





## ANNUAL HEALTH CHECK RATINGS 2008/09

### 1. OVERALL RATING

The Annual Health Check performance ratings were published to the PCT on the 13<sup>th</sup> October under embargo. The results were published on 15<sup>th</sup> October 2009. For the year from 1 April 2008 to 31 March 2009, the Care Quality Commission (CQC) rated NHS Birmingham East and North as shown in the table below. The other change to note is that previously the measure was 'Quality of Services' but is now called 'Quality of Commissioning'. The two are not directly comparable.

Quality of Commissioning	Quality of financial management
 <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:	
2007/2008 Scores from previous years are not directly comparable	2007/2008 
2006/2007 Scores from previous years are not directly comparable	2006/2007 

### 2. AREAS OF SIGNIFICANT ACHIEVEMENT

The Trust is pleased and proud of the progress made against the following areas on behalf of our local population which are evidence of focused and assertive commissioning. We are working hard to sustain and exceed this level of performance and improvement for 2009/10.

#### **Fully meeting Core Standards for Quality & Safety**

The Trust is particularly pleased to have fully met our 44 core quality and safety standards as a commissioning organisation. The Trust was inspected against these standards by the Quality Commission in June 2009 and our compliance was confirmed. This is a significant improvement from the 2007/8 position.

#### **Quality of Financial Management**

The Trust has been assessed as performing at a "good" level for the quality of financial management. It has demonstrated that it has implemented sound and effective financial management arrangements and is consistently performing above adequate levels. This supports one of our key organisational principles of investing wisely to do the right thing. No PCT scored "excellent" during 2008/9.

#### **Patient Experience**

Patient experience has improved compared with last years assessment moving from underachieved to satisfactory.

#### **Safety & Cleanliness**

The Trust has achieved all 13 measures of safety and cleanliness including the required reduction in the incidence of C.Difficile.

### **All Age All Cause Mortality & Cardio Vascular Disease (CVD) Mortality**

The Trust have made good progress towards the above achieving our targets.

### **Childhood Obesity**

The Trust has achieved its target a key objective for keeping our population healthy.

### **Smoking**

The number of people who had set a date to stop smoking and who stuck to that date when checked four weeks later was as planned even though this was an ambitious target to meet.

## **3. AREAS OF UNDERPERFORMANCE AND FOCUS FOR IMPROVEMENT OVER THE NEXT 6 MONTHS**

The Trust is disappointed at its underachievement and insufficient progress in the following areas. The Trust will focus effort towards the following targets, applying rigorous commissioning, process improvement measures and robust monitoring during the next 6 months. The Trust will also seek to sustain and exceed performance in the areas of achievement in 2008/9.

### **3.1 Waiting to be seen**

The area of greatest underperformance was in the Waiting to be Seen category. The Trusts strategic goal of no waiting underlines the importance of driving improvement both in primary and secondary care.

#### **Total time in A&E: four hours or less**

The proportion of patients that spent more than four hours in A&E before being admitted to hospital transferred elsewhere or discharged to go home was too high. The PCT is already working closely with Heart of England Foundation NHS Trust to ensure delivery this year. Improvements introduced already have been the introduction of a Primary Care Discharge Unit at Good Hope Hospital, partnership work to map capacity and demand resulting in a greater focus on discharge planning and weekend discharges.

#### **Inpatients waiting longer than the 26 week standard**

The proportion of patients not admitted to hospital within 26 weeks of their consultant deciding that they needed treatment was too high. This is as a result of a recent alert from Birmingham Children's Hospital Foundation Trust of a number of long waits for paediatric cardiac surgery. West Midlands Specialised Commissioning Team is working closely with BCHFT to expedite improvement as quickly as possible.

#### **Outpatients waiting longer than the 13 week standard**

The proportion of patients referred to hospital as an outpatient by their GP that were not seen by a specialist within 13 weeks was too high. This is a result of breaches for genetic counselling at Birmingham Women's Foundation Trust. This has now been resolved.

