

Report of the chair of the executive group: board work plan, performance and risk appendix 2

HWB 20140212AR09 App 2 performance report

January 2014

Strategy & Performance & Public Health Intelligence Team– Croydon Council
1/31/2014

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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.

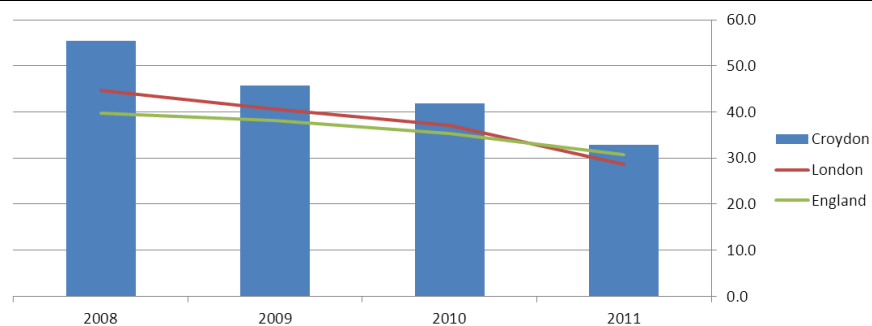
Improvement area 1: giving our children a good start in life

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

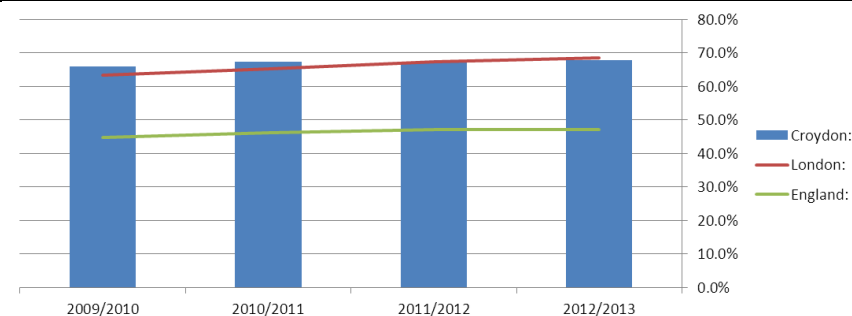
Conception rate per thousand women aged 15 to 17



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

Potential challenge areas	Areas of success
MMR vaccination coverage for two doses (5 years old)	
<p>MMR vaccination coverage (2 doses for 5 yr-olds) has been showing a gradually increasing trend nationally and in London, whilst the latest available data (2012-13: 74.2) shows slight increase in comparison with the previous year (2011-12: 73.1) the indicator remains below the London and National average.</p>	

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
Conception rate per thousand women aged	Croydon key dataset	LOW	32.8	2011	41.8	28.7	30.7	BETTER	WORSE	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
15 to 17										
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 prevalence at 6-8 week health check (infants totally or partially breastfed as a % of all subject to a health check)	Croydon key dataset	HIGH	67.9	2012/13	67.3	68.5	47.2	ABOUT THE SAME	ABOUT THE SAME	BETTER
Percentage of women who are smokers at the time of delivery	Croydon key dataset	LOW	7.6	2013/14 (Quarter 2 reporting period)	7.8	5	11.8	ABOUT THE SAME	WORSE	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
Percentage of children aged 4-5 years with height and weight recorded who are either overweight or obese	Croydon key dataset	LOW	23.7	2012/13	24.2	23.01	22.22	ABOUT THE SAME	ABOUT THE SAME	ABOUT THE SAME
Percentage of children aged 10-11 years with height and weight recorded who are either overweight or obese	Croydon key dataset	LOW	38.2	2012/13	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	Croydon key dataset	HIGH	91.1	2012/13	91.3	91.1	94.7	ABOUT THE SAME	ABOUT THE SAME	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
year old)										
Immunisations - Hib / MenC booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	86.6	2012/13	82.4	87.3	92.7	BETTER	ABOUT THE SAME	WORSE
Immunisations - PCV booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	86.2	2012/13	82.4	86.6	92.5	BETTER	ABOUT THE SAME	WORSE
Immunisations - MMR vaccination coverage for one dose (2 years old)	Croydon key dataset	HIGH	86.5	2012/13	83.5	87.1	92.3	BETTER	ABOUT THE SAME	WORSE
Immunisations - DTaP / IPV vaccination coverage (5 years old)	Croydon key dataset	HIGH	92.7	2012/13	92.5	92.8	95.8	ABOUT THE SAME	ABOUT THE SAME	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
Immunisations - MMR vaccination coverage for two doses (5 years old)	Croydon key dataset	HIGH	74.2	2012/13	73.1	80.8	87.7	ABOUT THE SAME	WORSE	WORSE
Tooth decay in children aged 5 (average number of teeth)	Croydon key dataset	LOW	1.05	2007/08	NA	1.31	1.11	UNKNOWN	BETTER	BETTER
Emotional wellbeing of looked-after children -	Croydon key dataset	LOW	12.6	2011/12	11.5	13.5	14	ABOUT THE SAME	about the same	WORSE
Children living in poverty	Croydon key dataset	LOW	25.2	2011	25.7	26.5	20.6	ABOUT THE SAME	ABOUT THE SAME	WORSE

