

BALANCED SCORECARD

CRITERIA				
1. ACCESS & RESPONSIVENESS				
	PRACTICE	PCT	REGIONAL	NATIONAL
OVERALL PATIENT EXPERIENCE SURVEY RESULTS				
48 HOUR ACCESS				
ADVANCE BOOKING				
TELEPHONE ACCESS				
ACCESS TO A NAMED GP				
HELPFULNESS OF RECEPTION STAFF				
NUMBER OF DNA'S PER 1,000 POPULATION				
NUMBER OF FACE TO FACE GP CONSULTATIONS PER 1,000 POPULATION				
NUMBER OF FACE TO FACE NURSE CONSULTATIONS PER 1,000 POPULATION				
NUMBER OF TELEPHONE CONSULTATIONS PER 1,000 POPULATION				
				2008/09
COMPLIMENTS				
CONCERNS				
COMPLAINTS				
INCIDENT REPORTING				
SERIOUS UNTOWARD INCIDENTS				
				PRACTICE
COMMITMENT TO PLEDGE - RIGHTS & EXPECTATIONS FOR PATIENTS & GP'S				
PATIENT PARTICIPATION GROUP				
2. PREMISES				
	PRACTICE			
9 FACET SURVEY				
ADOPTION OF PCT INFECTION CONTROL TOOLKIT				
CLINICAL WASTE POLICY				
EQUIPMENT MAINTENANCE & CALIBRATION POLICY				
3. PATIENT CHOICE				
	PRACTICE			
USE OF CHOOSE & BOOK SYSTEM				
USE OF NHS CHOICES WEBSITE				
OFFER OF CHOICE OF HOSPITAL				
PRACTICE SUPPORT FOR PERSONALISED CARE PLANNING AND SELF CARE SUPPORT FOR LTC'S				
PRACTICE LIST OPEN AND ACCEPTING NEW REGISTRATIONS				

CRITERIA				
4. QUALITY - EFFECTIVENESS	PRACTICE	PCT	REGIONAL	NATIONAL
ACHIEVEMENT IN THE CLINICAL DOMAIN OF THE QUALITY AND OUTCOMES FRAMEWORK (QOF) - 2008/09				
QOF EFFECTIVE EXCEPTION RATES - 2007/08				
PRODUCTION OF PRACTICE CORPORATE & CLINICAL GOVERNANCE REPORT INCL RISK ASSESSMENT				
CONFORM TO NICE INTERVENTIONAL PROCEDURES GUIDANCE AND TECHNOLOGY APPRAISALS				
ADOPTION OF RCGP GUIDE TO REVALIDATION OF GP'S				
ADOPTION OF THE PRINCIPLES OF THE GOOD MEDICAL PRACTICE GUIDE				
ADOPTION OF CODE OF CONDUCT FOR NHS MANAGERS				
ADOPTION OF WHISTLEBLOWING IN THE NHS POLICY				
MANDATORY TRAINING AND APPROPRIATE CONTINUING PROFESSIONAL DEVELOPMENT				
UNDERTAKE ALL APPROPRIATE EMPLOYMENT CHECKS INCL CRB				
ALL STAFF INCL GP'S ATTEND CHILD & ADULT SAFEGUARDING TRAINING				
SYSTEMS IN PLACE TO ENSURE MEDICINES ARE HANDLED SAFELY				
SYSTEMS IN PLACE TO ENSURE CONTROLLED DRUGS ARE HANDLED SAFELY				
OVERALL PRESCRIBING INDICATOR (0 = HIGHEST; 90 = LOWEST)				
PRESCRIBING INDICATORS - EFFECTIVE STATIN USE				
PRESCRIBING INDICATORS - GENERIC PRESCRIPTION RATE				
5. DEMAND			PRACTICE	PCT
A&E ACTIVITY PER 1,000 WEIGHTED POPULATION				
NUMBER OF NEW OUT PATIENT APPOINTMENTS PER 1,000 WEIGHTED POPULATION				
NUMBER OF URGENT REFERRALS PER 1,000 WEIGHTED POPULATION				
NUMBER OF ELECTIVE REFERRALS PER 1,000 WEIGHTED POPULATION				
DIAGNOSTIC SERVICES INCLUDING IMAGING, PATHOLOGY AND PHYSIOLOGICAL MEASUREMENT SERVICES				
6. SERVICE PROVISION			PRACTICE	PCT
NUMBER OF ENHANCED SERVICES UNDERTAKEN (EXCLUDING CONTRACEPTIVE SERVICES)				
CONTRACEPTIVE AND OTHER SEXUAL HEALTH SERVICES				
MINOR SURGERY				
CHILDHOOD VACCINATIONS & IMMUNISATIONS				
6 -8 WEEK BABY CHECK. BREASTFEEDING STATUS OF WOMEN AT 6-8 WEEKS				
ENHANCED CARE OF LONG-TERM CONDITIONS (EG ASTHMA CLINICS, DIABETES CLINICS)				
ACTIVELY ENGAGED IN PBC				
PRACTICE-BASED COMMISSIONING PROPOSALS				
PRACTICE-BASED COMMISSIONING APPROVALS				