

APPENDIX A

# HWB 20131023AR09 Appendix A

## Performance Report

October 2013

Strategy & Performance & Public Health Intelligence Team– Croydon Council  
[Pick the date]

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**NOTE** – the principal source of data within this report is the Croydon Key dataset developed by the Croydon Public Health Intelligence Team. Thanks to David Osborne (Senior Public Health Analyst) in particular for making this data source available and for his input into the selection of relevant performance measures.

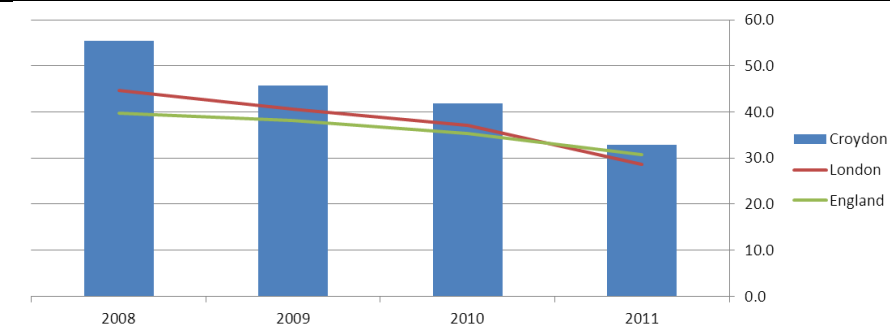
## Improvement area 1: giving our children a good start in life

### Priorities

- 1.1 Reduce low birth weight
- 1.2 Increase breastfeeding initiation and prevalence
- 1.3 Improve the uptake of childhood immunisations
- 1.4 Reduce overweight and obesity in children
- 1.5 Improve children’s emotional and mental wellbeing
- 1.6 Reduce the proportion of children living in poverty
- 1.7 Improve educational attainment in disadvantaged groups

### Potential challenge areas

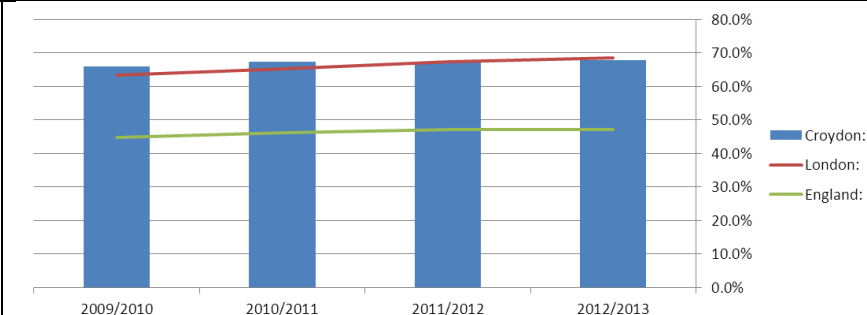
#### Conception rate per thousand women aged 15 to 17



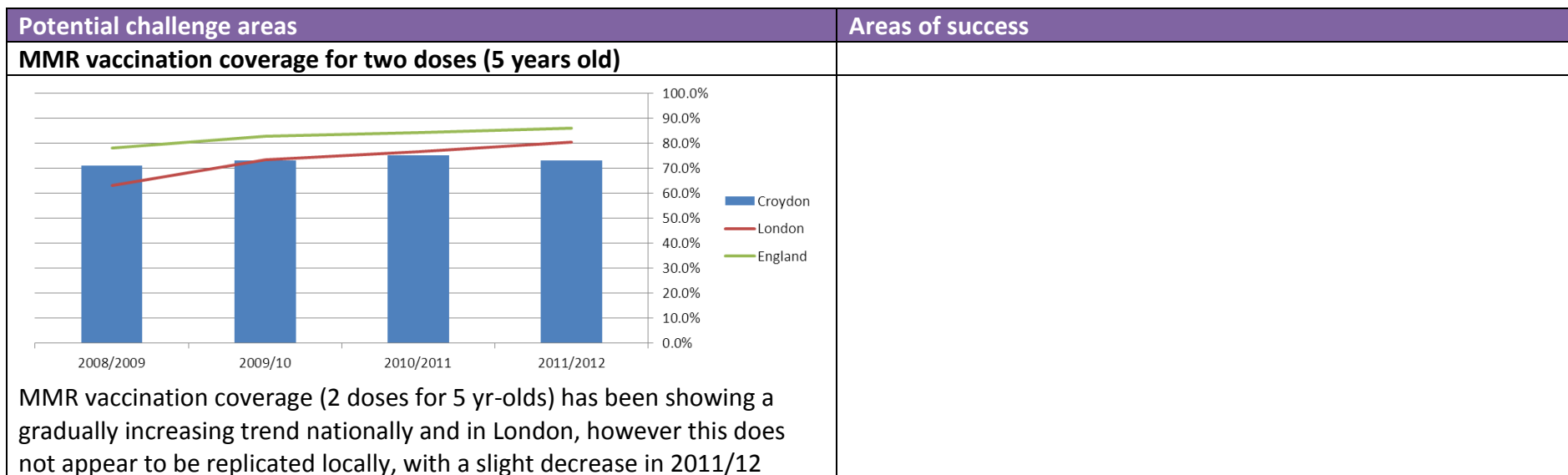
Croydon has been recognised for achieving a sustained and long-term decline in the rate of teenage conceptions, however the borough remained above the London and national averages for 2011.