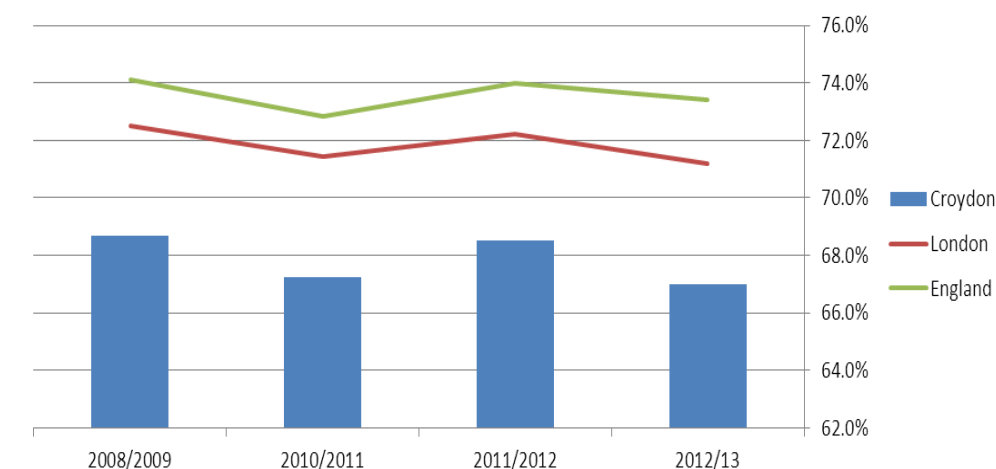
Improvement area 2: preventing illness and injury and helping people recover

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

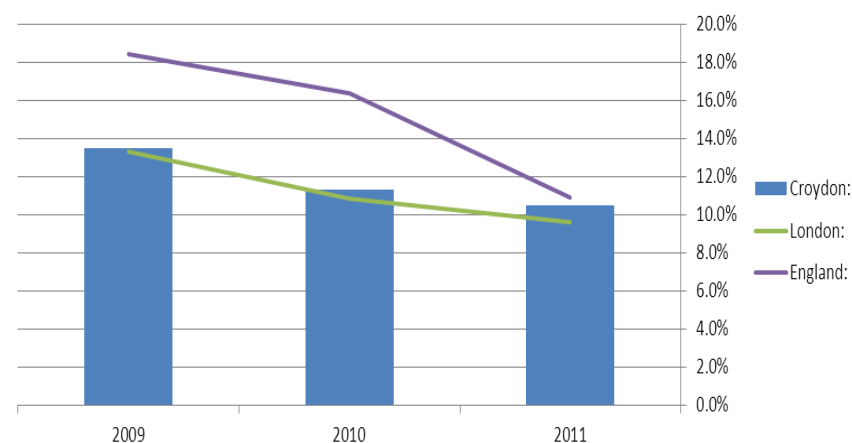
% of persons aged 65 and over immunised against influenza



