

NHS performance ratings 2008/09

This document provides a regional overview of the 2008/09 NHS ratings. This is the fourth year that the annual assessment of the NHS has been undertaken in its current format. It is based on trust performance between 1 April 2008 and 31 March 2009 giving a rating to all 392 NHS trusts in England. For full results and scoring information (from October 15) see <http://www.cqc.org.uk/>

South West regional briefing

(Devon, Cornwall, Somerset, Dorset, Gloucestershire, Wiltshire and the former county of Avon)

The 40 NHS trusts in the South West NHS area serve a population of 5.1 million people. There are 14 primary care trusts that commission services and 26 trusts that solely provide services (18 acute and specialist trusts, six mental health and care trusts and two ambulance trusts).

Overview

- 2 of the 18 acute and specialist trusts in the South West region have achieved the highest overall rating of excellent for the quality of their services. Nationally, 37 of the 169 acute and specialist trusts have achieved this rating.
- 2 of the 6 mental health trusts in the South West region have achieved the highest overall rating of excellent for the quality of their services. Nationally, 17 of the 57 mental health trusts have achieved this rating.
- 1 of the 14 primary care trusts in the South West region has achieved the highest overall rating of excellent for the quality of their commissioning. Nationally, 3 of the 152 PCTs have achieved this rating.
- Of the 40 trusts in the South West region, 9 have improved their overall quality score, 18 have received the same overall quality score, and 13 have received a lower overall score.
- Of the 40 trusts in the South West region, 32 have scored excellent or good for financial management, while 0 have scored weak. Nationally, 279 trusts have scored excellent or good, while 11 have scored weak.
- Of the 40 trusts in the South West region, 9 have improved their financial management score, 27 have received the same score, and 4 have received a lower score.

37 trusts in England have achieved excellent for both their quality of services and financial management. Of these, four are in the South West region. They are:

- 2gether NHS Foundation Trust
- Dorset Healthcare NHS Foundation Trust
- Poole Hospital NHS Foundation Trust
- The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

The overall quality and financial management scores for the South West region are presented below (see Tables 1 and 2).

Table 1: 2008/09 overall quality scores for the South West region

2008/09

| Organisation type | Excellent | Good | Fair | Weak |
|--|-----------|------|------|------|
| Acute and specialist trusts | 2 | 11 | 3 | 2 |
| Ambulance trusts | 0 | 1 | 0 | 1 |
| Mental health trusts | 2 | 2 | 2 | 0 |
| Primary care trusts | 1 | 10 | 3 | 0 |
| Overall quality scores for South West | 5 | 24 | 8 | 3 |

Source: Care Quality Commission NHS ratings 2008/09

Table 2: 2008/09 financial management scores for the South West region

2008/09

| Organisation type | Excellent | Good | Fair | Weak |
|---|-----------|------|------|------|
| Acute and specialist trusts | 8 | 7 | 3 | 0 |
| Ambulance trusts | 0 | 1 | 1 | 0 |
| Mental health trusts | 3 | 3 | 0 | 0 |
| Primary care trusts | 0 | 10 | 4 | 0 |
| Overall financial management scores for South West | 11 | 21 | 8 | 0 |

Source: Care Quality Commission NHS ratings 2008/09

Core standards

As in previous years, all NHS trusts in England have been required to declare whether or not they are assured of compliance against the Government's 24 core standards. In total, there are 44 parts to the standards. This year, 2008/09, is the first time that primary care trusts have made separate declarations, one as a commissioner of services, and one (where applicable) as a provider of services. The overall compliance rate for the South West region in 2008/09 is 94.3%, compared to 96.3% for England as a whole. The compliance rates for the last four years are presented below (see Table 3).

Table 3: Overall core standards compliance rates for the South West region

| | 2008/09 | 2007/08 | 2006/07 | 2005/06 |
|---|--------------|--------------|--------------|--------------|
| Overall core standards compliance rate for the South West region | 94.3% | 93.3% | 88.3% | 91.4% |
| Overall core standards compliance rate nationally | 96.3% | 95.0% | 93.7% | 93.7% |

Source: Care Quality Commission NHS ratings 2005/2006-2008/2009

In 2008/09, all trusts in the South West region are assured of compliance against 10 of the 44 core standards, including:

- C06 – "Healthcare organisations co-operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met"
- C14a – "Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services"
- C14b – "Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made"
- C14c – "Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery"
- C15a – "Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet"

The following core standards have the lowest compliance rates:

- C11b – "Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes" (compliance rate of 77.8%)
- C09 – "Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required" (compliance rate of 79.6%)
- C04b – "Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised" (compliance rate of 83.3%)
- C04c – "Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed" (compliance rate of 85.2%)
- C20a – "Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation" (compliance rate of 85.2%)
- C21 – "Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises" (compliance rate of 85.2%)

And the following are standards of particular national and regional interest:

Safeguarding:

- C02 – “Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations”

The national compliance rate is 90.7%. Regionally, the compliance rate is 90.7%.

Hygiene code:

- C04a – “Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in MRSA”

The national compliance rate is 93.5%. Regionally, the compliance rate is 90.7%.

- C04c – “Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed”

The national compliance rate is 88.3%. Regionally, the compliance rate is 85.2%.

