	3	3	3	3	3	1	1	3	5	2	3	5
4	4	4	3	3	3	3	2	2	4	3	5	5	5	5	3	3	3	3	3	4	3	3	1	3	2	3	
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4	5	4	1	3	3	3	5	5	3	5	5	2	5	3	3	3	3	a	3	3	3	3	5	3	3	1	
2	3	3	1	3	3	3	5	5	3	5	5	5	5	4	3	3	1	5	2	3	2	3	5	3	3	3	
5	5	5	3	3	3	3	3	3	3	3	1	5	1	3	3	3	3	a	2	4	3	4	5	4	1	1	
3	3	3	2	3	3	3	2	2	3	3	5	5	5	4	5	1	3	3	3	1	1	3	3	1	3	4	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Primary care trusts		These ratings do not include mental health services provided by combined trusts; refer to mental health section in this report for this information.																	
Mid-Hampshire PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	2	3	3	3	5	2	5	3	4
Morecambe Bay PCT ^	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	2	3	5	5	3	5	4	4
New Forest PCT	**	-	-	✓	✓	✓	✓	✓	✓	5	2	3	3	3	5	2	5	2	4
Newark and Sherwood PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	3	2	3	5	5	3	5	2	3
Newcastle PCT	**	✓	✓	✓	x	✓	✓	✓	✓	3	3	3	5	5	5	3	5	4	4
Newcastle-Under-Lyme PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	2	2	3	5	5	3	5	2	2
North and East Cornwall PCT	**	✓	✓	✓	✓	✓	✓	✓	x	4	2	1	4	5	5	2	5	4	3
North Devon PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	2	4	3	5	5	3	5	5	3
North Dorset PCT ^	**	✓	✓	✓	✓	✓	✓	x	✓	3	5	3	3	5	5	3	5	5	4
North East Lincolnshire PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	3	5	3	3	5	2	5	3	3
North Eastern Derbyshire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	5	3	5	5	4	5	2	3
North Hampshire PCT	**	-	✓	-	✓	✓	✓	✓	✓	3	2	3	3	5	5	1	5	4	3
North Kirklees PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	2	5	2	3	2	5	4	5	4	3
North Peterborough PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	1	3	5	5	1	5	5	2
North Tees PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	3	5	5	5	5	3	5	3	4
North Tyneside PCT	**	✓	-	✓	-	✓	✓	✓	✓	3	3	4	5	5	5	3	5	4	4
North Warwickshire PCT ^	**	-	-	✓	✓	✓	✓	✓	✓	3	2	3	5	3	5	3	5	2	2
Northampton PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	1	3	2	5	1	5	2	2
Northamptonshire Heartlands PCT	**	✓	✓	✓	✓	✓	✓	✓	x	3	2	3	3	5	5	2	5	3	3
Nottingham City PCT	**	✓	-	✓	✓	✓	✓	✓	✓	a	3	2	3	2	5	4	5	3	3
Oldham PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	4	4	5	1	5	5	5	3	2
Oxford City PCT	**	✓	✓	✓	✓	✓	x	✓	✓	3	4	3	5	1	5	3	5	5	3
Plymouth PCT ^	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	2	5	5	5	3	5	4	3

Improving health	Service provision																									
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
3	3	3	4	3	3	3	3	3	3	4	5	5	5	3	2	3	3	5	5	5	4	4	3	3	3	1
4	4	5	3	3	3	3	3	3	4	3	1	2	5	2	3	2	5	3	3	3	2	2	2	3	5	4
3	3	3	4	3	3	3	3	4	4	4	5	5	1	1	3	5	3	5	3	4	3	2	1	2	3	3
2	2	3	2	3	3	3	5	5	5	5	5	5	5	3	3	4	3	5	2	3	3	3	5	3	2	3
4	4	4	5	3	3	3	3	2	3	3	b	5	1	5	1	5	3	3	3	3	3	2	5	2	b	5
2	3	3	3	5	3	3	2	3	3	5	5	2	5	5	3	3	3	1	4	2	2	4	5	2	1	3
3	3	3	2	3	3	1	3	3	2	4	5	5	5	3	3	3	3	2	4	3	3	2	5	2	3	3
3	5	3	2	3	3	3	4	2	2	3	5	5	5	a	a	a	a	a	3	3	3	3	5	2	2	3
4	5	3	3	3	3	3	3	5	3	3	5	5	1	5	3	4	3	2	5	5	5	3	5	3	2	3
3	3	3	3	3	3	3	3	3	3	3	1	5	5	3	3	3	3	3	1	3	2	5	5	3	3	3
2	3	3	1	3	3	3	4	5	4	4	5	2	1	3	3	4	3	1	3	3	3	3	3	2	5	4
4	3	4	4	3	3	3	3	3	4	4	1	3	1	5	3	3	3	5	4	4	3	4	2	3	5	2
3	3	2	4	3	3	3	3	3	3	4	5	1	5	3	3	3	1	3	3	1	1	4	3	3	3	3
2	3	4	3	4	3	3	3	2	3	3	5	5	1	3	3	3	3	2	3	1	2	3	5	3	3	2
3	4	3	3	3	3	3	3	3	3	5	5	2	5	3	3	3	3	3	1	3	3	4	3	3	3	5
3	3	3	5	3	3	3	4	4	3	3	5	5	1	3	1	3	4	3	3	1	3	3	5	3	5	5
2	3	2	4	3	3	3	4	3	5	3	1	5	5	4	3	4	3	5	2	3	3	2	5	1	5	4
3	3	3	3	3	3	3	3	3	3	3	5	2	1	2	3	3	3	1	1	3	3	3	5	5	5	3
2	3	3	3	3	3	3	4	3	4	3	5	2	1	5	3	5	3	5	4	3	3	3	5	3	3	4
3	3	5	1	3	3	3	3	3	3	4	5	5	b	a	a	a	a	3	4	4	4	3	2	5	5	2
3	2	2	3	3	3	3	3	3	3	3	5	2	5	5	3	3	5	3	3	1	1	2	2	1	3	2
3	3	4	5	3	3	3	1	1	3	3	5	b	5	5	3	3	3	3	3	5	4	5	2	5	2	4
2	4	4	2	3	3	3	4	3	2	4	1	3	5	5	1	3	3	2	1	3	2	2	5	2	3	3

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
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Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Portsmouth City PCT ^	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	5	5	2	5	2	2
Redditch and Bromsgrove PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	5	4	3	2	5	3	5	3	3
Rochdale PCT	**	✓	✓	✓	-	✓	✓	✓	✓	3	3	3	3	1	5	4	5	1	4
Rotherham PCT	**	✓	✓	✓	✓	✓	✓	-	✓	3	3	2	3	5	5	3	5	2	4
Rugby PCT	**	-	-	✓	✓	✓	✓	✓	✓	3	2	4	3	2	5	2	5	3	3
Scarborough, Whitby and Ryedale PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	5	3	4	5	5	3	5	4	4
Shepway PCT	**	✓	✓	✓	✓	✓	✓	✓	-	3	2	5	4	3	5	3	5	3	2
Slough PCT	**	-	✓	✓	✓	-	✓	✓	✓	3	4	3	5	1	5	2	5	1	1
Solihull PCT	**	-	-	✓	✓	✓	✓	-	✓	3	3	3	3	3	5	2	5	2	3
Somerset Coast PCT	**	✓	✓	-	✓	✓	✓	✓	✓	a	3	2	3	2	5	3	5	4	4
South Birmingham PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	3	2	4	5	5	3	5	4	3
South East Sheffield PCT	**	✓	✓	✓	✓	✓	✓	-	✓	3	3	3	3	5	5	3	5	2	3
South Liverpool PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	3	3	5	5	5	3	3
South Peterborough PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	3	2	3	5	5	2	5	4	3
South Sefton PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	5	3	5	4	5	3	3
South Stoke PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	1	3	5	5	3	b	3	3
South Tyneside PCT	**	-	✓	✓	-	✓	✓	✓	✓	3	3	2	5	5	5	4	5	3	5
South Warwickshire PCT ^	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	4	5	5	5	2	5	3	3
South West Dorset PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	1	3	5	5	2	5	5	5
South Western Staffordshire PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	2	5	3	5	3	4
South Wiltshire PCT	**	-	-	✓	✓	✓	✓	-	✓	a	3	3	3	5	5	2	5	4	3
Southampton City PCT	**	✓	✓	✓	✓	✓	✓	✓	x	3	5	2	3	5	5	1	5	3	3
Southend on Sea PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	4	3	5	5	3	5	3	2

