

Enter trust code in cell A1 and press return

Review of Urgent and Emergency Care 2007/2008.

Overall Trust Rating **Better Performing**

**Overall score:**  
 1 - Least well performing - Red  
 2 - Fair performing - White  
 3 - Better performing - Yellow  
 4 - Best performing - Green

		Score		
Access	1a	Out-of-hours GP phone response	2	1 to 5
	1b	Ambulance service phone response	3	1 to 5
	1c	Satisfaction with GP surgery phone response	4	1 to 5
	2a	Out-of-hours GP services time to start phone assessments	3	1 to 5
	2b	% seen by a clinician within an hour at A&E/urgent care centre	3	1 to 5
	2c	Ambulance response times	2	1 to 5
	2d	Time for NHS Direct to start assessments	4	1 to 5
	3a	% out-of-hours GP calls engaged/abandoned	2	1 to 5
	3b	Satisfaction with opening hours of GP services	3	1 to 5
	3c	Provision of medication by out of hours GP services	2	1 to 5
	4a	Inpatients' views of their experience of A&E	3	1 to 5
	4b	Systems to protect vulnerable children and adults	3	1 to 5
	4c	Facilities for people with disabilities	5	1 to 5
	4d	Sensitivity to ethnic needs	3	1 to 5
<b>Access</b>	Access	3.00	Theme Score	

**Scoring 1 to 5:**  
 Bottom - 6.25% - Score 1 - Red  
 Next - 25% - Score 2 - White  
 Middle - 37.5% - Score 3 - White  
 Next - 25% - Score 4 - White  
 Top - 6.25% - Score 5 - Green

Effectiveness and Integration	5a	% of face-to-face OOH GP assessments started in two hours	2	1 to 5
	5b	% of patients dealt with in 4 hrs at A&E or urgent care centre	3	1 to 5
	5c	Compliance thrombolysis target	2	1 to 5
	6a	Quality assurance in out-of-hours GP services	3	1 to 5
	6b	Quality assurance in A&Es/urgent care centres	4	1 to 5
	6c	Quality assurance in ambulance services	5	1 to 5
	7a	% of people who return to A&E within seven days	2	1 to 5
	8a	% of out-of-hours assessments sent to patient's GP by 8am the next day	3	1 to 5
	8b	% of NHS Direct assessments passed to out-of hours service electronically	4	1 to 5
	8c	Development of systems to share care plans	4	1 to 5
	8d	Ability to transfer calls and information between services	4	1 to 5
	9a	Developing shared care pathways across services	3	1 to 5
9c	Ambulance services treating people at home by phone	5	1 to 5	
<b>Int</b>	Effectiveness & Integration	3.38	Theme score	

**Question 5c: Compliance thrombolysis target**  
 Organisations reporting a small number of patients (i.e. fewer than 20 in the denominator of the indicator construction) have been given 'Data not available' and this indicator is excluded from their scored assessment.

Management	10a	State of local urgent and emergency care networks	4	1 to 5
	11a	Developing an urgent and emergency care strategy	3	1 to 5
	12a	Monitoring views of patients and the public	4	1 to 5
	13a	Monitoring services at PCT level	3	1 to 5
	14a	Range of information produced by the PCT	3	1 to 5
	15a	PCT initiatives to improve awareness of services	1	1 to 5
	15b	Public use of NHS Direct	4	1 to 5
	16a	A&E attendances which could be avoided	4	1 to 5
16b	% of ambulance journeys to A&E where turnaround takes over 15 mins	3	1 to 5	
<b>Mgmt</b>	Management	3.22	Theme score	