



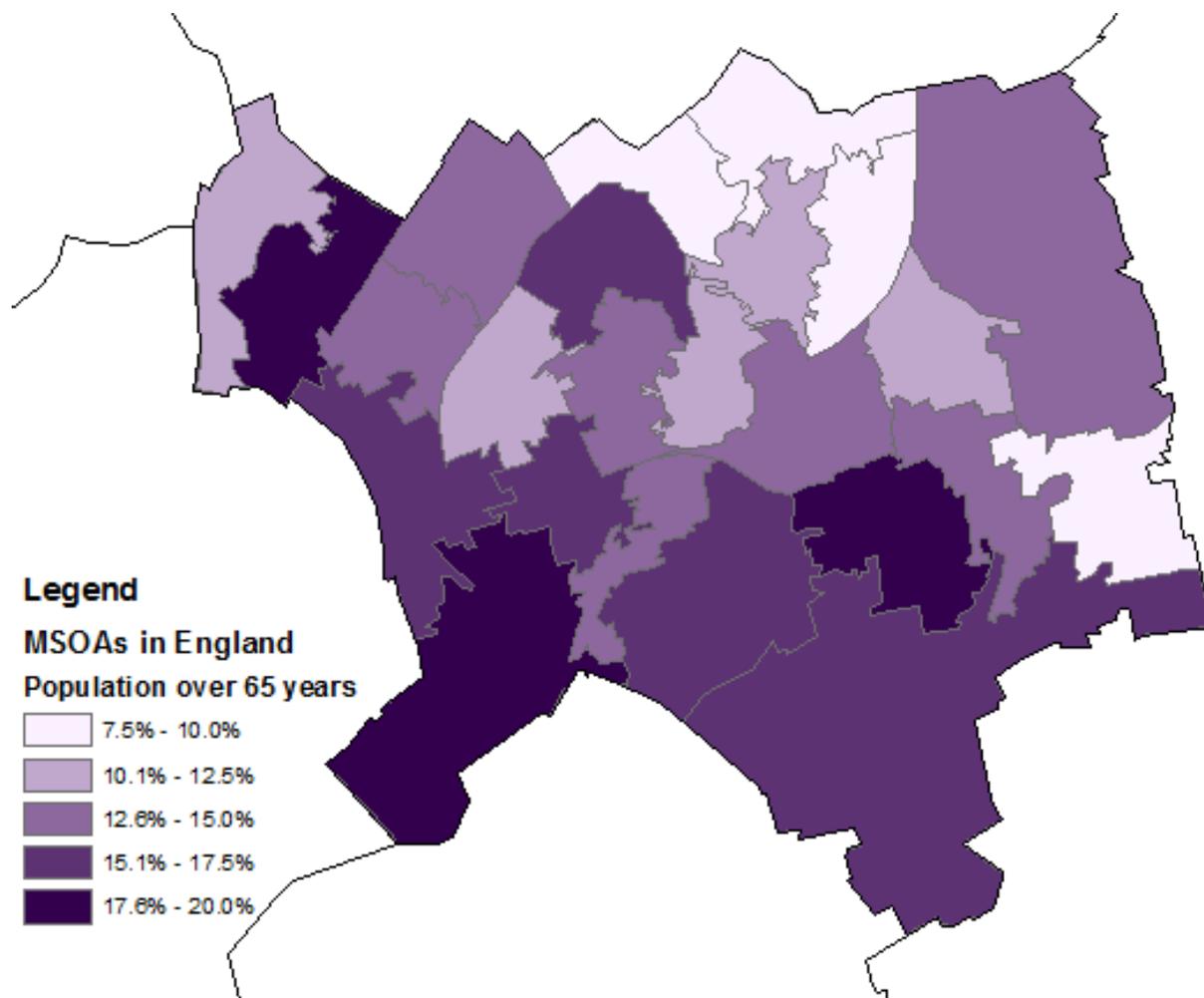
Responding to a risk or priority in an area

Supporting data profile for London Borough of Sutton

October 2017

- This data profile was developed to provide support to CQC staff undertaking a targeted review in the London Borough of Sutton.
- The information included is not a judgement on the quality of care provided in the area but intended to provide useful contextual information from CQC data and external data sources to support CQC staff in their review.
- The data profile and the framework in which it was developed are developmental.
- While we tried to use the most up-to-date information available at the time of the review, it may not reflect the current picture in Sutton.
- Please note that this profile does not include statistical analysis, so any differences in values may not be statistically significant.
- The area 'footprint' for the profile is the clinical commissioning group (CCG). Adult social care information has been compiled for the relevant local authority(s) and then mapped to the CCG.
- Where possible, information for Sutton is presented alongside information for its comparator group, as well as the national average. The comparator group is made up of the 10 areas that are seen to be most similar to Sutton in terms of demographics and geography. More information on the comparator group can be found in the appendix (slide 29).

Area context – age profile

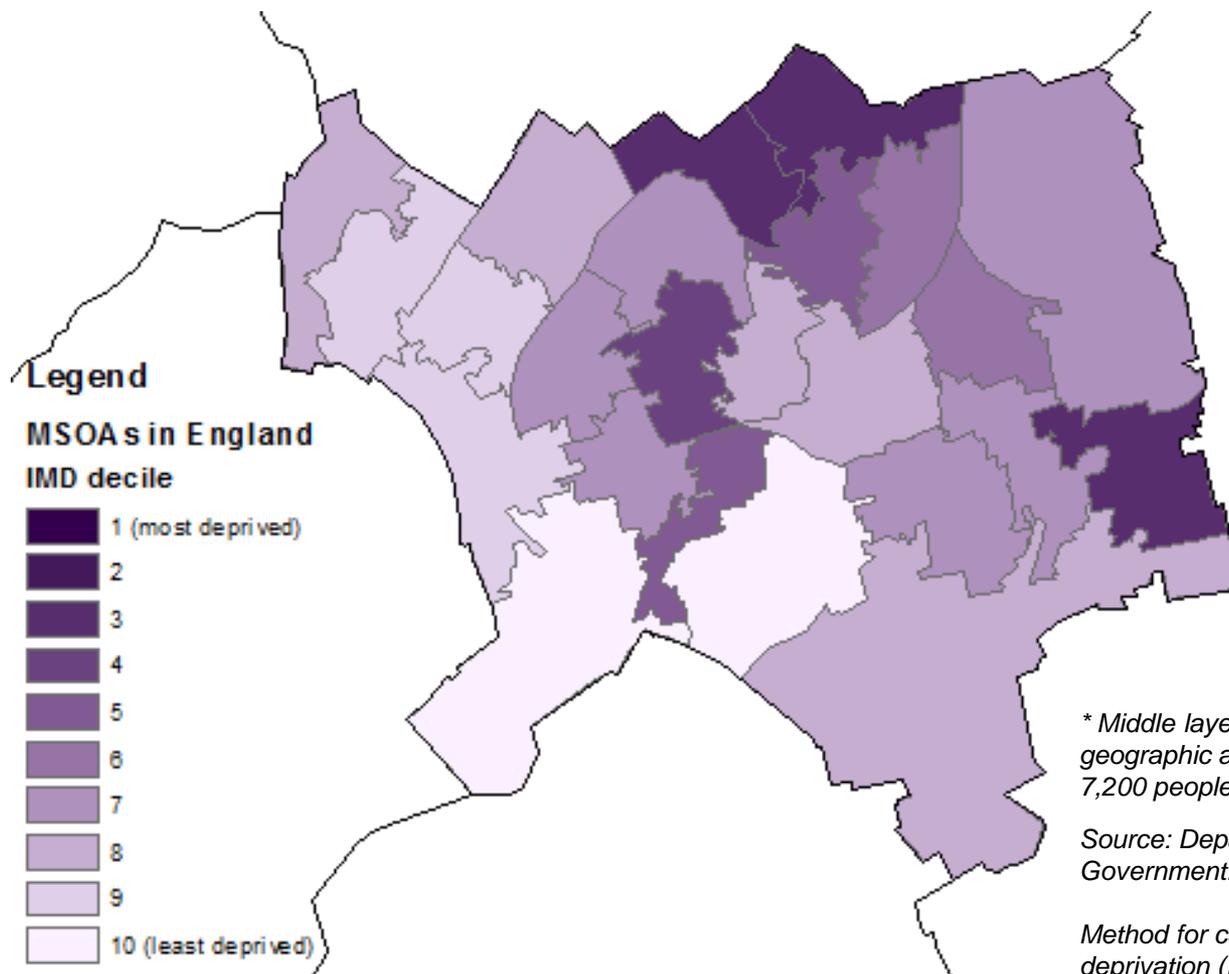


Sutton has a young population compared with the rest of England

* Middle layer super output areas (MSOAs) are geographic areas made up, on average, of a population of 7,200 people.

Source: ONS 2011 census.