- C21 – “Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises”

The national compliance rate is 91.3%. Regionally, the compliance rate is 85.2%.

- For full details of the Standards for Better Health see link to core standards

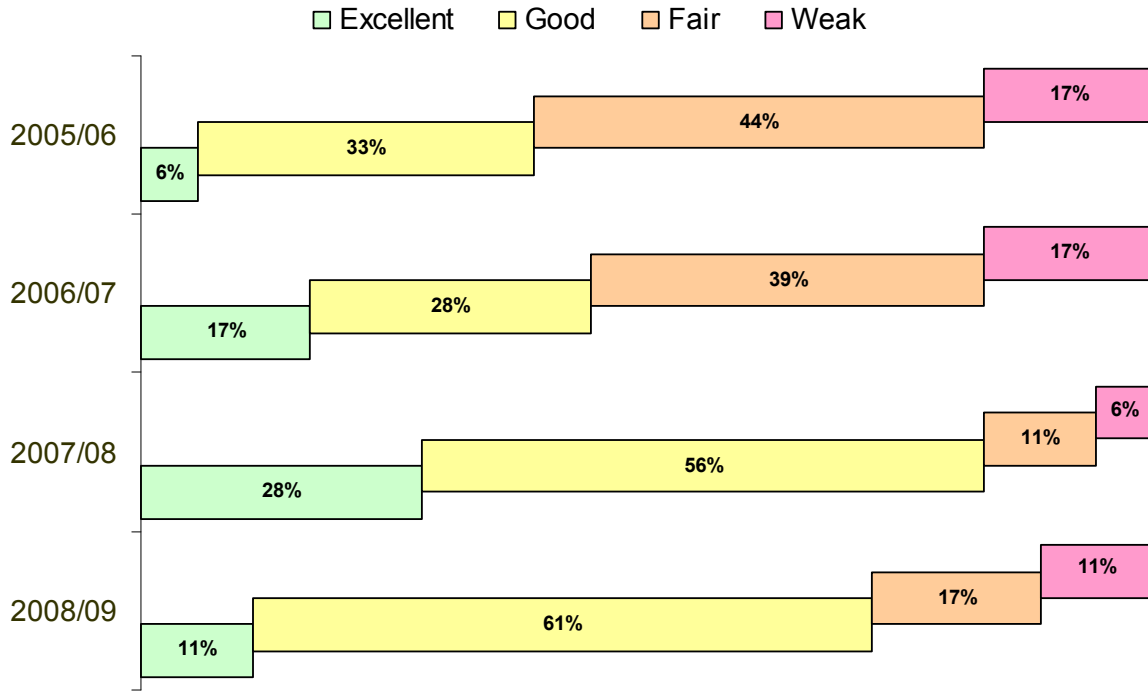
<http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/annualhealthcheck2008/09/qualityofservices/corestandards.cfm>

Trust types

Acute and specialist trusts

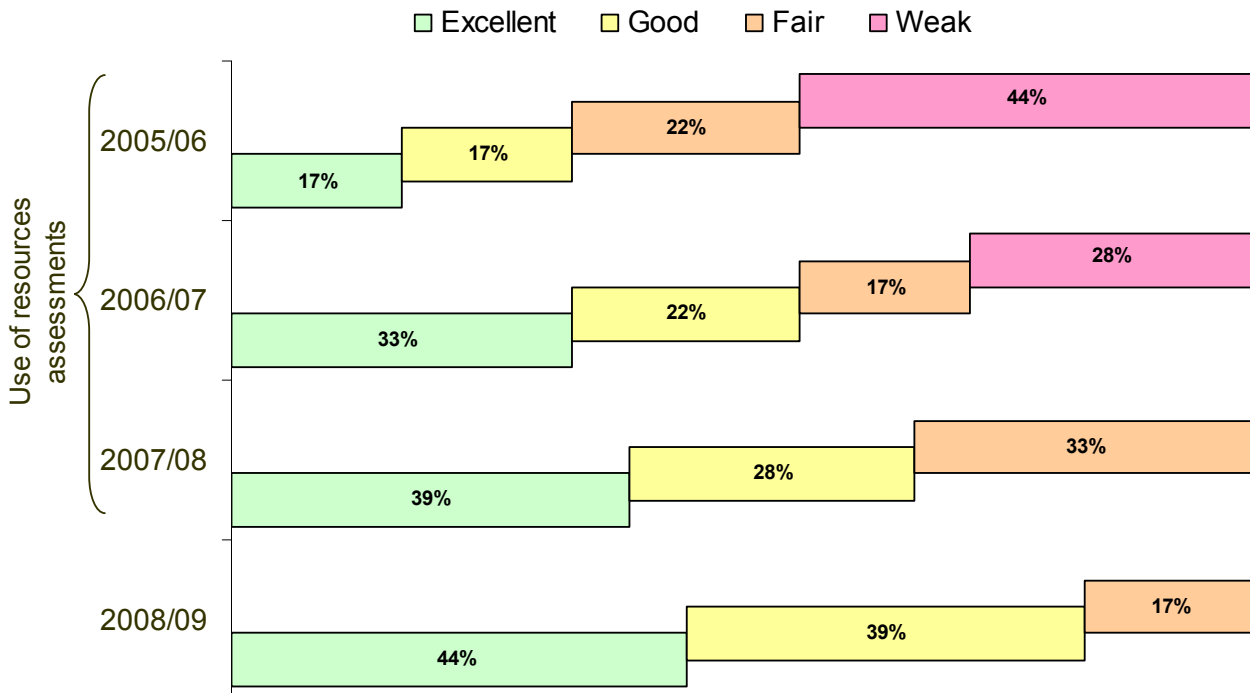
There is a decreased proportion of acute and specialist trusts receiving high scores for their quality of services since last year, however there is an increased proportion of trusts receiving high scores for financial management in the South West region over the past four years (see Figures 1 and 2).

