





## **ANNUAL HEALTH CHECK PERFORMANCE RATINGS** **2007/08**

The Annual Health Check performance ratings were published to the PCT on the 14<sup>th</sup> October with the results being made public on the 16<sup>th</sup> October 2008. The PCT was assessed by the Health Care Commission (HCC) as having provided a good quality of service to patients but failed to maintain the excellent standard of performance of 2006/07. This was mainly to do with a change to what was being assessed and that fact the PCTs performance was measured against standards of compliance by independent contractor and commissioned services. The PCT could not honestly declare full compliance without assurance processes having taken place. The HCC indicate that the PCT has been good at managing its finances and has made improvements over the past year. The PCT is one of only 3 PCTs to achieve level 4 (the highest), 'Value for Money', in the Auditor's Local Evaluation (ALE) scoring.

For the year from 1 April 2007 to 31 March 2008, the Healthcare Commission rated Birmingham East and North Primary Care Trust as:

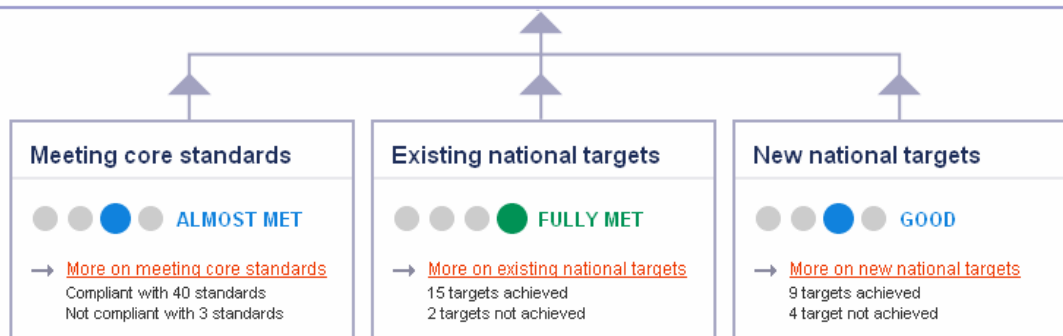
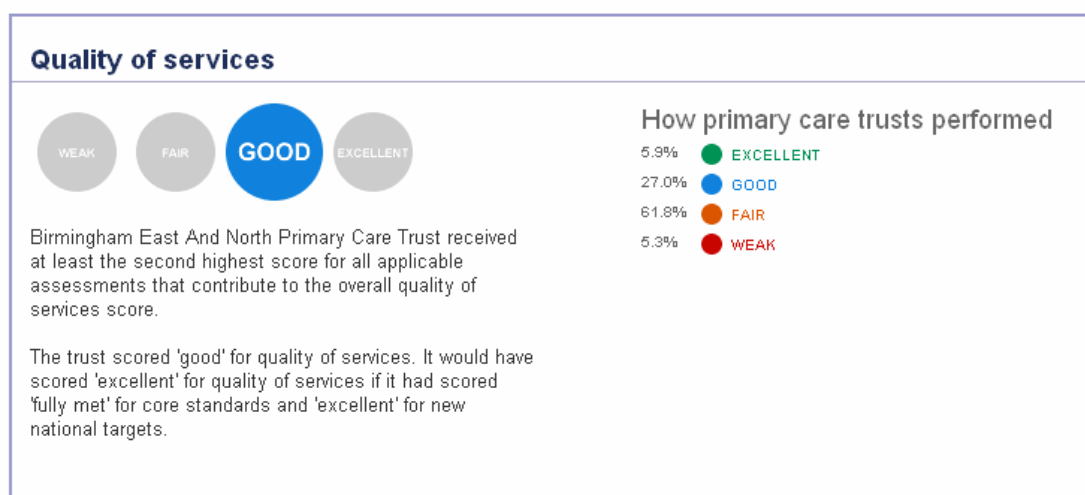
Quality of Services	Use of resorces
	
<p>This score covers a range of areas, including the safety of patients, cleanliness, access to services and ensuring people's individual needs are met.</p>	<p>This score is based on how well a trust manages its finances.</p>
Ratings for this trust given in previous years were:	
<p>2006/2007</p> <p style="text-align: center;">  </p>	<p>2006/2007</p> <p style="text-align: center;">  </p>
<p>2005/2006</p> <p style="text-align: center;">NOT APPLICABLE</p>	<p>2005/2006</p> <p style="text-align: center;">NOT APPLICABLE</p>

1. Quality of Services includes the Core Standards Assurance and measurement against the new and existing national performance targets which combined to give the PCT a score of "Good". For the Core Standards Assurance, the PCT declared insufficient assurance against 1 standards and non-compliance against 2. The PCT did not consider that there was enough evidence to prove compliance of independent contractors and commissioned services. However, the PCT has been rated in the top performing third of all PCTs for quality of services.