### Areas of success

#### % breastfeeding prevalence at 6-8 week health check



Breastfeeding prevalence at 6-8 weeks is significantly higher than the national average and remains in line with the London average



**Performance measures;**

Measuer description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Conception rate per thousand women aged 15 to 17	Croydon key dataset	LOW	32.8	2011	41.8	28.7	30.7	BETTER	WORSE	WORSE
Breastfeeding initiation within 48 hours (% of mothers)	Croydon key dataset	HIGH	86	2012/13	87	86.8	73.8	ABOUT THE SAME	ABOUT THE SAME	WORSE
% breastfeeding	Croydon	HIGH	67.9	2012/13	67.3	68.5	47.2	ABOUT THE	ABOUT THE	BETTER

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Measuer description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
prevalence at 6-8 week health check (infants totally or partially breastfed as a % of all subject to a health check)	key dataset							SAME	SAME	
Percentage of women who are smokers at the time of delivery	Croydon key dataset	LOW	7.8	2012/13	8	5.7	12.7	ABOUT THE SAME	WORSE	BETTER
Percentage of children aged 4-5 years with height and weight recorded who are either overweight or obese	Croydon key dataset	LOW	24.2	2011/12	23	23.3	22.6	ABOUT THE SAME	ABOUT THE SAME	WORSE
Percentage of children aged 10-11 years with height and weight recorded who are either overweight or obese	Croydon key dataset	LOW	38.2	2011/12	38.3	37.5	33.9	ABOUT THE SAME	ABOUT THE SAME	WORSE
Percentage of live and still births under 2500 grams	Croydon key dataset	LOW	8.3	2011	8.8	8	7.4	BETTER	ABOUT THE SAME	WORSE
Immunisations - DTaP / IPV / Hib vaccination coverage (1 year old)	Croydon key dataset	HIGH	91.3	2011/12	91	91.3	94.7	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME

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Measuer description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Immunisations - Hib / MenC booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	85.1	2011/12	85.9	86.8	92.3	ABOUT THE SAME	ABOUT THE SAME	<b>WORSE</b>
Immunisations - PCV booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	82.4	2011/12	81	85.3	91.5	ABOUT THE SAME	ABOUT THE SAME	<b>WORSE</b>
Immunisations - MMR vaccination coverage for one dose (2 years old)	Croydon key dataset	HIGH	83.5	2011/12	82.1	86.1	91.2	ABOUT THE SAME	ABOUT THE SAME	<b>WORSE</b>
Immunisations - DTaP / IPV vaccination coverage (5 years old)	Croydon key dataset	HIGH	92.5	2011/12	92.7	92	95.4	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Immunisations - MMR vaccination coverage for two doses (5 years old)	Croydon key dataset	HIGH	73.1	2011/12	75.1	80.2	86	ABOUT THE SAME	<b>WORSE</b>	<b>WORSE</b>
Tooth decay in children aged 5 (average number of teeth)	Croydon key dataset	LOW	1.05	2007/08	NA	1.31	1.11	<b>UNKNOWN</b>	<b>BETTER</b>	<b>BETTER</b>
Emotional wellbeing of looked-after children -	Croydon key dataset	LOW	11.5	2011/12	11.1	13.5	13.8	ABOUT THE SAME	<b>BETTER</b>	<b>BETTER</b>
Children living in poverty	Croydon key dataset	LOW	25.7	2010	27	27.8	20.6	<b>BETTER</b>	<b>BETTER</b>	<b>WORSE</b>

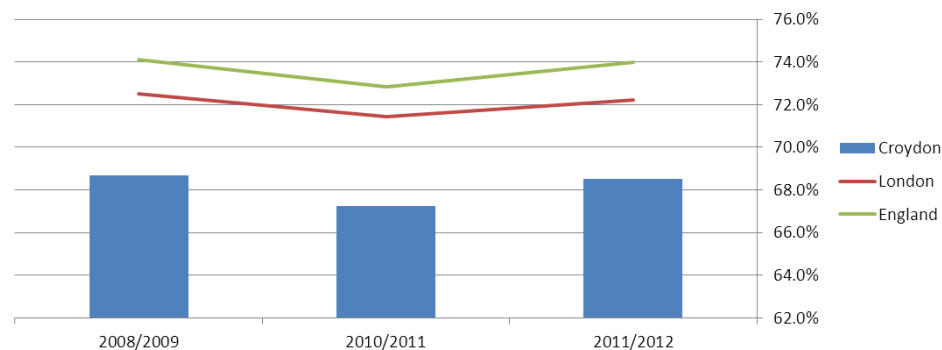
## Improvement area 2: preventing illness and injury and helping people recover

