



City of Westminster

Westminster City Council

Acute Health Care and General Practice

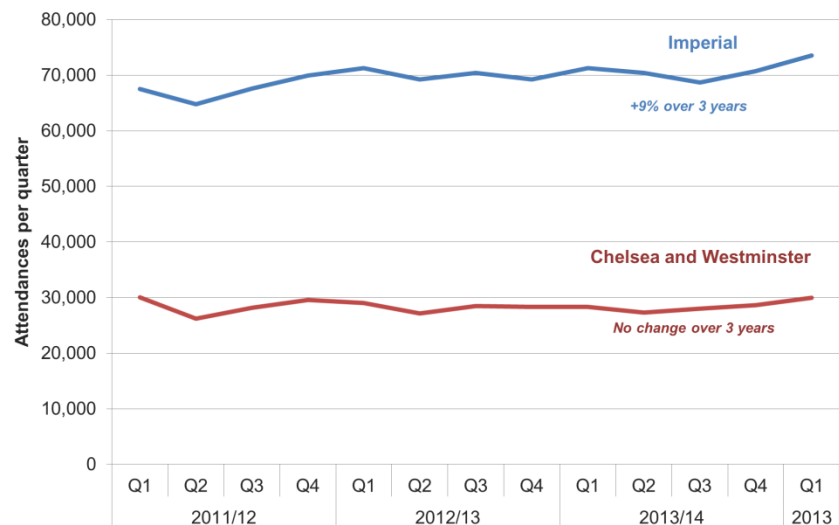
Performance Summary - Westminster

Tri-Borough Adult Social Care Business Analysis Team
james.hebblethwaite@lbhf.gov.uk

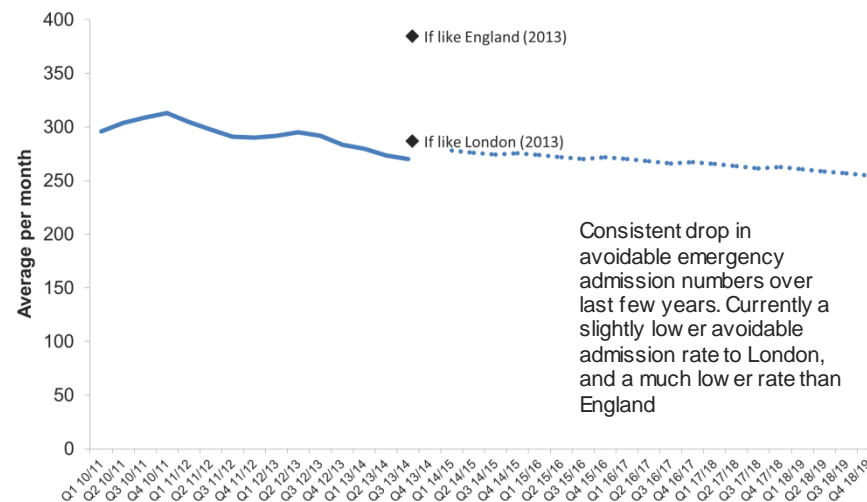
18th July 2014

ACUTE HEALTH CARE SUMMARY – WESTMINSTER

Total A&E and Minor Injuries Unit attendances, number by Trust by quarter

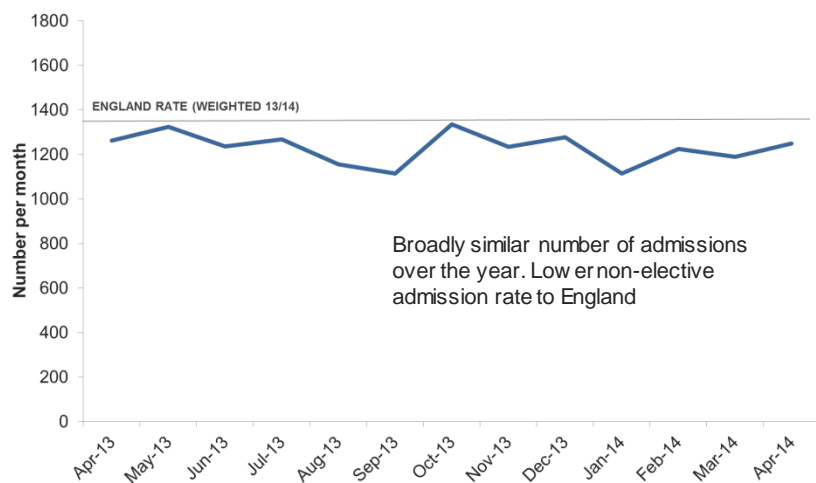


Avoidable emergency admissions (average number per month)
annual data rolling forward quarterly – with Better Care Fund 5 year indicative target