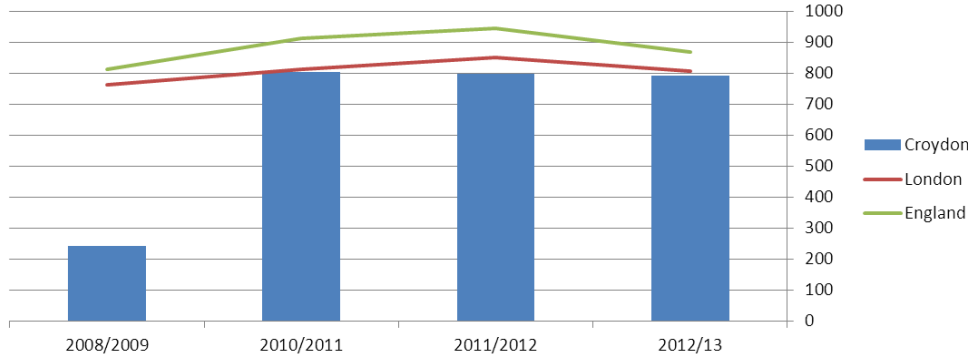
Note that data for 2009/10 is not currently available. The influenza immunisation rate for this age group in Croydon falls short of the national and London averages.

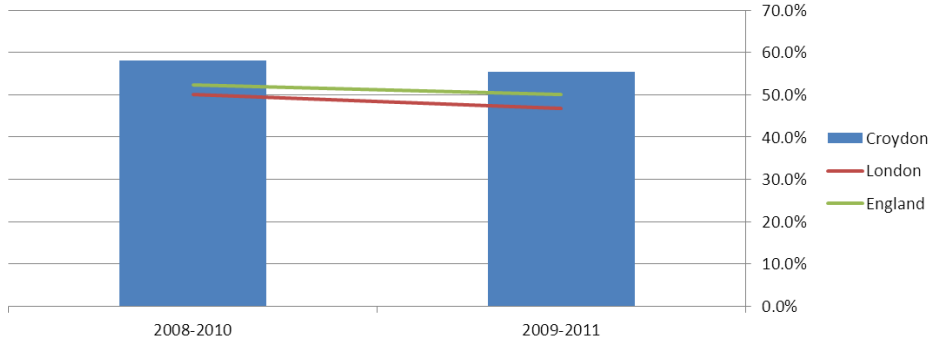
Areas of success

% 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

Potential challenge areas	Areas of success																				
<p>Self-reported 4-week smoking quitters per 100,000 adult population aged 16+</p>  <table border="1" data-bbox="203 531 1167 887"> <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>~800</td> <td>~900</td> </tr> <tr> <td>2011/2012</td> <td>~800</td> <td>~850</td> <td>~950</td> </tr> <tr> <td>2012/13</td> <td>~800</td> <td>~800</td> <td>~850</td> </tr> </tbody> </table> <p>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	~800	~900	2011/2012	~800	~850	~950	2012/13	~800	~800	~850	<p>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.</p>
Year	Croydon	London	England																		
2008/2009	~250	~750	~850																		
2010/2011	~800	~800	~900																		
2011/2012	~800	~850	~950																		
2012/13	~800	~800	~850																		

Potential challenge areas	Areas of success												
<p data-bbox="185 288 1059 360">Persons presenting with HIV at a late stage of infection (% of new diagnoses of HIV)</p>  <table border="1" data-bbox="203 373 1131 715"> <caption>Estimated data from chart</caption> <thead> <tr> <th>Year</th> <th>Croydon (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2008-2010</td> <td>~58.0%</td> <td>~52.0%</td> <td>~55.0%</td> </tr> <tr> <td>2009-2011</td> <td>~55.0%</td> <td>~48.0%</td> <td>~52.0%</td> </tr> </tbody> </table> <p data-bbox="185 730 1149 839">Although the proportion of late HIV diagnoses is decreasing at around the same pace as London and England averages, the rate in Croydon is still moderately higher.</p>	Year	Croydon (%)	London (%)	England (%)	2008-2010	~58.0%	~52.0%	~55.0%	2009-2011	~55.0%	~48.0%	~52.0%	
Year	Croydon (%)	London (%)	England (%)										
2008-2010	~58.0%	~52.0%	~55.0%										
2009-2011	~55.0%	~48.0%	~52.0%										

