

APPENDIX A

Health & Wellbeing Board Performance Report

May-15

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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.

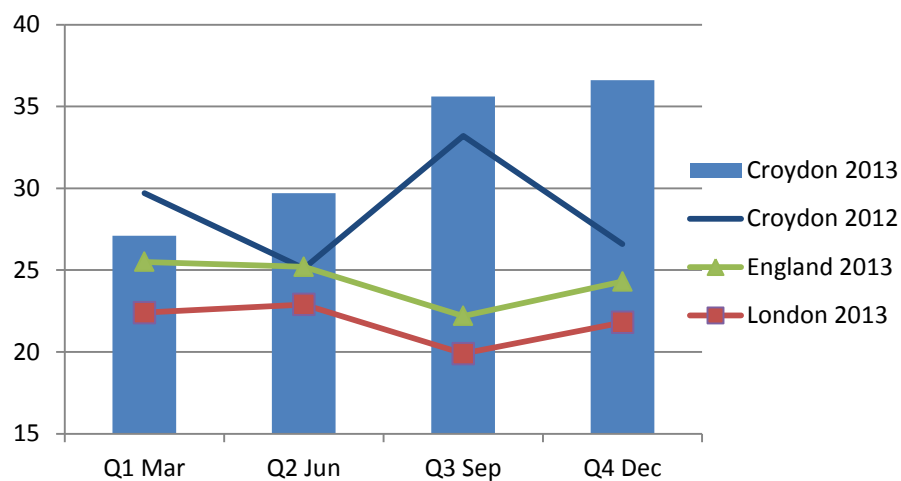
Improvement area 1: giving our children a good start in life

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

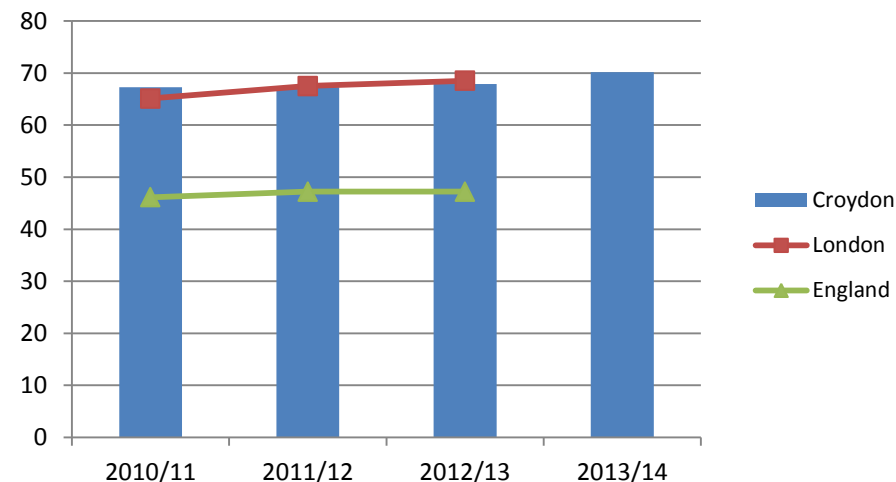
Conception rate per thousand Women aged 15 to 17



The annual under 18 conception rate for 2013 was 32.4 per 1000 and showed a 14% increase from that seen in 2012. This increase is not statistically significant so we cannot be certain whether the increase represents a real increase due to underlying factors in the local strategy or whether this is due to random fluctuation.

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 for 2012/13. London and England level data for 2013/14 is not yet available.