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
2	2	2	3	3	2	3	3	2	3	3	1	5	5	3	2	3	4	3	3	3	2	3	5	3	2	4	
3	3	3	1	3	3	3	4	3	3	3	1	5	5	1	1	4	3	2	3	3	4	2	2	2	3	3	
3	2	4	2	3	3	3	3	3	3	4	5	5	5	3	5	3	5	3	4	1	2	3	5	1	5	3	
3	3	4	3	3	3	3	4	2	3	3	5	5	5	1	3	3	3	3	3	3	3	3	5	3	1	3	
3	4	3	2	3	3	3	4	3	3	3	1	5	1	3	3	3	3	5	1	3	3	5	2	5	5	3	
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3	3	4	3	3	3	3	3	4	3	4	5	5	5	5	3	3	3	1	2	2	3	3	1	3	5	3	
4	5	3	3	3	3	3	3	4	4	4	5	5	5	a	a	a	a	3	3	3	2	3	5	2	3	1	
4	3	5	3	4	4	3	3	2	2	4	5	5	1	3	1	3	3	3	2	3	3	2	5	3	1	3	
3	3	3	2	3	3	3	3	3	3	3	5	3	5	5	3	3	4	5	4	2	3	5	3	2	5	3	
3	3	2	4	3	3	3	3	1	3	5	5	2	1	3	3	3	3	3	3	2	2	2	5	3	3	3	
4	4	4	3	3	3	3	3	4	3	3	5	5	1	3	1	3	3	2	2	2	3	3	5	4	3	1	
4	3	3	3	3	3	3	3	2	3	3	5	2	1	3	3	3	3	5	3	2	2	5	5	3	5	2	
2	3	3	3	3	3	3	3	3	5	3	1	2	b	5	3	5	3	1	3	1	1	4	5	3	2	3	
4	4	4	2	3	3	3	3	3	3	3	5	5	5	3	1	1	3	2	3	1	3	4	5	3	5	5	
4	4	4	4	3	3	3	4	4	5	3	1	3	5	3	3	3	3	2	2	3	3	1	5	4	2	2	
5	4	4	2	3	3	3	3	4	3	3	1	2	1	3	3	3	3	2	4	3	3	3	5	3	3	4	
3	3	4	3	3	3	3	5	3	3	5	5	3	1	5	1	4	3	5	2	2	3	3	5	3	2	2	
4	5	3	4	4	3	3	3	2	3	3	5	2	1	5	3	5	5	2	2	4	3	5	3	3	5	3	
4	3	4	3	3	3	3	3	2	3	3	5	5	5	5	3	3	3	5	2	4	3	3	3	3	3	4	
1	2	2	5	3	3	3	2	1	1	3	5	2	1	5	3	5	3	5	3	1	2	3	2	3	1	1	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets									Access to quality services								
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Southport and Formby PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	2	5	5	5	5	3	5	4	5
Southwark PCT	**	✓	✓	✓	✓	✓	✓	-	✓	3	3	2	5	5	5	4	5	2	1
St Helens PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	4	1	3	3	5	3	5	3	4
Staffordshire Moorlands PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	2	3	5	5	3	5	2	3
Suffolk Coastal PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	2	5	4	5
Suffolk West PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	2	3	5	5	3	5	5	4
Sunderland Teaching PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	2	2	3	5	5	4	5	2	3
Sutton and Merton PCT	**	-	✓	✓	✓	✓	✓	✓	✓	3	2	2	3	5	5	2	5	2	3
Swindon PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	4	4	3	2	5	2	5	2	3
Tameside and Glossop PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	4	3	3	3	5	3	5	3	2
Taunton Deane PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	4	3	3	5	5	2	5	5	4
Telford and Wrekin PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	5	5	5	5	5	3	2
Trafford South PCT	**	✓	✓	✓	✓	✓	✓	✓	x	3	4	3	4	1	5	b	5	4	3
Wakefield West PCT	**	✓	✓	✓	✓	✓	x	✓	✓	3	3	4	5	2	5	4	5	3	3
Warrington PCT	**	✓	-	✓	✓	✓	✓	✓	✓	3	3	3	3	2	5	3	5	3	3
Waveney PCT	**	-	✓	-	✓	✓	✓	✓	-	3	3	1	5	5	5	2	5	3	4
West Cumbria PCT	**	✓	✓	✓	-	✓	✓	✓	✓	3	5	5	3	2	5	2	5	3	4
West Gloucestershire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	3	5	5	3	5	3	3
West Lancashire PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	b	5	3	4
West Norfolk PCT ^	**	✓	✓	✓	✓	-	✓	✓	✓	4	5	4	4	5	5	4	5	4	3
Western Sussex PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	a	5	3	5	5	5	3	5	4	3
Witham, Braintree and Halstead Care Trust	**	-	✓	✓	✓	✓	✓	✓	-	a	2	3	5	5	5	4	5	4	3
Woking PCT	**	✓	✓	✓	✓	✓	✓	✓	✓	3	2	4	b	5	5	1	5	3	3

Improving health	Service provision																									
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
3	3	4	3	4	3	3	2	2	3	3	5	5	1	3	3	3	4	1	3	2	1	3	5	5	5	3
2	1	2	5	3	3	3	1	1	1	3	5	2	5	3	3	3	3	1	3	5	5	3	2	2	3	4
4	3	3	3	3	3	3	3	3	4	3	5	1	1	3	3	3	3	4	2	1	1	1	5	3	3	4
3	4	3	2	3	3	3	4	5	4	5	1	5	5	5	3	3	3	1	3	2	3	3	5	3	3	3
5	3	5	2	3	3	3	4	4	4	5	1	5	1	3	3	3	3	2	2	3	4	3	2	1	5	2
3	4	5	3	3	3	3	2	4	3	5	5	2	1	3	3	5	3	2	3	3	3	3	2	3	3	1
2	2	2	4	3	3	3	4	2	4	4	5	5	5	1	3	3	3	3	5	2	2	3	5	4	5	5
3	1	2	4	3	3	3	2	2	3	3	5	2	5	5	3	4	4	a	2	4	4	2	3	3	1	3
3	3	4	4	3	3	3	3	2	4	3	1	3	1	1	1	3	3	4	4	3	3	2	2	3	5	3
3	2	2	3	3	3	3	2	3	2	3	5	2	5	a	a	a	a	3	3	2	1	1	5	5	5	3
5	5	4	3	3	3	3	4	3	5	4	1	5	5	1	2	3	3	3	5	4	2	3	5	3	b	3
2	2	3	2	3	3	3	3	3	3	3	5	5	5	5	4	3	3	2	1	3	2	2	1	4	3	5
3	4	3	3	3	3	3	3	3	5	3	5	1	5	5	5	5	3	5	2	3	3	1	5	2	2	3
2	3	3	3	4	3	3	3	3	3	4	b	1	1	3	3	3	3	5	3	2	2	5	2	4	5	5
3	3	3	1	3	3	3	3	3	3	3	5	5	5	5	3	1	3	5	3	3	2	1	1	2	2	4
4	3	4	2	3	3	3	3	5	4	5	5	3	1	5	3	5	3	3	3	3	2	1	1	1	5	3
4	4	5	3	3	3	3	3	3	3	3	5	3	5	3	1	1	4	a	3	3	2	2	1	4	1	3
3	3	2	2	3	3	3	3	4	3	5	1	5	5	3	3	3	3	5	3	3	3	3	2	3	2	2
4	3	3	4	3	3	3	3	5	5	1	1	1	1	3	3	3	3	3	1	3	1	3	3	4	3	3
3	3	3	3	3	3	3	3	3	3	3	5	3	5	2	3	3	3	3	2	3	2	3	3	4	3	1
3	3	3	3	3	3	3	3	3	3	3	5	b	1	a	a	a	a	a	3	3	3	4	1	5	3	2
3	3	2	3	3	4	3	5	2	4	5	5	5	5	3	3	3	3	5	n/a	3	4	4	b	3	b	1
3	2	3	3	3	3	3	2	3	2	3	5	1	5	1	2	3	3	5	3	3	3	1	1	3	5	2

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting
Adur, Arun and Worthing PCT	*	✓	✓	✓	✓	✗	✓	✓	✓	3	3	2	5	5	5	3	5	3	2
Ashfield PCT	*	✓	-	✓	✓	✓	✗	✓	✓	a	2	2	3	5	5	4	5	4	2
Ashton, Leigh and Wigan PCT	*	-	-	✓	✓	✓	-	✗	✓	3	4	3	3	5	5	5	5	2	2
Barnet PCT	*	-	-	✓	✓	✓	✓	✓	✓	a	3	3	4	3	5	2	5	1	2
Basildon PCT	*	✓	-	✓	✓	✓	✓	✗	✓	3	3	2	3	5	5	1	5	1	1
Bedford PCT	*	✓	✓	-	✗	✓	✓	✓	✓	a	4	5	3	2	5	4	5	3	1
Blackburn With Darwen PCT	*	-	-	✓	✓	✓	✓	✗	✓	3	4	3	4	5	5	5	5	3	2
Blackpool PCT	*	-	-	✓	✓	✓	✓	✓	✓	3	4	3	3	5	5	4	5	3	2
Blackwater Valley and Hart PCT	*	✗	-	✓	✓	✓	✓	✓	✓	3	3	4	1	5	5	1	5	4	2
Bradford City PCT	*	-	-	✓	✓	✓	✓	✓	✓	3	b	1	b	5	5	5	5	1	1
Brent PCT	*	-	-	✓	✓	✓	✓	✗	✓	a	b	4	b	2	5	1	5	2	1
Bristol North PCT	*	✓	✓	-	✓	-	✓	✓	✓	3	4	1	b	1	5	1	5	3	3
Bristol South and West PCT	*	✓	✓	✓	✓	-	✗	✓	✓	3	5	1	b	1	5	2	5	2	2
Burnley, Pendle and Rossendale PCT	*	✓	-	✓	✓	✗	✓	✓	✓	3	3	3	3	5	5	5	5	2	2
Camden PCT	*	-	-	✓	✓	✓	✓	✗	✓	3	3	3	5	5	5	3	5	2	2
Canterbury and Coastal PCT	*	-	-	✓	✓	✓	✓	✗	✓	3	3	5	4	3	5	3	5	3	3
Central Cheshire PCT	*	-	-	✓	✓	✓	✗	✓	✓	3	4	1	4	5	5	4	5	2	4
Central Cornwall PCT	*	✓	✓	✓	✓	✓	✓	✓	✗	3	2	1	4	5	5	2	5	5	5
Central Liverpool PCT	*	-	✗	✓	✓	✓	✓	✓	✓	3	3	1	3	2	5	3	5	3	2
Charnwood and North West Leicestershire PCT	*	✓	✓	-	✓	✗	✓	-	✓	3	2	3	3	2	5	3	5	4	4
Cherwell Vale PCT	*	✓	✓	✓	-	✓	✗	✓	✓	3	4	3	5	1	5	2	5	4	3
Chiltern and South Bucks PCT	*	✓	✓	✓	✓	✗	✓	-	✓	3	5	3	1	1	5	3	5	5	5
City and Hackney PCT	*	-	-	✓	✓	✓	✓	✗	✓	3	3	1	5	5	5	4	5	2	1