Area context – deprivation

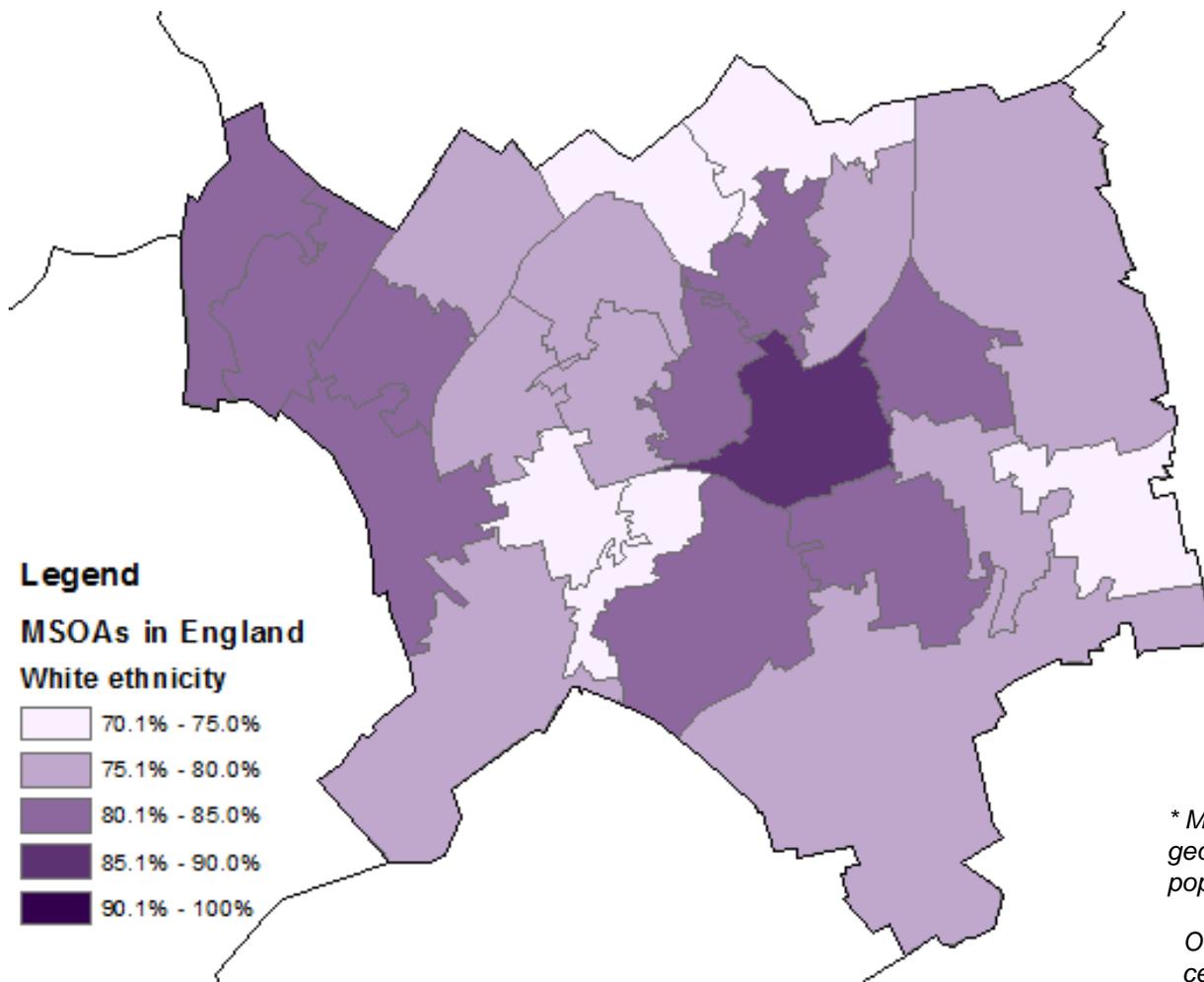


** Middle layer super output areas (MSOAs) are geographic areas made up, on average, of a population of 7,200 people.*

Source: Department for Communities and Local Government: English indices of multiple deprivation 2015.

Method for calculating the MSOA index of multiple deprivation (IMD) deciles is under development.

Area context – ethnicity



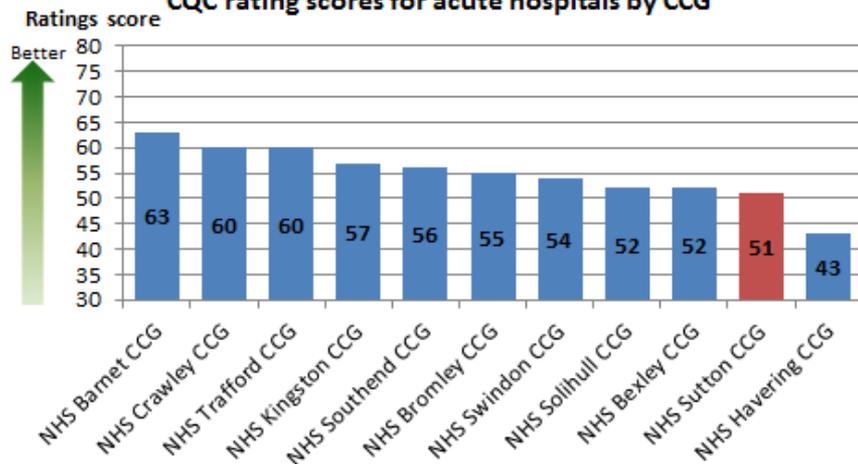
** Middle layer super output areas (MSOAs) are geographic areas made up, on average, of a population of 7,200 people.*

Office for National Statistics (ONS) 2011 census.

CQC area ratings scores



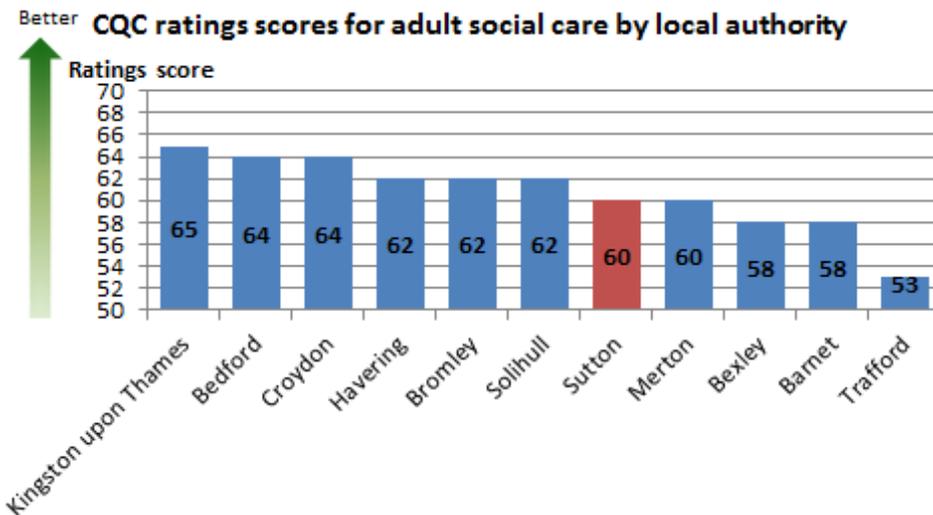
CQC rating scores for acute hospitals by CCG



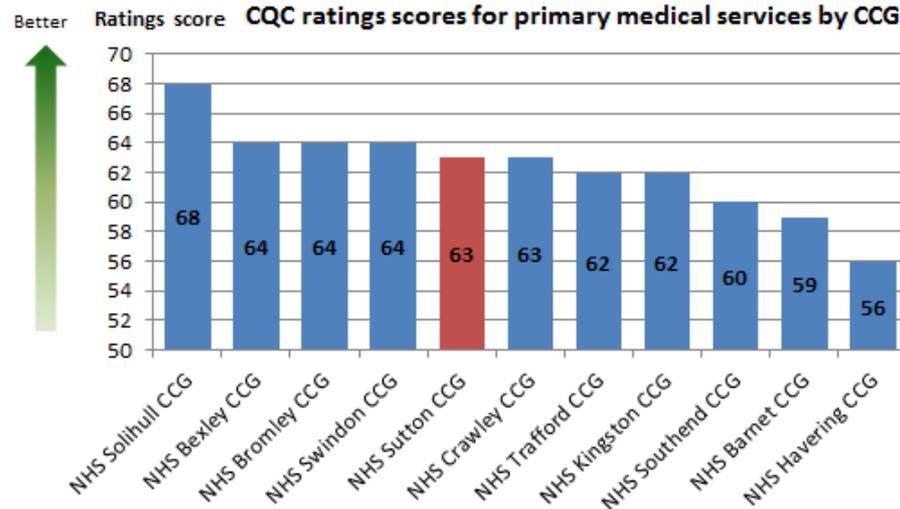
To inform NHS England's CCG improvement and assessment framework, CQC calculated area level ratings scores for each sector it regulates. These area level ratings were aggregated from ratings applied at the lowest level, such as for each key question at core service level for hospitals. Ratings scores ranged from 0 to 100, with 100 being the maximum score attainable if all services, locations and providers in the sector in that area were rated outstanding for each key question. The graphs on this page present the area level ratings for the area of interest relative to its comparator areas.

Hospital ratings as at 19 December 2016. Primary medical services (PMS) and adult social care (ASC) ratings as at 12 January 2017.