Performance measures

Measure description	Source	Polarity	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	36.6	2013 Q4	35.6	21.80	24.3	About the same	Worse	Worse
Breastfeeding initiation within 48 hours (% of mothers)	Croydon key dataset	HIGH	86%	2012/13	87%	86.80%	73.80%	About the same	About the same	Better
% 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	70.18%	2013/14	67.90%	Not yet Available	Not yet Available	Better	Unknown	Unknown
Percentage of women who are smokers at the time of delivery	Croydon key dataset	LOW	7.35%	2013	7.80%	5.12%	11.99%	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	23.40%	2013/14	23.70%	23.10%	22.60%	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	38.40%	2013/14	38.20%	37.60%	33.50%	About the same	About the same	Worse
Percentage of live and still births under 2500 grams	Croydon key dataset	LOW	8.30%	2011	8.80%	8.00%	7.40%	About the same	About the same	About the same

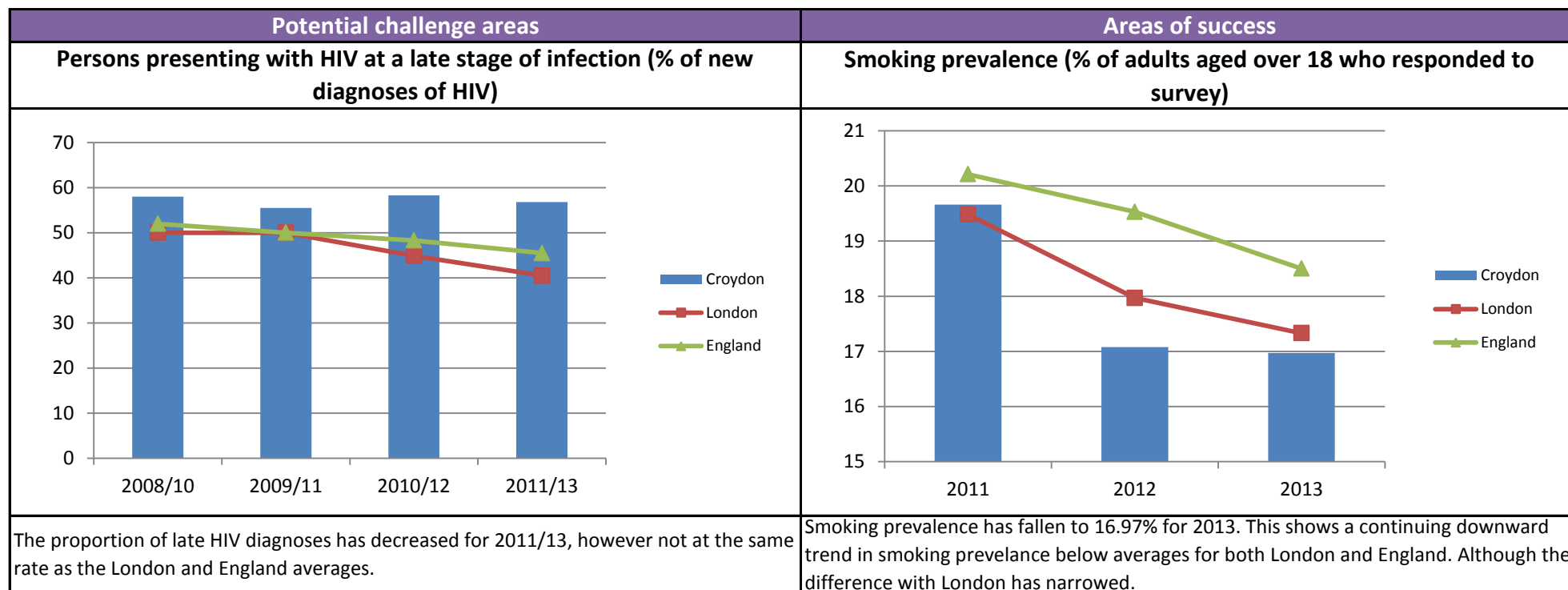
Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Immunisations - DTaP / IPV / Hib vaccination coverage (1 year old)	Croydon key dataset	HIGH	91.70%	2013/14	91.10%	89.80%	94.30%	About the same	Better	Worse
Immunisations - Hib / MenC booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	87.70%	2013/14	86.60%	86.80%	92.50%	Better	About the same	Worse
Immunisations - PCV booster vaccination coverage (2 years old)	Croydon key dataset	HIGH	88.90%	2012/13	86.20%	86.30%	92.40%	Better	Better	Worse
Immunisations - MMR vaccination coverage for one dose (2 years old)	Croydon key dataset	HIGH	88.90%	2012/13	86.50%	87.50%	92.70%	Better	Better	Worse
Immunisations - DTaP / IPV vaccination coverage (5 years old)	Croydon key dataset	HIGH	92.80%	2012/13	92.70%	92.80%	95.60%	About the same	About the same	Worse
Immunisations - MMR vaccination coverage for two doses (5 years old)	Croydon key dataset	HIGH	76.90%	2012/13	74.20%	80.70%	88.30%	Better	Worse	Worse
Tooth decay in children aged 5 (average number of teeth)	Croydon key dataset	LOW	1.05 [1]	2007/08	NA	1.31	1.11	Unknown	Better	Better