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
3	2	1	3	3	3	3	2	3	3	3	1	5	1	3	3	3	3	3	5	3	2	3	5	4	3	3	
1	3	2	1	3	3	3	5	5	3	5	5	5	5	3	3	3	3	5	2	3	3	4	3	3	2	4	
2	2	2	4	3	4	3	3	3	2	3	5	3	1	5	3	3	3	3	4	1	1	3	5	3	b	3	
2	1	1	5	3	3	3	2	2	1	3	1	1	5	a	a	a	a	a	3	5	4	3	5	b	3	3	
1	1	1	2	3	3	3	2	2	1	5	5	5	5	3	4	3	3	5	2	3	3	2	1	2	3	3	
2	3	2	3	3	3	3	3	2	3	5	5	5	1	a	a	a	a	4	3	3	3	4	5	3	3	1	
2	3	3	2	3	3	3	2	3	3	4	5	3	1	1	2	1	3	3	1	2	1	2	5	3	3	3	
2	4	2	3	3	2	3	2	2	1	3	1	5	5	1	3	3	3	3	2	2	1	3	5	2	2	5	
3	3	3	3	3	3	3	2	3	5	4	1	3	1	2	3	2	3	5	4	3	3	4	3	4	1	3	
1	1	1	3	3	4	3	1	1	1	5	5	1	5	3	1	2	3	a	4	1	1	5	5	3	5	1	
2	1	1	4	3	3	3	1	1	1	3	5	1	5	a	a	a	a	3	2	5	5	3	b	4	3	3	
4	3	3	3	3	3	3	3	1	3	3	5	3	1	3	3	3	5	4	4	4	4	3	4	1	4	b	3
3	3	2	3	3	3	3	3	2	3	3	5	5	1	4	3	4	4	3	5	4	3	4	1	4	b	3	
2	1	1	3	3	2	3	3	3	3	5	5	b	1	5	5	4	5	2	2	2	1	3	1	2	2	4	
2	2	1	3	4	3	3	1	1	1	3	5	5	5	1	3	3	3	4	4	5	3	3	5	2	5	5	
3	3	2	4	3	3	3	3	2	3	5	3	5	5	1	3	3	3	3	4	3	4	3	5	2	5	3	
4	3	5	5	3	3	3	5	4	4	5	5	5	5	5	3	5	3	4	3	3	3	4	5	2	3	2	
4	5	4	2	3	3	3	3	3	2	4	5	5	1	1	1	3	2	1	3	3	2	3	5	4	3	2	
2	3	2	3	3	4	3	2	1	2	5	5	3	1	3	3	3	3	2	3	3	2	2	5	3	3	2	
3	3	4	3	3	3	3	5	4	2	5	5	5	5	3	2	3	3	3	3	4	4	3	5	1	3	3	
4	3	3	3	3	3	3	1	3	3	3	5	3	5	3	2	3	3	3	5	4	3	5	3	4	3	2	
4	5	4	4	3	3	3	4	4	3	3	1	2	5	a	a	a	a	3	3	3	4	2	3	3	3	3	
2	1	2	4	3	4	3	1	1	1	3	5	3	5	1	3	3	3	4	3	5	4	4	3	3	2	2	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved ✗ significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services										
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
Primary care trusts		These ratings do not include mental health services provided by combined trusts; refer to mental health section in this report for this information.																		
Crawley PCT	*	-	✓	✓	✓	-	✓	✓	✓	✓	3	5	3	1	1	5	1	5	1	1
Dudley Beacon and Castle PCT ^	*	✓	✓	✓	✓	✗	✓	✓	✓	✓	3	3	3	3	5	5	3	5	3	3
Dudley South PCT	*	✓	✓	✓	✓	✗	✓	✓	✓	✓	3	3	2	3	5	5	3	5	3	3
East Cambridgeshire and Fenland PCT	*	✗	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	3	3	5	3	5	3	2
East Hampshire PCT	*	✗	-	✓	✓	✓	✓	✓	✓	✓	3	2	4	3	5	5	3	5	3	3
Eastern Birmingham PCT	*	-	✓	-	✓	✓	✗	✓	✓	✓	3	3	3	5	3	5	3	5	3	1
Eastern Hull PCT	*	-	✓	✓	-	✓	✓	✓	✓	✓	1	3	2	3	2	5	4	5	3	1
Enfield PCT	*	-	✓	✗	✓	✓	✓	✓	✓	✓	3	2	3	3	3	5	3	5	1	1
Epping Forest PCT	*	-	-	✓	✓	✓	✓	✗	✓	✓	3	3	1	5	2	5	4	5	1	2
Great Yarmouth PCT	*	-	-	✓	✓	✓	✓	✓	✗	✓	3	5	1	5	5	5	3	5	3	3
Greenwich PCT	*	-	-	✓	✓	✓	✓	✓	✗	✓	3	4	3	3	2	5	2	5	2	1
Hambleton and Richmondshire PCT ^	*	✓	-	✓	✓	✓	✗	✓	✓	✓	3	5	4	3	3	5	4	5	5	5
Hammersmith and Fulham PCT	*	✓	✓	✓	✓	✓	✓	-	✓	✗	3	3	3	5	5	5	2	5	2	1
Hastings and St Leonards PCT	*	✓	-	✓	✓	✓	✗	✓	✓	-	3	3	2	b	3	5	2	5	3	3
Havering PCT	*	✓	-	✓	✓	✓	✓	-	✓	✓	3	2	5	4	5	5	3	5	1	1
Heart of Birmingham Teaching PCT	*	-	✗	✓	✓	✓	✓	-	✓	✓	3	4	2	5	3	5	2	5	2	1
Heywood and Middleton PCT	*	-	✗	✓	-	✓	✓	✓	✓	✓	3	4	3	3	1	5	5	5	1	4
Hillingdon PCT	*	✓	-	✓	✓	✓	✓	✗	✓	✓	3	2	4	3	2	5	1	5	3	2
Horsham and Chanctonbury PCT	*	✓	✓	✓	✓	-	✓	✓	✓	-	3	3	4	4	1	5	1	5	5	5
Isle of Wight PCT	*	✓	✓	✓	✗	✓	✓	✓	✗	✓	3	b	2	4	5	5	4	5	3	3
Islington PCT	*	-	-	✓	✓	✓	✓	-	✓	✓	3	3	3	5	3	5	2	5	1	2
Kensington and Chelsea PCT	*	-	✓	✓	✓	✓	✓	✗	✓	✓	a	b	4	b	3	5	3	5	2	3
Knowsley PCT	*	✗	✗	✓	✓	✓	✓	✓	✓	✓	3	3	2	3	3	5	3	5	3	1

Improving health	Service provision																									
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
1	2	1	5	4	3	3	3	2	3	3	5	5	1	1	5	1	3	a	2	4	4	2	5	5	3	2
3	2	3	1	3	3	3	2	2	2	3	1	1	1	3	3	3	3	a	3	2	3	2	5	3	3	2
2	3	3	1	4	3	3	3	3	2	3	1	1	1	3	3	3	3	a	2	2	4	4	5	4	3	3
3	3	3	2	3	3	3	3	3	3	3	5	3	1	1	1	3	2	1	3	2	3	3	2	3	3	4
4	3	4	3	3	3	3	2	3	4	4	5	5	5	3	2	3	3	3	3	4	3	3	5	1	3	4
2	2	1	3	3	3	3	2	2	1	4	5	3	5	4	3	3	3	3	3	1	3	3	3	4	2	2
2	2	2	3	3	3	3	2	4	3	3	5	5	5	3	4	3	3	1	2	1	2	5	2	5	2	3
1	1	1	5	3	4	3	2	2	2	3	5	2	5	2	3	3	4	2	4	3	5	2	5	4	b	3
2	2	2	3	3	3	3	3	2	2	5	5	5	1	3	3	3	3	2	3	3	3	5	5	2	3	3
3	3	3	2	3	3	3	3	3	3	3	5	5	5	3	1	3	3	3	4	3	1	3	5	b	b	5
1	2	1	3	3	3	3	2	1	1	3	5	5	5	4	3	3	3	3	2	3	3	4	1	3	2	2
5	5	5	2	3	3	3	4	5	5	4	5	5	5	3	3	4	3	a	4	3	4	4	5	3	5	3
1	1	2	4	3	3	2	1	1	1	3	5	3	5	a	a	a	a	5	3	5	3	1	2	1	b	3
2	2	2	3	3	3	3	3	4	2	5	1	5	5	3	3	3	5	3	5	2	1	4	2	4	2	2
1	1	2	3	3	3	3	3	3	4	4	1	2	1	5	3	3	3	3	4	3	4	3	5	2	1	3
1	1	3	3	3	3	3	1	1	1	4	1	2	5	3	3	3	3	3	5	1	3	1	1	5	3	1
3	2	3	3	3	3	3	2	2	2	4	5	5	5	3	3	3	3	3	2	1	1	4	5	2	5	4
1	3	2	4	3	3	3	1	2	1	3	5	3	5	2	3	3	5	5	4	4	3	4	1	1	5	3
5	5	3	3	3	3	3	3	4	4	3	1	5	1	1	3	2	a	1	4	4	4	2	5	5	1	2
3	3	2	4	3	3	3	4	5	3	3	5	5	5	1	1	3	2	4	3	3	5	5	1	b	2	
2	1	2	3	3	3	3	1	1	1	3	5	2	5	3	3	4	2	5	3	5	4	4	5	3	5	4
2	2	1	5	3	3	3	1	1	1	3	5	b	5	a	a	a	a	a	2	5	4	2	3	2	3	4
1	2	1	3	3	3	3	2	1	2	4	5	1	1	3	3	3	4	4	1	2	3	5	3	3	3	3

