

GP Scorecard 2010/11, [Practice Name]

Overall Band: B (78 out of 114, 68.4%)

[Locality] [Code]

1 Contractual Requirements & Premises														
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National				
1.1 Compliance with GMS Contractual and Statutory Requirements	Fully compliant		Not fully compliant	Fully compliant	A	N/A	Fully compliant	=	N/A	41	N/A			
1.2 Business Continuity Plan (BCP)	Approved BCP		No approved BCP	Approved BCP	A	N/A	N/A		N/A	47	N/A			
1.3 Compliance with GMS minimum premises standards	Fully compliant	<10 changes needed	≥10 changes needed	16	A	=37	N/A		N/A	N/A	N/A			
2 Priority Standards & Services														
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National				
2.1 Electronic Patient Records (EPR)	Using EPR	Working towards EPR	Not using EPR	Using EPR	A	N/A	N/A		N/A	N/A	N/A			
2.2 Information Governance Toolkit	Submitted, all ≥ level 2	Submitted, not all ≥ level 2	Not submitted	Submitted, not all ≥ level 2	B	N/A	N/A		N/A	N/A	N/A			
2.3 Priority Enhanced Services	≥ 90%	60% to 90%	< 60%	78.6%	B	=19	78.6%	=	74.6%	76.5%	N/A			
2.4 PBC locality agreement	Signed up		Not signed up	Signed up	A	N/A	N/A		N/A	48	N/A			
3 Access														
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National				
3.1 Ease of access to building	≥ National (97.3%)	Top 50% of those below	Bottom 50% of those below	98.2%	A	19	97.8%	▲	96.8%	▲	97.0%	▲	97.3%	▲
3.2 Telephone access	≥ National (75.8%)	Top 50% of those below	Bottom 50% of those below	45.0%	C	48	55.7%	▼	69.7%	▼	75.0%	▼	75.8%	▼
3.3 GP appointment within 2 days	≥ National (79.8%)	Top 50% of those below	Bottom 50% of those below	77.3%	B	40	81.5%	▼	83.4%	▼	81.9%	▼	79.8%	▼
3.4 GP appointment 2+ days	≥ National (73.4%)	Top 50% of those below	Bottom 50% of those below	69.9%	B	36	52.6%	▲	75.3%	▼	74.4%	▼	73.4%	▼
3.5 Satisfaction with opening hours	≥ National (83.6%)	Top 50% of those below	Bottom 50% of those below	77.0%	B	33	77.3%	▼	79.7%	▼	79.2%	▼	83.6%	▼
3.6 Ability to see preferred GP	≥ National (74.7%)	Top 50% of those below	Bottom 50% of those below	74.1%	B	31	79.0%	▼	76.3%	▼	78.0%	▼	74.7%	▼
3.7 Extended hours	Providing		Not providing	Providing	A	N/A	N/A		N/A	33	N/A	N/A	N/A	
4 Patient Experience														
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National				
4.1 Cleanliness of building	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	99.1%	A	32	99.1%	▼	99.2%	▼	98.6%	▲	98.6%	▲
4.2 Helpfulness of reception staff	≥ National (93%)	Top 50% of those below	Bottom 50% of those below	90.1%	C	41	91.1%	▼	93.1%	▼	92.6%	▼	93.0%	▼
4.3 Experience with doctor	≥ National (95.4%)	Top 50% of those below	Bottom 50% of those below	95.9%	A	20	96.6%	▼	94.9%	▲	94.6%	▲	95.4%	▲
4.4 Experience with practice nurse	≥ National (97.6%)	Top 50% of those below	Bottom 50% of those below	95.8%	C	40	98.2%	▼	96.3%	▼	96.8%	▼	97.6%	▼
4.5 Patients told they have a care plan	≥ ONS cluster (12.5%)	Top 50% of those below	Bottom 50% of those below	8.5%	B	27	N/A		8.8%	▼	9.5%	▼	11.9%	▼
4.6 Overall satisfaction with care	≥ National (90%)	Top 50% of those below	Bottom 50% of those below	89.1%	B	33	91.3%	▼	89.5%	▼	88.5%	▲	90.0%	▼
5 QOF														
Part 1: General														
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National				
5.1 Overall QOF score	≥ National (93.7%)	Top 50% of those below	Bottom 50% of those below	95.7%	A	14	95.6%	▲	87.4%	▲	89.3%	▲	93.7%	▲
5.2 Patient Experience domain score	≥ National (71.5%)	Top 50% of those below	Bottom 50% of those below	53.0%	C	41	70.2%	▼	70.5%	▼	72.0%	▼	71.5%	▼
5.3 Additional Services domain score	≥ National (95.3%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	88.4%	▲	88.3%	▲	95.3%	▲
5.4 Overall exception reporting rate	≤ National (5.4%)	Bottom 50% of those above	Top 50% of those above	6.6%	B	22	6.9%	▼	6.9%	▼	7.2%	▼	5.4%	▲
Part 2: Clinical Domain														
5.5 Overall Clinical domain score	≥ National (95.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	89.0%	▲	92.1%	▲	95.9%	▲
5.6 Asthma	≥ National (98.1%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	90.4%	▲	93.6%	▲	98.1%	▲
5.7 Chronic Kidney Disease	≥ National (94.7%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	88.5%	▲	92.0%	▲	94.7%	▲
5.8 COPD	≥ National (95.8%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	80.0%	▲	87.8%	▲	95.8%	▲
5.9 Dementia	≥ National (97.5%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	81.1%	▲	92.3%	▲	97.5%	▲
5.10 Depression	≥ National (81.7%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	=	69.5%	▲	68.6%	▲	81.7%	▲