CQC ratings scores for adult social care by local authority



CQC ratings scores for primary medical services by CCG



Ratings – CQC ratings for acute non-specialist trusts



Main trusts accessed by people living in Sutton Clinical Commissioning Group (CCG)

Trust code	Trust name	Number of unique inpatient admissions	Overall provider rating
RVR	Epsom and St Helier University Hospitals NHS Trust	25,436	Requires improvement
RJ7	St George's University Hospitals NHS Foundation Trust	5,118	Inadequate
RAX	Kingston Hospital NHS Foundation Trust	1,085	Requires improvement
RJ6	Croydon Health Services NHS Trust	763	Requires improvement

Table only includes trusts that together accounted for 95% admissions. In total, people living in Sutton CCG accessed 29 non-specialist acute trusts, however 24 of these were accessed rarely (accounting for <1% of admissions each).

National distribution of ratings

Overall rating	% trusts (number of trusts)
Outstanding	4% (5)
Good	29% (39)
Requires improvement	59% (80)
Inadequate	9% (12)
Total number	136

NHS Digital hospital episodes statistics (HES) data on patient admissions: April 2015 to March 2016; CQC ratings data as at 13 December 2016.

Ratings – CQC ratings for mental health trusts



Main trusts accessed by people living in Sutton CCG

Trust code	Trust name	Number of patients	Overall provider rating
RQY	South West London and St George's Mental Health NHS Trust	3,917	Good
RV5	South London and Maudsley NHS Foundation Trust	250	Good
RXX	Surrey and Borders Partnership NHS Foundation Trust	132	Requires improvement

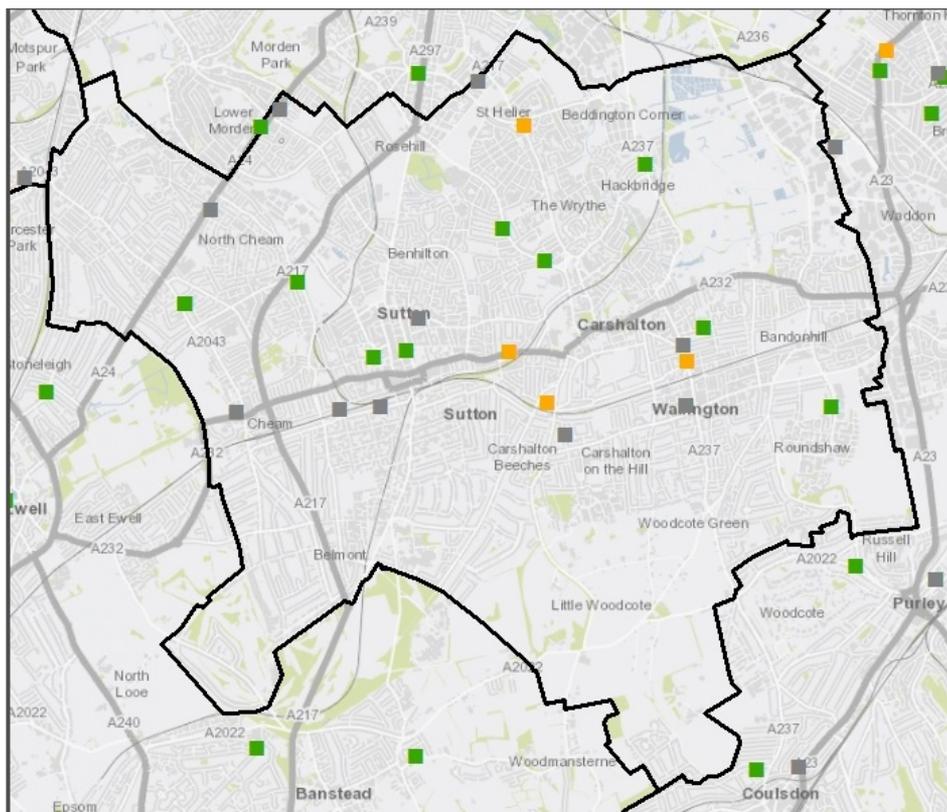
Table only includes mental health trusts that together accounted for 95% admissions. In total, people from Sutton CCG accessed eight mental health trusts, however four of these were accessed only rarely (accounting for <1% of admissions each).

National distribution of ratings

Overall rating	% trusts (number of trusts)
Outstanding	4% (2)
Good	40% (23)
Requires improvement	56% (32)
Inadequate	0%
Total number	57

*HES data on patient numbers: Nov 2014 to Oct 2015;
CQC ratings data as at 5 January 2017
(Trusts accessed by <6 people were not included).*

Ratings – CQC ratings of primary medical services



Overall rating	% (number of GP practices)		
	Sutton	Comparator group	England
Outstanding	0% (0)	2% (7)	3% (234)
Good	48% (13)	57% (194)	61% (4,775)
Requires improvement	15% (4)	12% (42)	7% (540)
Inadequate	0% (0)	1% (5)	2% (125)
Unrated	37% (10)	27% (91)	28% (2,208)
Total GP practices	27	339	7,882

Key

- Outstanding
- Good
- Requires improvement
- Inadequate
- Not rated

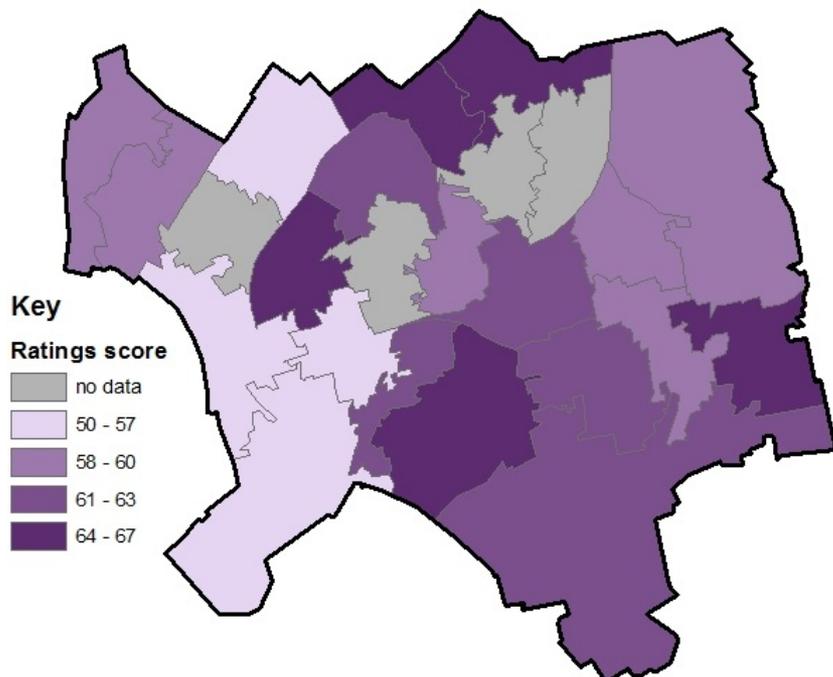
CQC ratings data as at 25 November 2016.

Note: Only registered locations are shown – in cases where there are additional GP branch practices, these are not shown. Where multiple GP practices are in the same place, only one point is shown.

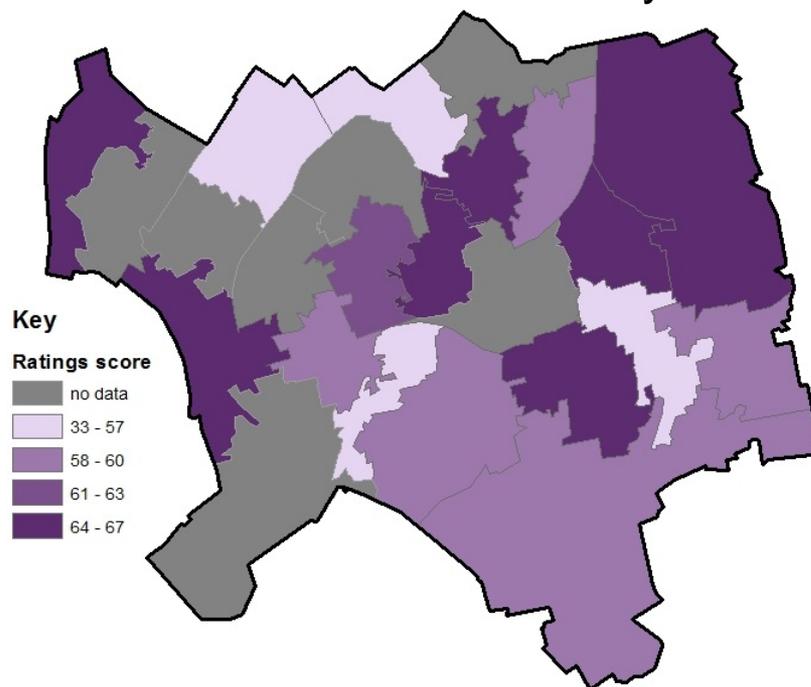
Ratings – average CQC ratings of adult social care services by MSOAs in area



Adult social care – residential



Adult social care – community-based



Average adult social care ratings scores:

	Residential	Community
Sutton local authority	60	61
Comparator local authority group	61	61
England	59	62

* Middle layer super output areas (MSOAs) are geographic areas made up, on average, of a population of 7,200 people.

Ratings scores are out of 100. The adult social care scores calculated here exclude hospice ratings.

