

NHS ANNUAL PERFORMANCE RATINGS 2009

HOW WELL IS CHELSEA AND WESTMINSTER PERFORMING?

What are the NHS annual performance ratings?

The Care Quality Commission – the health watchdog in England – publishes annual performance ratings for every NHS trust on Thursday 15 October 2009.

This year's ratings cover the 2008/09 financial year which ended on 31 March 2009.

All NHS trusts in England receive 2 ratings for:

- **Quality of services** – this score covers a range of areas including safety of patients, cleanliness and waiting times.
- **Quality of financial management** – this score assesses how well NHS trusts manage their finances.

All NHS trusts in England are given 1 of 4 possible scores for the 2 ratings:

- **Excellent**
- **Good**
- **Fair**
- **Weak**

How is Chelsea and Westminster performing?

We scored **Excellent** for both **Quality of services** and **Quality of financial management** – 37 out of 392 NHS trusts in England (9 out of 73 NHS trusts in London) achieved a double 'Excellent' rating which means we are ranked among the **top 9% of trusts in England** and among the **top 12% of trusts in London**.

NHS Chief Executive, David Nicholson, and Care Quality Commission Chairman, Barbara Young, have singled us out among 41 NHS trusts nationally that have performed strongly in the performance ratings for the last 2 years.

Quality of services

- Our overall score is **Excellent** – this is an improvement on our score last year when we were rated Good for the quality of our services.
- This score places Chelsea and Westminster among the best **22%** of NHS trusts in England for quality of services - **5%** were **Weak**; **25%** were **Fair**; **48%** were **Good**; **22%** were **Excellent**.

Quality of financial management

- Our overall score is **Excellent** - the Care Quality Commission said: "*Chelsea and Westminster has been assessed as performing strongly with a relatively low financial risk.*"
- This score places Chelsea and Westminster among the best **43%** of NHS trusts in England for quality of financial management - **5%** were **Weak**; **15%** were **Fair**; **37%** were **Good**; **43%** were **Excellent**.

Quality of services – detailed findings

Our overall score is **Excellent** - the Care Quality Commission said: *“Chelsea and Westminster Hospital NHS Foundation Trust performed very well across our assessments, and therefore receives an overall score of excellent.”*

This overall score is calculated by assessing three areas:

Core standards	Fully met – compliant with 43 of 44 standards
Existing commitments	Fully met – met 7 of 8 indicators
National priorities	Excellent – met all 13 indicators

Core standards

- Our score of **Fully met** means that we met all 44 core standards set by the government by the end of the assessment year.
- The core standards cover seven key areas including safety, clinical and cost effectiveness, and patient focus.
- We declared non-compliance with 1 core standard relating to confidentiality of information – this failing was corrected during the assessment year.

Existing commitments

- Our score of **Fully met** means that we performed well against long-standing government targets which are mainly concerned with waiting times and access to services.
- Existing commitments achieved by the Trust include access to sexual health clinics, waiting times for outpatient appointments, and the length of time that patients spend in A&E.
- The Trust did not fully meet 1 existing commitment relating to delayed transfers of care.

National priorities

- We achieved a score of **Excellent** against the government's national priorities which include overall patient experience, MRSA rates, 18 week referral to treatment times, cancer targets, stroke care, and NHS staff satisfaction.
- We met all 13 indicators.

The Care Quality Commission also assesses how well NHS trusts perform in a number of areas of interest to patients and the public – Chelsea and Westminster's performance was as follows:

Safety and cleanliness	14/14
Waiting to be seen	12/12
Standard of care	7/7
Dignity and respect	8/9
Keeping the public healthy	5/5
Good management	17/18

The Trust is delighted that, thanks to the hard work and expertise of all its staff, it has achieved an ‘Excellent’ rating for the quality of its services in recognition of the high quality care for patients at Chelsea and Westminster.

We must now demonstrate consistency in our performance to achieve the same ‘Excellent’ rating for the current financial year, with a particular focus on MRSA rates, 18 week referral to treatment times and financial control.