### Priorities

- 2.1 Reduce smoking prevalence
- 2.2 Reduce overweight and obesity in adults
- 2.3 Reduce the harm caused by alcohol misuse
- 2.4 Early diagnosis and treatment of sexually transmitted infections including HIV infection
- 2.5 Prevent illness and injury and promote recovery in the over 65s

### Potential challenge areas

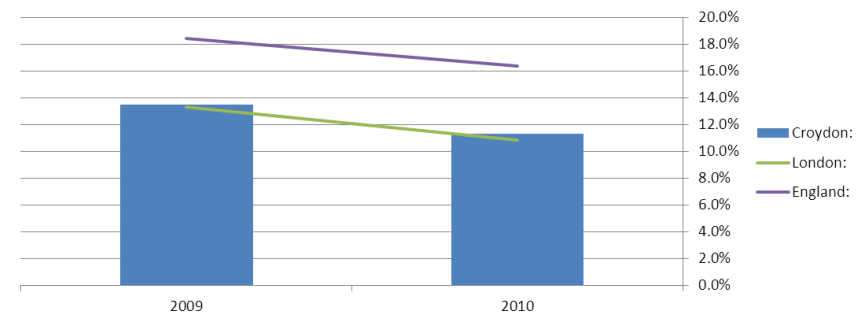
#### % of persons aged 65 and over immunised against influenza



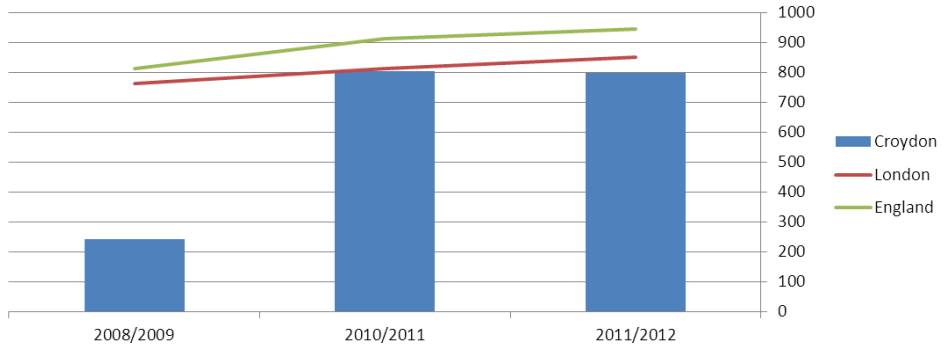
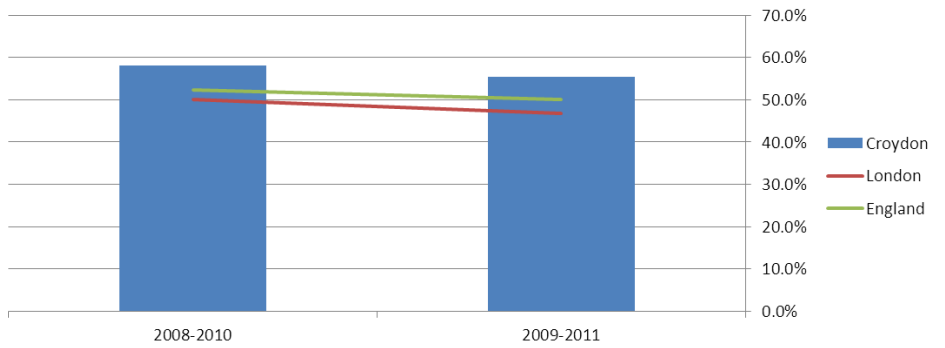
Note that data for 2009/10 is not currently available. The influenza immunisation rate for this age group in Croydon falls significantly short of the national and London averages.

### Areas of success

#### % Fuel poverty



This indicator measures the percentage of households which are fuel poor, meaning they spend more than 10% of their income on fuel to maintain a "satisfactory heating regime" (usually 21 degrees for the main living area and 18 degrees for other occupied areas). The latest published data appears to show that this is improving in Croydon in line with the rest of London, however it should be noted that this measure has since been discontinued.