Figure 1: Acute and specialist trust performance for quality of services in the South West region



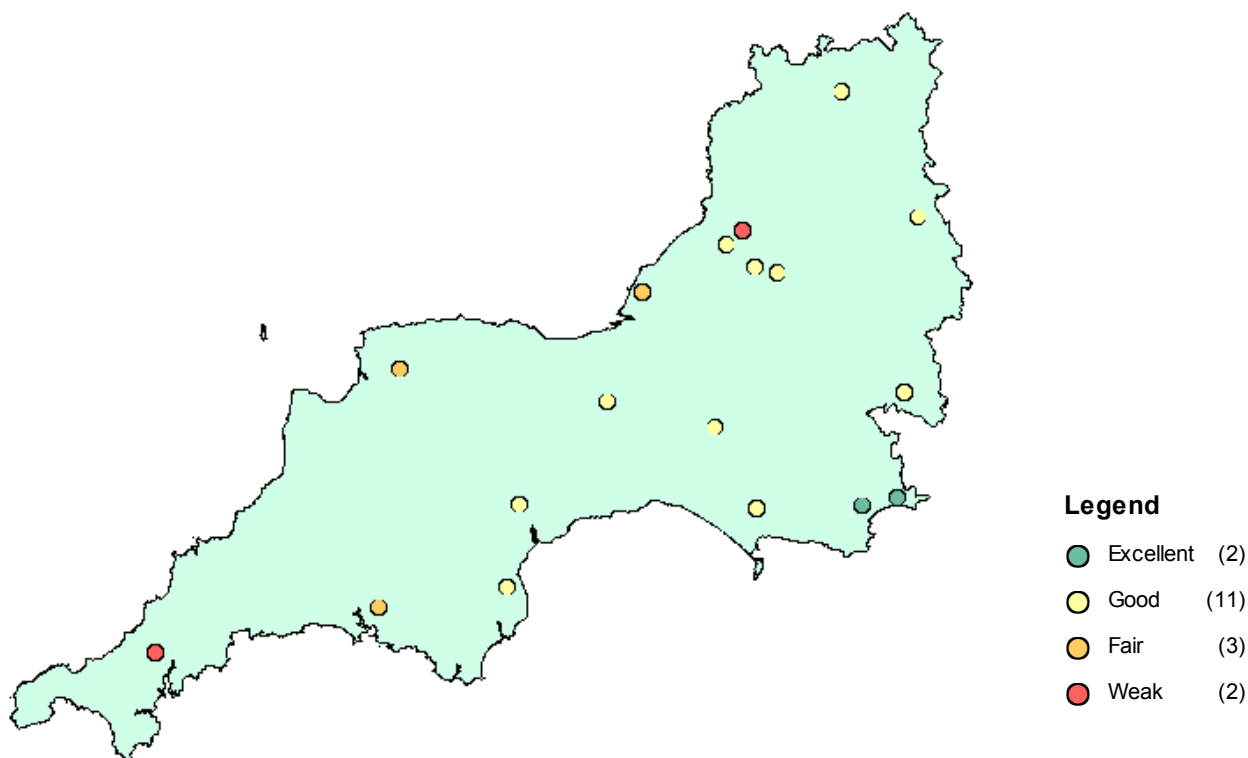
Source: Care Quality Commission NHS Ratings 2005/06-2008/09

Figure 2: Acute and specialist trust performance for financial management in the South West region



Source: Care Quality Commission NHS Ratings 2005/06-2008/09

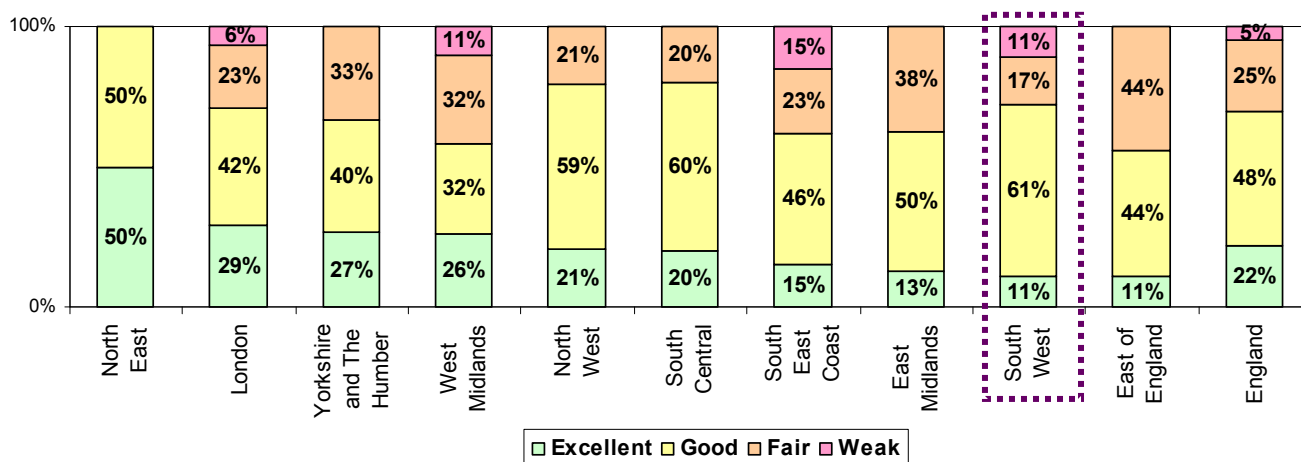
Figure 3: Acute and specialist trust performance for quality of services in the South West region