Emotional wellbeing of looked-after children (mean score out of 40)	Croydon key dataset	LOW	12.6	2012/13	12.6	13.40	13.9	About the same	About the same	Better
Children living in poverty	Croydon key dataset	LOW	23.00%	2011	25.70%	23.70%	19.20%	Better	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	Areas of success																																
% of persons aged 65 and over immunised against influenza	% Fuel poverty																																
<table border="1"> <caption>Influenza Immunisation Rates (2011/2 - 2013/4)</caption> <thead> <tr> <th>Year</th> <th>Croydon (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2011/2</td> <td>68.5</td> <td>72.5</td> <td>74.0</td> </tr> <tr> <td>2012/3</td> <td>67.0</td> <td>71.5</td> <td>73.5</td> </tr> <tr> <td>2013/4</td> <td>65.5</td> <td>70.0</td> <td>73.0</td> </tr> </tbody> </table>	Year	Croydon (%)	London (%)	England (%)	2011/2	68.5	72.5	74.0	2012/3	67.0	71.5	73.5	2013/4	65.5	70.0	73.0	<table border="1"> <caption>Fuel Poverty Rates (2010 - 2012)</caption> <thead> <tr> <th>Year</th> <th>Croydon (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2010</td> <td>11.0</td> <td>10.5</td> <td>17.0</td> </tr> <tr> <td>2011</td> <td>10.5</td> <td>10.0</td> <td>11.5</td> </tr> <tr> <td>2012</td> <td>8.5</td> <td>9.0</td> <td>10.5</td> </tr> </tbody> </table>	Year	Croydon (%)	London (%)	England (%)	2010	11.0	10.5	17.0	2011	10.5	10.0	11.5	2012	8.5	9.0	10.5
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2011/2	68.5	72.5	74.0																														
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2010	11.0	10.5	17.0																														
2011	10.5	10.0	11.5																														
2012	8.5	9.0	10.5																														
<p>The influenza immunisation rate for this age group in Croydon falls short of the national and London averages, although shows a similar rate of decline to the London average.</p>	<p>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.</p>																																