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved ✗ significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets									Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
Leeds North East PCT	*	-	-	✓	-	✓	✓	✓	✓	✓	2	3	4	3	2	5	4	5	3	3
Leicester City West PCT	*	-	✓	✓	✓	✗	✓	-	✓	✓	3	2	2	3	2	5	3	5	3	4
Luton PCT	*	✗	-	✓	✓	✓	✓	✓	✓	✓	3	5	3	1	2	5	3	5	2	1
Maidstone Weald PCT	*	-	✓	✓	-	✗	✓	-	✓	✓	3	4	5	3	1	5	2	5	2	3
Maldon and South Chelmsford PCT	*	-	✓	✓	✓	✓	✓	✗	✓	✓	a	3	3	5	5	5	4	5	3	3
Medway PCT	*	✓	✓	✗	-	✓	✓	✓	✓	-	3	2	4	3	3	5	3	5	2	2
Melton, Rutland and Harborough PCT	*	✓	✓	-	✓	✗	✓	✓	✓	✓	3	b	3	3	2	5	3	5	4	5
Mendip PCT	*	✓	✓	-	-	✗	✓	✓	✓	✓	3	4	3	3	1	5	3	5	4	3
Mid-Sussex PCT	*	✓	✓	✓	✓	-	✓	✓	✗	-	a	2	4	5	2	5	3	5	3	3
Newbury and Community PCT	*	✓	✓	✓	✓	✗	✓	✓	✗	✓	3	5	3	1	5	5	2	5	3	3
Newham PCT	*	✓	-	✓	-	✓	✓	-	✓	✓	3	b	1	4	3	5	4	5	1	1
North Birmingham PCT	*	✓	-	-	✓	✗	✓	✓	✓	✓	3	2	3	4	3	5	2	5	4	3
North Hertfordshire and Stevenage PCT	*	✓	✓	✗	-	✓	✓	✓	✓	✓	3	3	1	3	5	5	3	5	2	2
North Liverpool PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	4	2	3	3	5	4	5	2	2
North Manchester PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	4	3	5	1	5	3	5	2	2
North Somerset PCT	*	✓	✓	-	✓	-	✓	✓	✓	-	a	5	1	4	1	5	3	5	3	4
North Stoke PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	2	1	3	5	5	3	5	2	2
North Surrey PCT	*	✓	✓	✓	✓	✓	✗	✓	✓	-	3	2	5	b	5	5	1	5	4	3
Oldbury and Smethwick PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	5	3	5	4	5	3	2
Redbridge PCT	*	✓	-	✓	-	✓	✓	✓	✓	✓	3	2	1	b	5	5	3	5	1	1
Richmond and Twickenham PCT	*	✓	-	✓	✓	✓	✓	-	✓	✓	3	2	2	3	3	5	1	5	3	3
Rowley Regis and Tipton PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	5	3	5	3	5	1	2
Royston, Buntingford and Bishop's Stortford PCT	*	-	✓	-	✓	✓	✓	✓	✓	✓	3	4	3	3	2	5	1	5	1	3

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
4	2	3	3	3	3	3	2	2	3	3	1	5	5	5	3	2	3	3	3	3	2	2	3	2	3	2	3
4	3	3	2	3	3	3	3	2	1	5	5	2	1	2	3	3	3	3	3	3	2	1	2	3	2	2	3
2	2	3	5	3	3	4	2	2	1	3	5	3	b	5	3	5	3	5	1	2	3	2	2	3	3	3	3
4	3	3	4	3	3	3	4	4	3	3	1	3	5	5	3	3	3	2	4	3	4	3	2	b	5	3	3
3	2	3	5	3	3	3	3	3	3	5	5	3	1	1	3	4	3	5	4	2	4	5	3	4	5	1	1
2	2	2	3	3	3	3	3	3	2	3	5	5	5	5	3	3	3	2	2	2	3	3	5	2	5	3	3
5	4	4	3	3	3	3	5	5	2	3	1	b	5	3	3	3	3	3	3	3	4	3	1	5	1	2	4
3	4	3	4	3	3	3	4	3	4	4	5	5	5	5	3	3	3	3	3	3	4	4	4	5	3	2	1
5	4	3	2	3	3	3	1	3	5	3	1	5	5	a	a	a	a	1	n/a	5	4	5	5	5	2	1	1
4	3	5	4	3	3	3	4	3	3	3	1	5	5	3	3	3	3	2	5	5	5	3	2	4	3	4	4
1	1	2	4	3	3	5	1	1	1	3	5	2	1	1	3	3	4	5	3	3	5	2	1	3	2	2	2
3	3	3	3	3	3	3	3	3	3	4	5	1	5	3	3	3	3	3	2	3	3	5	1	5	3	4	4
2	2	2	4	3	3	3	3	3	3	3	5	3	1	5	3	3	3	2	3	3	4	4	4	5	4	2	4
2	3	3	3	3	3	3	2	1	3	5	5	2	1	3	3	3	3	3	4	1	3	3	5	4	3	2	2
1	1	1	3	3	3	3	1	1	1	3	5	3	5	5	4	3	5	5	4	1	1	3	2	3	2	3	3
5	3	3	3	3	3	3	2	3	4	3	5	5	1	a	a	a	a	3	1	3	2	2	5	2	b	4	4
1	3	3	2	3	3	3	2	3	3	3	5	5	5	5	4	3	3	1	3	2	2	3	5	2	1	4	4
3	2	3	4	3	3	4	1	3	2	3	1	3	5	1	2	3	3	5	4	3	3	1	2	3	5	2	2
2	2	3	2	3	3	3	2	2	1	3	5	1	5	1	3	3	3	3	2	1	4	4	5	4	2	4	4
1	1	1	5	3	3	3	2	1	3	1	5	2	5	5	3	3	4	5	3	3	4	2	5	2	2	2	2
2	2	2	5	3	3	3	1	3	2	3	5	5	1	3	3	3	3	3	3	5	4	2	2	3	1	3	3
2	1	2	1	3	3	3	3	3	2	3	5	5	5	2	3	3	3	3	2	3	4	2	5	3	2	3	3
3	2	3	4	3	3	3	1	3	3	3	5	5	1	3	3	3	3	2	2	3	5	3	1	1	1	1	3

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved ✗ significantly underachieved

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services										
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
Primary care trusts		These ratings do not include mental health services provided by combined trusts; refer to mental health section in this report for this information.																		
Salford PCT	*	-	x	✓	-	✓	✓	-	✓	✓	3	3	3	5	5	5	4	5	3	2
Sedgefield PCT	*	x	-	✓	✓	✓	✓	✓	✓	✓	3	2	3	1	5	5	3	5	2	5
South East Hertfordshire PCT	*	✓	✓	x	-	✓	✓	✓	✓	✓	3	4	4	3	3	5	2	5	1	2
South East Oxfordshire PCT	*	-	-	✓	✓	-	x	✓	✓	✓	3	b	3	5	1	5	3	5	4	5
South Gloucestershire PCT	*	-	-	-	✓	-	✓	✓	✓	✓	3	5	2	4	5	5	2	5	2	3
South Leeds PCT	*	x	✓	✓	✓	✓	✓	✓	✓	✓	3	4	3	3	2	5	3	5	3	2
South Leicestershire PCT	*	✓	✓	-	✓	x	✓	✓	✓	✓	3	2	2	3	2	5	3	1	3	4
South West Kent PCT	*	-	✓	✓	-	x	✓	-	n/a	✓	3	3	4	3	1	5	3	5	4	3
South West Oxfordshire PCT	*	✓	✓	✓	-	✓	x	✓	✓	✓	3	4	3	5	1	5	4	5	4	3
South Worcestershire PCT	*	-	-	✓	✓	✓	x	✓	✓	✓	3	2	3	3	2	5	2	5	3	4
Sussex Downs and Weald PCT	*	✓	✓	✓	✓	-	✓	✓	✓	-	3	3	3	1	1	5	1	5	2	4
Swale PCT	*	x	✓	✓	✓	✓	✓	✓	✓	✓	3	2	5	3	3	5	3	5	3	1
Tendring PCT	*	✓	✓	✓	✓	✓	x	✓	✓	✓	3	3	2	5	5	5	5	1	2	1
Tower Hamlets PCT	*	x	-	✓	-	✓	✓	✓	✓	✓	3	b	2	5	5	5	4	5	1	2
Trafford North PCT	*	✓	✓	✓	✓	✓	-	x	✓	✓	3	4	3	4	5	5	3	5	3	2
Uttlesford PCT	*	-	-	✓	✓	✓	x	✓	✓	✓	3	3	3	5	3	5	2	5	2	4
Walsall PCT ^	*	✓	✓	✓	-	✓	✓	-	✓	✓	3	2	1	5	5	5	3	5	3	2
Walthamstow, Leyton and Leytonstone PCT	*	-	-	✓	-	✓	✓	x	✓	✓	3	2	1	3	5	5	2	1	1	1
Wandsworth PCT	*	-	-	✓	-	✓	✓	-	✓	✓	3	2	2	3	5	5	4	5	3	3
Watford and Three Rivers PCT	*	-	-	✓	✓	✓	✓	✓	x	✓	3	3	5	3	5	5	3	5	3	2
Wednesbury and West Bromwich PCT	*	-	-	✓	✓	✓	✓	-	✓	✓	3	2	3	5	3	5	4	5	3	1
Welwyn Hatfield PCT	*	✓	✓	x	-	✓	✓	✓	✓	✓	3	4	5	3	5	5	2	5	2	2
West Hull PCT	*	-	-	✓	-	✓	✓	-	✓	✓	3	3	3	3	2	5	4	5	3	1