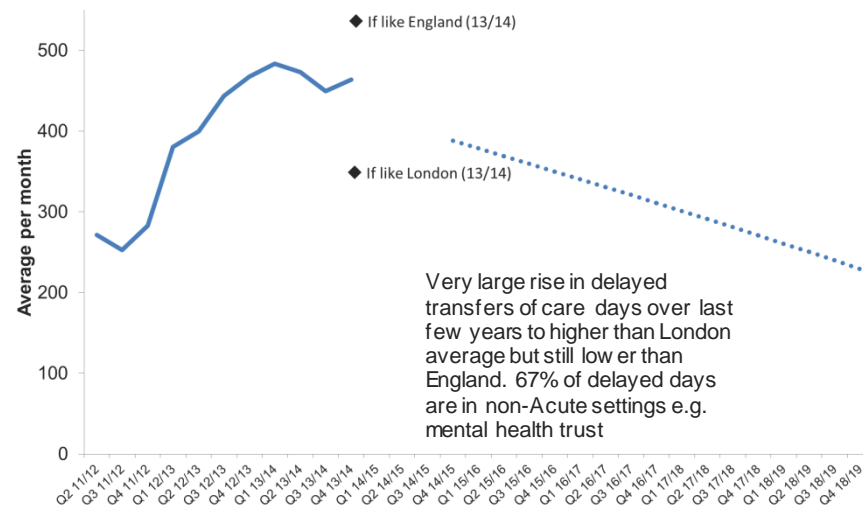
Consistent drop in avoidable emergency admission numbers over last few years. Currently a slightly lower avoidable admission rate to London, and a much lower rate than England

Non-elective admissions for Central London CCG, number by month (FFCEs)



Broadly similar number of admissions over the year. Lower non-elective admission rate to England

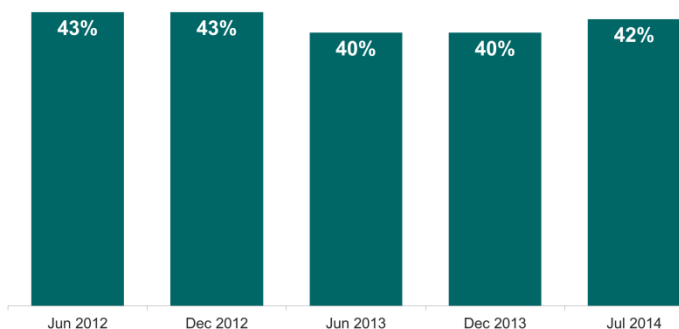
Delayed transfers of care (average days per month)
annual data rolling forward quarterly – with Better Care Fund 5 year indicative target



Very large rise in delayed transfers of care days over last few years to higher than London average but still lower than England. 67% of delayed days are in non-acute settings e.g. mental health trust

GP ACCESS AND QUALITY SUMMARY – WESTMINSTER

GP Patient Survey – Very satisfied with GP surgery/health centre, over time



There was a slight drop in the proportion of patients in the **CCG area** who are very satisfied with their GP surgery in 2013 but satisfaction appears to be rising again

Summary of GP Access and Quality

In the period to March 2013, Westminster patients reported better access to the practice by phone than average for London and England. They were more able to get an appointment 2 days in advance and had higher satisfaction in opening hours than London, but not England.

Local patients were more satisfied with their practice than average for London, but not England, and were also more likely to recommend it to a friend. The level of satisfaction with the quality of consultation was better than London, but still short of the England average. However, they had a higher likelihood of seeing their preferred doctor than London and England averages.

The proportion of people feeling supported in managing their long-term condition was better in the CCG than London and close to England, but satisfaction with GP out-of-hours services was comparatively low. Practice clinical achievement was much lower than average in 2012/13.

Find more information here:

Selected GP Patient Survey data, as presented on the **My Health London** website: <http://www.myhealth.london.nhs.uk/>
 GP Patient Survey data used in NHS Outcomes Framework, on the **NHS IC Indicator Portal**: <https://indicators.ic.nhs.uk/webview/>
Quality and Outcomes Framework data on GP clinical points achieved on Health & Social Care Information Centre website: <http://www.hscic.gov.uk/qof>

Summary GP Access and Quality Indicators

GP Survey - Access	West	London	England
<small>Source: My Health London website (March 2013 data)</small> Found it easy to get through on the telephone	87.0%	74.9%	77.7%
Able to get an appointment with a doctor more than two full weekdays in advance	88.7%	87.0%	90.4%
Satisfied with GP practice opening hours	81.2%	79.4%	82.7%
GP Survey - Satisfaction	West	London	England
<small>Source: My Health London website (March 2013 data)</small> Level of satisfaction with the quality of consultation at the GP practice (composite measure)	605	602	628
Able to see a preferred doctor	62.1%	54.4%	60.7%
Would recommend the GP surgery or health centre to someone who has just moved to your local area	79.4%	76.7%	81.3%
Overall satisfaction with the care at the GP surgery or health centre	83.8%	82.1%	86.7%
GP Survey - Support	CL CCG	London	England
<small>Source: NHS IC Indicator Portal (2012/13 data)</small> % of people feeling supported to manage their long term condition	64.3%	59.4%	65.6%
% reporting a good experience with GP out-of-hours service	59.1%	62.9%	70.2%
QOF GP quality of care	CL CCG	London	England
<small>Source: HSCIC website (2012/13 data)</small> % of total points achieved for clinical domain - Quality and Outcomes Framework (QOF)	89.1%	94.0%	95.4%

Better than London and England
 Between London and England
 Worse than London and England