Potential challenge areas	Areas of success																
<p data-bbox="185 288 1099 360"><b>Self-reported 4-week smoking quitters per 100,000 adult population aged 16+</b></p>  <table border="1" data-bbox="203 371 1144 719"> <caption>Self-reported 4-week smoking quitters per 100,000 adult population aged 16+</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2008/2009</td> <td>~250</td> <td>~750</td> <td>~850</td> </tr> <tr> <td>2010/2011</td> <td>~800</td> <td>~850</td> <td>~950</td> </tr> <tr> <td>2011/2012</td> <td>~800</td> <td>~900</td> <td>~980</td> </tr> </tbody> </table> <p data-bbox="185 730 1077 802">The 4-week quit rate appears to fall slightly short of the London and England averages</p>	Year	Croydon	London	England	2008/2009	~250	~750	~850	2010/2011	~800	~850	~950	2011/2012	~800	~900	~980	
Year	Croydon	London	England														
2008/2009	~250	~750	~850														
2010/2011	~800	~850	~950														
2011/2012	~800	~900	~980														
<p data-bbox="185 850 1055 922"><b>Persons presenting with HIV at a late stage of infection (% of new diagnoses of HIV)</b></p>  <table border="1" data-bbox="203 933 1144 1281"> <caption>Persons presenting with HIV at a late stage of infection (% of new diagnoses of HIV)</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2008-2010</td> <td>~58%</td> <td>~55%</td> <td>~58%</td> </tr> <tr> <td>2009-2011</td> <td>~55%</td> <td>~52%</td> <td>~55%</td> </tr> </tbody> </table> <p data-bbox="185 1292 1144 1327">Although the proportion of late HIV diagnoses is decreasing at around the</p>	Year	Croydon	London	England	2008-2010	~58%	~55%	~58%	2009-2011	~55%	~52%	~55%					
Year	Croydon	London	England														
2008-2010	~58%	~55%	~58%														
2009-2011	~55%	~52%	~55%														



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Potential challenge areas	Areas of success
same pace as London and England averages, the rate in Croydon is still moderately higher.	

### Performance measures

Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
% of persons aged 65 and over immunised against influenza	Croydon key dataset	HIGH	68.5	2011/12	67.2	72.2	74	ABOUT THE SAME	WORSE	WORSE
Self-reported 4-week smoking quitters per 100,000 adult population aged 16+	Croydon key dataset	HIGH	796	2011/12	804	851	944	ABOUT THE SAME	WORSE	WORSE
Smoking prevalence (% of adults aged over 18 who responded to survey)	Croydon key dataset	LOW	19.7	2011/12	19.4	18.9	20	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Rate of hospital admissions with a primary or	Public Health Outcomes Framework	LOW	307	2011/12	NA	405	NA	UNKNOWN	BETTER	UNKNOWN

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
secondary diagnosis of obesity per 100,000 population										
Recorded crime attributable to alcohol: Persons, all ages, crude rate per 1000 population	Croydon key dataset	LOW	10.8	2011/12	10.9	11.1	7	ABOUT THE SAME	ABOUT THE SAME	<b>WORSE</b>
Percentage of patients on GP registers aged 17 and over diagnosed with diabetes	Croydon key dataset	LOW	6.1	2011/12	5.7	5.6	5.8	<b>WORSE</b>	<b>WORSE</b>	ABOUT THE SAME
Adults achieving at least 150 minutes of physical activity per week (% of adults aged over 16)	Croydon key dataset	HIGH	56.8	2012	NA	57.3	56	<b>UNKNOWN</b>	ABOUT THE SAME	ABOUT THE SAME
Persons presenting with HIV at a late stage of infection (% of new diagnoses of HIV)	Croydon key dataset	LOW	55.5	2009-11	58.1	49.9	50	ABOUT THE SAME	<b>WORSE</b>	<b>WORSE</b>

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Chlamydia diagnoses (ages 15-24) (rate per 100,000 population)	Croydon key dataset	NA	2615	2012	NA	2159	1979	NA	NA	NA
Percentage of households identified as “fuel poor”	Croydon key dataset	LOW	11.3	2010	13.5	10.8	16.4	BETTER	ABOUT THE SAME	BETTER
Injuries due to falls (rate per 100,000 population aged over 65)	Croydon key dataset	LOW	1955	2011/12	1781	1872	1655	WORSE	ABOUT THE SAME	WORSE
Patient reported outcomes for elective procedures	NHS outcomes framework	TBC						UNKNOWN	UNKNOWN	UNKNOWN

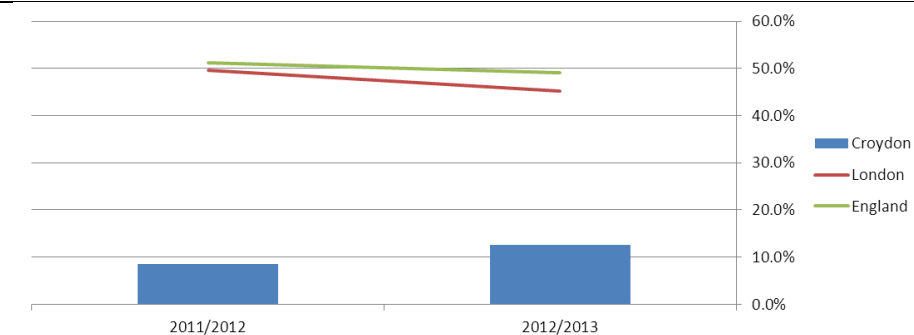
## Improvement area 3: preventing premature death and long term health conditions