Improving health	Service provision																									
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
2	3	2	3	4	5	3	2	2	2	3	5	3	5	2	3	3	5	3	4	2	1	3	5	2	5	4
3	2	3	2	4	3	3	3	3	3	5	5	5	5	3	3	3	3	a	1	2	2	4	5	4	3	5
3	2	2	4	3	3	3	3	3	2	3	5	3	1	5	3	5	4	2	5	3	4	3	3	4	3	3
5	5	5	5	3	3	3	3	3	5	3	5	5	5	4	3	3	3	3	2	4	5	3	2	3	2	4
3	2	3	3	3	3	3	4	3	4	4	1	1	1	3	3	3	3	3	3	5	5	3	2	3	5	3
2	3	3	3	3	3	3	2	3	4	3	1	2	5	5	3	3	3	3	2	3	3	2	1	4	2	3
3	4	4	2	3	3	3	5	4	4	5	5	3	1	1	1	3	3	3	2	4	4	2	5	1	5	3
5	4	4	4	3	3	3	3	4	3	3	5	3	5	5	3	3	5	2	3	4	3	4	2	4	5	4
3	3	3	4	3	3	2	3	4	4	3	5	b	5	5	3	3	3	3	2	4	5	4	2	4	3	3
3	3	3	3	3	3	3	5	2	3	3	5	1	5	4	1	3	3	2	4	3	4	1	3	3	3	1
3	3	3	3	3	3	3	4	5	3	5	5	5	5	1	3	3	3	5	2	4	3	3	2	4	5	1
1	2	1	3	3	3	3	3	3	2	3	5	5	5	5	3	3	3	2	2	2	1	2	5	1	5	3
1	2	2	1	3	3	3	3	3	2	5	1	1	1	3	3	5	4	5	4	2	2	3	5	2	1	2
2	1	1	4	3	3	3	1	1	1	3	5	3	5	2	3	3	3	a	3	5	5	4	5	1	2	3
3	2	2	2	3	4	3	2	3	4	3	5	1	5	3	3	3	3	5	1	2	2	2	5	3	3	2
4	4	3	3	5	4	3	2	3	5	5	5	5	1	3	3	3	3	5	3	3	3	4	1	3	1	3
1	3	2	3	3	3	3	3	3	3	4	5	5	5	1	1	1	3	5	2	1	2	1	3	2	3	2
1	1	1	4	3	3	3	2	1	2	3	5	2	5	3	3	3	3	3	4	5	5	3	5	2	2	2
3	1	1	4	3	3	3	1	1	1	3	5	1	b	1	2	3	2	a	3	5	3	2	5	3	3	3
3	3	3	3	3	3	3	2	3	2	3	5	3	1	3	3	1	3	3	4	4	4	3	3	4	2	4
2	2	1	2	3	3	3	2	2	1	3	1	1	5	1	3	3	1	3	3	1	3	3	5	2	1	2
3	2	3	5	3	3	3	3	2	3	3	5	5	1	a	a	a	a	2	4	3	3	3	3	5	4	4
2	3	3	3	3	3	3	2	3	3	3	5	5	5	3	3	5	1	1	2	2	2	2	5	4	2	4

Data  
n/a not applicable a not available b not provided/invalid data  
Key targets  
✓ achieved - underachieved x significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets									Access to quality services									
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
West of Cornwall PCT	*	-	-	✓	✓	✓	✓	✓	✓	✓	3	2	1	4	5	5	1	5	3	4
Westminster PCT	*	-	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	b	5	5	2	5	2	2
Wolverhampton City PCT	*	✓	-	✓	✓	✓	✓	✓	✓	✓	3	2	1	5	3	5	4	5	3	3
Wycombe PCT	*	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	5	4	3	2	5	2	5	3	2
Wyre PCT	*	✓	-	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	5	5	5	5	1	4
Yorkshire Wolds and Coast PCT	*	✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	2	5	4	5	3	4
Barking and Dagenham PCT		-	✓	✓	✓	✓	✓	✓	✓	✓	3	4	5	1	5	5	3	5	1	1
Bath and North East Somerset PCT		-	✓	✓	✓	✓	✓	✓	✓	✓	4	5	3	b	1	5	2	5	4	3
Bedfordshire Heartlands PCT		✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	4	b	2	5	3	5	3	3
Central Manchester PCT		✓	-	✓	✓	✓	✓	✓	✓	✓	3	4	3	5	3	5	3	5	2	2
Chingford, Wanstead and Woodford PCT		✓	-	✓	-	✓	✓	✓	✓	✓	3	2	1	3	5	5	2	5	3	2
Dartford, Gravesham and Swanley PCT		✓	✓	✓	✓	✓	✓	✓	✓	✓	3	3	5	3	5	5	2	5	2	2
Ealing PCT		✓	✓	✓	-	✓	✓	-	✓	✓	3	b	2	3	2	5	2	5	2	2
Eastern Leicester PCT		-	-	✓	✓	✓	✓	✓	✓	✓	3	3	3	3	2	5	3	5	1	2
Guildford and Waverley PCT		-	✓	✓	✓	✓	✓	✓	✓	✓	3	2	5	b	1	5	1	5	4	4
Harrow PCT		✓	✓	✓	✓	✓	✓	✓	✓	✓	a	2	5	3	2	5	1	b	2	2
Hinckley and Bosworth PCT		✓	✓	-	✓	✓	✓	✓	✓	✓	3	2	2	3	2	5	3	5	3	3
Hounslow PCT		✓	✓	✓	-	✓	✓	✓	✓	✓	3	3	2	5	5	5	3	5	1	1
Kennet and North Wiltshire PCT		✓	✓	✓	-	-	✓	✓	✓	✓	3	3	3	3	2	5	3	5	3	4
Milton Keynes PCT ^		-	-	✓	✓	✓	✓	✓	✓	✓	3	3	4	3	1	5	3	5	3	3
North East Oxfordshire PCT		-	✓	✓	-	✓	✓	✓	✓	✓	a	2	3	5	1	5	3	5	3	3
Reading PCT		-	✓	✓	✓	✓	✓	✓	✓	✓	3	b	2	1	5	5	1	5	3	1
South Manchester PCT		-	-	-	✓	✓	✓	✓	✓	✓	3	3	4	4	1	1	4	5	3	2

Improving health	Service provision																										
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety	Generic prescribing
3	4	3	2	4	3	3	3	3	2	4	5	5	5	1	1	3	3	a	3	3	2	2	5	1	3	5	
2	2	1	5	3	3	3	1	1	1	3	5	2	5	a	a	a	a	1	4	5	3	3	3	5	3	4	
3	3	2	2	3	3	3	2	2	2	3	1	1	1	3	1	3	3	3	2	1	3	2	5	2	3	1	
3	3	2	4	3	3	3	5	4	3	3	1	5	5	a	a	a	a	3	2	4	5	4	3	4	1	3	
3	3	3	3	1	3	3	3	4	3	5	5	5	1	1	3	3	3	3	3	2	2	4	5	3	1	5	
4	5	5	3	3	3	3	4	5	4	4	5	5	5	1	3	3	3	1	1	2	3	1	2	4	3	3	
1	1	1	4	3	2	3	2	2	2	3	5	1	1	5	3	3	3	3	3	3	2	3	1	1	3	5	2
4	5	3	3	3	3	3	3	2	3	3	5	3	1	1	2	3	3	4	5	3	3	3	3	2	3	3	
4	3	4	4	3	3	3	4	4	4	5	5	5	1	5	3	5	3	5	4	3	4	3	5	2	3	2	
2	2	1	3	3	4	3	1	1	1	3	1	2	5	4	3	3	3	5	2	5	3	2	5	3	2	3	
3	1	3	5	3	3	3	3	2	3	3	5	3	5	5	3	3	1	5	4	4	4	3	2	2	5	2	
3	2	3	5	3	3	3	3	3	2	3	5	2	5	4	3	2	3	2	3	2	3	3	5	2	5	3	
1	1	1	3	3	3	3	1	1	5	3	5	b	5	3	3	3	3	a	1	4	5	b	2	3	b	3	
1	1	1	3	3	3	3	2	1	1	5	5	2	1	3	3	2	3	3	2	3	3	2	5	1	3	2	
5	3	3	3	3	3	3	2	3	3	3	b	1	1	2	3	3	3	a	4	3	3	1	2	5	2	3	
2	1	2	5	3	3	3	2	2	3	3	5	3	b	a	a	a	a	a	2	4	4	b	2	3	b	3	
3	3	3	2	3	3	2	5	4	3	5	1	5	1	3	2	3	3	3	3	3	3	3	5	1	2	1	
1	1	1	3	3	3	3	1	2	2	3	5	3	5	1	3	3	3	3	3	4	3	3	5	1	b	3	
4	4	3	4	3	3	2	4	2	2	3	1	2	1	1	3	3	3	3	2	4	4	1	2	3	5	3	
2	3	3	5	3	3	3	4	3	2	3	5	1	5	3	1	3	3	2	3	2	3	1	5	3	1	1	
3	3	3	4	3	3	3	2	4	5	3	5	5	5	5	1	3	3	1	1	4	5	2	1	5	2	4	
3	4	3	3	3	3	3	3	2	3	3	5	1	1	3	3	5	3	1	2	4	4	4	3	5	5	3	
2	2	1	3	3	1	3	2	2	2	3	5	2	5	a	a	a	a	5	5	2	1	3	1	3	2	4	