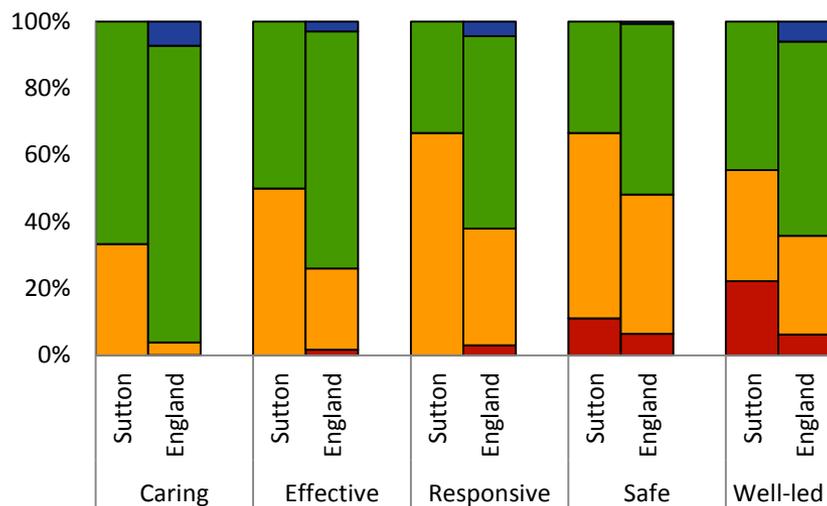
CQC ratings data as at 11 January 2017.

At this time, 107/131 (82%) of adult social care locations in Sutton were rated.

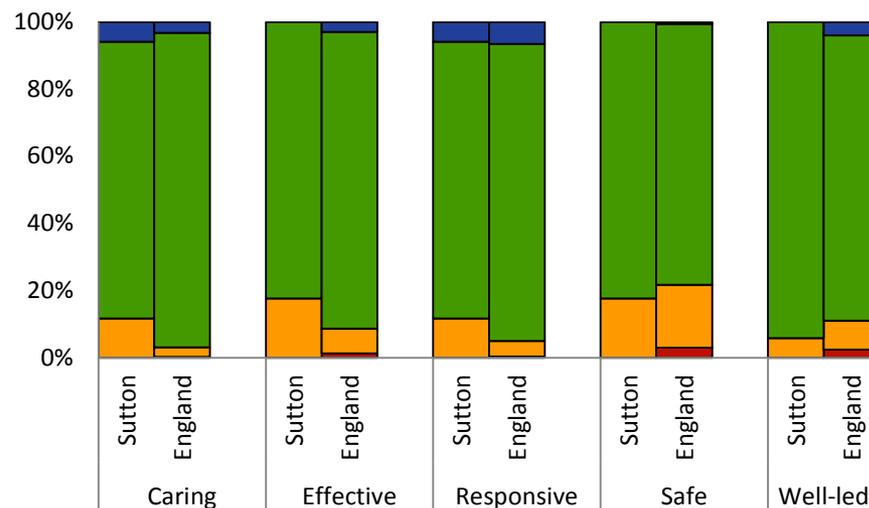
Ratings – CQC ratings by key question



Spread of ratings for NHS acute (non-specialist) core services



Spread of ratings for GP practice locations



- Outstanding
- Good
- Requires improvement
- Inadequate

These are the ratings for both Sutton CCG and England for each key question in the sector described by the graph title. The ratings are broken down by key question for acute to allow more detail. There were no ratings of mental health services mapped to Sutton CCG.

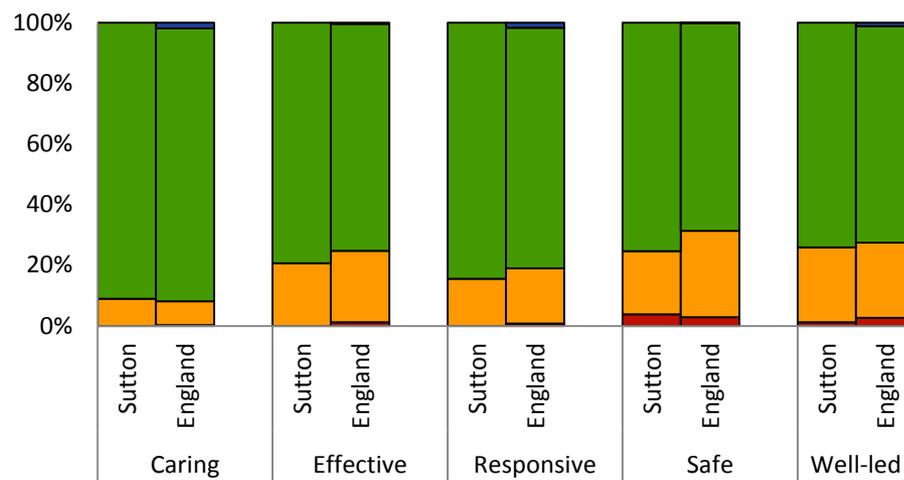
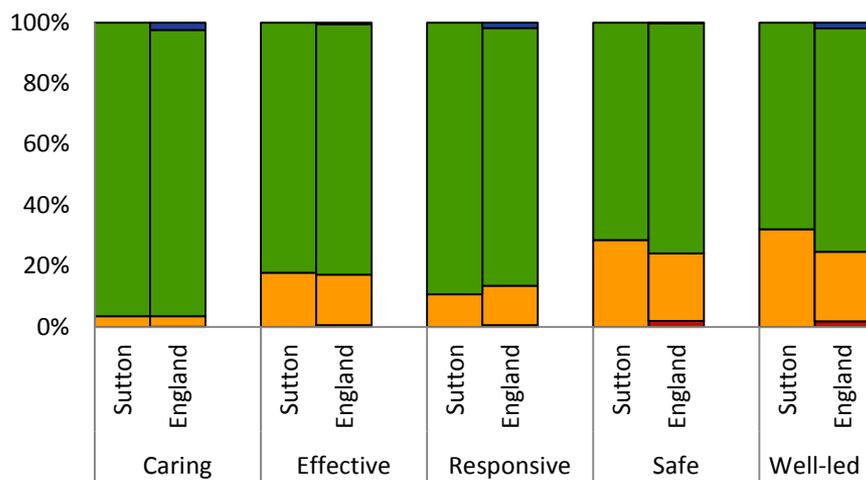
CQC ratings data as at 1 December 2016.

Ratings – CQC ratings by key question



Spread of ratings for adult social care locations – community

Spread of ratings for adult social care locations – residential



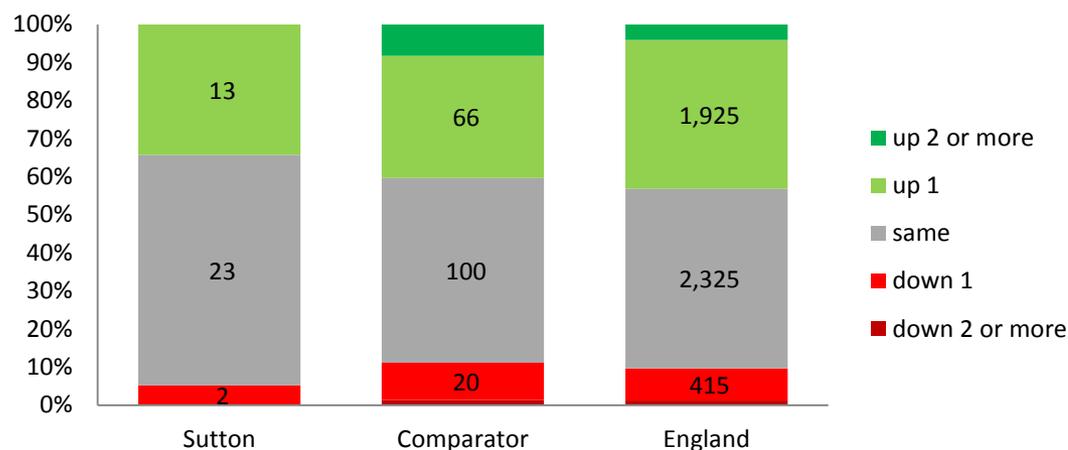
- Outstanding
- Good
- Requires improvement
- Inadequate

These are the ratings for both Sutton CCG and England for each key question in the sector described by the graph title. The ratings are broken down by key question for acute to allow more detail. There were no ratings of mental health services mapped to Sutton CCG.

CQC ratings data as at 1 December 2016.

Ratings – change in CQC ratings

Change in rating from first rating to most recent rating for locations in Sutton



Graph shows the change in rating between the first time a location (core service for hospitals) was rated under the new inspection methodology to its current rating (covering December 2013 to December 2016). Where a rating has gone up this means it has improved.

Original rating	Current rating	Adult social care	Primary medical services	Grand total
Good	Good	10	1	11
	Requires improvement	2		2
Requires improvement	Good	9		9
	Requires improvement	12		12
Inadequate	Requires improvement	2	2	4
	Grand total	35	3	38

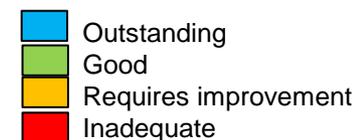
CQC ratings data as at 1 December 2016. No hospitals in Sutton were rated more than once in the time period considered.

Ratings – NHS England CCG ratings



2015/16 components of assurance

CCG	Headline rating	Well led	Delegated functions	Finance	Performance	Planning
NHS Sutton CCG	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Comparator group proportions						
England proportions						



The charts show the proportion of CCGs with each of the four ratings. The first row of donuts refer to just the 10 comparator CCGs, while the second row is for all of the CCGs in England.