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	67	2012/13	68.5	71.2	73.4	ABOUT THE SAME	WORSE	WORSE
Self-reported 4-week smoking quitters per 100,000 adult population aged 16+	Croydon key dataset	HIGH	793	2012/13	796	805	868	ABOUT THE SAME	ABOUT THE SAME	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 secondary diagnosis of obesity per 100,000 population	Public Health Outcomes Framework	LOW	307	2011/12	NA	405	NA	UNKNOWN	BETTER	UNKNOWN
Recorded crime attributable to alcohol: Persons, all	Croydon key dataset	LOW	10.8	2011/12	10.9	11.1	7	ABOUT THE SAME	ABOUT THE SAME	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
ages, crude rate per 1000 population										
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	WORSE	WORSE	ABOUT THE SAME
Adults achieving at least 150 minutes of physical activity per week (% of adults aged over 16)	Croydon key dataset	HIGH	10.3	2012	NA	11	11.8	UNKNOWN	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	WORSE	WORSE
Chlamydia diagnoses (ages 15-24) (rate per 100,000 population)	Croydon key dataset	NA	2511	2013/14 Quarter 3	2615	2075	1785	NA	NA	NA
Percentage of households identified as “fuel	Croydon key dataset	LOW	10.8	2011	11.3	9.6	10.9	BETTER	WORSE	ABOUT THE SAME

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
poor"										
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

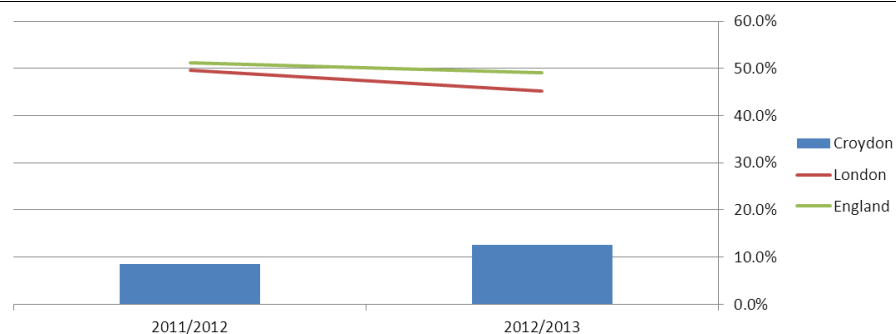
Improvement area 3: preventing premature death and long term health conditions

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

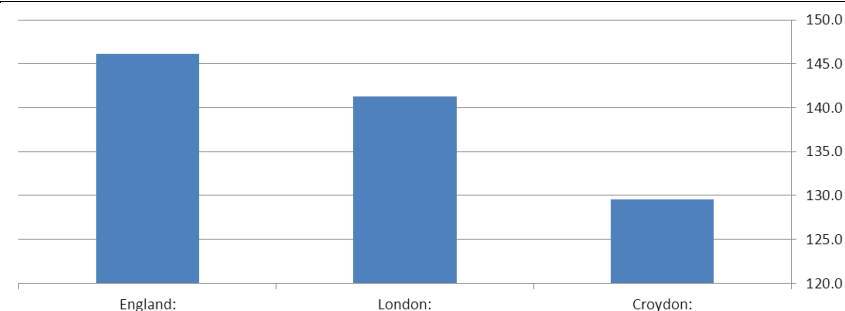
Take up of NHS health checks (% of people offered health checks)



There is a significant risk that the performance target for the NHS Health Check programme 2013/14 will not be met. A recovery plan is in place and it is expected that performance for take up of NHS Health Checks will improve to reach targets by August 2014.

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.