Of the 18 acute and specialist trusts in the South West region, two trusts have scored excellent for the quality of their services:

- Poole Hospital NHS Foundation Trust is rated as excellent for the second consecutive year, having been rated as good for the two previous years.
- The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust has steadily improved its rating after receiving a score of fair in 2005/06, good in 2006/07 and 2007/08, and now excellent in 2008/09.

Figure 4: Acute and specialist trust performance for quality of services by NHS region



Source: Care Quality Commission NHS Ratings 2008/09

Nationally 70% of the 169 acute and specialist trusts have scored either excellent or good for the quality of their services. In the South West region 72% of acute and specialist trusts have achieved an excellent or good score.

Existing commitments and national priorities

An acute and specialist trust's quality of services score is based on its performance against core standards, existing commitments, and national priorities. Performance against existing commitments and national priorities is assessed using a range of up to 23 indicators for acute and specialist trusts.

The indicators with a 100% achievement rate among acute and specialist trusts in the South West region include:

- Access to genito-urinary medicine (GUM) clinics
- All cancers: two week wait
- Incidence of *Clostridium difficile*
- Inpatients waiting longer than the 26 week standard
- Patients waiting longer than three months for revascularisation
- Rapid access chest pain clinic: two week wait

The following indicators are among the ones with the lowest achievement rates in the South West region:

- Cancelled operations and those not readmitted within 28 days (10 out of 17 trusts do not achieve the indicator)
- Participation in heart disease audits (9 out of 17 trusts do not achieve the indicator)
- Stroke care (8 out of 17 trusts do not achieve the indicator)
- Maternity hospital episode statistics (HES): data quality (7 out of 16 trusts do not achieve the indicator)

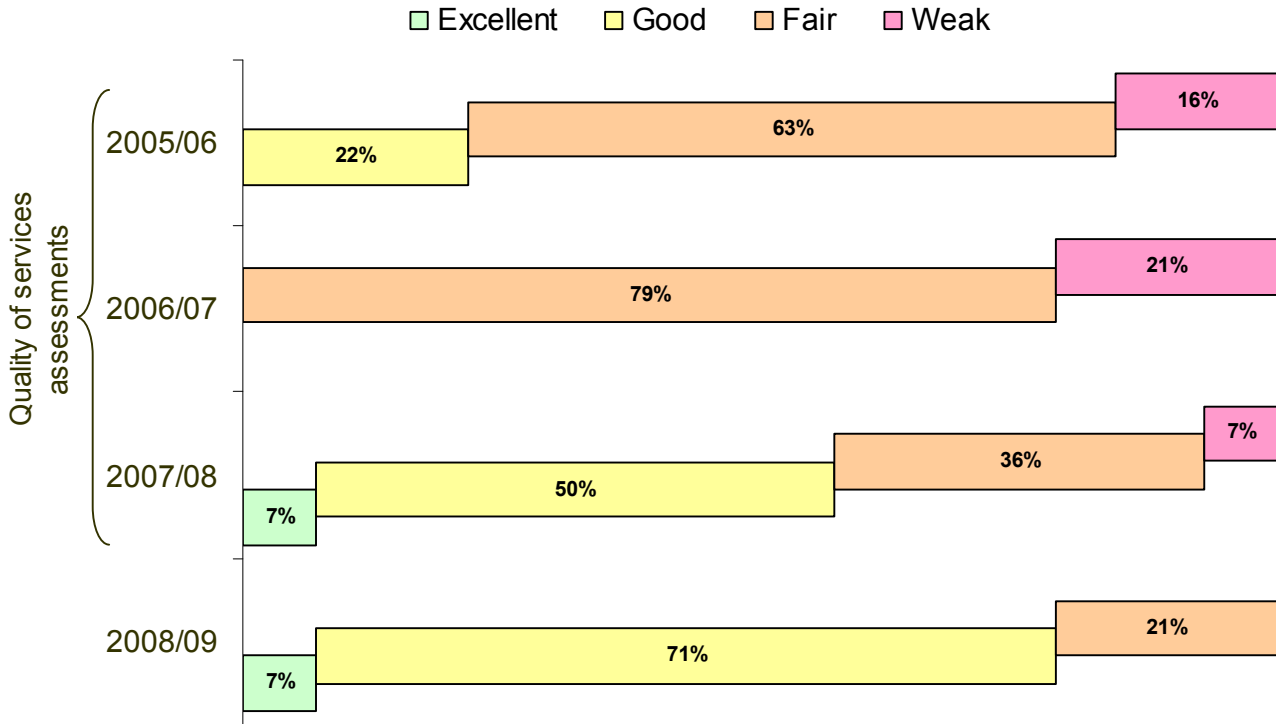
And the following are indicators of particular national and regional interest:

- **Total time in A&E: four hours or less:** 5 out of 17 trusts in the South West region do not achieve the indicator, compared to 47 out of 155 trusts nationally
- **Cancelled operations and those not admitted within 28 days:** 10 out of 17 trusts in the South West region do not achieve the indicator, compared to 94 out of 167 trusts nationally
- **18 week referral to treatment times:** 1 out of 18 trusts in the South West region does not achieve the indicator, compared to 19 out of 169 trusts nationally

Primary care trusts

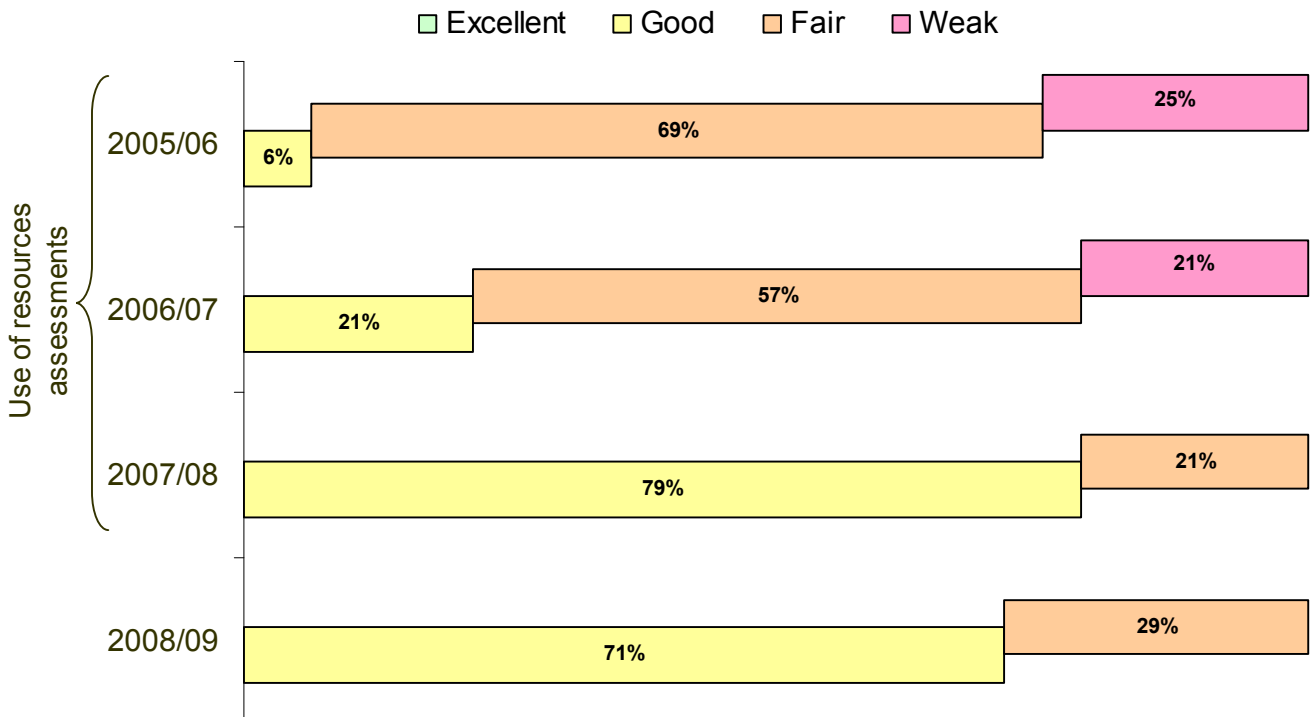
There is an increased proportion of primary care trusts receiving high overall quality scores in the South West region compared to last year. In contrast, the proportion of primary care trusts receiving high scores for their quality of financial management has decreased in the South West region compared to last year (see Figures 1 and 2).

Figure 1: Primary care trust performance for quality of commissioning in the South West region