## Birmingham East And North Primary Care Trust 2007/2008

### Quality of services

This score covers a range of areas including safety of patients, cleanliness and waiting times.



<b>10/12</b> Safety and cleanliness	<b>7/7</b> Standard of care
<b>3/4</b> Waiting to be seen	<b>9/11</b> Dignity and respect
<b>6/7</b> Keeping the public healthy	<b>16/16</b> Good management
<b>16/16</b> Commissioning services	<b>15/21</b> Planning for local improvement

The HCC identified the areas below as the indicators which the PCT did not fully satisfy the standards.

2. Safety and cleanliness

C20a- Safe and secure surroundings and protection of property

"The organisation did not meet the standard of providing safe and secure surroundings for staff, patients and visitors and protecting their property"

The PCT is has contacted the Healthcare Commission to suggest that the phrase does not give a true reflection of the PCTs performance. The PCT was compliance for its own services, but were unable to declare compliance against Independent Contractors or Commissioned Services. The PCT has asked the HCC to reword the section in their report to reflect this.

C20b Surroundings support privacy and confidentiality

"The organisation did not meet the standard of providing care in surroundings that supported the privacy and confidentiality of patients"

As with the previous standard, the PCT has asked for this comment to be re-worded to reflect that it is the assurance against independent contractors and commissioned services, not PCT provided services that cannot be assured as compliant.

3. Existing National Targets

Access to a GP

"The proportion of practices in the PCT that could not offer a GP appointment within 48 hours was too high".

The PCT is working through primary care contracting to improve access and is targeting the particularly poor performers. The PCT has identified GP access as an outcome Standard for World Class Commissioning Assurance, against which the PCT plans significant improvement.

4. Dignity and respect

PCT facilities in place to support choice

"The proportion of people not aware that they have a choice of hospital to go to for their first hospital appointment or not offered this choice was too high". The patient survey indicated that not enough people who responded to the survey considered that they had a choice of hospitals for their first outpatient appointment. The PCT is doing an intensive campaign to publicise choice to service users.

PCT booking

"The proportion of patients added to the waiting list by GPs for their first hospital appointment who were booked through Choose and Book was not high enough".

GPs have needed constant reminder to make electronic bookings. There have been significant technical issues which cause problems with access to the nation IT spine.

5. Keeping the public healthy  
C24 Emergency Planning

"The organisation could not be sure that they had been meeting the standard of having plans to deal with threats to the health of the local community, such as a flu epidemic, and emergency situations, such as major road traffic accidents, and where possible practicing these responses"

The PCT has a stepped plan to ensure that compliance with C24 will be achieved before year end.

6. Planning for local improvement  
The PCT scored 15 out of 21

The first 3 paragraphs below reflect that in general practice a level of activity has not been achieved to achieve the agreed plans. This performance will be highlighted to the PEC and flagged through the localities as core practice and that we are failing our population on by not meeting these standards.

Blood pressure

"The number of patients with low blood pressure and the number of patients who have hypertension that are on valid registers at GP practices was not in line with agreed plans"

Cholesterol levels

"The number of patients registered at GP practices with low cholesterol or heart disease was not in line with or better than agreed plans"

GP recording of body mass index

"The number of people with their body mass index (BMI) status recorded was not in line with agreed plans. Body mass index tells you if you are a healthy weight for your height"

Access to reproductive health services

"Adequate services and processes were either not in place to increase the use of sexual health services, and/or the number of young people screened for Chlamydia was not in line with agreed plans"

A comprehensive plan is in place with local partners to ensure that young women 16-24 are targeted for Chlamydia testing. Access to GUM services are also being heavily scrutinised with focus remaining on appointments offered within 48 hours.

Drug misusers in treatment

"The number of drug misusers who took part in a treatment programme was not in line with agreed plans"

The achievement of this target was narrowly missed by 1% (84% against 85%).

Community Development Workers

"The number of community development workers in post by the end of March 2008 was not in line with agreed plans"

At the point where the snapshot was taken at the end of March a full complement of 5 CDWs were not in post although had been appointed.