Full results of NHS England's CCG assurance ratings for 2015/16 can be found [here](#). Please note that from 2016/17 NHS England is making significant changes to the CCG assurance framework so ratings will not be comparable year-on-year.

Service provision – primary medical services provision per 100,000 population



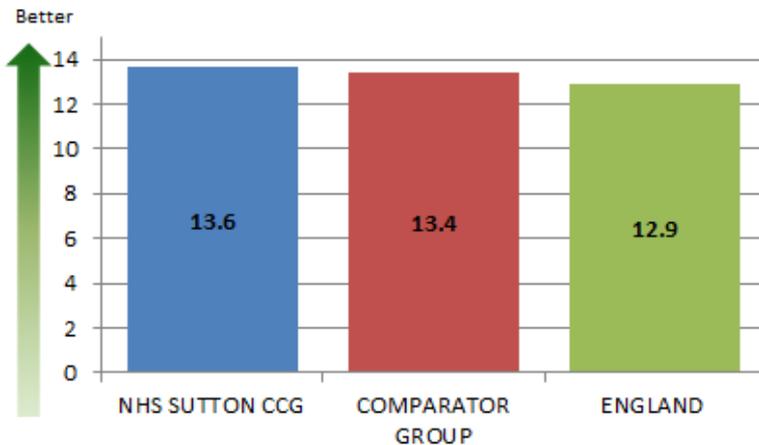
Count of GP practices in CCG 25

	NHS Sutton CCG	Comparator group	England
Registered GP practices per 100,000	14	13	13
Patients per GP FTE	1,932	2,095	1,946

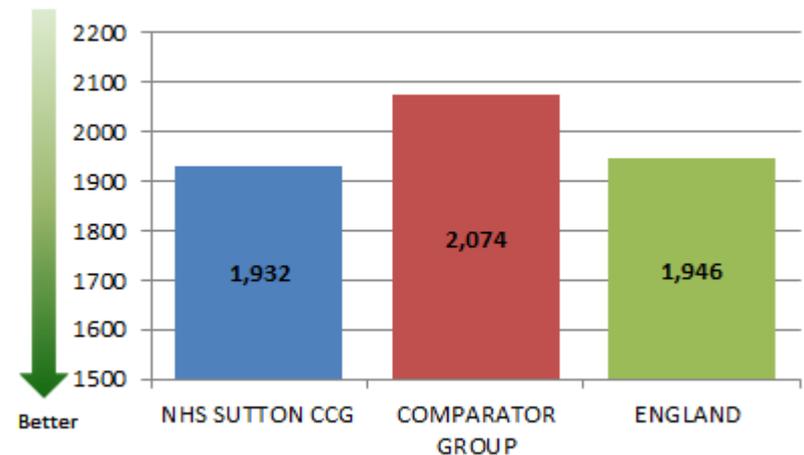
NHS Digital: General and Personal Medical Services, England September 2015 to March 2016.

* NHS Digital does not match CQC's register of active locations as NHS Digital use Organisation Data Service (ODS) commissioning codes, whereas CQC use ONS commissioning codes.

Registered GP practices per 100,000 population



Patients per GP FTE

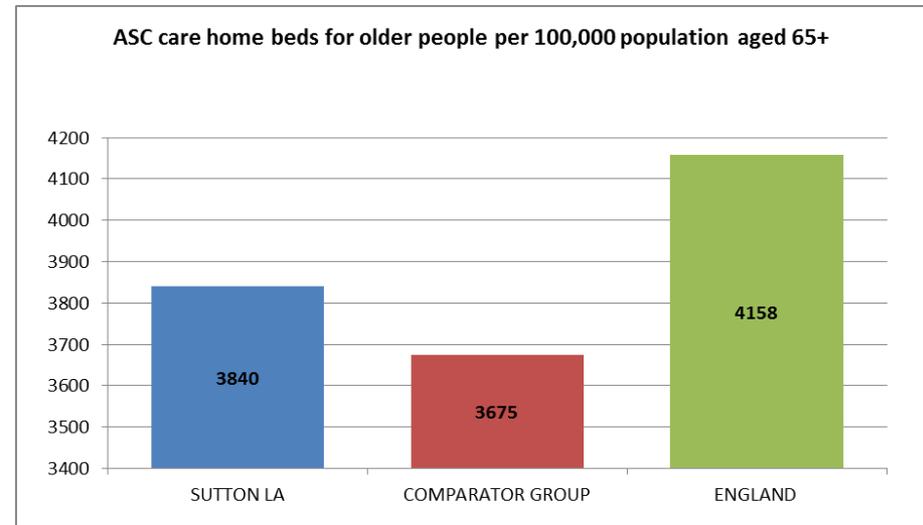
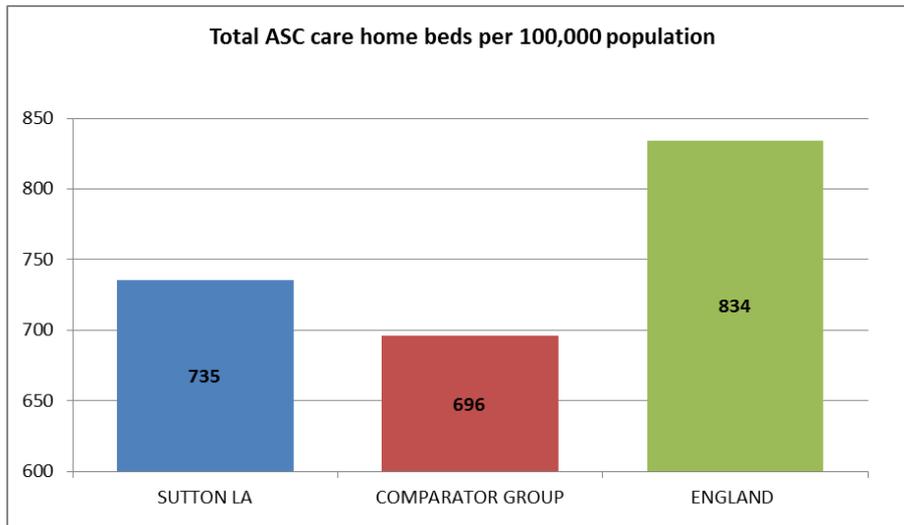


Service provision – adult social care service provision



Sutton local authority – total count of adult social care home beds	Sutton local authority – total count of adult social care home beds for people aged 65+
1,472	1,158

This slide shows the number and rate per 100,000 of care home beds. It includes all care home beds for registered adult social care organisations within the area, regardless of what the location's 'primary inspection category' is (so they are not necessarily all residential care homes).

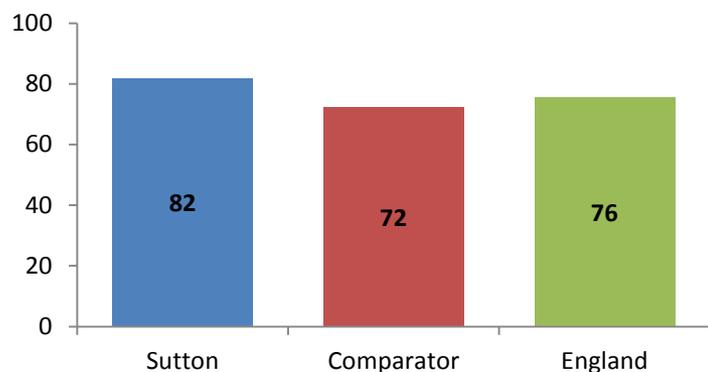


CQC's Health and Social Care Act register, December 2016; ONS mid-2015 population estimates.

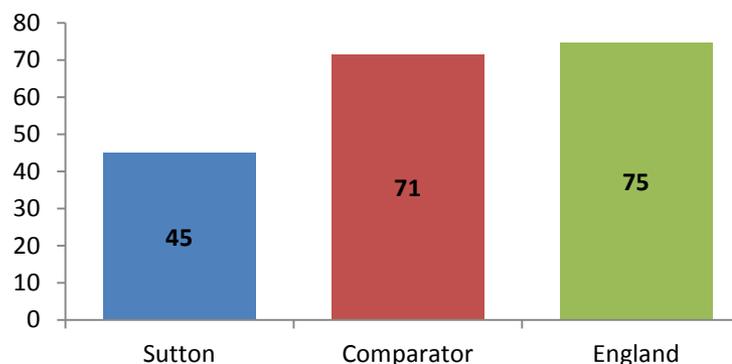
Service provision – adult social care entries and exits



Beds opened per 100,000 population



Beds closed per 100,000 population



Region	Homes opened	No. beds in opened homes	Beds opened per 100,000
Sutton	6	164	81.9
Comparator	65	1,852	72.3
England	1,588	41,435	75.6

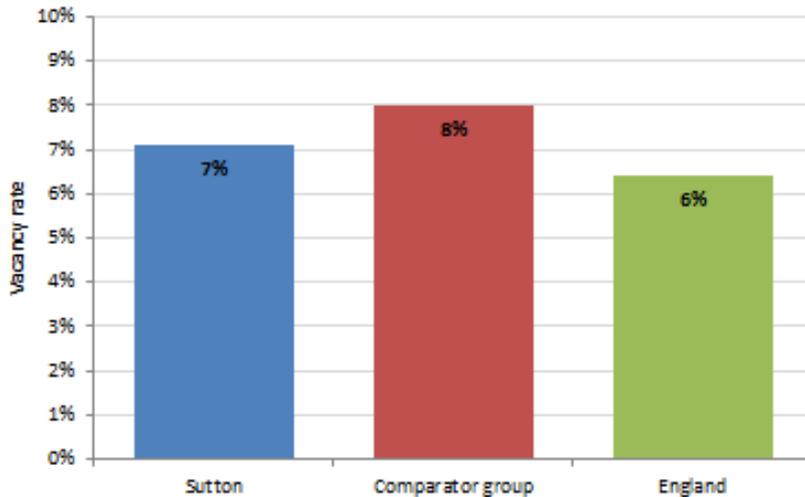
Region	Homes closed	No. beds in closed homes	Beds closed per 100,000
Sutton	5	90	45.0
Comparator	100	1,832	71.5
England	2,275	40,898	74.7

These are the number of care home locations that have opened or closed in the period from January 2013 to May 2016 in Sutton local authority.