Performance measures

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous	Comparison with London Average	Comparison with England Average
% of persons aged 65 and over immunised against influenza	Croydon key dataset	HIGH	65.70%	2014/15	66%	69%	72.80%	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	Worse	Worse
Smoking prevalence (% of adults aged over 18 who responded to survey)	Croydon key dataset	LOW	16.97%	2013	17.08%	17.33%	19%	About the same	Better	Better

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Rate of hospital admissions with a primary or secondary diagnosis of obesity per 100,000 population	Public Health Outcomes Framework	LOW	526	2013/14	440	505	679	Worse	About the same	Better
Narrow Definition: Alcohol attributable hospital admissions (rate per 100,000 population)	Croydon key dataset	LOW	130.49	2014/15 Q2	128.23	131.3	159.8	About the same	About the same	Better
Percentage of patients on GP registers aged 17 and over diagnosed with diabetes	Croydon key dataset	LOW	6.48%	2013/14	6.39%	6.21%	6%	About the same	About the same	About the Same
Adults achieving at least 150 minutes of physical activity per week (% of adults aged over 16)	Croydon key dataset	HIGH	13.00%	2012	10.30%	12.80%	14.70%	Better	About the same	Worse
Persons presenting with HIV at a late stage of infection (% of new diagnoses of HIV)	Croydon key dataset	LOW	56.8%	2010/12	58.3%	40.5%	45.5%	Better	Worse	Worse
Chlamydia diagnoses (ages 15-24) (rate per 100,000 population)	Croydon key dataset	n/a	2704	2013	2511	2179	2016	n/a	n/a	n/a
Percentage of households identified as "fuel poor"	Croydon key dataset	LOW	8.80%	2012	10.80%	8.90%	10.40%	Better	About the same	Better
Injuries due to falls (rate per 100,000 population aged over 65)	Croydon key dataset	LOW	2318	2012/13	2418	2242	2011	Better	Worse	Worse

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Patient reported outcomes for elective procedures: Groin Hernia (EQ-5D- average health gain score out of 1)	NHS outcomes framework	HIGH	Suppressed due to small sample	2011/12	0.067	0.072	0.084	Unknown	Unknown	Unknown
Patient reported outcomes for elective procedures: Hip Replacement (EQ-5D- average health gain score out of 1)	NHS outcomes framework	HIGH	0.373	2012/13	0.381	0.42	0.423	About the same	Worse	Worse
Patient reported outcomes for elective procedures: Knee Replacement (EQ-5D- average health gain score out of 1)	NHS outcomes framework	High	0.276	2012/13	0.283	0.28	0.313	About the same	About the same	Worse
Patient reported outcomes for elective procedures: Varicose Vein (EQ-5D- average health gain score out of 1)	NHS outcomes framework	High	Suppressed due to small sample	2012/13	Suppressed due to small sample	0.072	0.084	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	Areas of success																												
<p>Deaths from diabetes (rate per 100,000 population)</p>	<p>Early deaths from cancer considered preventable (rate per 100,000 population aged under 75)</p>																												
<table border="1"> <caption>Deaths from diabetes (rate per 100,000 population)</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2010/12</td> <td>9.55</td> <td>9.6</td> <td>9.8</td> </tr> <tr> <td>2011/13</td> <td>10.98</td> <td>9.6</td> <td>9.4</td> </tr> </tbody> </table>	Year	Croydon	London	England	2010/12	9.55	9.6	9.8	2011/13	10.98	9.6	9.4	<table border="1"> <caption>Early deaths from cancer considered preventable (rate per 100,000 population aged under 75)</caption> <thead> <tr> <th>Year</th> <th>Croydon</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2009/11</td> <td>79.6</td> <td>83.2</td> <td>86.4</td> </tr> <tr> <td>2010/12</td> <td>79.6</td> <td>81.6</td> <td>84.8</td> </tr> <tr> <td>2011/13</td> <td>78.1</td> <td>79.6</td> <td>83.6</td> </tr> </tbody> </table>	Year	Croydon	London	England	2009/11	79.6	83.2	86.4	2010/12	79.6	81.6	84.8	2011/13	78.1	79.6	83.6
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<p>While London and England have both seen minor a fall in deaths from diabetes per 100,00 of the population; Croydon's rate has increased from 9.55 to 10.98 deaths from diabetes per 100,000 of the population.</p>	<p>Early deaths from cancer considered preventable rolling three year average, has fallen from 79.6 to 78.1. London and England averages have also shown a fall in these early deaths at a similar rate to Croydon.</p>																												

