

**STAR RATINGS FOR NORTH WEST
LONDON 2005**

**How is the NHS in North West
London doing?**

***Briefing for the North West
London Patients Parliament***

**Performance in the hospitals, mental health services
and GP and community services in North West London**



THE STAR RATINGS SYSTEM FOR HOSPITALS

- Hospitals are run by NHS Trusts, sometimes covering more than one hospital.
- Hospital Trusts are awarded 0, 1, 2, or 3 stars depending on their score across several topics
- The topics are divided into two groups: 'Key Targets' and 'Performance Indicators'. The combined effect of the scoring system is intended to give a broad view of how the hospital is doing.
- Key Targets' are specific objectives set for the NHS by government (e.g. getting all patients through A & E in four hours
- Trusts which run hospitals are scored as Achieved (✓), Underachieved(-) or Significantly Underachieved(×) on Targets

HOW NORTH WEST LONDON HOSPITALS DID ON THE KEY TARGETS

HOSPITAL AND STAR RATING	TARGETS							
	No 12 hour waits for admission in A&E	Minimal urgent cancer waits over 2 weeks	No waits over 9 months for surgery	Financial control	Hospital Cleanliness	Over 67% patients able to book clinic or surgery	No Outpatient waits over 17 weeks	98% of patients through A & E within 4 hours
Chelsea & Westminster ★★★	✓	✓	-	✓	✓	✓	✓	✓
Ealing ★★	✓	✓	✓	✓	✓	✓	✓	✓
1. Hammersmith 2. Charing Cross ⁱ ★★	✓	✓	✓	×	✓	✓	✓	✓
Hillingdon ★	✓	✓	✓	✓	✓	✓	✓	×
1. Northwick Park 2. Central Middlesex ⁱⁱ ★	✓	✓	✓	×	✓	✓	✓	-
1) Royal Brompton 2) Harefield ⁱⁱⁱ ★★★	N/A	N/A	✓	✓	✓	✓	✓	N/A
St. Mary's ★★★	✓	✓	-	✓	✓	✓	✓	✓
West Middlesex ★	✓	✓	×	×	✓	✓	✓	✓



HOW NORTH WEST LONDON HOSPITALS DID ON THE PERFORMANCE INDICATORS

THE SYSTEM OF PERFORMANCE INDICATORS FOR HOSPITALS

<p><i>'Performance Indicators' are standards on three broad aspects of how a hospital is doing:</i></p> <ul style="list-style-type: none"> ▪ <i>'Capability and Capacity' (e.g. staff views on the hospital)</i> ▪ <i>'Clinical Focus' (e.g. death rates after heart surgery)</i> ▪ <i>'Patient Focus' (e.g. numbers of cancelled operations)</i> ▪ <input type="checkbox"/> <i>indicates Data not Available</i> 	Scoring: Poor	1
		2
		3
		4
	Good	5

HOSPITAL SCORES ON THE CAPACITY AND CAPABILITY

INDICATOR TOPIC	Chelsea & Westminster	Ealing	Hammersmith	Hillingdon	1. Northwick Park 2. Central Middlesex	1. Royal Brompton 2. Harefield	St. Mary's	West Middlesex University
	★★★	★★	★★	★	★	★★★	★★★	★
Monitoring patients' & staff ethnicity	4	4	5	1	4	4	4	5
Data processes	4	3	5	4	4	4	4	4
Staff health & safety	2	2	3	3	2	5	3	2
Staff management	3	3	4	3	3	3	3	3
Staff attitudes	2	2	3	3	3	3	2	1
Workforce indicator	5	5	5	2	3	5	5	5



HOSPITAL SCORES ON CLINICAL FOCUS								
INDICATOR TOPIC	Chelsea & Westminster	Ealing	Hammersmith	Hillingdon	1. Northwick Park 2. Central Middlesex	1. Royal Brompton 2. Harefield	St. Mary's	West Middlesex University
	★★★	★★	★★	★	★	★★★	★★★	★
Child protection	5	5	5	3	5	5	5	3
Managing clinical risk	3	3	4	3	3	3	4	3
Participation in treatment quality checks	5	5	5	5	5	N/A	5	5
Deaths after heart bypass	N/A	N/A	3	N/A	N/A	3	3	N/A
Deaths after emergency surgery	3	3	3	Data not Provided	3	3	3	3
Emergency readmissions - adults	3	3	3	Data not Provided	3	3	3	3
Emergency readmissions - fractured hip	3	3	3	□	3	N/A	3	3
Stroke care	5	4	2	4	4	N/A	5	4
MRSA	2	3	3	3	3	□	3	3
Speed of Thrombolysis (for heart attacks)	□	□	□	□	5	N/A	□	□