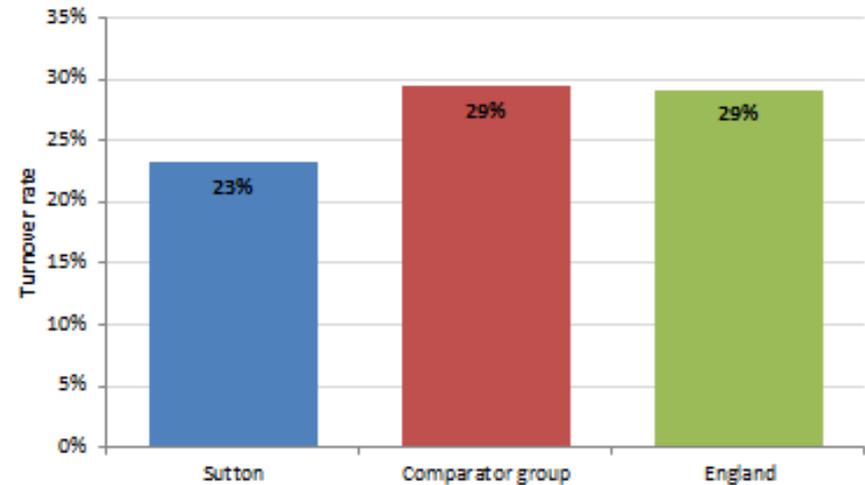
The number of beds is the sum of all the maximum beds of these care homes. This shows the maximum number of beds that have been gained or lost if each care home was operating at full capacity.

Staffing – adult social care vacancies and turnover

Adult social care staff vacancy rate: Sutton vs. comparator group and national average



Adult social care staff turnover rate: Sutton vs. comparator group and national average



Local authority data extracted from Skills for Care on 19 December 2016.
Please note that locations can update their information at any point so data is highly changeable.

Staffing – NHS acute hospitals

Stability Index -	Epsom and St Helier University Hospitals NHS Trust	St George's University Hospitals NHS Foundation Trust	England
Medical and Dental staff	87%	89%	90%
Nursing and Midwifery staff	87%	81%	87%
Other clinical staff	81%	77%	85%
Non-clinical staff	83%	78%	85%

The stability index measures the extent of retention of the experienced workforce (employees with greater than one year of service). It shows the percentage of employees with greater than one year of service.

Turnover rate (leavers)	Epsom and St Helier University Hospitals NHS Trust	St George's University Hospitals NHS Foundation Trust	England
Medical and Dental staff	7.0%	6.5%	8.1%
Nursing and Midwifery staff	8.6%	19.4%	12.2%
Other clinical staff	13.2%	20.5%	13.0%
Non-clinical staff	12.9%	17.2%	12.5%

The turnover rate counts the number of people who left the organisation over the last 12 months as a percentage of the average headcount over the period. A lower turnover rate indicates fewer people are leaving the organisation.

NHS electronic staff record: September 2015 to August 2016.

Data has been selected for the top two acute trusts that people in the area are admitted to.

Staffing – NHS mental health hospital



Stability Index -	South West London and St George's Mental Health NHS Trust	England
Medical and Dental staff	89%	87%
Nursing and Midwifery staff	80%	86%
Other clinical staff	83%	83%
Non-clinical staff	84%	85%

The stability index measures the extent of retention of the experienced workforce (employees with greater than one year of service). It shows the percentage of employees with greater than one year of service.

NHS electronic staff record: October 2015 to September 2016.

Data has been selected for the main mental health trust that people in the area are admitted to.

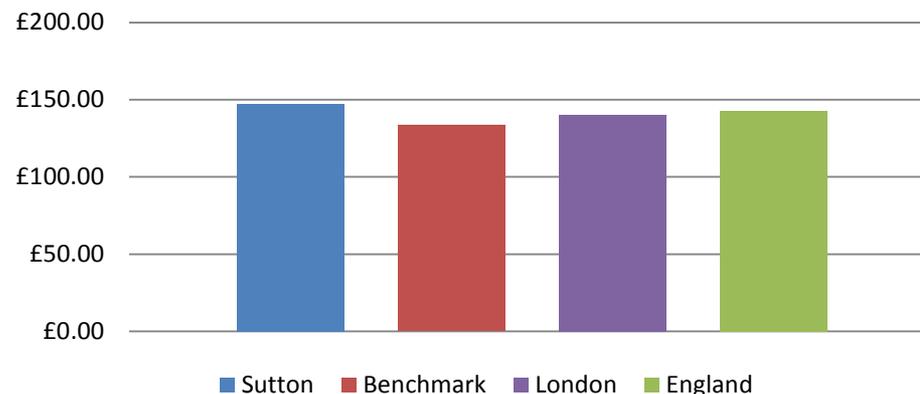
There was an issue with the data for the stability index at the point of analysis. Future iterations are likely to include this information.

Funding – primary medical services £ per patient



	Average payment per weighted patient*
Sutton CCG	£147.38
Benchmark CCGs	£133.64
London CCGs	£140.24
England total	£142.63

Average payment per weighted patient



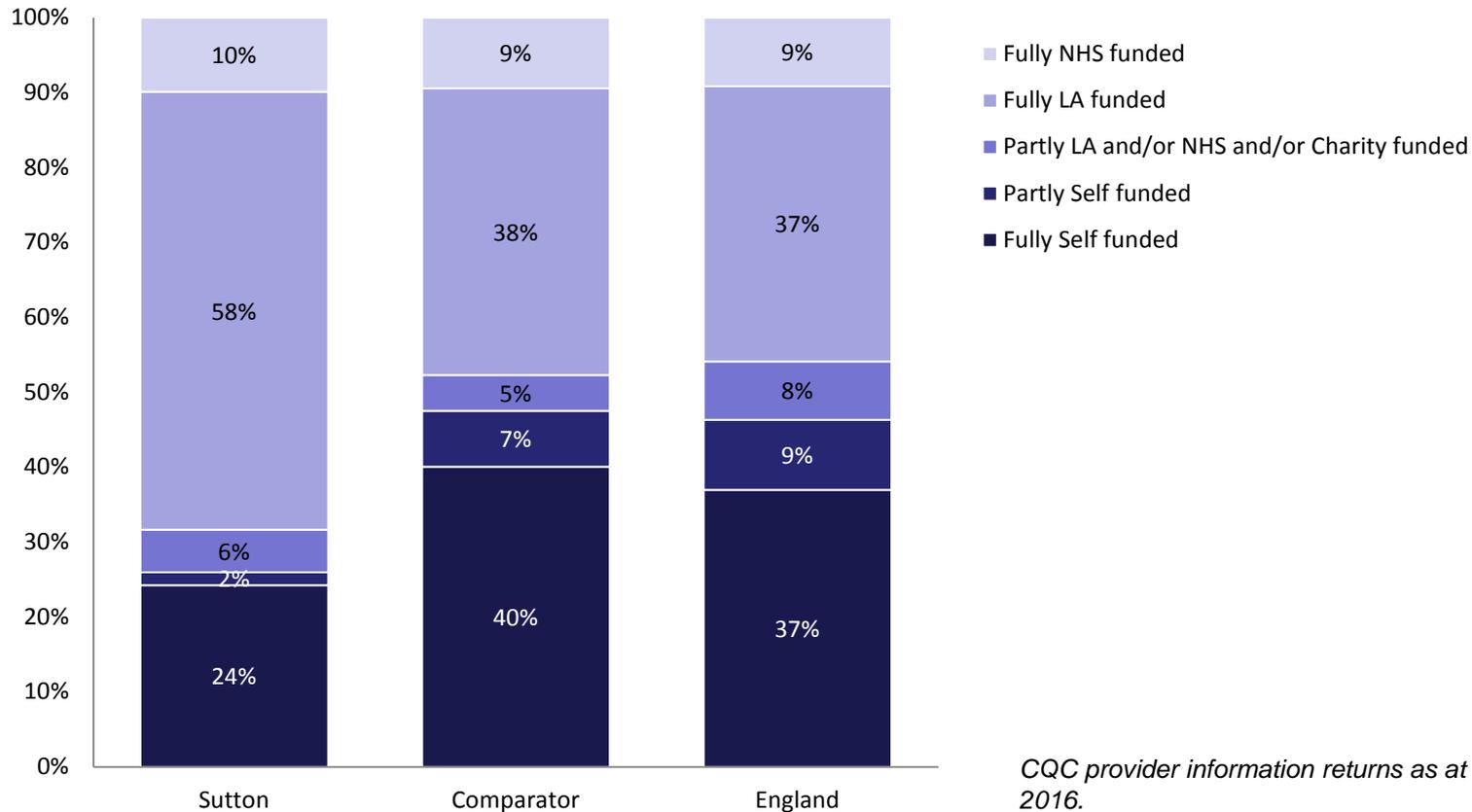
*Weighted patient is NHS England's way of more accurately reflecting the service the GP practice provides. It uses a process called 'global sum' explained below.