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets								Access to quality services										
		Access to a GP	Access to a primary care professional	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Single telephone access – implementation plans	Four week smoking quitters	Improving Working Lives	Financial management	Emergency readmission to hospital following treatment for a fractured hip	Substance misuse: percentage of GP practices in a shared care scheme	Sexual health: access to services for early unintended pregnancy	Level of 24 hour access to specialist mental health services	A&E emergency admission waits (12 hours)	Twelve month heart operation waits	Delayed transfers of care	Access to NHS dentistry	PCT survey – access and waiting	PCT survey – better information, more choice
<b>Primary care trusts</b> <small>These ratings do not include mental health services provided by combined trusts; refer to mental health section in this report for this information.</small>																				
Thurrock PCT		X	-	✓	✓	✓	✓	✓	X	✓	3	2	1	3	5	5	2	5	1	1
Vale Of Aylesbury PCT		✓	✓	✓	✓	X	X	✓	X	✓	3	3	3	3	1	5	3	5	3	3
West Wiltshire PCT		✓	✓	X	-	X	✓	✓	✓	✓	3	5	3	5	1	5	2	5	1	3
Windsor, Ascot and Maidenhead PCT		-	-	✓	✓	-	X	-	✓	✓	3	4	5	5	1	5	2	5	3	2
Wokingham PCT		-	-	✓	✓	X	X	✓	✓	✓	3	4	2	5	5	5	3	5	3	3

	Improving health													Service provision												
	PCT survey – building closer relationships	PCT survey – clean, comfortable, friendly place to be	PCT survey – safe, high quality, coordinated care	Prescribing of atypical antipsychotics	Death rates from circulatory diseases, aged under 75 (change in rate)	Death rates from accidents, all ages (change in rate)	Death rates from cancer, aged under 75 (change in rate)	Breast cancer screening	Cervical screening	Flu vaccinations	Teenage pregnancy: conceptions below age 18 (change in rate)	Diabetes services baseline assessment	CHD audit	Suicide audit	Emergency admissions (change in rate)	Emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)	Primary care management – acute conditions (change in rate)	Primary care management – chronic conditions (change in rate)	Community equipment	Patient complaints procedure	Prescribing of antibacterial drugs	Prescribing rates for drugs acting on benzodiazepine receptors	Staff opinion survey	GP appraisal	Sickness absence rate	Fire, health & safety
1	2	1	2	3	4	3	2	2	2	3	1	2	5	3	3	3	3	5	5	3	4	4	2	1	5	1
3	4	3	3	3	5	3	5	4	4	3	5	5	5	5	2	3	5	5	4	4	4	4	5	2	3	2
3	3	3	3	3	3	3	4	2	3	3	5	2	1	2	2	3	3	3	1	4	4	1	5	3	5	3
3	4	2	3	3	3	3	3	2	3	3	5	5	5	4	3	3	3	2	3	4	3	2	1	4	2	3
3	3	4	4	3	3	3	4	3	4	3	5	5	5	5	3	4	3	2	3	3	5	3	2	4	5	4

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved X significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Organisation	Rating	Key targets						Clinical focus				Patient focus							
		Assertive outreach team implementation	CMHT integration	Mental health minimum dataset implementation	Number of outpatients waiting longer than the standard	Improving Working Lives	Hospital cleanliness	Financial management	Clinical negligence	CPA systems implementation	Psychiatric readmissions (adult)	Psychiatric readmissions (older people)	Suicide rate	Transition of care between adult services and OPMH	Transition of care between CAMHS and adult services	Patients with copies of their own care plan	Patient complaints procedure	Better hospital food	Privacy & dignity
<b>Mental health trusts</b> <small>These include mental health services provided by combined trusts. For acute and primary care services provided by combined trusts, refer to acute report or primary care section respectively.</small>																			
Craven, Harrogate and Rural District PCT ^	***	✓	✓	✓	✓	✓	n/a	✓	n/a	5	a	a	2	5	5	3	3	n/a	5
Doncaster and South Humber Healthcare NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	1	a	a	4	5	5	2	4	5	5
Dorset Health Care NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	5	3	3	3	5	5	5	5	5	5
Gloucestershire Partnership NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	1	3	3	3	5	5	5	2	3	5
Hambleton and Richmondshire PCT ^	***	✓	✓	✓	n/a	✓	n/a	✓	n/a	5	a	a	b	5	5	5	4	n/a	n/a
North Dorset PCT ^	***	✓	✓	✓	✓	✓	✓	✓	n/a	5	3	3	5	5	5	5	5	5	5
Oxleas NHS Trust	***	✓	✓	✓	n/a	✓	✓	✓	3	5	3	3	2	5	5	2	5	3	5
Portsmouth City PCT ^	***	✓	✓	n/a	✓	✓	✓	✓	n/a	1	3	n/a	5	5	1	5	3	5	5
South Birmingham Mental Health NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	5	3	5	3	5	5	3	3	5	5
South Essex Partnership NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	5	3	3	4	5	5	5	4	3	5
South London and Maudsley NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	5	5	3	5	5	5	5	2	5	5
South Warwickshire PCT ^	***	✓	✓	✓	✓	✓	✓	✓	n/a	5	3	3	4	5	5	5	3	5	5
Tees and North East Yorkshire NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	5	5	3	3	4	5	5	3	5	5	5
5 Boroughs Partnership NHS Trust	**	-	✓	✓	✓	✓	✓	✓	3	1	3	3	3	5	5	2	4	5	5
Barnsley PCT ^	**	✓	✓	✓	✓	✓	n/a	✓	n/a	5	a	a	5	5	5	5	3	n/a	5
Bradford District Care Trust	**	✓	✓	✓	✓	✓	✓	✓	5	1	1	3	b	b	b	b	3	5	5
Cambridgeshire and Peterborough Mental Health Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	3	1	3	3	3	1	1	5	3	3	5
Camden and Islington Mental Health and Social Care Trust	**	✓	✓	✓	-	✓	✓	✓	5	5	5	3	2	5	5	5	3	5	3
Central and North West London Mental Health NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	5	1	5	4	2	5	5	5	4	3	5
Cheshire and Wirral Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	3	1	3	3	3	5	5	3	3	3	5
Community Health Sheffield NHS Trust	**	-	✓	✓	✓	✓	✓	✓	5	5	a	a	1	5	5	2	4	3	3
Cornwall Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	-	5	5	2	3	3	1	5	3	3	3	1
County Durham and Darlington Priority Services NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	5	5	3	3	4	5	5	3	5	5	5

Capacity & capability focus																CHI	
Missed outpatient appointments	Crisis resolution team implementation	Out of catchment area treatments (adults)	Out of catchment area treatments (older people)	CAMHS service mapping	Data quality	Staff opinion survey	Junior doctors' hours	Consultant appraisal	Sickness absence rate	Information governance	Fire, Health & Safety	CHI review?	Clinical governance				
3	3	3	2	5	4	3	5	1	3	n/a	5	-	n/a				
3	5	4	3	5	5	3	2	5	3	2	3	-	n/a				
3	3	5	3	5	2	3	5	5	4	5	4	-	n/a				
4	3	4	5	5	5	4	5	3	3	2	1	-	n/a				
4	3	b	b	2	3	5	5	5	4	n/a	5	-	n/a				
3	b	3	3	n/a	3	4	n/a	5	4	n/a	2	-	n/a				
2	4	1	5	2	2	5	2	2	2	4	2	04/03	✓				
2	5	a	n/a	5	2	4	n/a	5	5	n/a	2	-	n/a				
2	5	3	4	n/a	3	3	5	2	4	3	3	10/02+	✓				
3	4	2	5	5	5	4	5	5	4	4	3	-	n/a				
3	5	3	3	5	2	4	5	5	3	4	2	07/02	✓				
3	5	4	4	5	4	1	5	2	5	n/a	2	-	n/a				
3	5	3	3	5	1	5	5	5	3	3	3	11/02	✓				
3	3	2	4	5	4	2	5	3	3	1	4	-	n/a				
2	4	5	4	5	2	2	1	5	2	n/a	3	-	n/a				
3	4	b	b	3	3	3	5	b	4	2	4	-	n/a				
4	3	4	5	5	3	3	5	2	2	3	3	-	n/a				
1	5	3	3	5	2	4	5	3	3	3	5	-	n/a				
1	5	3	3	2	1	5	1	5	3	3	3	08/02+	✓				
3	4	4	2	3	3	3	5	5	2	3	1	-	n/a				
2	4	3	3	n/a	4	3	5	5	2	3	4	10/02+	✓				
3	3	4	5	3	3	2	5	3	3	3	4	-	n/a				
3	4	3	3	5	2	1	5	3	2	4	4	05/03	-				