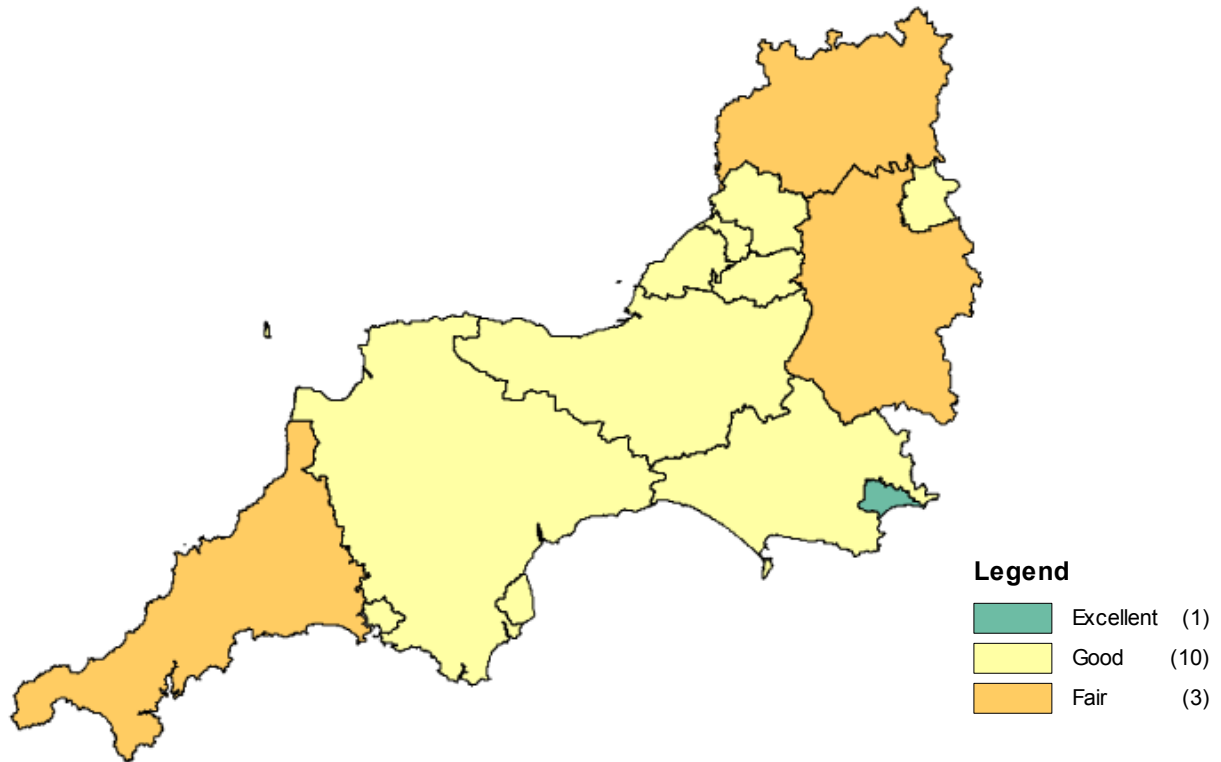
Source: Care Quality Commission NHS Ratings 2005/06-2008/09

Figure 2: Primary care trust performance for financial management in the South West region



Source: Care Quality Commission NHS Ratings 2005/06-2008/09

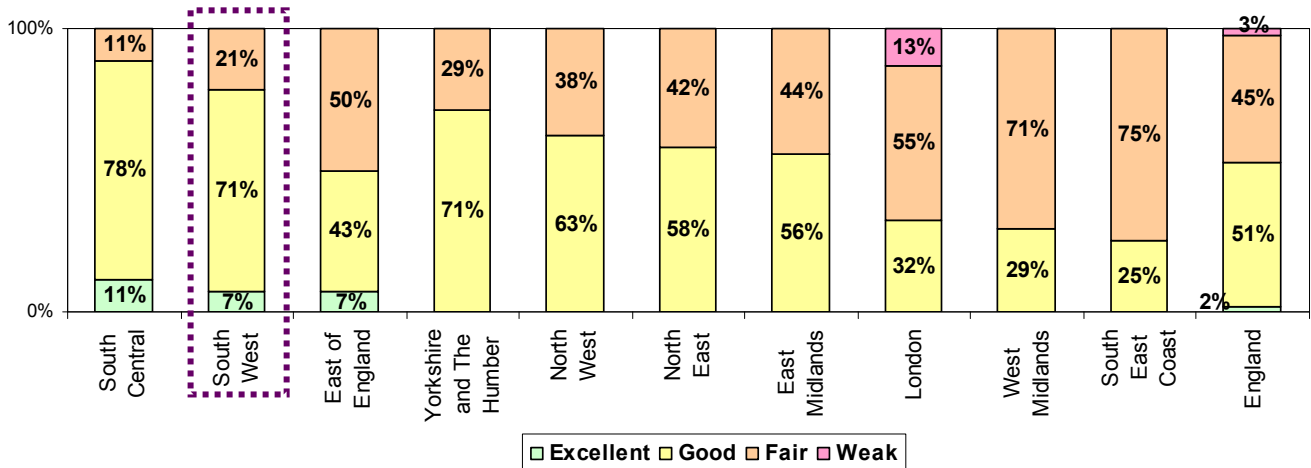
Figure 3: Primary care trust performance for quality of commissioning in the South West region



Of the 14 primary care trusts in the South West region, one has scored excellent for the quality of its commissioning:

- Bournemouth and Poole Teaching Primary Care Trust has steadily improved its rating after receiving a score of fair in 2006/07, good in 2007/08, and now excellent in 2008/09.

Figure 4: Primary care trust performance for quality of commissioning by NHS region



Source: Care Quality Commission NHS Ratings 2008/09

Nationally 53% of the 152 primary care trusts have scored either excellent or good for the quality of their commissioning. In the South West region 79% of primary care trusts have achieved an excellent or good score.

Existing commitments and national priorities

A primary care trust's quality of commissioning score is based on its performance against core standards, existing commitments, and national priorities. Performance against existing commitments and national priorities is assessed using a range of up to 37 indicators for primary care trusts.