Global sum payments are a contribution towards the contractor's costs in delivering essential and additional services, including its staff costs. See part 1 section 2 of the General Medical Services (GMS) Statement of Financial Entitlement (SFE) 2013 and paragraph 3 of the GMS Statement of Financial Entitlement (Amendment) Directions 2016. Here is a link to Appendix A of the SFE showing how Global Sum is calculated:

<http://systems.digital.nhs.uk/ssd/downloads/newgpcontractpay/ngms-contents/appaglobalsum>

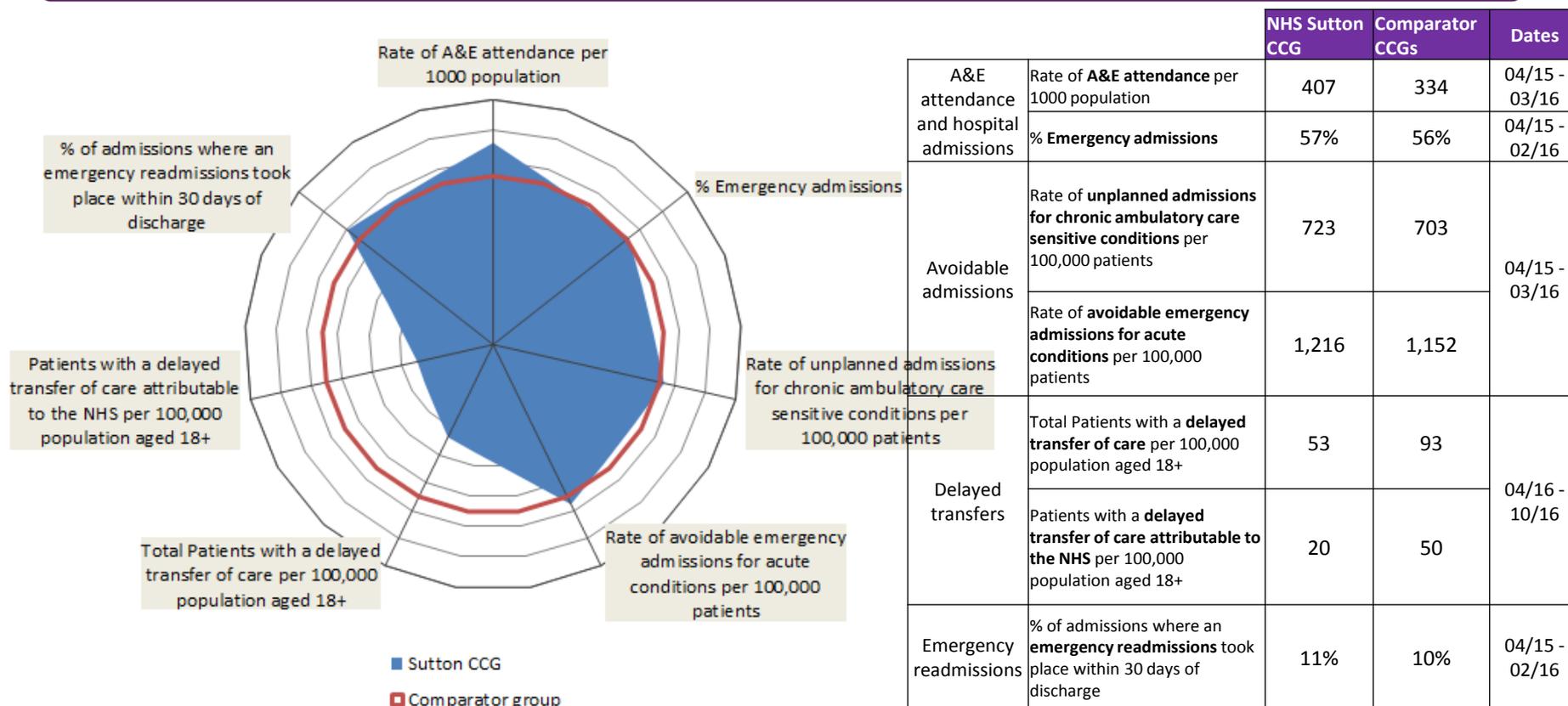
Funding – adult social care self-funded versus local authority funded

% of beds by their funding type



CQC provider information returns as at 28 November 2016.
 Quality of data is subject to completeness and accuracy of provider returns.

Activity – pathway into and out of an acute hospital

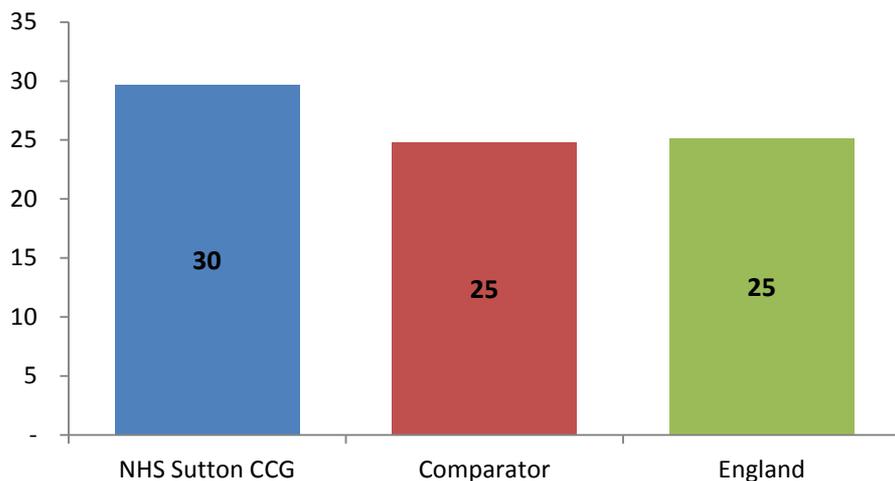


The shaded shape in the dashboard represents the performance of Sutton CCG. The red line within the dashboard represents the average performance of the ‘comparator group’ of CCGs in relation to Sutton CCG’s performance. If the shaded shape extends beyond the red line then it has a higher value than the comparator group for that indicator. For all indicators, higher values equate to worse performance.

HES 2015/16 attendances, admissions and readmissions; NHS Digital Indicator Portal CCG Outcomes Provisional 2015/16 data; NHS England Delayed Transfers of Care April 2016 to October 2016. Emergency admissions and readmissions do not include admissions from postcodes containing a care home.

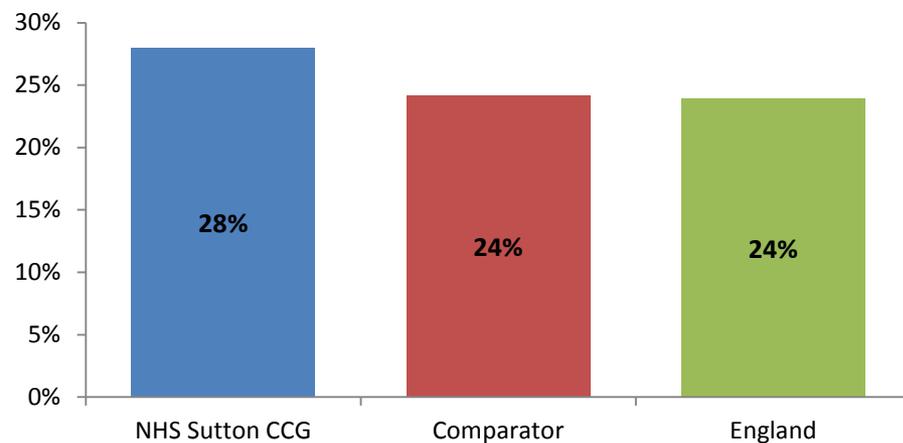
Activity – Admissions and readmissions to acute hospital for MH diagnoses

Admissions per 1,000 population for MH diagnoses



This graph shows admissions to an acute hospital via A&E where the primary diagnosis was for a mental health condition. The attendances and population figures are only for people aged 20+.