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance  
✓ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review  
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Organisation	Rating	Key targets							Clinical focus					Patient focus					
		Assertive outreach team implementation	CMHT integration	Mental health minimum dataset implementation	Number of outpatients waiting longer than the standard	Improving Working Lives	Hospital cleanliness	Financial management	Clinical negligence	CPA systems implementation	Psychiatric readmissions (adult)	Psychiatric readmissions (older people)	Suicide rate	Transition of care between adult services and OPMH	Transition of care between CAMHS and adult services	Patients with copies of their own care plan	Patient complaints procedure	Better hospital food	Privacy & dignity
<b>Mental health trusts</b> <small>These include mental health services provided by combined trusts. For acute and primary care services provided by combined trusts, refer to acute report or primary care section respectively.</small>																			
Coventry PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	5	1	a	3	1	1	3	2	3	n/a	
Derbyshire Mental Health Services NHS Trust	**	✓	✓	✓	✓	✓	✓	5	5	b	b	b	5	5	3	3	5	5	
Devon Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	3	5	a	a	3	5	5	1	1	5	5	
Dudley Beacon and Castle PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	1	3	n/a	2	5	5	1	3	5	5	
Herefordshire PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	5	3	3	1	1	1	5	2	5	5	
Hertfordshire Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	3	1	a	a	4	5	5	b	1	3	1	
Hull and East Riding Community Health NHS Trust	**	✓	✓	✓	✓	✓	✓	5	1	3	3	2	5	5	1	4	3	5	
Lancashire Care NHS Trust	**	✓	✓	✓	✓	✓	✓	3	1	3	3	a	1	1	3	2	3	5	
Leeds Mental Health Teaching NHS Trust	**	-	✓	✓	✓	✓	✓	5	5	1	5	4	5	1	5	4	5	5	
Leicestershire Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	5	5	a	a	3	5	5	2	3	3	5	
Lincolnshire Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	3	1	2	3	2	5	5	2	2	5	3	
Local Health Partnerships NHS Trust	**	-	✓	✓	✓	✓	✓	3	5	1	3	1	1	1	5	5	3	5	
Mental Health Services Of Salford NHS Trust	**	✓	✓	✓	✓	✓	a	✓	3	1	3	1	a	1	1	3	3	5	
Mersey Care NHS Trust	**	✓	✓	✓	✓	✓	✓	3	1	2	3	a	5	5	5	3	5	5	
Milton Keynes PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	1	3	a	3	5	5	5	3	3	5	
Morecambe Bay PCT ^	**	✓	✓	-	✓	✓	✓	n/a	1	3	3	3	5	5	3	4	3	1	
Norfolk Mental Health Care NHS Trust	**	✓	✓	✓	✓	✓	✓	5	1	b	b	2	5	5	2	4	3	5	
North East London Mental Health NHS Trust	**	✓	✓	✓	✓	✓	a	✓	5	5	3	3	3	1	1	2	1	n/a	5
North Essex Mental Health Partnership NHS Trust	**	✓	✓	✓	✓	✓	✓	3	5	3	3	b	5	5	2	3	3	5	
North Warwickshire PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	1	5	a	b	5	5	2	2	n/a	5	
Plymouth PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	1	a	a	b	5	5	5	1	5	5	
Selby and York PCT ^	**	✓	✓	✓	n/a	✓	✓	n/a	1	a	a	4	5	5	5	4	5	5	
Shropshire County PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	1	a	a	5	5	1	5	2	5	5	

Capacity & capability focus															CHI	
Missed outpatient appointments	Crisis resolution team implementation	Out of catchment area treatments (adults)	Out of catchment area treatments (older people)	CAMHS service mapping	Data quality	Staff opinion survey	Junior doctors' hours	Consultant appraisal	Sickness absence rate	Information governance	Fire, Health & Safety	CHI review?	Clinical governance			
1	4	2	3	2	5	2	5	5	4	n/a	3	-	n/a			
3	3	3	2	3	3	2	5	3	3	2	2	-	n/a			
3	5	a	a	5	5	2	2	b	1	2	3	-	n/a			
3	4	3	1	2	5	3	5	b	5	n/a	3	-	n/a			
5	3	3	2	5	3	4	5	5	4	n/a	4	-	n/a			
4	5	a	a	3	3	3	3	1	2	3	3	-	n/a			
3	3	4	3	2	2	4	3	5	4	3	3	-	n/a			
3	5	2	3	n/a	5	2	1	3	3	1	2	-	n/a			
2	5	3	b	n/a	2	3	5	5	3	4	2	-	n/a			
4	3	5	3	3	3	2	3	2	3	2	3	07/02+	✓			
3	4	3	1	5	3	2	5	3	4	2	3	-	n/a			
4	3	3	4	5	4	2	2	2	3	3	5	-	n/a			
3	3	b	b	5	3	3	5	3	1	5	1	-	n/a			
1	4	5	a	n/a	4	2	5	5	1	3	4	-	n/a			
3	4	1	2	5	4	1	5	3	4	n/a	1	-	n/a			
4	3	2	4	3	3	3	5	5	4	n/a	5	-	n/a			
4	5	b	b	5	3	3	2	3	2	4	5	12/02	-			
1	4	4	2	3	4	4	5	3	3	2	2	03/03	-			
2	3	a	a	5	3	1	3	b	3	2	3	10/02	-			
3	5	1	1	3	2	3	5	5	2	n/a	5	-	n/a			
3	4	a	a	n/a	2	3	2	5	3	n/a	4	-	n/a			
5	3	b	b	3	a	4	5	b	5	n/a	4	-	n/a			
3	3	4	3	n/a	4	3	5	3	3	n/a	4	-	n/a			

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance  
✓✓ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review  
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Organisation	Rating	Key targets							Clinical focus					Patient focus					
		Assertive outreach team implementation	CMHT integration	Mental health minimum dataset implementation	Number of outpatients waiting longer than the standard	Improving Working Lives	Hospital cleanliness	Financial management	Clinical negligence	CPA systems implementation	Psychiatric readmissions (adult)	Psychiatric readmissions (older people)	Suicide rate	Transition of care between adult services and OPMH	Transition of care between CAMHS and adult services	Patients with copies of their own care plan	Patient complaints procedure	Better hospital food	Privacy & dignity
<b>Mental health trusts</b> <small>These include mental health services provided by combined trusts. For acute and primary care services provided by combined trusts, refer to acute report or primary care section respectively.</small>																			
South Downs Health NHS Trust	**	-	✓	✓	✓	✓	✓	5	5	a	a	2	1	1	1	3	5	5	
South Of Tyne and Wearside Mental Health NHS Trust	**	✓	✓	✓	✓	✓	✓	3	b	1	a	3	1	1	3	3	5	5	
South West London and St George's Mental Health NHS Trust	**	✓	✓	✓	-	✓	✓	5	5	3	3	3	5	5	3	4	5	5	
Tavistock and Portman NHS Trust	**	n/a	n/a	✓	✓	✓	n/a	✓	5	5	n/a	n/a	n/a	n/a	n/a	5	n/a	5	
The Hillingdon Hospital NHS Trust ^	**	✓	✓	✓	✓	✓	✓	3	1	5	a	5	5	5	1	2	5	1	
Walsall PCT ^	**	✓	✓	✓	✓	✓	✓	n/a	b	a	a	b	5	5	1	2	3	5	
West Hampshire NHS Trust	**	✓	✓	✓	✓	✓	✓	5	1	3	3	2	5	5	3	3	5	5	
West Kent NHS and Social Care Trust	**	✓	✓	✓	✓	✓	✓	5	1	b	b	b	1	5	5	2	3	5	
Worcestershire Mental Health Partnership NHS Trust	**	-	✓	✓	✓	✓	✓	5	5	a	a	3	1	b	5	3	5	5	
Avon and Wiltshire Mental Health Partnership NHS Trust	*	✓	✓	✓	-	✓	✓	x	5	1	3	4	a	1	1	5	3	5	1
Barnet, Enfield and Haringey Mental Health NHS Trust	*	✓	✓	✓	✓	✓	✓	-	3	1	5	a	1	5	5	2	3	5	
Bedfordshire and Luton Community NHS Trust	*	✓	✓	✓	-	✓	✓	3	5	a	a	b	5	5	2	5	3	1	
Berkshire Healthcare NHS Trust	*	✓	✓	✓	✓	✓	✓	x	5	1	1	3	3	5	5	5	3	5	
Black Country Mental Health NHS Trust	*	x	✓	✓	✓	✓	✓	3	b	3	a	4	1	1	5	1	5	5	
East Kent Community NHS Trust	*	✓	✓	✓	✓	✓	✓	-	3	1	b	b	4	5	5	1	5	5	
East London and The City Mental Health NHS Trust	*	✓	✓	✓	-	✓	✓	3	1	3	1	4	1	1	2	2	5	5	
East Sussex County Healthcare NHS Trust	*	✓	✓	✓	✓	✓	✓	x	5	1	2	3	3	5	1	1	3	5	
Isle of Wight Healthcare NHS Trust ^	*	✓	✓	✓	✓	✓	✓	x	5	b	2	a	b	5	5	5	4	1	
Manchester Mental Health and Social Care Trust	*	-	✓	✓	✓	✓	a	x	3	5	a	a	3	5	5	4	n/a	5	
Newcastle, North Tyneside and Northumberland Mental Health NHS Trust	*	✓	✓	✓	✓	✓	✓	x	5	5	b	b	b	1	1	5	2	5	
North Cumbria Mental Health and Learning Disabilities NHS Trust	*	-	✓	✓	✓	✓	✓	5	1	b	a	b	5	5	3	3	3	5	
North Staffordshire Combined Healthcare NHS Trust	*	-	x	✓	✓	✓	✓	5	5	3	3	b	5	1	5	3	5	5	
North West Surrey Mental Health NHS Partnership Trust	*	-	✓	✓	✓	✓	✓	3	1	a	a	a	1	1	b	5	3	5	

