

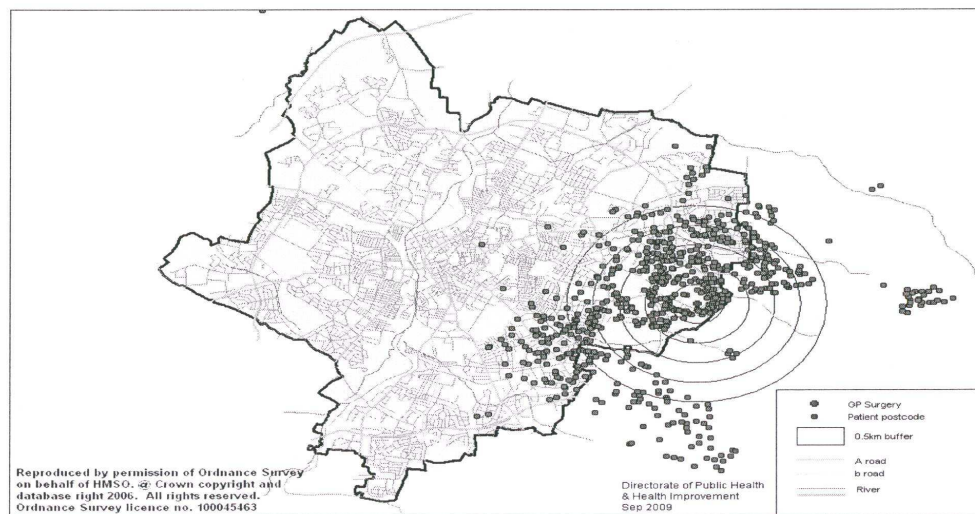
BALANCED SCORECARD - SEPTEMBER 2009

GENERAL PRACTICE PROFILE

PRACTICE PHOTO	PRACTICE NAME / CODE		
	ADDRESS DETAILS		MAIN SURGERY
	ADDRESS 1		N/A
	ADDRESS 2		
	ADDRESS 3		
POST CODE			
LOCALITY		2	
PBC CLUSTER		NEL CLUSTER	
PRACTICE OPENING HOURS	TRIAL HOURS: MONDAY, TUESDAY 08.00-20.30, WEDNESDAY, THURSDAY, FRIDAY 08.00-18.30, SATURDAY (FOR PRE-BOOKED) 10.00-13.00, 14.00-17.00.		
OPENING HRS FOR APPOINTMENTS	TRIAL HOURS: MONDAY, TUESDAY 08.00-20.30, WEDNESDAY, THURSDAY, FRIDAY 08.00-18.30, SATURDAY (FOR PRE-BOOKED) 10.00-13.00, 14.00-17.00.		
CONTRACT TYPE	GMS		
CONTRACT HOLDERS			
LEAD GP			
TOTAL NO OF MALE GPs (WTE)	2.66		
TOTAL NO OF FEMALE GPs (WTE)	1		
SALARIED GP HOURS PER WK	0		
REGULAR LOCUM HOURS PER WK	0		
GPwSI'S ACCREDITATION	NO		
GP TRAINING PRACTICE - ACTIVE	YES		
REGISTRAR	YES		
MED STUDENTS	NO		
OTHERS	NO		
FIRST POINT OF PRACTICE CONTACT			
CONTACT DETAILS			
NO. OF PRACTICE NURSES (WTE)	1.6		
NO. OF NURSE PRACTITIONERS (WTE)	0		
NO. OF NURSE CONSULTANTS (WTE)	0		
NO. OF HEALTH CARE ASSISTANTS (WTE)	0.48		
I.T. SYSTEM (VERSION)	EMIS LV		
INVESTORS IN PEOPLE AWARDED	VISIT		
NAMED GP FOR SAFEGUARDING CHILD			
NAMED GP FOR SAFEGUARDING ADULTS			
ADDITIONAL CONSULTATION LANG'S	HINDI, URDU, PUNJABI, MEERPURI, TAMIL, GERMAN		
RESEARCH PRACTICE	VISIT		
ADDITIONAL IN HOUSE SERVICES	DIABETES, ASTHMA, COIL FITTINGS, MINOR OPPTS, TRAVEL ANTE-NATAL, CHILD HEALTH PROMOTION, AND VACCINATIONS, CORONARY HEART DISEASE, TEEN VACCINATIONS, WART CLINIC WEIGHT AND WELL PERSON CHECKS, DRUG COUNSELLOR, PRACTICE THERAPISTS		