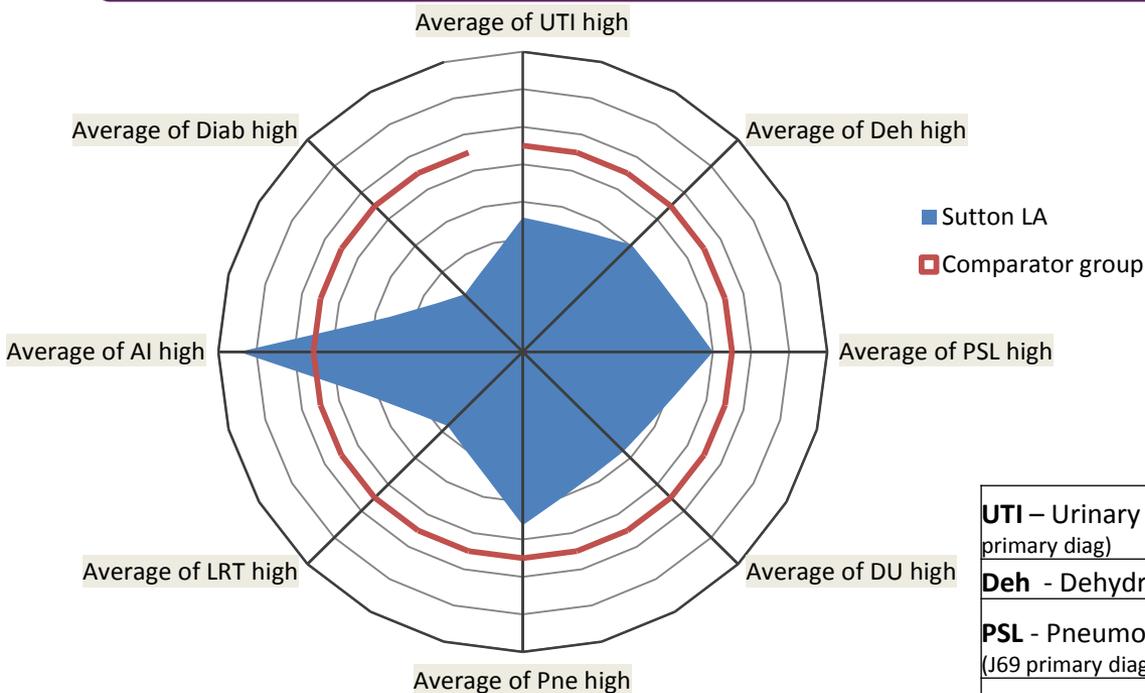
Percentage of people admitted to acute hospital for MH diagnoses who are readmitted within 30 days



This graph shows the percentage of people admitted to an acute hospital via A&E for a mental health diagnosis who are then readmitted within 30 days of discharge. The readmission may not be for mental health diagnosis.

Hospital Episode Statistics 2015 calendar year.

Activity - Pathway into and out of acute hospital for care home residents



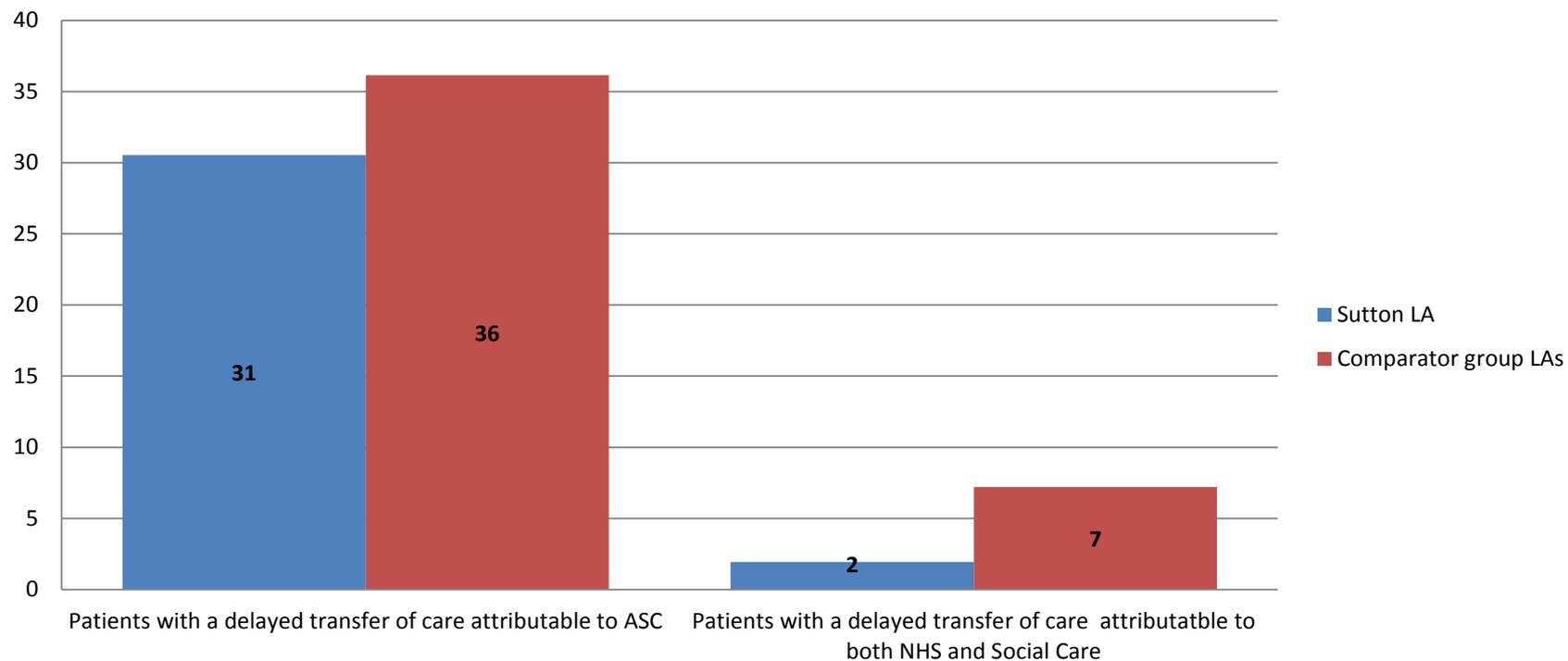
The table below shows the percentage of care homes in Sutton that have a significantly high number of hospital admissions for potentially avoidable conditions. This is then compared with the performance of care homes across comparator local authorities (LAs).

This dartboard is a visual representation of the table, where the shaded shape represents the performance of Sutton local authority. The red line within the dartboard represents the performance of the 'comparator group' of local authorities in relation to Sutton's performance. If the shaded shape extends beyond the red line then it has a higher value than the comparator group for that indicator. For all indicators, higher values equate to worse performance.

	Sutton LA	Comparator LAs
UTI – Urinary tract infections - (N39.0, primary diag)	1.5%	3.2%
Deh - Dehydration (E86, primary diag)	0.0%	1.3%
PSL - Pneumonitis due to solids or liquids (J69 primary diag)	2.9%	3.4%
DU - Decubitus ulcer (L89 primary diag and L89 secondary diag)	2.9%	4.5%
Pne - Pneumonia (J12-J18 primary diag)	1.5%	2.3%
LRTI - Other lower respiratory tract infections (J20-J22 primary diag)	0.0%	2.5%
AI - Accidents and Injuries (S00-S99, T01-T14, T20-T31, T36-T50 primary diag) (X40-X49, X60-X69, X85-X99, Y00-Y19 secondary diags)	4.4%	2.6%
Diab - Diabetes (E10-E14 primary diag)	0.0%	3.0%

Delayed transfers of care

Delayed transfers of care attributable to adult social care services per 100,000 people aged over 18



NHS England Delayed Transfers of Care April 2016 to October 2016

Activity – ambulance and NHS 111 performance



Ambulance performance metrics

Indicators	London Ambulance Service NHS Trust	England
Of emergency calls closed with telephone advice, proportion with re-contact via 999 within 24 hours	3.6%	5.8%
Of calls that receive a face-to-face response from the ambulance service, proportion managed without need for transport to type 1 and type 2 A&E	37.8%	37.5%
Number of transported incidents	67,322	416,663

NHS 111 performance metrics

Indicators	Sutton & Merton	London	All sites
Calls per year per 1,000 people	188	161	-
Of calls answered, % triaged	80%	82%	85.4%
% callers where problem resolved or improved	79%	79%	81.2%

NHS England data for October 2016.

Vanguards

Vanguard type	Vanguard name	Organisations in Sutton local authority
Acute Care Collaborations	Accountable Clinical Network for Cancer (ACNC)	RPY02 The Royal Marsden – Sutton
		RPYX2 Cedar Lodge
	Foundation Healthcare Group (Dartford and Gravesham)	RPY02 The Royal Marsden – Sutton
		RPYX2 Cedar Lodge
Enhanced Health in Care Home	Sutton Homes of Care	1-127638572 The Specialist Health Team for People with Learning Disabilities
		1-1775050303 Short Term Assessment and Reablement Team (START - London Borough of Sutton)
		1-1811699590 The London Borough of Sutton Shared Lives Team
		RVR05 St Helier Hospital and Queen Mary's Hospital for Children
		RVR06 Sutton Hospital

List of the vanguards operating with locations in Sutton. CQC data, 13 December 2016.

Appendix: comparator groups



- For analysis based on CCG level data, the comparator areas were drawn from NHS England's 'Similar 10 CCG Explorer Tool' (as at 5 December 2016). This tool creates groups of 10 'similar' CCGs based on 12 demographic variables covering deprivation, population size, population density and age and ethnicity make-up.
- For adult social care analysis at local authority level, comparator areas have been drawn from the Chartered Institute of Public Finance and Accountancy's online tool (as at 12 December 2016). This tool identifies the 10 'nearest neighbours' based on 39 demographic indicators that cover employment and deprivation, population size, population density, age, gender and ethnicity make-up as well as geographic indicators.