Potential challenge areas	Areas of success																																
<p align="center">Breast screening rate (% of women aged 53-70)</p>	<p align="center">Early deaths from liver disease considered preventable (rate per 100,000 population age<75)</p>																																
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<p>A decline in the % of eligible women receiving breast screening from 69.2% to 66.7% occurred in 2014. This rate of decline is not replicated for the London or England averages.</p>	<p>The rate of early deaths from liver disease considered preventable has reduced from 14 to 12.8 per 100,000. A similar rate of reduction can be seen for the London average but not for England overall.</p>																																

Potential challenge areas													
Take up of NHS health checks (% of people offered health checks)													
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Year	Croydon (%)	London (%)	England (%)										
2012/13	12	45	49										
2013/14	2	43	48										
<p>A recovery plan is in place. Actions taken include amendment of provider contracts to allow for opportunistic NHS Health Checks; invitations to be issued directly by GPs; a community outreach pilot; recruitment of additional GP and pharmacy providers; and redesign and procurement of a new service model.</p>													

Performance measures

Measure description	Source	Polarity	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	3.9	2010/12	4.4	4.1	4.1	Better	About the same	About the same
Life expectancy at age 75 (males) in years	Croydon key dataset	HIGH	12	2011-13	11.5	12.1	11.5	About the same	About the same	About the same
Life expectancy at age 75 (females) in years	Croydon key dataset	HIGH	13.5	2011-13	13.3	14	13.3	About the same	About the same	About the same
Early deaths from cancer considered preventable (rate per 100,000 population aged under 75)	Croydon key dataset	LOW	78.12	2011/13	79.6	81.5	84.9	About the same	Better	Better
Deaths from causes considered preventable (rate per 100,000 population)	Croydon key dataset	LOW	173	2011/13	179	171.81	183.85	Better	About the same	Better
Early deaths from cardiovascular diseases considered preventable (rate per 100,000 population age<75)	Croydon key dataset	LOW	53.92	2011/13	55.2	50.22	50.89	Better	Worse	Worse
Early deaths from liver disease considered preventable (rate per 100,000 population age<75)	Croydon key dataset	LOW	12.89	2011/13	14	15.72	15.7	Better	Better	Better

Measure description	Source	Polarity	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 respiratory diseases considered preventable (rate per 100,000 population age<75)	Croydon key dataset	LOW	17.35	2011/13	17.9	17.14	17.85	About the same	About the same	About the same
Offered an NHS health check (% of eligible people aged 40-74)	Croydon key dataset	HIGH	<u>0.8%</u> [2]	2013/14	0.10%	5.30%	23.10%	About the same	Worse	Worse
Take up of NHS health checks (% of people offered health checks)	Croydon key dataset	HIGH	1.60%	2013/14	12.50%	43%	48%	Worse	Worse	Worse
% of NHS health checks that identify patients to be at high risk	TBC	TBC	12.30%	2012/13	10.20%	Local indicator	local indicator	Unknown	Unknown	Unknown
Breast screening rate (% of women aged 53-70)	Croydon key dataset	HIGH	66.75%	2014	69.20%	68.91%	75.90%	Worse	Worse	Worse
Cervical screening rate (% of eligible women aged 25-64)	Croydon key dataset	HIGH	72.50%	2014	71.70%	70.31%	74.16%	About the same	Better	Worse
Deaths from diabetes (rate per 100,000 population)	Croydon key dataset	LOW	10.98	2011-13	9.55	9.54	9.37	Worse	Worse	Worse