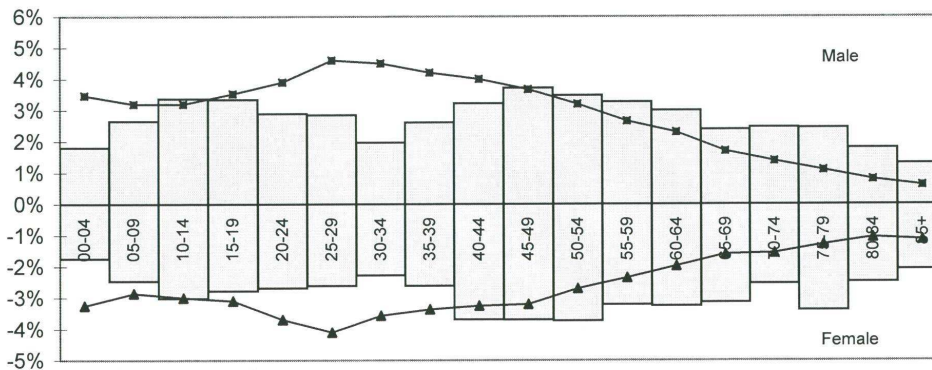
**= AWAITING PRACTICE INFO

REGISTERED PATIENTS AND THE PRACTICE BOUNDARY



PRACTICE LIST INFORMATION				
	OCT-08	JAN-09	APR-09	JUL-09
LIST SIZE	6728	6727	6724	6699
LIST CHANGE	-7	-1	-3	-25
TURNOVER (ADDITIONS/LIST SIZE)	1.56%	1.64%	2.60%	1.33%
REMOVALS	0	0	0	0
AVERAGE LIST SIZE PER GP	1838	1838	1837	1830

AGE/SEX BREAKDOWN



PUBLIC HEALTH DATA

	PRACTICE	PCT	REGIONAL	NATIONAL
DEPRIVATION (IMD: HIGHER = MORE)	15	33.2		0.37-85.46
MORTALITY (RATE PER 100,000)	463.7	645.9		594.73
NO. OF RESID & NURSING HOMES				
OLDER PEOPLE >=75 (% OF LIST SIZE)	13.51%	5.70%	7.63%	7.41%
CARERS				
ETHNIC GROUPS	33.16%	36.76%		
CHLAMYDIA SCREENING (YTD %)	1.80%	4.00%		
TEENAGE CONCEPTION	LOWER THAN AVERAGE			
ALCOHOL- BINGE DRINKING ESTIMATES (Q5 - LOW; Q1 = HIGH)	Q3			
QOF PREVALENCE				
HYPERTENSION	17.60		13.30	
CANCER	1.94	0.70	1.10	1.10
COPD	0.75		1.60	
DIABETES	4.93	4.90	4.10	3.90
CHRONIC HEART DISEASE	4.70	2.90	3.70	3.50
STROKE & TIA	2.21	1.20	1.70	1.60
MENTAL HEALTH	0.66	0.90	0.60	0.70
SMOKING	26.60			
OBESITY	6.01	6.80	8.10	7.60

FINANCE

PMS CONTRACT OR GLOBAL SUM	£436,240
CORR FACTOR OR GROWTH FUNDING	£0
QOF	£146,916
PREMISES	£42,992
ENHANCED SERVICES	£188,414
SPEND PER HEAD OF PRACTICE POP'N	£63

AREAS OF GOOD PRACTICE

VISIT
SPECIFIC PRACTICE CHARACTERISTICS
VISIT

BALANCED SCORECARD

CRITERIA					
1. ACCESS & RESPONSIVENESS					
OVERALL PATIENT EXPERIENCE SURVEY RESULTS					
48 HOUR ACCESS		91%	PCT 86%	REGIONAL 92%	NATIONAL 91%
ADVANCE BOOKING		92%	82%	86%	84%
TELEPHONE ACCESS		71%	65%	74%	76%
ACCESS TO A NAMED GP		74%	65%	70%	70%
HELPFULNESS OF RECEPTION STAFF		71%	67%	76%	77%
NUMBER OF DNA'S PER 1,000 POPULATION PER MONTH		96%	89%	94%	94%
NUMBER OF FACE TO FACE GP CONSULTATIONS PER 1,000 POPULATION PER MONTH		11	11		
NUMBER OF FACE TO FACE NURSE CONSULTATIONS PER 1,000 POPULATION PER MONTH		322	263		
NUMBER OF TELEPHONE CONSULTATIONS PER 1,000 POPULATION PER MONTH		192	113		
		79	51		
2008/09					
COMPLIMENTS					7
CONCERNS					0
COMPLAINTS					7
INCIDENT REPORTING					0
SERIOUS UNTOWARD INCIDENTS					0
PRACTICE					
VISIT					
NO					
2. PREMISES					
9 FACET SURVEY					COMPLIANT
ADOPTION OF PCT INFECTION CONTROL TOOLKIT					VISIT
CLINICAL WASTE POLICY					YES
EQUIPMENT MAINTENANCE & CALIBRATION POLICY					YES
PRACTICE					
3. PATIENT CHOICE					
USE OF CHOOSE & BOOK SYSTEM					90%
USE OF NHS CHOICES WEBSITE					LIMITED
OFFER OF CHOICE OF HOSPITAL					100%
PRACTICE SUPPORT FOR PERSONALISED CARE PLANNING AND SELF CARE SUPPORT FOR LTC'S					VISIT
PRACTICE LIST OPEN AND ACCEPTING NEW REGISTRATIONS					YES