### Priorities

- 3.1 Early detection and management of people at risk for cardiovascular diseases and diabetes
- 3.2 Early detection and treatment of cancers

### Potential challenge areas

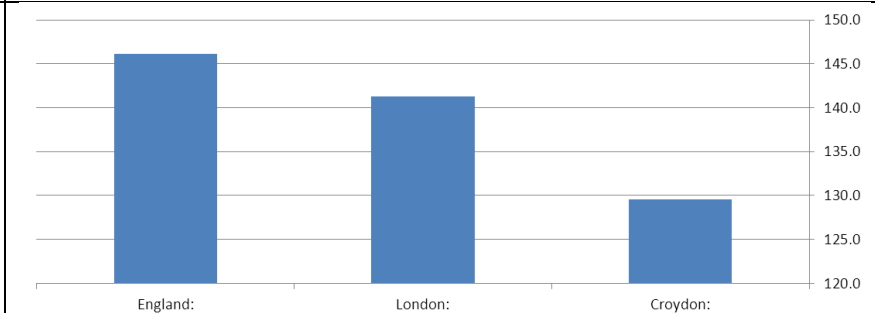
#### Take up of NHS health checks (% of people offered health checks)



Although a relatively high proportion of the population are offered NHS health checks, take-up is significantly lower than the London and England averages.

### Areas of success

#### Deaths from causes considered preventable (rate per 100,000 population)



Data shown above is the 3-yr average for 2009-2011. Deaths from causes considered preventable are significantly lower in Croydon than the London and national averages.

### Performance measures;

## Health & Wellbeing Board – PERFORMANCE REPORT October 2013

Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Infant mortality - Rate per 1,000 live births,	Croydon key dataset	LOW	4.4	2009-11	4.8	4.4	4.4	<b>BETTER</b>	ABOUT THE SAME	ABOUT THE SAME
Life expectancy at age 75 (males) in years	Croydon key dataset	HIGH	12.3	2008-10	12.3	12	11.3	ABOUT THE SAME	ABOUT THE SAME	<b>BETTER</b>
Life expectancy at age 75 (females) in years	Croydon key dataset	HIGH	12.8	2008-10	12.8	13.8	13.1	ABOUT THE SAME	<b>WORSE</b>	ABOUT THE SAME
Early deaths from cancer considered preventable (rate per 100,000 population aged under 75)	Croydon key dataset	LOW	53.2	2009-11	NA	60.8	61.9	<b>UNKNOWN</b>	<b>BETTER</b>	<b>BETTER</b>
Deaths from causes considered preventable (rate per 100,000 population)	Croydon key dataset	LOW	129.6	2009-11	NA	141.3	146.1	<b>UNKNOWN</b>	<b>BETTER</b>	<b>BETTER</b>
Early deaths from cardiovascular diseases considered preventable (rate per 100,000 population age<75)	Croydon key dataset	LOW	39.7	2009-11	NA	40.2	40.6	<b>UNKNOWN</b>	ABOUT THE SAME	ABOUT THE SAME

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Early deaths from liver disease considered preventable (rate per 100,000 population)	Croydon key dataset	LOW	11.9	2009-11	NA	13.4	12.7	UNKNOWN	BETTER	BETTER
Early deaths from respiratory diseases considered preventable (rate per 100,000 population age<75)	Croydon key dataset	LOW	10.4	2009-11	NA	11.5	11.6	UNKNOWN	BETTER	BETTER
Offered an NHS health check (% of eligible people aged 40-74)	Croydon key dataset	HIGH	20	2012/13	18.5	20.6	16.5	BETTER	ABOUT THE SAME	BETTER
Take up of NHS health checks (% of people offered health checks)	Croydon key dataset	HIGH	12.5	2012/13	8.6	45.2	49.1	BETTER	WORSE	WORSE
% of NHS health checks that identify patients to be at high risk	TBC	TBC						UNKNOWN	UNKNOWN	UNKNOWN
Breast screening rate (% of women aged 53-70)	Croydon key dataset	HIGH	70.8	2011/12	70.7	69.3	77	ABOUT THE SAME	ABOUT THE SAME	WORSE
Cervical screening rate (% of eligible women aged 25-64)	Croydon key dataset	HIGH	73.8	2011/12	73.3	69.6	75.3	ABOUT THE SAME	BETTER	ABOUT THE SAME

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Deaths from diabetes (rate per 100,000 population)	Croydon key dataset	HIGH	5.7	2008-10	5.5	5.8	5.7	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME