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HOSPITAL SCORES ON PATIENT FOCUS								
TOPIC FOR INDICATOR	Chelsea & Westminster	Ealing	Hammersmith	Hillingdon	1. Northwick Park 2. Central Middlesex	1. Royal Brompton 2. Harefield	St. Mary's	1 West Middlesex University
	★ ★ ★	★ ★	★ ★	★	★	★ ★ ★	★ ★ ★	★
Patients through A&E within 4 hours	5	3	5	5	3	N/A	3	3
Progress towards better hospital food	3	3	3	3	3	5	3	3
1 month from diagnosis to treatment (breast cancer)	N/A	5	3	3	3	N/A	5	5
2 months from GP urgent referral to diagnosis (breast cancer)	N/A	5	3	5	5	N/A	3	1
Last minute cancellations of operations	3	3	3	3	3	3	3	3
Delayed transfers to community /social care	3	2	2	2	4	5	3	4
Patient views (except surgery): access/waiting	3	3	3	3	3	3	3	2
Patient views (except surgery): information/choice	3	2	3	2	2	3	3	3

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TOPIC FOR INDICATOR	Chelsea & Westminster	Ealing	Hammersmith	Hillingdon	1. Northwick Park 2. Central Middlesex	1. Royal Brompton 2. Harefield	St. Mary's	1 West Middlesex University
	★★★	★★	★★	★	★	★★★	★★★	★
Patient experience: communication & care (except surgery)	3	3	3	3	2	4	3	3
Patient experience: cleanliness/ comfort/ friendliness (except surgery)	3	3	3	3	2	3	3	3
Patient experience: safe, high quality, coordinated care	3	3	3	2	2	3	3	3
Responding to Patient complaints promptly	4	3	4	3	1	4	3	4
Wait longer than standard - revascularisation	N/A	N/A	5	N/A	N/A	5	5	N/A
Six month waits for inpatient treatment	4	4	4	5	3	4	5	4
Thirteen week wait for clinic dates	4	3	3	4	2	5	3	3
Waits for rapid access chest pain clinics	5	2	5	5	4	5	5	3

THE STAR RATING SYSTEM FOR MENTAL HEALTH SERVICES					
<ul style="list-style-type: none"> ▪ Mental Health Trusts run inpatient and community mental health services ▪ Mental Health Trusts are awarded 0, 1, 2, or 3 stars depending on their score across several topics. ▪ The topics are divided into two groups: 'Key Targets' and 'Performance Indicators'. The combined effect of the scoring system is intended to give a broad view of how the Mental Health Services are doing ▪ Key Targets' are objectives set for the NHS by government (e.g. Setting up Crisis Resolution Teams) ▪ Mental Health Trusts are scored as Achieved (✓), Underachieved(-) or Significantly Underachieved(x) on Targets 					
MENTAL HEALTH SERVICES IN NORTH WEST LONDON					
Central & North West London MH Trust 104 sites	Mental health services for adults/older people in:				
	<ul style="list-style-type: none"> ▪ Brent ▪ Westminster 		<ul style="list-style-type: none"> ▪ Kensington & Chelsea ▪ Harrow 		
	Mental health services for children in:				
<ul style="list-style-type: none"> ▪ Brent, ▪ Kensington & Chelsea 		<ul style="list-style-type: none"> ▪ Hillingdon ▪ Westminster 			
Substance misuse services in					
<ul style="list-style-type: none"> ▪ Ealing 		<ul style="list-style-type: none"> ▪ Hammersmith & Fulham 		<ul style="list-style-type: none"> ▪ Hounslow 	
West London MH Trust 30 sites (including Broadmoor high security hospital)	Mental health services for children, adults and older people in				
<ul style="list-style-type: none"> ▪ Ealing 		<ul style="list-style-type: none"> ▪ Hammersmith and Fulham 		<ul style="list-style-type: none"> ▪ Hounslow 	
HOW NORTH WEST LONDON'S MENTAL HEALTH SERVICES DID ON THE KEY TARGETS					
MENTAL HEALTH TRUST & STAR RATING	TARGETS				
	Care Plans electronically stored & available 24/7	Crisis Resolution Team (s) providing intensive support at home to people in crisis	Financial control	Hospital Cleanliness	Record data about patients as required by national Mental Health Minimum Data Set
Central and North West London ★★★	✓	✓	✓	✓	✓