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Indicator	≥ National	Top 50% of those below	Bottom 50% of those below	Score	Band	Rank	Previous	Locality	PCT	National	
5.11 Diabetes	≥ National (95.2%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 90.1%	▲ 93.2%	▲ 95.2%	▲
5.12 Hypertension	≥ National (98.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 96.2%	▲ 96.8%	▲ 98.9%	▲
5.13 Learning Disabilities	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 93.8%	▲ 98.0%	▲ 98.6%	▲
5.14 Mental Health	≥ National (94.5%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 86.5%	▲ 89.4%	▲ 94.5%	▲
5.15 Obesity	≥ National (100%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 100.0%	= 100.0%	= 100.0%	▲
5.16 Palliative Care	≥ National (89.3%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 75.0%	▲ 83.7%	▲ 89.3%	▲
5.17 Smoking	≥ National (99%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 93.6%	▲ 96.1%	▲ 99.0%	▲

Part 3: Organisational Domain

5.18 Overall Organisational domain score	2	≥ National (99%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 93.6%	▲ 96.1%	▲
5.19 Records and Information		≥ National (95.8%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 92.4%	▲ 87.7%	▲
5.20 Information for Patients		≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 95.6%	▲ 93.9%	▲
5.21 Education and Training		≥ National (95.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 83.0%	▲ 84.8%	▲
5.22 Practice Management		≥ National (97.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 84.0%	▲ 89.4%	▲
5.23 Medicines Management		≥ National (97.2%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0%	= 89.4%	▲ 88.4%	▲

6 Public Health

Indicator	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National
6.1 Cervical screening (National Screening Programme)	≥ 80%	75% to 80%	< 75%	81.8%	A	5	80.8%	▲ 74.5%	▲ 75.8%	▲ N/A
6.2 Cervical screening (QOF CS1)	≥ 80%	75% to 80%	< 75%	82.9%	A	23	83.1%	▼ 83.6%	▼ 83.0%	▼ N/A
6.3 Childhood imms: DTaP/IPV/Hib 1 yr olds	1	≥ 95%	≥ PCT (91.6%) < PCT (91.6%)	87.9%	C	=38	N/A	▲ 89.5%	▼ 91.6%	▼ N/A
6.4 Childhood imms: MMR for 2 yr olds (1st dose)	1	≥ 90%	≥ PCT (86.5%) < PCT (86.5%)	85.9%	C	31	83.9%	▲ 85.4%	▲ 86.5%	▼ N/A
6.5 Childhood imms: MMR for 5 yr olds (2nd dose)	1	≥ 90%	≥ PCT (77.2%) < PCT (77.2%)	82.2%	B	19	N/A	▲ 77.7%	▲ 77.2%	▲ N/A
6.6 Childhood imms: pre-school booster for 5 yr olds	1	≥ 90%	≥ PCT (80.6%) < PCT (80.6%)	87.1%	B	17	72.0%	▲ 81.5%	▲ 80.6%	▲ N/A
6.7 Flu imms, 65+		≥ 70%	≥ PCT (68.1%) < PCT (68.1%)	73.2%	A	12	76.8%	▼ 68.0%	▲ 68.1%	▲ 72.4%
6.8 Pneumococcal imms, 65+		≥ 80%	≥ PCT (69.8%) < PCT (69.8%)	77.0%	B	11	47.0%	▲ 71.2%	▲ 69.8%	▲ N/A
6.9 Smoking status recording (QOF Records 23)		Top quartile (≥ 84.5%)	Middle quartiles < Bottom quartile (< 75.9%)	90.8%	A	4	90.5%	▲ 82.2%	▲ 80.9%	▲ 89.4%
6.10 Smoking status recording (Omnibus)	1	≥ 90%	70% to 90%	76.2%	B	5	72.5%	▲ 67.2%	▲ 66.3%	▲ N/A
6.11 Hypertension management	1	≥ 75%	70% to 75%	73.3%	B	24	74.7%	▼ 72.1%	▲ 71.7%	▲ N/A
6.12 Chlamydia screening, 15-24 yr olds		≥ 50%	25% to 50%	2.5%	C	25	N/A	▲ 5.3%	▼ 4.3%	▼ N/A

7 Prescribing

Indicator	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National
7.1 Renin-angiotensins		≥ 74%	< 74%	70.3%	C	30	60.8%	▲ 70.6%	▼ 70.7%	▼ N/A
7.2 High risk antibiotics		≤ 25%	> 25%	16.7%	A	16	18.8%	▼ 19.7%	▼ 19.8%	▼ N/A
7.3 Low cost PPIs		≥ 91%	< 91%	89.6%	C	27	83.7%	▲ 88.6%	▲ 89.4%	▲ N/A
7.4 Statin prescribing		≥ 75%	< 75%	70.1%	C	45	71.0%	▼ 77.5%	▼ 79.7%	▼ N/A
7.5 Seretide 250 evohaler		≤ 25%	> 25%	48.7%	C	44	N/A	▲ 34.4%	▲ 30.7%	▲ N/A

1 Indicators to which the PCT is held to account; mostly Vital Signs, but also 6.10, for which we submit data via the Omnibus return
 2 These indicators do not count towards a practice's overall or banding