Capacity & capability focus																	CHI	
Missed outpatient appointments	Crisis resolution team implementation	Out of catchment area treatments (adults)	Out of catchment area treatments (older people)	CAMHS service mapping	Data quality	Staff opinion survey	Junior doctors' hours	Consultant appraisal	Sickness absence rate	Information governance	Fire, Health & Safety	CHI review?	Clinical governance					
2	3	a	a	5	a	4	5	5	5	3	4	-	n/a					
3	4	3	5	3	5	3	5	1	1	5	3	-	n/a					
3	3	5	2	5	4	4	3	5	4	4	2	02/03	✓					
4	n/a	n/a	n/a	2	n/a	5	n/a	3	5	2	3	04/03	-					
2	3	1	3	5	4	b	3	2	3	5	2	06/02+	-					
3	3	b	b	5	1	1	5	2	3	n/a	3	-	n/a					
3	3	a	a	5	3	3	2	3	3	3	3	-	n/a					
3	4	b	b	3	3	3	5	1	4	5	5	01/03	✓					
2	3	3	3	n/a	1	3	5	3	3	5	3	-	n/a					
3	5	a	a	5	2	3	2	3	3	3	2	06/02	-					
3	3	a	a	2	3	4	2	1	5	1	b	06/03	-					
3	3	b	b	3	3	3	2	3	3	3	4	-	n/a					
5	5	3	1	2	3	2	2	5	4	2	1	10/02	-					
2	4	3	2	2	4	5	1	5	1	3	3	11/02	-					
3	3	2	2	n/a	3	1	5	3	2	4	5	01/03	-					
1	3	2	4	5	3	3	2	3	3	3	1	02/03	-					
5	4	a	a	5	a	5	1	3	4	3	5	-	n/a					
4	3	5	n/a	5	3	3	1	5	3	3	3	11/01+	-					
2	4	1	3	n/a	a	2	5	5	2	1	3	-	n/a					
2	5	b	b	2	1	3	5	2	2	3	1	-	n/a					
3	3	b	b	1	2	1	5	5	3	2	1	10/02	-					
4	4	4	3	2	4	4	2	5	2	4	1	-	n/a					
5	3	a	a	n/a	1	1	5	b	3	1	5	-	n/a					

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance  
✓✓ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review  
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved x significantly underachieved

Organisation	Rating	Key targets							Clinical focus				Patient focus						
		Assertive outreach team implementation	CMHT integration	Mental health minimum dataset implementation	Number of outpatients waiting longer than the standard	Improving Working Lives	Hospital cleanliness	Financial management	Clinical negligence	CPA systems implementation	Psychiatric readmissions (adult)	Psychiatric readmissions (older people)	Suicide rate	Transition of care between adult services and OPMH	Transition of care between CAMHS and adult services	Patients with copies of their own care plan	Patient complaints procedure	Better hospital food	Privacy & dignity
<b>Mental health trusts</b> <small>These include mental health services provided by combined trusts. For acute and primary care services provided by combined trusts, refer to acute report or primary care section respectively.</small>																			
Northern Birmingham Mental Health NHS Trust	*	✓	✓	✓	n/a	✓	✓	✗	5	1	5	3	1	5	5	2	1	5	5
Nottinghamshire Healthcare NHS Trust	*	✓	✓	✓	✓	✓	✓	✓	5	1	b	b	b	1	b	2	3	5	5
Oxfordshire Mental Healthcare NHS Trust	*	✓	✓	✓	-	✓	b	✓	3	5	2	3	3	5	1	5	3	n/a	5
Pennine Care NHS Trust	*	✓	✓	✓	-	✓	✓	✓	3	1	3	3	2	1	1	2	2	3	5
Somerset Partnership NHS and Social Care Trust	*	✓	✓	✓	✓	✗	✓	✓	5	1	b	b	b	5	5	3	3	5	5
South Staffordshire Healthcare NHS Trust	*	-	✗	✓	✓	✓	✓	✓	5	1	4	3	3	5	5	b	3	3	5
Surrey Hampshire Borders NHS Trust	*	-	✓	✓	✓	✓	✓	✗	5	1	a	a	a	1	1	b	4	3	5
Surrey Oaklands NHS Trust	*	✓	✓	✓	✓	✓	✓	✓	3	1	b	a	b	b	b	b	3	3	5
West London Mental Health NHS Trust	*	-	✓	✓	-	✓	✓	✓	3	1	5	3	a	1	5	3	1	3	5
West Norfolk PCT ^	*	✗	✓	n/a	✓	✓	✓	✓	n/a	1	a	a	b	5	1	5	2	n/a	5
West Sussex Health and Social Care NHS Trust	*	✓	✓	✓	✓	✓	✓	✗	3	1	3	3	1	5	5	5	4	5	5
Wolverhampton Health Care NHS Trust	*	-	✓	✓	✓	✓	a	✓	5	5	b	a	b	5	1	5	2	n/a	5
Buckinghamshire Mental Health NHS Trust		b	✓	✓	✓	✓	✓	✗	5	1	4	3	3	1	1	5	3	5	5
Northamptonshire Healthcare NHS Trust		✓	✓	✓	✓	✓	✓	✓	5	1	a	a	b	b	1	2	1	5	5
South West Yorkshire Mental Health NHS Trust		✓	✓	✓	✓	✗	✓	✗	5	1	2	3	3	5	5	2	3	3	5

Capacity & capability focus														CHI	
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1	5	2	1	n/a	2	3	5	1	1	2	3	08/01	n/a		
5	3	b	b	2	3	2	2	5	2	3	3	-	n/a		
4	4	3	4	5	3	3	5	3	1	4	3	10/02	-		
2	3	2	3	5	2	3	1	2	1	3	2	-	n/a		
5	3	b	b	5	3	3	5	3	3	3	5	-	n/a		
4	3	b	b	3	3	4	5	2	3	5	2	12/02	-		
4	4	a	a	n/a	3	3	5	2	5	5	2	-	n/a		
2	3	b	b	5	1	b	1	b	2	3	3	-	n/a		
1	4	a	a	2	1	b	b	3	3	3	5	-	n/a		
5	4	b	b	5	3	4	n/a	2	5	n/a	3	-	n/a		
4	5	1	2	2	2	1	2	5	3	4	2	-	n/a		
1	5	b	b	5	3	b	5	1	3	4	3	-	n/a		
5	b	2	3	5	4	3	5	5	4	1	3	-	n/a		
4	3	3	4	5	3	2	5	5	3	4	3	07/03	✗		
2	4	3	4	5	4	3	3	1	3	4	3	-	n/a		

Data  
n/a not applicable a not available b not provided/invalid data

Key targets  
✓ achieved - underachieved ✗ significantly underachieved

^ denotes a combined trust also rated in acute or primary tables

Focus areas  
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance  
✓✓ significant strengths ✓ many strengths - strengths ✗ significant areas of weakness n/a not applicable

CHI review  
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Organisation	Rating	Key targets							Clinical focus				Patient focus						
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<b>Learning disability trusts</b>  These trusts provide services for people with learning disabilities. The trusts have been performance rated on the set of indicators applicable to mental health trusts, omitting those which do not apply to its services.																			
Northgate and Prudhoe NHS Trust	***	n/a	n/a	n/a	✓	✓	✓	✓	5	n/a	n/a	n/a	n/a	n/a	n/a	5	4	5	5
Calderstones NHS Trust	**	n/a	n/a	n/a	n/a	✓	✓	✓	3	n/a	n/a	n/a	n/a	n/a	n/a	4	n/a	5	
New Possibilities NHS Trust	*	n/a	n/a	n/a	✓	✓	n/a	x	5	n/a	n/a	n/a	n/a	n/a	n/a	2	n/a	5	
Oxfordshire Learning Disability NHS Trust	***	n/a	n/a	n/a	n/a	✓	b	✓	5	n/a	n/a	n/a	n/a	n/a	n/a	4	n/a	5	

Capacity & capability focus														CHI	
Missed outpatient appointments	Crisis resolution team implementation	Out of catchment area treatments (adults)	Out of catchment area treatments (older people)	CAMHS service mapping	Data quality	Staff opinion survey	Junior doctors' hours	Consultant appraisal	Sickness absence rate	Information governance	Fire, Health & Safety	CHI review?	Clinical governance		
n/a	n/a	n/a	n/a	5	5	5	5	5	2	4	2	-	n/a		
n/a	n/a	n/a	n/a	n/a	3	2	n/a	5	3	3	3	-	n/a		
n/a	n/a	n/a	n/a	n/a	4	b	n/a	5	b	1	b	-	n/a		
n/a	n/a	n/a	n/a	n/a	1	5	n/a	5	3	3	3	-	n/a		