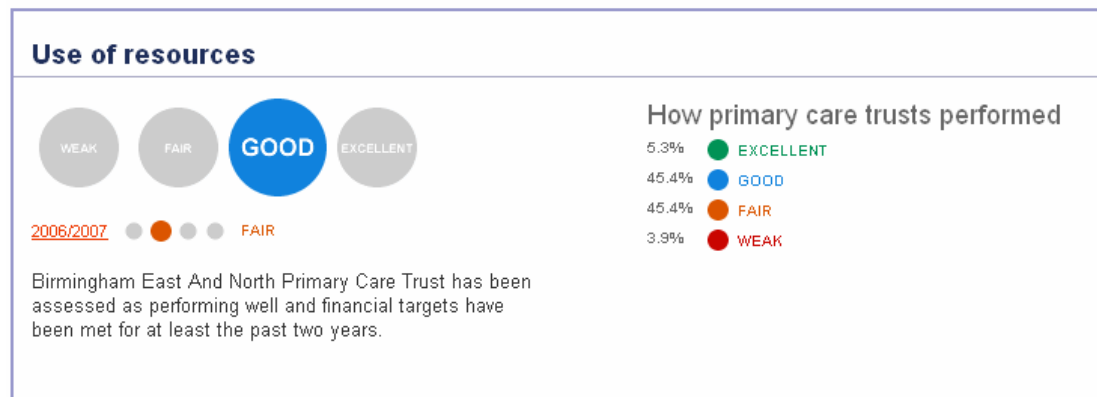
7. Use of resources

This focuses on how well the PCT manages its financial reporting, management and standing, its internal controls and value for money. It is based on the Auditor's Local Evaluation (ALE) and has 5 component parts. The PCT scored was rated as "Good" which puts the PCT in the top half performance PCTs in England. It is an improvement from 06/07 where the PCT was rated as 'fair'.

## Birmingham East And North Primary Care Trust 2007/2008

### Use of resources

This score looks at how well this organisation manages its finances.



### Comment

This organisation has been given a score of good for use of resources as it is performing well. Its consideration of value for money was assessed as strong and all other aspects were found to be good. The organisation has met all of its financial targets for the past two years. The arrangements in place appear to be operating effectively.

### Working with the Audit Commission

Birmingham East And North Primary Care Trust's score for use of resources is based on work carried out as part of the Audit Commission's Auditors' Local Evaluation assessment, which covers five areas:

- financial reporting
- financial management
- financial standing
- internal control
- value for money (economy, efficiency and effectiveness)

➔ [More about the Audit Commission's Auditors' Local Evaluation assessment](#) (opens in new window)

The [Audit Commission](#) is an independent public body responsible for ensuring that public money is spent economically, efficiently, and effectively.

The PCT's performance against the components were

- Financial reporting 3
- Financial management 3
- Financial Standing 3
- Internal Control 3
- Value for money 4

The PCT is one of only 3 PCTs to achieve VFM.

The PCT could not achieve a 4 for financial standing as a deficit was reported in 05/06.




8. Experience of PCT's services

The Healthcare Commission also use data on patients' experience of using the PCTs services through a national survey of NHS patients. These are grouped together by theme and based on patients' responses. In this year's survey the PCT scored:

Score (out of 10)	For questions about	How this compares with other trusts
6.9	making an appointment with a doctor	  
5.3	visiting the GP practice or health centre	  
8.7	seeing a doctor	  
7.8	medicines	  
5.7	being referred to a specialist	  
7.1	seeing another professional from a GP practice or health centre	  
7.8	overall views and experiences	  
5.2	health promotion	  

9. Service performance

Service reviews look at whether trusts are striving to improve the care and treatment they provide in areas that are a priority for the NHS. The HCC findings and recommendations help trusts to identify where and how they can perform better. Over recent years the HCC have carried out a number of such reviews and information about how the PCT performed in each area is available on the HCC website. The most recent reviews and ratings are given in the table below.

	Rating
Urgent and emergency care	 BETTER PERFORMING
Substance misuse service review 2006/2007	 EXCELLENT
Diabetes	 FAIR

Urgent & Emergency Care

The HCC commission has rated the PCT as 'Better Performing' for Urgent and Emergency care, which means that the PCT is in the top half of PCTs across England. The PCT is preparing an action plan based on the areas identified as weaker in this report which will address many of the issues and lead to an improvement of services and raise performance.

Substance misuse service review

The HCC rated the PCT substance service as 'excellent'.

Diabetes

The HCC rated the Diabetes Service as 'fair'. The measures in this report were taken from patient reported survey. Across the country, 78.3% of PCTs scored as 'fair'. There is significant work to do to improve patient perception of PCT diabetes services.