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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
Infant mortality - Rate per 1,000 live births,	Croydon key dataset	LOW	4.4	2009-11	4.8	4.4	4.4	BETTER	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	BETTER
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	WORSE	ABOUT THE SAME
Early deaths from cancer considered preventable (rate per 100,000 population)	Croydon key dataset	LOW	53.2	2009-11	NA	60.8	61.9	UNKNOWN	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
aged under 75)										
Deaths from causes considered preventable (rate per 100,000 population)	Croydon key dataset	LOW	129.6	2009-11	NA	141.3	146.1	UNKNOWN	BETTER	BETTER
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	UNKNOWN	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

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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
Offered an NHS health check (% of eligible people aged 40-74)	Croydon key dataset	HIGH	20 0.003 (Quarter 2 2013-14)	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 0.3 (Quarter 2 2013-14)	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	12.3	2012/13	10.2	Local indicator	local indicator	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

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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
Cervical screening rate (% of eligible women aged 25-64)	Croydon key dataset	HIGH	71.7	2013	73.8	68.6	73.9	ABOUT THE SAME	BETTER	ABOUT THE SAME
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

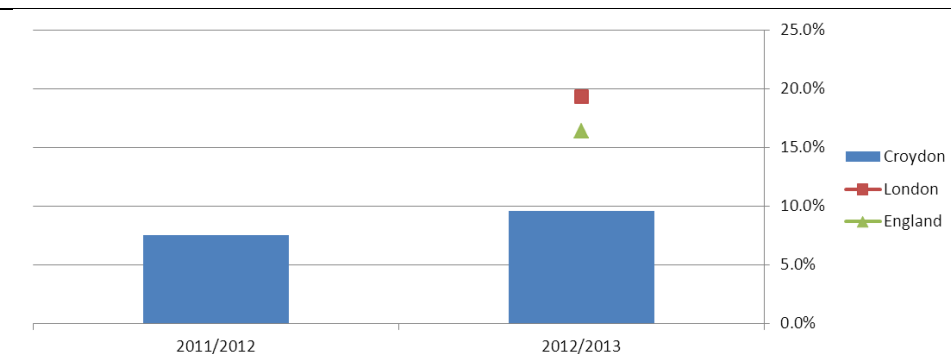
Improvement area 4: supporting people to be resilient and independent

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

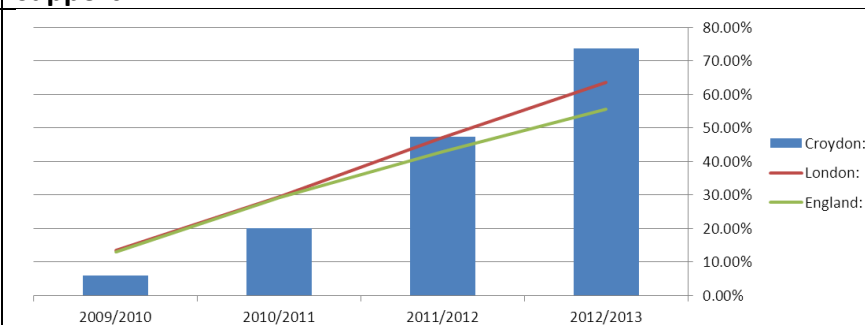
Proportion of people using social care who receive direct payments