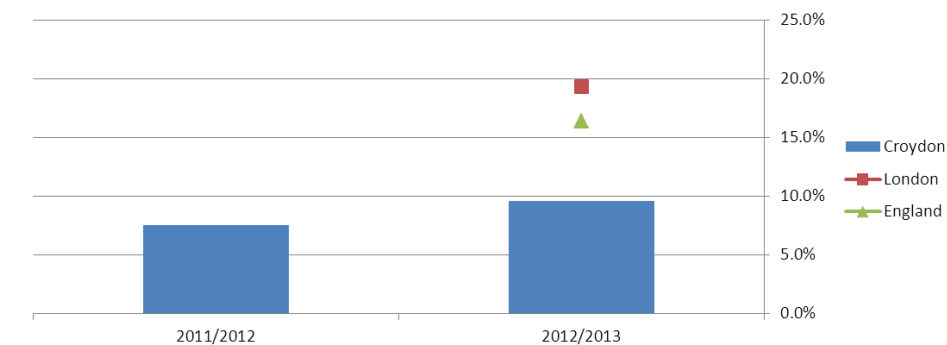
## Improvement area 4: supporting people to be resilient and independent

### Priorities

- 4.1 Rehabilitation and reablement to prevent repeat admissions to hospital
- 4.2 Integrated care and support for people with long term conditions
- 4.3 Support and advice for carers
- 4.4 Reduce the number of households living in temporary accommodation
- 4.5 Reduce the number of people receiving job seekers allowance

### Potential challenge areas

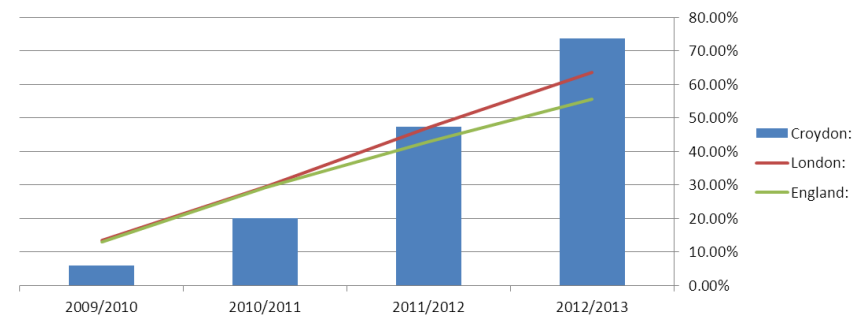
#### Proportion of people using social care who receive direct payments



Although increasing, the proportion of social care clients in receipt of direct payments appears to lag significantly behind London and national averages

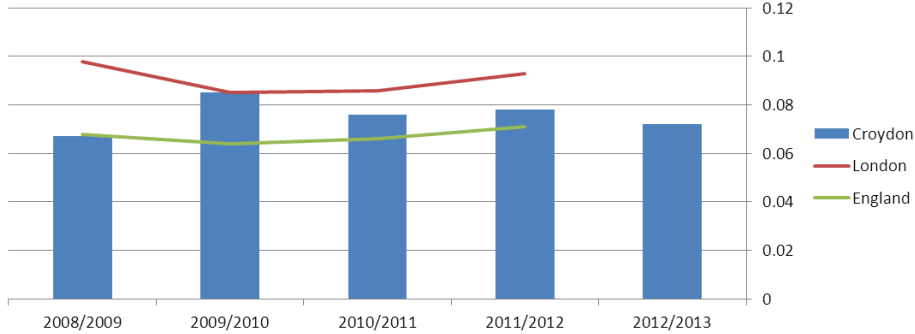
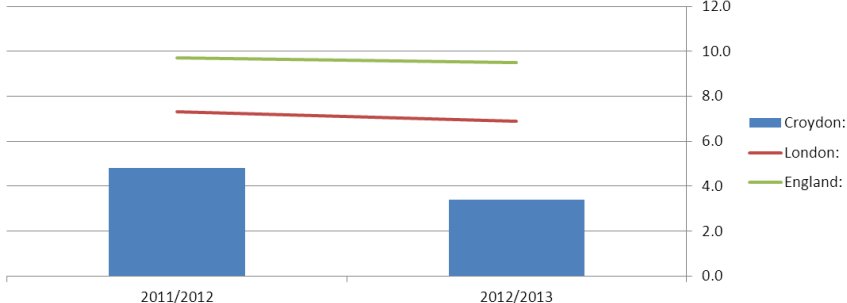
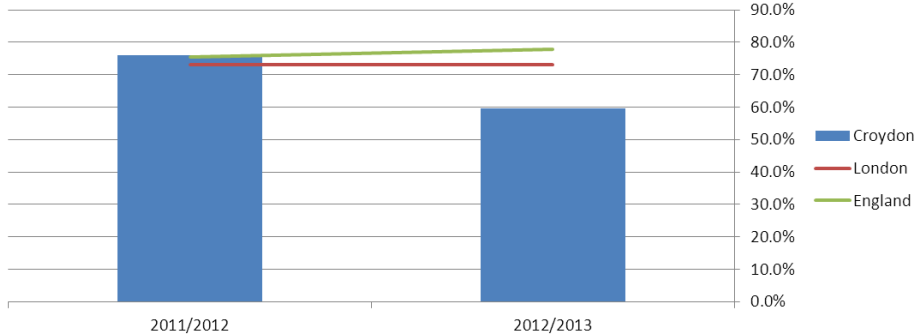
### Areas of success