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	Areas of success																																
Proportion of adults in contact with secondary mental health services living independently, with or without support	Proportion of people using social care who receive self-directed support																																
<table border="1"> <caption>Proportion of adults in contact with secondary mental health services living independently, with or without support</caption> <thead> <tr> <th>Year</th> <th>Croydon (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>71</td> <td>74</td> <td>58</td> </tr> <tr> <td>2012/13</td> <td>78</td> <td>80</td> <td>58</td> </tr> <tr> <td>2013/14</td> <td>71</td> <td>79</td> <td>61</td> </tr> </tbody> </table>	Year	Croydon (%)	London (%)	England (%)	2011/12	71	74	58	2012/13	78	80	58	2013/14	71	79	61	<table border="1"> <caption>Proportion of people using social care who receive self-directed support</caption> <thead> <tr> <th>Year</th> <th>Croydon (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>48</td> <td>48</td> <td>43</td> </tr> <tr> <td>2012/13</td> <td>74</td> <td>64</td> <td>56</td> </tr> <tr> <td>2013/14</td> <td>79</td> <td>68</td> <td>62</td> </tr> </tbody> </table>	Year	Croydon (%)	London (%)	England (%)	2011/12	48	48	43	2012/13	74	64	56	2013/14	79	68	62
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<p>2013/14 has seen a decline in the proportion of adults in contact with secondary mental health services living independently</p>	<p>Across all services, all presenting clients with eligible needs, excluding those in crisis or receiving reablement services, are assessed utilising the single Resource Allocation System to determine the amount of personal budget they will receive to fund their social care services.</p>																																

Potential challenge areas	Areas of success																												
Proportion of adults with learning disabilities in paid employment	Delayed transfers of care from hospital per 100,000 population																												
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While the proportion of people with learning disabilities in paid employment has slightly increased, it is still below average for both London and England.	Croydon's performance has remained below the averages for both London and England; and has further decreased delays in the transfer of care.																												

Performance measures

Measure description	Source	Polarity	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	18.7	2013/14	18.2	18.5	19	About the same	About the same	About the same
Proportion of people who use services who have control over their daily life	ASCOF	HIGH	74.90%	2013/14	72.30%	72%	76.70%	Better	Better	Worse

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Proportion of people using social care who receive self-directed support	ASCOF	HIGH	78.60%	2013/14	73.80%	67.50%	62.10%	Better	Better	Better
Proportion of people using social care who receive direct payments	ASCOF	HIGH	9.30%	2013/14	9.60%	22.10%	19.10%	About the same	Worse	Worse
Survey: Carer-reported quality of life	ASCOF	HIGH	7.7	2012/13	n/a	7.7	8.1	UNKNOWN	About the same	About the same
Proportion of adults with learning disabilities in paid employment	ASCOF	HIGH	5.60%	2013/14	5%	9.20%	6.80%	About the same	Worse	Worse
Proportion of adults in contact with secondary mental health services in paid employment	ASCOF	HIGH	5.80%	2013/14	8.00%	5.50%	7.10%	Worse	About the same	Worse
Proportion of adults with learning disabilities who live in their own home or with their family	ASCOF	HIGH	66.20%	2013/14	63.80%	68.50%	74.80%	Better	Worse	Worse
Proportion of adults in contact with secondary mental health services living independently, with or without support	ASCOF	HIGH	71.20%	2013/14	77.50%	78.70%	60.90%	Worse	Worse	Better
Permanent admissions of younger adults (aged 18 to 64) to residential and nursing care homes, per 100,000 population	ASCOF	LOW	7.3	2013/14	6	10	14.4	Worse	Better	Better

Measure description	Source	Polarity	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 older people (aged 65 and over) to residential and nursing care homes, per 100,000 population	ASCOF	LOW	374.2	2013/14	212	463.9	668.4	Worse	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	85.20%	2013/14	85.10%	87.80%	81.90%	About the same	Worse	Better
Delayed transfers of care from hospital per 100,000 population	ASCOF	LOW	4.1	2014/15	5.2	6.4	9.12	Better	Better	Better
Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	ASCOF	LOW	1.3	2014/15	1.4	2.1	2.5	About the same	Better	Better
Overall satisfaction of people who use services with their care and support	ASCOF	HIGH	57.90%	2013/14	54.20%	60.10%	64.90%	Better	Worse	Worse
Overall satisfaction of carers with social services	ASCOF	HIGH	29.20%	2012/13	Not available	35.20%	42.70%	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	63.40%	2012/13	Not available	65.90%	72.80%	UNKNOWN	About the same	Worse