The indicators with a 100% achievement rate among primary care trusts in the South West region include:

- Access to genito-urinary medicine (GUM) clinics
- All cancers: two week wait
- Breast cancer screening for women aged 53 to 70 years
- Experience of patients
- Incidence of *Clostridium difficile*
- Patients waiting longer than three months for revascularisation

The following indicators are among the ones with the lowest achievement rates in the South West region:

- Teenage conception rates per 1,000 females aged 15 to 17 years (12 out of 14 PCTs do not achieve the indicator)
- Childhood obesity rate for primary school age children (10 out of 14 PCTs do not achieve the indicator)
- Stroke care (8 out of 14 PCTs do not achieve the indicator)

And the following are indicators of particular national and regional interest:

- **Total time in A&E: four hours or less:** 6 out of 14 PCTs in the South West region do not achieve the indicator, compared to 56 out of 152 PCTs nationally
- **18 week referral to treatment times:** 1 out of 14 PCTs in the South West region does not achieve the indicator, compared to 25 out of 152 PCTs nationally
- **Access to primary care:** 0 out of 14 PCTs in the South West region do not achieve the indicator, compared to 69 out of 152 PCTs nationally

Overall performance for each trust in the South West region

The following table list the overall ratings for all trusts over the last four years.

| Trust name | Trust type | Two parts of overall rating | | 2007/08 rating | | 2006/07 rating | | 2005/06 rating | |
|---|----------------------------|-----------------------------|----------------------------|----------------|---------------|----------------|---------------|----------------|---------------|
| | | Overall quality score | Financial management score | Quality score | Finance score | Quality score | Finance score | Quality score | Finance score |
| Poole Hospital NHS Foundation Trust | Acute and specialist trust | Excellent | Excellent | Excellent | Good | Good | Good | Good | Fair |
| The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust | Acute and specialist trust | Excellent | Excellent | Good | Excellent | Good | Excellent | Fair | Excellent |
| Dorset County Hospital NHS Foundation Trust | Acute and specialist trust | Good | Good | Excellent | Good | Good | Fair | Good | Weak |
| Gloucestershire Hospitals NHS Foundation Trust | Acute and specialist trust | Good | Good | Good | Excellent | Fair | Excellent | Good | Good |
| Great Western Hospitals NHS Foundation Trust | Acute and specialist trust | Good | Good | Good | Good | Fair | Good | Good | Weak |
| Royal Devon and Exeter NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Excellent | Excellent | Good | Excellent | Fair | Excellent |
| Royal National Hospital for Rheumatic Diseases NHS Foundation Trust | Acute and specialist trust | Good | Fair | Excellent | Fair | Excellent | Good | Excellent | Good |
| Royal United Hospital Bath NHS Trust | Acute and specialist trust | Good | Good | Good | Fair | Weak | Weak | Fair | Weak |
| Salisbury NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Good | Excellent | Fair | Excellent | Fair | Excellent |
| South Devon Healthcare NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Good | Excellent | Fair | Excellent | Good | Fair |
| Taunton and Somerset NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Good | Excellent | Fair | Good | Fair | Fair |
| University Hospitals Bristol NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Good | Good | Excellent | Fair | Good | Fair |
| Yeovil District Hospital NHS Foundation Trust | Acute and specialist trust | Good | Excellent | Excellent | Excellent | Excellent | Excellent | Fair | Good |
| Northern Devon Healthcare NHS Trust | Acute and specialist trust | Fair | Good | Good | Fair | Weak | Weak | Weak | Weak |
| Plymouth Hospitals NHS Trust | Acute and specialist trust | Fair | Good | Fair | Good | Good | Fair | Fair | Weak |
| Weston Area Health NHS Trust | Acute and specialist trust | Fair | Fair | Good | Fair | Fair | Weak | Weak | Weak |
| North Bristol NHS Trust | Acute and specialist trust | Weak | Good | Fair | Fair | Fair | Weak | Fair | Weak |
| Royal Cornwall Hospitals NHS Trust | Acute and specialist trust | Weak | Fair | Weak | Fair | Weak | Weak | Weak | Weak |
| South Western Ambulance Service NHS Trust | Ambulance trust | Good | Good | Good | Good | Fair | Fair | - | - |
| Great Western Ambulance Service NHS Trust | Ambulance trust | Weak | Fair | Weak | Fair | Weak | Weak | - | - |