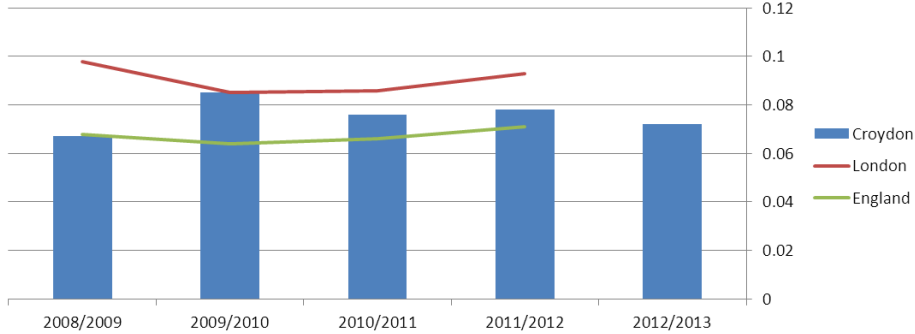
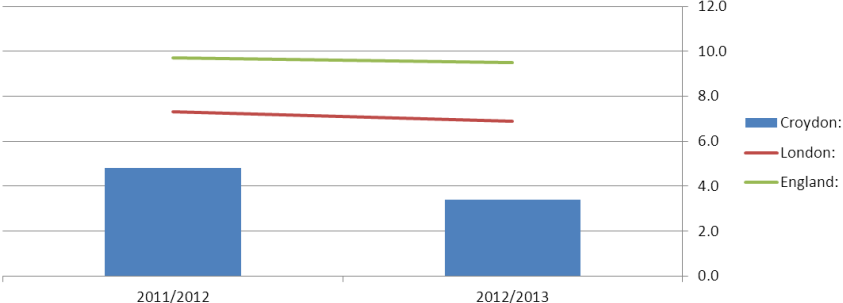
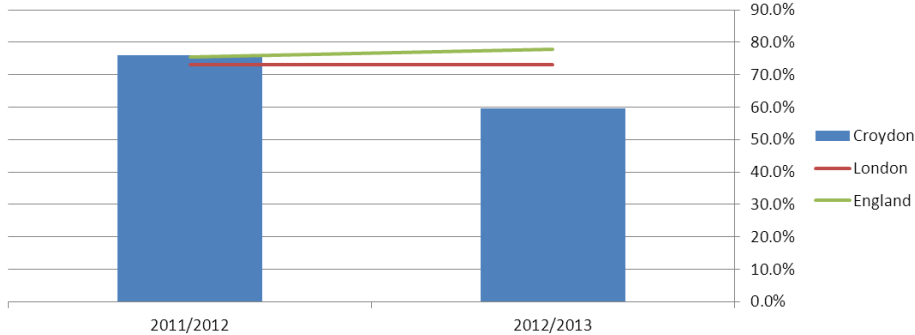
Although increasing, the proportion of social care clients in receipt of direct payments appears to lag significantly behind London and national averages

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">Proportion of adults with learning disabilities in paid employment</p>  <p data-bbox="185 687 1128 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>	<p data-bbox="1176 292 2011 320">Delayed transfers of care from hospital per 100,000 population</p>  <p data-bbox="1176 655 2047 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>
<p data-bbox="185 845 1144 914">Proportion of people who use services who say that those services have made them feel safe and secure</p>  <p data-bbox="185 1281 1106 1315">There appears to have been a significant decrease in the proportion of</p>	

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% 66.6% (Quarter 3 2013-14)	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% 7.6% (Quarter 3 2013-14)	2012/13	7.5%	19.3%	16.4%	BETTER	WORSE	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
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% 6.2% (Quarter 3 2013-14)	2012/13	7.8%	9.4%	7.2%	WORSE	WORSE	WORSE
Proportion of adults in contact with secondary mental health services in paid employment	ASCOF	HIGH	6.6% 7.5% (Quarter 3 2013-14)	2012/13	6.5%	6.1%	7.7%	BETTER	BETTER	WORSE
Proportion of adults with learning disabilities who live in their own home or with their family	ASCOF	HIGH	68.9% 66.5% (Quarter 3 2013-14)	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% 55.7% (Quarter 3 2013-14)	2012/13	72.9%	80.4%	59.3%	BETTER	ABOUT THE SAME	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
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 5.3 (Nov-2013)	2012/13	4.8	6.9	9.5	BETTER	BETTER	BETTER
Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	ASCOF	LOW	1.1 1.2 (Nov-2013)	2012/13	2.3	2.7	3.3	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
Overall satisfaction of people who use services with their care and support	ASCOF	HIGH	54.2%	2012/13	53.9%	58.2%	63.7%	ABOUT THE SAME	WORSE	WORSE
Overall satisfaction of carers with social services	ASCOF	HIGH	29.2%	2012/13	NA	35.2%	42.7%	UNKNOWN	WORSE	WORSE
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%	UNKNOWN	ABOUT THE SAME	WORSE
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%	WORSE	ABOUT THE SAME	WORSE
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%	WORSE	WORSE	WORSE

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 health services
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	WORSE	ABOUT THE SAME
Emergency readmissions within 30 days of	Croydon key dataset	LOW	12.2%	2010/11	12.0%	12.0%	11.8%	ABOUT THE SAME	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
discharge from hospital (%)										
Proportion of deaths from all causes that occur at usual place of residence	Croydon key dataset	NA	39.8	2012	38.1	35.8	43.7	NA	NA	NA
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

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