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Proportion of people who use services and carers who find it easy to find information about services	ASCOF	HIGH	73.10%	2013/14	73.00%	72.60%	74.70%	About the same	About the same	About the same
Proportion of people who use services who say that those services have made them feel safe and secure	ASCOF	HIGH	71%	2013/14	59.70%	77.40%	79.20%	Better	Worse	Worse

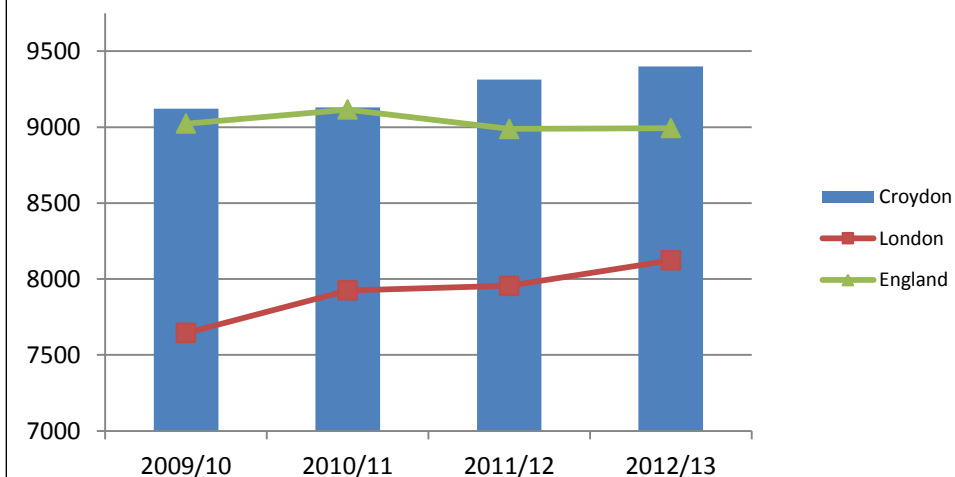
Improvement area 5: providing integrated, safe, high quality services

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

Potential challenge areas

All cause emergency hospital admissions (rate per 1,000 population)



All cause emergency admissions have increased for the year 2012/13 at a similar incline to London's average. England's average remained similar to the previous year.

Measure description	Source	Polarity	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	9399	2011/12	9312	8123.24	8993.11	About the same	Worse	Worse
Emergency readmissions within 30 days of discharge from hospital (%)	Croydon key dataset	LOW	12.60%	2011/12	12.00%	12.00%	11.80%	About the same	About the same	About the same
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	Unknown	Unknown	Unknown
Safety incidents involving severe harm or death per 100 admissions	NHS outcomes framework	LOW	1.3	04/14-09/14	2.3	Not available	Acute Non specialist (Croydon's comparator group):0.5	Better	Unknown	Worse
Patient safety incidents reported rate per 100 admissions	NHS outcomes framework	LOW	26.48	04/14-09/14	25.6	Not available	Acute Non specialist (Croydon's comparator group):24.07	About the same	Unknown	Worse
Incidence of avoidable harm: MRSA (crude count)	NHS outcomes framework	LOW	3	2013/14	1	Not available	5	Worse	Unknown	Better
Incidence of avoidable harm: C.difficile (crude count)	NHS outcomes framework	LOW	14	2013/14	30	Not available	5.2	Better	Unknown	Worse