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West London ★★	✓	✓	✓	✓	✓
THE SYSTEM OF PERFORMANCE INDICATORS FOR HOSPITALS					
<p><i>'Performance Indicators' are standards on three broad aspects of how mental health services are doing:</i></p> <ul style="list-style-type: none"> ▪ <i>'Capability & Capacity' (e.g. increased staff & services for child/adolescent mental health)</i> ▪ <i>'Clinical Focus' (e.g. suicide rates)</i> ▪ <i>'Patient Focus' (e.g. privacy and dignity)</i> ▪ <input type="checkbox"/> <i>indicates Data not Available</i> 					<p>Scoring:</p> <div style="text-align: center;"> ↑ ↓ </div> <p>Poor 1 2 3 4 Good 5</p>
MENTAL HEALTH SERVICE SCORES ON CAPACITY AND CAPABILITY (POOR 1: GOOD 5)					
INDICATOR TOPIC	Central & North West London MH Trust		West London MH Trust		
	★★★		★★		
Child and Adolescent Mental Health: increased staff & services	5		5		
Community Mental Health Team (older people) 'joined up' health & social care	3		1		
Monitoring patients' & staff ethnicity	5		5		
Physical environment	3		3		
Staff health & safety	3		3		
Staff management	3		3		
Staff attitudes	3		1		
Workforce Indicators (Improved working conditions)	5		4		
MENTAL HEALTH SERVICE SCORES ON CLINICAL FOCUS (POOR 1: GOOD 5)					
Child protection	5		5		
Management of Clinical risk	3		3		
Enhanced Care Programme Approach (patients on coordinated care programme)	3		3		
% of Drug misuse patients remaining on treatment for 12 weeks	4		N/A		

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INDICATOR TOPIC	Central & North West London MH Trust	West London MH Trust
	★ ★ ★	★ ★
Emergency Psychiatric readmissions (older people)	4	5
Emergency Psychiatric readmissions (adults)	3	3
Suicide rate for inpatients and those recently discharged	3	3
MENTAL HEALTH SERVICE SCORES ON PATIENT FOCUS (POOR 1: GOOD 5)		
Progress towards better hospital food	4	3
Reducing numbers of people with a Learning disability living in long-term NHS residence instead of in the community	N/A	N/A
Responding to Patient complaints promptly	3	4
Privacy and dignity for patients (single sex accommodation; single sex toilets and bathrooms and safe facilities for patients)	4	4
Service User Views: access to appointments and waiting for dates	3	3
Service User Views: information about care and involvement in care	3	3
Service User Views: relationships with staff (e.g. communication)	3	3
Service User Views: safe, high quality, coordinated care	3	3

How Primary and Community services are doing in NW London. 9

THE STAR RATING SYSTEM IN PRIMARY AND COMMUNITY SERVICES

- Primary Care Trusts run GP and community services (such as district nurses, health visitors and therapists), promote health improvement and plan all the health services for their borough. There is one PCT per borough
- PCTs are awarded 0, 1, 2, or 3 stars depending on their score across several topics
- The topics are divided into two groups: 'Key Targets' and 'Performance Indicators'. The combined effect of the scoring system is intended to give a broad view of how the PCTs are doing.
- 'Key Targets' are objectives set for the NHS by government (e.g. being able to see a GP within 2 working days).
- Primary Care Trusts are scored as Achieved (✓), Underachieved (-) or Significantly Underachieved (✗)

HOW PRIMARY AND COMMUNITY SERVICES IN NORTH WEST LONDON DID ON THE KEY TARGETS

TARGETS

PRIMARY CARE TRUST & STAR RATING	Patients see a GP within 2 working days	Patients see primary care staff (e.g. practice nurse) within 1 working day	Drug misusers getting treatment	No waits over 9 months for surgery	Financial Control	Patients giving up smoking still not smoking 4 weeks later	No Outpatient waits over 17 weeks	98% of patients through A & E within 4 hours
Brent Teaching PCT ★	✓	✓	✓	✓	✓	✗	✓	-
Ealing ★★	✓	✓	✓	✓	✓	✓	✓	✓
Hammersmith & Fulham ★★	✓	✓	✓	✓	✓	✓	✓	✓
Harrow ★★	✓	✓	✓	✓	✓	✓	-	-
Hillingdon 0	✓	✓	✓	✓	✗	-	✓	✗

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PRIMARY CARE TRUST & STAR RATING	Patients see a GP within 2 working days	Patients see primary care staff (e.g. practice nurse) within 1 working day	Drug misusers getting treatment	No waits over 9 months for surgery	Financial Control	Patients giving up smoking still not smoking 4 weeks later	No Outpatient waits over 17 weeks	98% of patients through A & E within 4 hours
Hounslow ★	✓	✓	✓	✓	✗	✓	✓	✓
Kensington & Chelsea ★	✓	✓	✓	✓	✗	✗	✓	✓
Westminster ★★	✓	✓	✓	✓	✓	✓	✓	✓

THE SYSTEM OF PERFORMANCE INDICATORS FOR PRIMARY CARE TRUSTS

'Performance Indicators' are standards on three broad aspects of how Primary Care Trusts are doing:

- 'Access to Quality Services' (e.g. more NHS Dentists)
- Improving health (e.g. more cervical screening)
- 'Service Provision (e.g. extra child and adolescent mental health services staff).
- □ indicates Data not Available

Scoring:
 Poor 1
 ↑ ↓ 2
 3
 ↓ ↑ 4
 Good 5

PRIMARY AND COMMUNITY SERVICES SCORES ON ACCESS TO QUALITY SERVICES (POOR 1: GOOD 5)

PRIMARY CARE TRUST & STAR RATING	Brent	Ealing	Hammersmith & Fulham	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Westminster
	★	★★	★★	★★	0	★	★	★★
75 % of urgent calls for ambulances met within 8 mins.	5	5	5	5	5	5	5	5

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PRIMARY CARE TRUST & STAR RATING	Brent	Ealing	Hammersmith & Fulham	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Westminster
	★	★★	★★	★★	0	★	★	★★
Setting up 'assertive outreach' mental health services (e.g. extra outreach staff)	4	1	5	5	4	4	5	4
Setting up new mental health workers and crisis resolution services	3	3	3	3	3	3	5	5
Delayed transfers to community /social care	4	3	4	3	2	4	3	3
Extra NHS dentists	5	5	5	5	5	5	5	5
Patient views: access to appointments and waiting for dates	2	2	2	3	3	1	3	2
Patient views: information about care and involvement in care	1	2	3	3	3	2	3	3
Patient views: communication with doctors	2	3	3	3	3	2	3	2
Patient views: cleanliness, comfort, friendliness	2	3	3	3	3	2	3	3
Patient views safe, high quality, coordinated care	2	3	3	3	3	2	3	3

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PRIMARY CARE TRUST & STAR RATING	Brent	Ealing	Hammersmith & Fulham	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Westminster
	★	★★	★★	★★	0	★	★	★★
Access to terminations in early pregnancy	5	2	1	5	4	1	4	5
Progress on getting waiting time for admission to hospital down to 6 months	4	4	4	3	4	4	5	5
Thrombolysis within 60 mins (heart attacks)	□	□	□	5	□	□	□	□
PRIMARY AND COMMUNITY SERVICES SCORES ON IMPROVING HEALTH (POOR 1: GOOD 5)								
80% of 25-64 year-old women offered cervical screening	1	3	1	3	3	3	1	1
Reducing death rates from cancer in under 75	5	3	3	4	5	5	5	3
Reducing death rates from heart disease and strokes in under 75s	4	5	3	3	4	3	4	3
80% diabetics offered retinopathy screening (avoiding blindness)	5	5	5	5	5	5	2	5
70% of over 65s offered flu vaccinations	5	3	1	5	5	5	5	1

How Primary and Community services are doing in NW London. 13

PRIMARY CARE TRUST & STAR RATING	Brent	Ealing	Hammersmith & Fulham	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Westminster
	★	★★	★★	★★	0	★	★	★★
Planning services so as to reduce the gaps in rates of infant deaths & life expectancy	5	5	5	5	5	5	5	5
90% of 2 year-olds immunised against MMR	4	3	2	5	3	4	1	3
Infant health	3	3	3	1	5	3	4	3
Teenage pregnancy	3	3	4	3	3	3	4	3
PRIMARY AND COMMUNITY SERVICES SCORES ON SERVICE PROVISION (POOR 1: GOOD 5)								
Child and Adolescent Mental Health Services – assessing need and increasing funding	5	3	3	5	5	5	5	5
Child protection	1	5	3	5	5	5	5	3
Community equipment (e.g. wheelchairs) delivered within 7 days	3	5	3	1	3	3	3	1
Monitoring patients' & staff ethnicity	5	5	5	5	5	5	4	5
Identifying people with Learning disability; reducing numbers living in long-term NHS care	3	2	4	4	2	2	4	4

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PRIMARY CARE TRUST & STAR RATING	Brent	Ealing	Hammersmith & Fulham	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Westminster
	★	★★	★★	★★	0	★	★	★★
Compliance with standards for Risk management	5	5	5	3	5	3	3	3
Staff health & safety	3	3	3	3	3	3	3	3
Staff management	4	3	3	3	3	3	3	3
Staff attitudes	2	2	3	2	3	3	3	3
Workforce indicator (improving working conditions)	4	5	5	4	4	5	4	5

ⁱ Both Hospitals are run by Hammersmith Hospitals NHS Trust

ⁱⁱ Both Hospitals are run by North West London Hospitals NHS Trust

ⁱⁱⁱ Both Hospitals are run by the Royal Brompton and Harefield NHS Trust