#### **Access to primary care**

The proportion of patients who were not satisfied with their ability to book a suitable appointment with their GP was too high. The Trust has Practice level data to inform us in targeted interventions for improvement. 75% of practices now have extended opening hours in place and we clearly need to do more to publicise this. The Trust will also seek to influence the methodology used to measure this target which was a postal survey, which disproportionately excludes more disadvantaged populations and those who do not have English as a first language.

### **Access to primary dental services**

The number of patients seen by an NHS dentist was not satisfactory when compared to performance between 2004 and 2006. This arose because of a move of 2 dental practices and associated activity to another PCT. There was no actual change in activity or access. The Trust continues to increase investment in access to good dental care.

### **3.2 Standard of care**

#### **Commissioning a comprehensive child and adolescent mental health service (CAMHS)**

A comprehensive service to provide care for children and adolescents with mental health problems was not in place primarily due to the numbers of adolescents being seen on adult wards. The citywide commissioning team will be asked to evidence plans to address this situation.

#### **Stroke care**

The proportion of stroke patients that spent more than 90% of their stay in hospital on a stroke unit was below a satisfactory level. The Trust has developed a stroke services pathway, with clear expectations set with Heart of England Foundation NHS Trust for improvement against the target.

### **3.3 Good management**

#### **Delayed transfers of care**

The number of people who were ready to be discharged from care but whose discharge was delayed because other services were not in place was above a satisfactory level. Data reporting/collection will be addressed to ensure the city is applying a process consistent with the rest of the country. The Trust has recently implemented two community enhanced assessment units one at the Good Hope site and one at Heartlands (end September 2009) which will contribute to a reduction in delays, together with a greater focus on effective discharge planning and plans to improve weekend discharge and flow. Other measures include work on reducing the length of stay. This is a whole system measure, further work is being undertaken to address access with certain groups of patients.

#### **Pregnant women: 12 week maternity appointment**

The quality of the data returned regarding the proportion of women who have seen a midwife or maternity healthcare professional by 12 completed weeks of pregnancy was below a satisfactory level. This is a key target as early booking is associated with better outcomes for the baby, through the early identification and intervention in problems of foetal growth. The Trust is already working with Heart of England NHS Foundation Trust to resolve booking and data collection.

### **3.4 Planning for local improvement**

#### **Prevalence of breastfeeding at 6-8 weeks from birth (data completeness)**

The proportion of infants with breastfeeding status recorded at 6-8 weeks from birth was below a satisfactory level. Further focus with Heart of England Foundation NHS Trust and NHS Birmingham East & North's Community health services is required to address information and recording issues in addition to other actions. Breastfeeding uptake is positively associated with healthy babies and health in later life.

#### **Teenage conception rates per 1000 females aged 15-17**

The number of teenagers who have become pregnant is too high. The Trust will require rapid action to re-visit the strategic initiatives set out through the Birmingham Health and Well Being Partnership across the city.

**Chlamydia screening**

We did not succeed in screening as many young people for Chlamydia as we had planned for. The Trust will need to revise its plans to address this underperformance.

**Proportion of individuals who complete immunisation by recommended ages**

The proportion of individuals that completed immunisation by the recommended ages was not in line with agreed plans. The indicator measurement assessed the immunisation uptake rate across a number of immunisations covering a range of age groups. Remedial action plans will need to be in place.

**Comparator PCT Performance Annual health Check 2008/9**

Core Cities		
PCT	Quality of Commissioning	Quality of Financial Management
Bristol	Good	Good
Leeds	Good	Fair
Liverpool	Good	Good
Manchester	Fair	Fair
Newcastle	Good	Fair
Nottingham	Fair	Good
Sheffield	Good	Good
Heart of Birmingham	Fair	Good
NHS South Birmingham	Good	Good
Solihull	Fair	Fair

ONS Cluster		
PCT	Quality of Commissioning	Quality of Financial Management
Barking and Dagenham	Weak	Fair
Bradford and Airedale	Fair	Good
Luton	Fair	Fair
Sandwell	Fair	Fair
Walsall	Fair	Good
Wolverhampton	Good	Good