#### Proportion of people using social care who receive self-directed support



The proportion of people using self-directed support in Croydon has seen strong growth, outstripping the London and National averages. Croydon's figure for 2012/13 is one of the best in London.



Potential challenge areas	Areas of success																																				
<p data-bbox="185 292 1070 320"><b>Proportion of adults with learning disabilities in paid employment</b></p>  <table border="1" data-bbox="203 336 1115 671"> <caption>Proportion of adults with learning disabilities in paid employment</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2008/2009</td> <td>0.075</td> <td>0.11</td> <td>0.07</td> </tr> <tr> <td>2009/2010</td> <td>0.09</td> <td>0.095</td> <td>0.07</td> </tr> <tr> <td>2010/2011</td> <td>0.085</td> <td>0.095</td> <td>0.075</td> </tr> <tr> <td>2011/2012</td> <td>0.09</td> <td>0.10</td> <td>0.08</td> </tr> <tr> <td>2012/2013</td> <td>0.08</td> <td>0.10</td> <td>0.08</td> </tr> </tbody> </table> <p data-bbox="185 687 1131 799">The proportion of adults with LD in paid employment in Croydon does not show a particular trend and, whilst better than the England average, is short of performance across London.</p>	Year	Croydon	London	England	2008/2009	0.075	0.11	0.07	2009/2010	0.09	0.095	0.07	2010/2011	0.085	0.095	0.075	2011/2012	0.09	0.10	0.08	2012/2013	0.08	0.10	0.08	<p data-bbox="1176 292 2045 320"><b>Delayed transfers of care from hospital per 100,000 population</b></p>  <table border="1" data-bbox="1189 336 2033 639"> <caption>Delayed transfers of care from hospital per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2011/2012</td> <td>5.5</td> <td>7.5</td> <td>10.0</td> </tr> <tr> <td>2012/2013</td> <td>4.0</td> <td>7.0</td> <td>10.0</td> </tr> </tbody> </table> <p data-bbox="1176 655 2045 807">The frequency of delayed transfers of care from hospital is significantly lower in Croydon than London and National comparators. The same is also true for the accompanying indicator which shows only those delays attributable to social care services.</p>	Year	Croydon	London	England	2011/2012	5.5	7.5	10.0	2012/2013	4.0	7.0	10.0
Year	Croydon	London	England																																		
2008/2009	0.075	0.11	0.07																																		
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Year	Croydon	London	England																																		
2011/2012	5.5	7.5	10.0																																		
2012/2013	4.0	7.0	10.0																																		
<p data-bbox="185 845 1149 914"><b>Proportion of people who use services who say that those services have made them feel safe and secure</b></p>  <table border="1" data-bbox="203 930 1115 1265"> <caption>Proportion of people who use services who say that those services have made them feel safe and secure</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2011/2012</td> <td>78.0%</td> <td>78.0%</td> <td>80.0%</td> </tr> <tr> <td>2012/2013</td> <td>65.0%</td> <td>78.0%</td> <td>80.0%</td> </tr> </tbody> </table> <p data-bbox="185 1281 1108 1315">There appears to have been a significant decrease in the proportion of</p>	Year	Croydon	London	England	2011/2012	78.0%	78.0%	80.0%	2012/2013	65.0%	78.0%	80.0%																									
Year	Croydon	London	England																																		
2011/2012	78.0%	78.0%	80.0%																																		
2012/2013	65.0%	78.0%	80.0%																																		

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Potential challenge areas	Areas of success
adult social care service users who feel that the service they receive makes them feel safe and secure. This shift is not replicated in London or national comparisons.	

### Performance measures;

Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Survey Social care-related quality of life	ASCOF	HIGH	18.2	2012/13	18.2	18.2	18.8	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Proportion of people who use services who have control over their daily life	ASCOF	HIGH	72.3%	2012/13	71.0%	70.7%	75.9%	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Proportion of people using social care who receive self-directed support	ASCOF	HIGH	73.8%	2012/13	47.4%	63.5%	55.6%	BETTER	BETTER	BETTER
Proportion of people using social care who receive direct payments	ASCOF	HIGH	9.6%	2012/13	7.5%	19.3%	16.4%	BETTER	WORSE	WORSE
Survey:Carer-reported quality of life	ASCOF	HIGH	7.7	2012/13		7.7	8.1	UNKNOWN	ABOUT THE SAME	WORSE
Proportion of adults with learning disabilities in paid employment	ASCOF	HIGH	5.0%	2012/13	7.8%	9.4%	7.2%	WORSE	WORSE	WORSE
Proportion of adults in contact with secondary mental health	ASCOF	HIGH	7.0%	2012/13	6.5%	6.1%	7.7%	BETTER	BETTER	WORSE