*Continues on the next page

| | | Two parts of overall rating | | 2007/08 rating | | 2006/07 rating | | 2005/06 rating | |
|--|---------------------|-----------------------------|----------------------------|----------------|---------------|----------------|---------------|----------------|---------------|
| Trust name | Trust type | Overall quality score | Financial management score | Quality score | Finance score | Quality score | Finance score | Quality score | Finance score |
| 2gether NHS Foundation Trust | Mental health trust | Excellent | Excellent | Good | Excellent | Excellent | Fair | Fair | Weak |
| Dorset Healthcare NHS Foundation Trust | Mental health trust | Excellent | Excellent | Excellent | Excellent | Excellent | Good | Excellent | Good |
| Cornwall Partnership NHS Trust | Mental health trust | Good | Good | Good | Good | Weak | Fair | Weak | Fair |
| Somerset Partnership NHS Foundation Trust | Mental health trust | Good | Excellent | Excellent | Good | Excellent | Fair | Excellent | Fair |
| Avon and Wiltshire Mental Health Partnership NHS Trust | Mental health trust | Fair | Good | Good | Fair | Fair | Weak | Fair | Weak |
| Devon Partnership NHS Trust | Mental health trust | Fair | Good | Excellent | Good | Excellent | Fair | Fair | Weak |
| Bournemouth and Poole Teaching Primary Care Trust | Primary care trust | Excellent | Good | Good | Good | Fair | Fair | - | - |
| Bath and North East Somerset Primary Care Trust | Primary care trust | Good | Good | Fair | Good | Weak | Good | Fair | Good |
| Bristol Primary Care Trust | Primary care trust | Good | Good | Fair | Good | Fair | Good | - | - |
| Devon Primary Care Trust | Primary care trust | Good | Fair | Fair | Good | Weak | Weak | - | - |
| Dorset Primary Care Trust | Primary care trust | Good | Good | Excellent | Good | Fair | Fair | - | - |
| North Somerset Primary Care Trust | Primary care trust | Good | Good | Fair | Fair | Fair | Weak | Weak | Weak |
| Plymouth Teaching Primary Care Trust | Primary care trust | Good | Fair | Fair | Good | Fair | Fair | Fair | Fair |
| Somerset Primary Care Trust | Primary care trust | Good | Good | Good | Good | Fair | Fair | - | - |
| South Gloucestershire Primary Care Trust | Primary care trust | Good | Fair | Good | Good | Fair | Fair | Fair | Fair |
| Swindon Primary Care Trust | Primary care trust | Good | Good | Good | Good | Fair | Fair | Good | Good |
| Torbay Care Trust | Primary care trust | Good | Good | Good | Good | Fair | Good | Good | Fair |
| Cornwall and Isles of Scilly Primary Care Trust | Primary care trust | Fair | Good | Good | Fair | Fair | Fair | - | - |
| Gloucestershire Primary Care Trust | Primary care trust | Fair | Good | Good | Good | Fair | Fair | - | - |
| Wiltshire Primary Care Trust | Primary care trust | Fair | Fair | Weak | Fair | Weak | Weak | - | - |

Glossary and scoring information

Our core standards assessment looks at performance against the Government's 24 requirements, as set out in 'Standards for Better Health'. These standards are designed to ensure that the services provided by the NHS are safe, equitable, and are of an acceptable quality for patients.

Our existing commitments assessment looks at performance against long-standing targets that were mostly set during the Department of Health's 2003-2006 planning round. All NHS trusts should be meeting these commitments, which are mainly concerned with waiting times and access to services.

Our national priorities assessment looks at performance against priorities set during the Department of Health's 2008-2011 planning round. These include goals for the whole of the NHS, such as reducing health inequalities and improving the health of the population.

Note: The overall quality scores are not directly comparable across different trust types, due mainly to the differing number of existing commitment and national priority indicators that apply to each type. Furthermore, because of changes that occur every year in both our scoring system and the indicators that we use to assess trusts, caution should also be applied in comparing performance this year against performance last year, or in other years.

Based on their performance against core standards, existing commitments, and national priorities (as applicable), all non PCTs receive an overall quality of services score, and all PCTs receive an overall quality of commissioning score.

The rules to determine the overall quality score are designed to ensure that an NHS trust must perform consistently well across our assessments in order to be eligible for the higher overall scores.

As with our other assessments, we use a four point scoring scale, with all trusts receiving a score of 'excellent' (the highest available score), 'good', 'fair', or 'weak' (the lowest available score) for overall quality.

In order to score 'excellent' for overall quality, a trust must receive the highest score for each of the applicable underlying components (core standards, existing commitments, and national priorities). And in order to score 'good' for overall quality, a trust must receive at least the second highest available score for each of the applicable underlying components.

At the other end of the spectrum, there are a small number of defined rules that govern how an NHS trust may receive the lowest score of 'weak' for overall quality.

For PCTs, scoring 'not met' for either core standards, or existing commitments as a commissioner of services automatically results in an overall score of 'weak' for quality of commissioning.

For acute and specialist trusts, and ambulance trusts, scoring 'not met' for either core standards, or existing commitments automatically results in an overall score of 'weak' for quality of services.

For mental health trusts, scoring 'not met' for core standards, or scoring 'weak' for national priorities automatically results in an overall score of 'weak' for quality of services.

And for learning disability trusts, scoring 'not met' for core standards results in an overall score of 'weak' for quality of services.

- For further analysis of this year's NHS ratings, please refer to <http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff.cfm>
- For further information on methodology and scoring information see <http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/annualhealthcheck2008/09.cfm>
- For further information on Standards for Better Health see <http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/annualhealthcheck2008/09/qualityofservices/corestandards.cfm>
- For further information on existing commitments, and national priorities see <http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/annualhealthcheck2008/09/qualityofservices/existingcommitmentsandnationalpriorities.cfm>
- For further information on quality of financial management see <http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/annualhealthcheck2008/09/qualityoffinancialmanagement.cfm>