Improvement area 6: improving people's experience of care

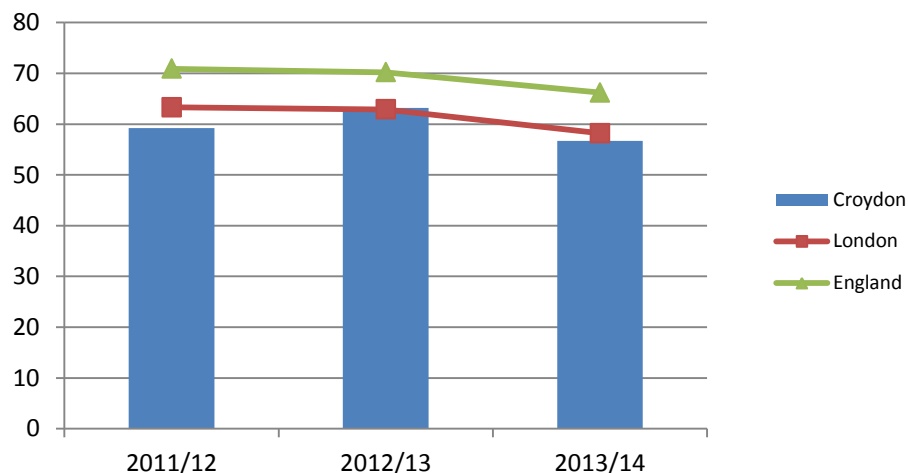
Priorities

6.1 Improve end of life care

6.2 Improve patient and service user satisfaction with health and social care services

Potential challenge areas

Patient experience of primary care: Out of Hours Service



Patient satisfaction rates for experience of primary care: Out of Hours Service has decreased for the period 2013/14, However a similar drop in satisfaction is evident for both London and England averages.

Measure description	Source	Polarity	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: GP Services	NHS outcomes framework	HIGH	83.30%	2014	84%	81.40%	85.70%	About the Same	Better	Worse
Patient experience of primary care: Out of Hours Services	NHS outcomes framework	HIGH	56.70%	2013	63.20%	58.20%	66.20%	Worse	Worse	Worse
Patient experience of primary care: Dentistry	NHS outcomes framework	HIGH	82.90%	2014	81.90%	Not available	84.20%	About the Same	Unknown	Better
Patient experience of hospital care: Inpatient Overall Experience	NHS outcomes framework	HIGH	67.1	2013/14	68	Not available	76	About the Same	Unknown	Worse
Patient experience of hospital care: Outpatient Overall Experience (out of 100)	NHS outcomes framework	HIGH	74.4	2011	75.3	Not available	80	About the Same	Unknown	Worse
Patient experience of hospital care: Inpatient Responsiveness to Needs (out of 100)	NHS outcomes framework	HIGH	54.4	2014	57.4	Not available	68.7	Worse	Unknown	Worse
Patient experience of hospital care: A&E Overall Experience	NHS outcomes framework	HIGH	73	2012	75.2	Not available	80.7	About the Same	Unknown	Worse
Access to NHS dental services (out of 100)	NHS outcomes framework	HIGH	94.6	2014	95.5	93.1	94.8	About the Same	About the same	About the same
Access to GP services	NHS outcomes framework	HIGH	73.40%	2014	74.80%	70.70%	74.60%	About the same	Better	About the same

Measure description	Source	Polarity	Most recent annual data	From	Previous year	London Average	England Average	Comparison with previous year	Comparison with London Average	Comparison with England Average
Women's experience of maternity services: Intrapartum[3] (score between 1 -100)	NHS outcomes framework	High	70.5	2013	73	Not available	74.5	Worse	Unknown	Worse
Patient experience of community mental health services[4] (score between 1-10)	NHS outcomes framework	HIGH	7	2014	8.75	Not available	6.6	Worse	Unknown	About the same

[\[1\] Data for 2011/12 is available but Croydons data set has been suppressed due to its small size](#)

[\[2\] A Data quality issue has been cited on Public Health Outcomes Framework](#)

[\[3\] Reliable data not available for pre and post natal components of this indicator. The indicator definition includes 6 questions across an antenatal survey \(which Croydon did not submit\), a Intrapartum survey- shown here and a Postnatal survey for which only one of the two questions is available in the Croydon report. As a result only the two questions c13 and c17 average from the Intrapartum results have been shown here.](#)

[\[4\] Data is only available at SLAM \(South London and Maudsley\) level.](#)