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
services in paid employment										
Proportion of adults with learning disabilities who live in their own home or with their family	ASCOF	HIGH	68.9%	2012/13	72.9%	67.7%	73.3%	WORSE	ABOUT THE SAME	WORSE
Proportion of adults in contact with secondary mental health services living independently, with or without support	ASCOF	HIGH	78.2%	2012/13	72.9%	80.4%	59.3%	BETTER	ABOUT THE SAME	BETTER
Permanent admissions of younger adults (aged 18 to 64) to residential and nursing care homes, per 100,000 population	ASCOF	LOW	4.3	2012/13	44.2	10.8	14.9	BETTER	BETTER	BETTER
Permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population	ASCOF	LOW	239.6	2012/13	566.6	493.7	708.8	BETTER	BETTER	BETTER
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	ASCOF	HIGH	85.1%	2012/13	74.8%	85.9%	81.5%	BETTER	ABOUT THE SAME	ABOUT THE SAME
Delayed transfers of care from hospital per 100,000 population	ASCOF	LOW	3.4	2012/13	4.8	6.9	9.5	BETTER	BETTER	BETTER

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	ASCOF	LOW	1.1	2012/13	2.3	2.7	3.3	<b>BETTER</b>	<b>BETTER</b>	<b>BETTER</b>
Overall satisfaction of people who use services with their care and support	ASCOF	HIGH	54.2%	2012/13	53.9%	58.2%	63.7%	<b>ABOUT THE SAME</b>	<b>WORSE</b>	<b>WORSE</b>
Overall satisfaction of carers with social services	ASCOF	HIGH	29.2%	2012/13	NA	35.2%	42.7%	<b>UNKNOWN</b>	<b>WORSE</b>	<b>WORSE</b>
Proportion of carers who report that they have been included or consulted in discussion about the person they care for	ASCOF	HIGH	63.4%	2012/13	NA	65.9%	72.8%	<b>UNKNOWN</b>	<b>ABOUT THE SAME</b>	<b>WORSE</b>
Proportion of people who use services and carers who find it easy to find information about services	ASCOF	HIGH	66.8%	2012/13	70.9%	68.2%	71.5%	<b>WORSE</b>	<b>ABOUT THE SAME</b>	<b>WORSE</b>
Proportion of people who use services who say that those services have made them feel safe and secure	ASCOF	HIGH	59.7%	2012/13	76.0%	73.1%	77.9%	<b>WORSE</b>	<b>WORSE</b>	<b>WORSE</b>

## Improvement area 5: providing integrated, safe, high quality services

Priorities
5.1 Redesign of mental health pathways
5.2 Increased proportion of planned care delivered in community settings
5.3 Redesign of urgent care pathways
5.4 Improve the clinical quality and safety of healthservices
5.5 Improve early detection, treatment and quality of care for people with dementia

### No focus areas recommended at this point

Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
All cause emergency hospital admissions (rate per 1,000 population)	Croydon key dataset	LOW	86.8%	2011/12	85.5%	80.9%	87.4%	ABOUT THE SAME	<b>WORSE</b>	ABOUT THE SAME
Emergency readmissions within 30 days of discharge from hospital (%)	Croydon key dataset	LOW	12.2%	2010/11	12.0%	12.0%	11.8%	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Proportion of	Croydon key	NA	39.8	2012	38.1	35.8	43.7	NA	NA	NA

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
deaths from all causes that occur at usual place of residence	dataset									
Safety incidents involving severe harm or death	NHS outcomes framework	TBC						TBC	TBC	TBC
Patient safety incidents reported	NHS outcomes framework	TBC						TBC	TBC	TBC
Incidence of avoidable harm	NHS outcomes framework	TBC						TBC	TBC	TBC

## Improvement area 6: improving people’s experience of care

### Priorities

- 6.1 Improve end of life care
- 6.2 Improve patient and service user satisfaction with health and social care services

### No focus areas recommended at this point

Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Patient experience of primary care	NHS outcomes framework	TBC						TBC	TBC	TBC
Patient experience of hospital care	NHS outcomes framework	TBC						TBC	TBC	TBC
Access to GP and NHS dental services	NHS outcomes framework	TBC						TBC	TBC	TBC
Women’s experience of maternity services	NHS outcomes framework	TBC						TBC	TBC	TBC

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Measure description	Source	Polarity (is a higher or lower number better?)	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Patient experience of community mental health services	NHS outcomes framework	TBC						TBC	TBC	TBC