CRITERIA					
4. QUALITY - EFFECTIVENESS					
ACHIEVEMENT IN THE CLINICAL DOMAIN OF THE QUALITY AND OUTCOMES FRAMEWORK (QOF) 2008/09					
	PRACTICE	PCT	REGIONAL	NATIONAL	
QOF EFFECTIVE EXCEPTION RATES 2007/08	650.00	633.89	**	**	
PRODUCTION OF PRACTICE CORPORATE & CLINICAL GOVERNANCE REPORT INCL RISK ASSESSMENT	2.74%	4.57%	5.34%	5.26%	
CONFORM TO NICE INTERVENTIONAL PROCEDURES GUIDANCE AND TECHNOLOGY APPRAISALS	VISIT				
ADOPTION OF RCGP GUIDE TO REVALIDATION OF GP'S	YES				
ADOPTION OF THE PRINCIPLES OF THE GOOD MEDICAL PRACTICE GUIDE	VISIT				
ADOPTION OF CODE OF CONDUCT FOR NHS MANAGERS	YES				
ADOPTION OF WHISTLEBLOWING IN THE NHS POLICY	YES				
MANDATORY TRAINING AND APPROPRIATE CONTINUING PROFESSIONAL DEVELOPMENT	YES				
UNDERTAKE ALL APPROPRIATE EMPLOYMENT CHECKS INCL CRB	YES				
ALL STAFF INCL GP'S ATTEND CHILD & ADULT SAFEGUARDING TRAINING	YES				
SYSTEMS IN PLACE TO ENSURE MEDICINES ARE HANDLED SAFELY	VISIT				
SYSTEMS IN PLACE TO ENSURE CONTROLLED DRUGS ARE HANDLED SAFELY	VISIT				
OVERALL PRESCRIBING INDICATOR (0 = HIGHEST; 90 = LOWEST)	13	17			
PRESCRIBING INDICATORS - EFFECTIVE STATIN USE	72.52%	78.08%			
PRESCRIBING INDICATORS - GENERIC PRESCRIPTION RATE	82.30%	80.20%			
5. DEMAND					
	PRACTICE	PCT	REGIONAL	NATIONAL	
A&E ACTIVITY PER 1,000 WEIGHTED POPULATION		12.22		17.22	
BETTER CARE BETTER VALUE INDICATOR ON OUT-PATIENT REFERRALS		10.92		9.21	
NUMBER OF URGENT REFERRALS PER 1,000 WEIGHTED POPULATION		5.33		8.37	
NUMBER OF ELECTIVE REFERRALS PER 1,000 WEIGHTED POPULATION		9.10		6.79	
DIAGNOSTIC SERVICES INCLUDING IMAGING, PATHOLOGY AND PHYSIOLOGICAL MEASUREMENT SERVICES					
6. SERVICE PROVISION					
	PRACTICE	PCT	REGIONAL	NATIONAL	
NUMBER OF ENHANCED SERVICES UNDERTAKEN (EXCLUDING CONTRACEPTIVE SERVICES)		14		19	
CONTRACEPTIVE AND OTHER SEXUAL HEALTH SERVICES		2		3	
MINOR SURGERY	YES				
CHILDHOOD VACCINATIONS & IMMUNISATIONS	YES				
6-8 WEEK BABY CHECK, BREASTFEEDING STATUS OF WOMEN AT 6-8 WEEKS				70.24	
ENHANCED CARE OF LONG-TERM CONDITIONS (EG ASTHMA CLINICS, DIABETES CLINICS)	100%				
ACTIVELY ENGAGED IN PBC	YES				
PRACTICE-BASED COMMISSIONING PROPOSALS	YES				
PRACTICE-BASED COMMISSIONING APPROVALS	NO				